

**VERIZON
UP TO SPEED LIVE**

September 30, 2022 12:00 PM ET

HEY V TEAM, JEN HERE.

IT WAS A BUSY WEEK ACROSS THE BUSINESS, BUT BEFORE I GET INTO SOME HURRICANE IAN NEWS, WHICH I KNOW IS ON ALL OF OUR MINDS, LET'S GET INTO A QUICK RECAP OF THE WEEK.

ON MONDAY WE SHARED A NEW EPISODE OF OUR NEW SERIES "3 QUESTIONS WITH."

THIS TIME WE HEARD FROM SVP OF HOME READINESS AND ORCHESTRATION FOR VERIZON'S CONSUMER GROUP, JOHN GRANBY.

WE ALSO SHARED HOW WE'RE HELPING PUERTO RICO FOLLOWING THE AFTERMATH OF HURRICANE FIONA.

ON TUESDAY V TEAMER GEOFFREY FEDERMEIER SHARED HIS FAMILY'S JOURNEY OF ADOPTING FOUR CHILDREN.

ON WEDNESDAY VERIZON MADE A STRONG IMPRESSION AT MOBILE WORLD CONGRESS LAS VEGAS. OUR CONSUMER GROUP'S CHIEF OPERATING OFFICER KRISTA BOURNE AND OUR CHIEF CONTENT OFFICER ERIN MCPHERSON KICKED OFF THE CONFERENCE WITH A POWERFUL KEYNOTE THAT REVEALED SOME EXCITING NEWS ABOUT OUR PARTNERS AND PRODUCTS COMING YOUR WAY. SOME OF THOSE EXCITING ANNOUNCEMENTS INCLUDE OUR PARTNERSHIP WITH QUALCOMM AND RAZER AND A NEW STREAMING ADDITION FOR +PLAY. BEYOND THE KEYNOTE, VERIZON BUSINESS EXECUTIVES DEMONSTRATED HOW THROUGH OUR ENTERPRISE INTELLIGENCE, VERIZON CONTINUES TO BE THE GLOBAL PARTNER OF CHOICE FOR ENTERPRISES AND ORGANIZATIONS AROUND THE WORLD. FOR MORE ON MOBILE WORLD CONGRESS, VISIT THE LINK IN

TODAY'S STORY.

AND ON THURSDAY WE SHARED TWO EPISODES HOSTED BY OUR VERY OWN RAQUEL WILSON WHO'S DOWN IN FLORIDA, BOTH FOCUSED ON SHARING HURRICANE IAN UPDATES AND HOW VERIZON IS HELPING KEEP OUR IMPACTED CUSTOMERS AND FIRST RESPONDERS CONNECTED.

TEAM, THERE'S NO QUESTION THAT HURRICANE IAN HAS LEFT BEHIND WIDESPREAD DESTRUCTION.

AND AS THE DAYS GO BY, WE'LL LEARN MORE AND MORE ABOUT THE REALITY THESE COMMUNITIES ARE FACING.

IT'S DURING TIMES LIKE THESE THAT STAYING CONNECTED MATTERS, WHICH IS WHY WE WANT TO CONTINUE TO REMIND YOU THAT VERIZON IS OFFERING UNLIMITED TALK, TEXT AND DATA FOR OUR POSTPAID, PREPAID AND SMALL BUSINESS CUSTOMERS IN PARTS OF FLORIDA FROM SEPTEMBER 28TH THROUGH

OCTOBER 4TH.

CUSTOMERS DON'T HAVE TO DO ANYTHING TO RECEIVE THESE BENEFITS.

YOU CAN VERIFY YOUR ELIGIBILITY BY CLICKING THE LINK IN TODAY'S STORY AND ENTERING YOUR ZIP CODE.

WE'VE ALREADY ADDED ADDITIONAL COUNTIES TO THE LIST AND WE'LL CONTINUE TO DO SO AS THE HURRICANE PROGRESSES.

OUR ENGINEERS ARE ON THE GROUND WORKING TO KEEP OUR CUSTOMERS CONNECTED ESPECIALLY IN THE HARDEST-HIT AREAS OF SOUTHWEST FLORIDA.

THIS WAS A ONCE IN A GENERATION STORM WITH EXTENSIVE FLOODING, POWER OUTAGES AND STRUCTURAL DAMAGE ACROSS SEVERAL STATES.

DESPITE THIS, OUR NETWORK REMAINS RESILIENT.

MEMBERS OF OUR VERIZON FRONTLINE CRISIS RESPONSE TEAM ARE HARD AT WORK ASSESSING DAMAGE AND

DEPLOYING MORE THAN 100 ASSETS
THROUGHOUT THE STATE.

WE CAUGHT UP WITH THEM TO SEE
THEIR PROGRESS.

>> MAJOR HURRICANE CAME THROUGH AND
TOOK OUT A LOT OF OUR COMMUNICATIONS
DEVASTATED FAMILIES.

WE'RE TRYING TO GET THEM BACK TO SOME
KIND OF NORMALCY, BEING ABLE TO CALL
SOMEONE AND SAY HEY, WE'RE OKAY.

>> WE'RE HERE TODAY DEPLOYING THE SPOT
CENTER ON THE CAPE CORAL POLICE
DEPARTMENT TO GET THE PD AND EOC ACROSS
THE STREET BACK UP AND RUNNING.

