

VERIZON  
UP TO SPEED LIVE  
September 24, 2021 12:00 PM ET

>>DIANA ALVEAR: HELLO!

WELCOME TO "UP TO SPEED LIVE" ON THIS FRIDAY!

TODAY IS THE DAY, THE DAY TO ORDER YOUR NEW IPHONE!

IT'S HERE!

WE'RE GOING TO TALK ALL ABOUT THAT.

AS YOU CAN TELL, I'M VERY HYPED.

WE'RE GOING TO TALK ABOUT IT IN JUST A FEW, ALONG WITH ALL THE GOOD STUFF COMING WITH THE GLOBAL CITIZEN CONCERT, BUT FIRST, LET'S RECAP THIS VERY BUSY WEEK.

SO MONDAY, WE QUIZZED YOU ON ALL THE GREAT ENTERTAINMENT CONTENT WE GIVE YOU, PLUS WE CAUGHT UP WITH OUR BELOVED COMMUNICATIONS INTERN ADI.

TUESDAY, WE GAVE YOU A GOOD LOOK AT THE VERIZON 5G MULTIVIEW EXPERIENCE AND HOW IT IS CHANGING THE WAY WE WATCH FOOTBALL TODAY.

AND YESTERDAY, WE GOT TO HYPE FOR THE OCTOBER 1<sup>ST</sup> HUDDLE, INTRODUCING OUR ALL-STAR LINEUP, OUR THANKS TO FIEDY AND THE BONEYARD.

OKAY.

SO NOW, LET'S GET TO OUR BIGGEST STORY OF THE DAY.

IPHONE 13 LUNCH DAY!

THERE ARE LINES, PEOPLE.

AND BECAUSE OF OUR NEW CUSTOMERS, OUR EXISTING CUSTOMERS AND OUR BUSINESS CUSTOMERS DESERVING BETTER, VERIZON IS MAKING IT EASIER THAN EVER TO UPGRADE TO A NEW IPHONE 13.

THAT IS RIGHT.

CURRENT AND NEW VERIZON CUSTOMERS CAN GET A 128 GIGABYTE IPHONE 13 ON US, WITH A SELECT TRADE-IN, DAMAGED PHONES INCLUDED, ON QUALIFIED UNLIMITED PLANS.

CUSTOMERS WHO MOVE THEIR PHONE NUMBER TO VERIZON CAN GET UP TO \$500 TO HELP THEM MAKE THAT SWITCH AND BREAK UP WITH THAT NASTY OLD CARRIER FOREVER.

THIS IS AN INCREDIBLE DEAL.

YOU DON'T HAVE TO TAKE IT FROM ME BECAUSE WE'RE GOING TO HEAR FROM SOME OF OUR CUSTOMERS AND RETAIL V-TEAMERS FROM STORES ACROSS THE COUNTRY TODAY ABOUT WHY THEY COULD NOT WAIT TO GET THEIR HANDS ON THE IPHONE 13 ON AMERICA'S MOST RELIABLE NETWORK.

>> WE KNOW TODAY IS OFFICIAL LAUNCH DAY OF THE IPHONE 13, SO WE WANTED TO GET OUR HANDS ON THAT AS SOON AS POSSIBLE.

>> I NEED A PHONE, AND VERIZON HAS THE BEST DEAL GOING RIGHT NOW. GIVE ME A THOUSAND DOLLARS FOR MY PHONE.

>> THE NEW PHONE IS SUPPOSED TO BE GREAT, SO LOOKING FORWARD TO THAT.

>> INCREASED BATTERY LIFE, FASTER PROCESSING, BETTER 5G.

>> I'VE BEEN A CUSTOMER FOR VERIZON --

>> EVERY YEAR, EVERYBODY'S EXCITED ABOUT THE NEW IPHONE.

THIS YEAR, IPHONE 13 IS NO EXCEPTION.

>> WHY SHOULD CUSTOMERS BE EXCITED ABOUT THE NEW IPHONE 13?

WELL, THE PROMO, YOU CAN GET UP TO A THOUSAND DOLLARS OFF THE NEW IPHONE 13.

>> TRADE IN YOUR OLD PHONE, IT COULD BE CRACKED, DUSTY, DOESN'T MATTER, AS LONG AS IT WORKS, BRING IT IN, WE'LL HOOK YOU UP.

>> THAT'S WHAT THE CUSTOMERS ARE COMING IN FOR, THAT THEY WANT THE BEST OF THE BEST.

RIGHT?

OUR RELIABILITY, OUR NETWORK.

OUR HUGE PERCENTAGES ON CLIENT SALE IS TRUCK DRIVERS, SO THEY GO FROM CROSS STATE FROM POINT A TO POINT B, SO THEY NEED THAT RELIABLE SERVICE.

SO THEY WANT THE BEST OF THE BEST.

>> I AM EXCITED FOR THE -- THE IPHONE LAUNCH, THE HOLIDAYS, SO, YOU KNOW, GETTING PHONES TO PUT UNDER THE TREE FOR PEOPLE, AND, YOU KNOW, JUST GETTING THE NEW TECHNOLOGY.

>> THE APPLE 13, APPLE IS THE MOST POWERFUL PHONE.

WHY NOT HAVE IT ON AMERICA'S MOST RELIABLE NETWORK.

>>DIANA ALVEAR: ALL RIGHT.

AND I WAS ACTUALLY JUST CHECKING IN WITH A BUNCH OF MY COLLEAGUES WHO ARE ALL OVER THE COUNTRY HANGING OUT WITH IPHONE EXCITED CUSTOMERS, AND THEY WERE TELLING ME THERE ARE LINES, PEOPLE, LIKE SOME LINES OF MORE THAN AN HOUR LONG, OKAY?

SO IF YOU WANT MORE, AND I KNOW YOU DO, HEAD TO THE MY VERIZON APP OR VERIZON.COM, OR BETTER YET AGAIN JUST GO HANG OUT WITH OUR AWESOME RETAIL V-TEAMERS AT A VERIZON STORE IS THAT YOU CAN SNAG THAT BRAND MU IPHONE 13.

SO SOME OF OUR FAVORITE TIKTOKERS, YES, TIKTOKERS, ARE TAKING THEIR EXCITEMENT FOR OUR NEW PROMO RIGHT TO THEIR FAVORITE SOCIAL HOME, INCLUDING SOME V-TEAMERS.

SEE IF YOU CAN SPOT SOME OF US.

YES, THAT WAS ME IN THE CAT EARS, AND DAVID BURGER IS THE FUNNIEST MAN ALIVE.

HE WAS THE LAST DANCER ON THE RIGHT.

I KNOW YOU SAW HIM.

ALL RIGHT.

LET'S TALK GLOBAL CITIZEN LIVE.

ARE YOU READY TO ROCK FOR A GOOD CAUSE?

BECAUSE TOMORROW IN LOS ANGELES, NEW YORK CITY AND AROUND THE GLOBE, TOP MUSIC ACTS ARE GOING TO BE PERFORMING LIVE AT THE GLOBAL CITIZEN CONCERTS, WITH A MISSION TO CONNECT THE WORLD, DEFEND THE PLANET AND DEFEAT POVERTY.

NOW, GLOBAL CITIZEN ALIGNS WITH OUR CITIZEN VERIZON INITIATIVE, AND THIS CENTERS ON DIGITAL INCLUSION, CLIMATE PROTECTION AND HUMAN PROSPERITY.

AS WE CONTINUE TO SUPPORT PROGRAMS THAT CLOSE THE DIGITAL DIVIDE AND LEAVE NO ONE BEHIND.

AND TO CELEBRATE, 20 LUCKY V-TEAMERS WERE AWARDED TICKETS TO ATTEND A GLOBAL CITIZEN CONCERT IN L.A. OR NEW YORK.

A FEW OF THOSE V-TEAMERS TOLD US WHY THEY'RE EXCITED TO ATTEND.

>> I AM EXCITED TO HAVE BEEN SELECTED TO ATTEND THE GLOBAL CITIZEN CONCERT.

THANK YOU SO MUCH.

I ABSOLUTELY LOVE THE COMMITMENT THAT GLOBAL CITIZENS ARE MAKING TO ELIMINATING POVERTY ACROSS THE WORLD, AND IT DIRECTLY ALIGNS WITH OUR COMMITMENT AS A COMPANY TO SOCIAL RESPONSIBILITY AND REALLY INCREASING AND IMPROVING HUMAN PROSPERITY.

>> I WANT TO SAY THANK YOU FOR GIVING ME THE OPPORTUNITY TO ATTEND THE CONCERT, GLOBAL CITIZEN.

JUST EXCITED TO BE THERE.

HERE TO REPRESENT, YOU KNOW, FROM BROOKLYN, ALSO FIGHTING THE CRISIS OF HUNGER.

GRATEFUL TO BE A PART OF THE, YOU KNOW, ATMOSPHERE AND OPPORTUNITY TO

BE THERE.

THANK YOU.

>> AS A RETAIL EMPLOYEE, I JUST WANTED TO SAY THANK YOU, TO BE ABLE TO PARTAKE IN AN EVENT SUCH AS GLOBAL CITIZEN IS AN AMAZING OPPORTUNITY.

TO BE ABLE TO COME TOGETHER TO BRING AWARENESS TO EVERYTHING THAT'S GOING ON WITHIN OUR COMMUNITY NOWADAYS, TO BE ABLE TO COME TOGETHER NOT JUST AS INDIVIDUALS, BUT WITH DIFFERENT ARTISTS TO CREATE AND DRIVE THIS CHANGE.

>> WANT TO GIVE A BIG THANK YOU TO VERIZON FOR GIVING ME THE OPPORTUNITY TO ATTEND THE GLOBAL CITIZEN FESTIVAL.

IT NOT ONLY ADDRESSES THE POVERTY, BUT ALSO INEQUALITY, AS WELL AS SAVING OUR PLANET.

THANK YOU.