IT'S A SATELLITE BACK HAUL, TWO NETWORK
EXTENDERS INSIDE OF IT PROVIDE THE
CONNECTION WITH LTE FOR UP TO 125 PEOPLE
AND IF WE USE THE WIRELESS ACCESS POINTS
QUESTION CREATE A WIFI NETWORK AS WELL.
ALL THE TOWERS IN THE AREA ARE RELYING
ON BACK HAUL.

WE HAVE A SEER AT THE TOWER BEHIND ME
ABOUT SIX BLOCKS AWAY SET UP.

THIS SPOT WILL ESSENTIALLY TAKE THE
PLACE OF THAT UNTIL IT'S BACK UP AND

RUNNING.

>> THE STEER THAT I'VE GOT OVER HERE WE'RE DEPLOYING IS A PIECE OF EQUIPMENT THAT HAS A LARGE SATELLITE BACK HAUL ON IT AND IT'S GOING TO BE USED TO PROVIDE THE BACK HAUL FOR THE CELL SITE HERE THAT'S BEHIND US.

WE LOST FIBER TO IT.

WE DON'T KNOW WHEN WE'LL GET BACK, SO TO GET THE COMMUNICATIONS BACK AND GET THE TOWER BACK ONLINE WE'LL USE SATELLITE.

>> THIS IS REALLY IMPORTANT TO HAVE NETWORK RELIABILITY.

WE HAVE POLICE, FIRE, EMS, UAS MISSIONS NEED TO BE RUN, SWIFTWATER RESCUE, URBAN SEARCH AND RESCUE, ALL OF THOSE TEAMS ARE GOING TO RELY ON OUR SIGNAL. WE NEED TO MAKE SURE IT'S UP AND RUNNING FOR THEM TO CONDUCT THE BEST OPERATION THEY CAN.

SINCE WE'VE BEEN ON SITE, WE'VE DONE SO SUCCESSFULLY.

>> NETWORK RELIABILITY.

IT'S IMPORTANT TO MAKE SURE THE SITE

COMES UP, THAT THE POLICE DEPARTMENT IS AROUND THE CORNER.

WE'VE GOT PEOPLE THAT LOST JUST ABOUT EVERYTHING, THEY NEED COMMUNICATION TO START PUTTING THEIR LIVES BACK TOGETHER.

EVERYBODY WORKS FROM A PHONE NOWADAYS.

WITHOUT THE PHONE, THEY CAN'T CALL THEIR INSURANCE COMPANY, THEY CAN'T CALL THEIR LOVED ONE, CAN'T CALL PEOPLE TO HELP THEM CLEAN THEIR YARD UP.

THIS IS THE BASIC THING PEOPLE NEED KNOW NOW THAT WE NEED TO STAY AND FIX UNTIL IT'S DONE.

>> IN A MATTER EARTHQUAKE, WILDFIRE, HURRICANE, SNOWSTORMS, WE'LL RUN TO IT, WE'LL MAKE SURE THAT PEOPLE WHO NEED THE SIGNAL, GET THE SIGNAL.

>> A REALLY IMPORTANT VIDEO, GREAT OUTDATE.

TEAM, WE KNOW TIMES ARE TOUGH.

THEIR PROGRESS,

AND V TEAM WE KNOW TIMES ARE

TOUGH.

IF YOU WERE IMPACTED BY THE

STORM, PLEASE REMEMBER THAT HELP EXISTS THROUGH OUR VTOV EMPLOYEE RELIEF FUND.

AND FOR V TEAMERS WHO WEREN'T AFFECTED AND HAVE THE ABILITY TO DONATE TO THE FUND, PLEASE DO SO.

100% OF ALL DONATIONS ARE GOING TO OUR FELLOW CO-WORKERS WHO NEED IT MOST.

IF YOU CAN'T DONATE MONEY, PERHAPS YOU CAN DONATE BLOOD.

THE AMERICAN RED CROSS IS CURRENTLY EXPERIENCING A BLOOD SHORTAGE IN FLORIDA, AND YOU DON'T HAVE TO LIVE THERE TO DONATE.

SO IF YOU CAN, THAT'S ANOTHER INCREDIBLE WAY TO HELP.

BLOOD IS ALSO NEEDED IN PUERTO RICO, DOMINICAN REPUBLIC AND OTHER AREAS AFFECTED BY HURRICANE FIONA.

YOU CAN FIND A LINK TO SCHEDULE AN APPOINTMENT IN TODAY'S STORY.

BE SURE TO STAY TUNED FOR
UPCOMING OPPORTUNITIES TO
SUPPORT ON-THE-GROUND DISASTER
RELIEF EFFORTS.

ALL OF THAT INFORMATION WILL BE
SHARED RIGHT HERE ON "UP TO
SPEED."

V TEAM THANKS SO MUCH FOR SPENDING SOME
TIME WITH US ON THIS FRIDAY.

WE'LL BE BACK ON MONDAY WITH
MORE IMPORTANT UPDATES.

AGAIN, WE CAN'T SAY THIS ENOUGH
-- OUR THOUGHTS ARE WITH ALL OF
OUR CUSTOMERS AND V TEAMERS IN
ALL AREAS AFFECTED BY HURRICANE
IAN AND HURRICANE FIONA.

STAY SAFE, AND UNTIL NEXT TIME,
YOU'RE UP TO SPEED.