THANK YOU.

THANK YOU.

LET'S GO.

>>DIANA ALVEAR: THAT'S RIGHT.

LET'S GO.

OUR THANKS TO NEISHA DARLINGTON, ERIC HALL, BERNADETTE CARRILLO AND MICHAEL PÉREZ FOR YOUR AWESOME VIDEOS.

HAVE A GREAT TIME.

AND YOU DON'T NEED A TICKET TO JOIN THE FUN.

YOU CAN CHECK OUT THE 24-HOUR GLOBAL CITIZEN LIVE STREAM ON YOUTUBE STARTING AT 1 P.M. EASTERN AND TUNE IN TO ABC THIS SUNDAY NIGHT AT 7 P.M. EASTERN FOR AN HOUR LONG SPECIAL.

IT WILL INCLUDE SOME OF THAT AMAZING BEHIND THE SCENES FOOTAGE.

AND THERE'S EVEN A SNAP LENS THAT YOU CAN USE TO POST AND SHARE WITH

YOUR FRIENDS ON SNAPCHAT.

FOR ALL THE DETAILS, VISIT [GLOBALCITIZEN.ORG](http://GLOBALCITIZEN.ORG).

ALL RIGHT.

LET'S TURN TO SOME GREAT NEWS ON THE PUBLIC SOCIAL SECURITY FRONT.

THEY'VE BEEN WORKING, OKAY?

THE U.S. DEPARTMENT OF DEFENSE HAS SELECTED VERIZON PUBLIC SOCIAL SECURITY TO DELIVER ITS 5G ULTRA WIDEBAND MOBILITY SERVICE TO SEVEN AIR FORCE RESERVE COMMAND INSTALLATIONS.

THESE BASES ARE LOCATED IN CALIFORNIA, FLORIDA, MASSACHUSETTS, NEW YORK, OHIO, PENNSYLVANIA AND TEXAS.

THE DEPLOYMENT WILL INCLUDE C-BAND RADIOS INSTALLED OUTDOORS AT EACH AFRC FACILITY.

SO FAR, VERIZON IS DELIVERING 5G AND OTHER ENHANCED WIRELESS NETWORK SERVICES ACROSS 17 AIR FORCE BASES THROUGHOUT THE UNITED STATES AND OF COURSE VERIZON'S 5G NETWORK IS HELPING U.S. MILITARY LEADERSHIP FULFILL ITS MOST STRATEGIC DIGITAL TRANSFORMATION PRIORITIES.

THESE INNOVATIONS INCLUDE SUPPORTING FLIGHT LINE TEST EQUIPMENT, ANIMATED SIMULATION AND TRAINING, FULL MOTION HIGH DEFINITION VIDEO TO SUPPORT TELEMEDICINE FOR ITS AIRMEN, AND ULTRAFAST ARTIFICIAL INTELLIGENCE FOR BIOMETRIC IDENTIFICATION.

AND VERIZON FRONT LINE IS GOING TO BE DELIVERING CONNECTIVITY AND SMARTPHONES FOR THE HARRIS COUNTY, TEXAS EMERGENCY SERVICES DISTRICT NUMBER 11 FOR USE IN TRUCKS AND AMBULANCES TO HELP ACHIEVE THEIR MISSION AND BETTER SERVE THE COUNTY'S RESIDENTS.

JUST REALLY IMPORTANT TO SHOW YOU GUYS THE GREAT WORK.

THEY'RE EARNING THEIR BUSINESS.

OUR PUBLIC SOCIAL SECURITY WORK IS SO IMPORTANT.

OKAY.

IT'S FRIDAY, SO WE'RE GOING TO SEND YOU INTO THE WEEKEND ON A FEEL GOOD

ARTY NOTE.

CHECK THIS OUT.

V-TEAMER JODI HANKE, A CLIENT SERVICE MANAGER FROM THE BUSINESS GROUP, SHOWED HER KINDNESS SELFIE AT THE PHOENIX KINDNESS MURAL.

YOU LOOK GREAT!

AND WE MAY HAVE A MURAL IN YOUR CITY.

TO FIND OUT, YOU CAN HEAD TO [VERIZON.COM/KINDNESS](http://VERIZON.COM/KINDNESS) TO FIND OUT MORE.

SEND IN THOSE SELFIES.

WE NEED ALL THE KINDNESS THAT WE CAN GET.

THANK YOU SO MUCH FOR HANGING WITH ME TODAY.

I HOPE YOU'RE GOING TO BE ON YOUR WAY TO GETTING AN IPHONE IN JUST A FEW MINUTES.

NEXT MONDAY, SUPER IMPORTANT, WE'RE GOING TO HEAR FROM SOMEONE SPECIAL THAT YOU ALL LOVE TO HEAR FROM SO MAKE SURE TO TUNE IN.

AND THEN, OF COURSE, NEXT FRIDAY IS THAT ALL-IMPORTANT HUDDLE.

I'M DIANA ALVEAR.

UNTIL NEXT TIME, YOU'RE UP TO SPEED.