

Verizon
Up to Speed Live
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Redefining Communication Access

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[Music playing]

>> Sometimes it's just better to double-check.

>> Mom, why do we need 25 gallons of paint? Just thought I would paint. Oh, two 5-gallon cans, got it.

>> Matt: Let's see. Finally
one table -- oh, teaspoon.

hoo-hoo, those would have been
some big cookies.

>> Raquel: Hey, dad, happy
birthday. Yeah, of course I
knew I was a day early. I mean,
you know I have always been the
overachiever of the family.

>> Actually, it's always better
to double-check.

[Music playing]

>> Hey, everyone, welcome to Up to Speed. Well, as you saw in our little opening there, it pretty much is always a good idea to double-check, and while those were some very fun examples, it's particularly important when it comes to giving our customers a secure shopping experience. Take a look.

>> You never want to see a
change on your account you
didn't make. My name is
Sariena, and I work at Verizon.
with double-check, we ask you to
approve requested changes on
your account before something
happens, not after. That way,
if something happens, if you

ship out to a different address or you change your user ID or you added someone on the account, we are going to make sure that it's you doing it, no one else. Introducing double-check, your extra layer of security so you never have to worry.

>> Katie: Love that. The extra layer of security so that you never have to worry. Well, as you saw, the employee featured in that video is Sariena Alvarez. She's a solutions specialist at one of our stores in the Atlanta area, and Raquel caught up with her to talk about the experience and how she talks to customers about double-check. Take a look.

>> Sariena: My name is Sariena Alvarez, and I am a solutions specialist. I found the opportunity to be in this commercial through an email. I took a chance, and I had two interviews and nailed it. I was nervous, but I felt like a star, because everything from just wardrobe to lunch to going actually on set was amazing. double-check is great. I think that it's amazing because not only are you in the cellular industry, where lots of things can be tampered with -- for example, banks will alert you if you spend so much money, or they will ask you, like my credit card company will say, hey, were you here? If it's not in the norm of me doing something, in a different area, they will alert me before they proceed to approve the purchase. So with double-check, it made sense. I had to go back in and add an additional line, and the end of the line was perfect, an extra layer of security. Making a change, if it's an address, or if you're shipping a phone to a different address, they want to make sure it's you and not anyone else. We are here for you, so we want to make sure

that you're happy as customer and knowing that everything is safe within our reach. When my friends and family see me, what a joy that day will be. I know they are going to be so happy for me. They are going to be calling, asking for autographs, and, "Hey, when's your next gig going to happen? Can I be there?" So it's going to be very exciting.

>> Katie: Thanks so much, Sariena. I can't wait to hear what your family and friends think of that spot. Now, speaking of picking up a new device, maybe you're having it shipped to an address that's been double checked. We have got three big ones to cover today. First, the previously announced Samsung Galaxy S20 FE G5 UW, yep, take a look at that beautiful device, available for purchase beginning today. This is a phone with the features that Galaxy fans love most with an affordable price, and this phone is so fast when it comes to charging, completing tasks, and has 5G bandwidth for faster connections where available. Pixel phones are known for having incredible cameras, and the Pixel 5 definitely does. There are new features, like a light up area in photos to really make pictures pop. It is up for preorder right now, and it will be the first Pixel with 5G ultrawide band, and there's a lot more to love. Check out Verizon.com for details on both new phones. And the LW Wing can really let your creativity. Take a look at this.

>> Here's my favorite feature, gimbal mode. This is a game-changer for mobile videography. Simply hold the phone from the bottom screen and use the joystick below to create buttery smooth tracking shots that look like they were created with a professional video camera.

>> Katie: Now, that may be George's favorite feature, but there are a lot more features to love with George and his awesome son Gabe. You can check out the full video of George and the Wing on the web. With all of these devices, you'll of course want them on the best network. In mobile experience report 2020, Verizon won for consistent quality, download throughput and coverage. Earlier this week, Andy donned his double denim to talk to you about Blue Jeans and the rollout of the service for employees. If you want to take this next slide, Michael, in Blue Jeans this week, several new organizations will be using Blue Jeans videoconferencing for telehealth services, patient to family communication, collaboration, education and patient advisory boards, which are able to help improve outcomes by offering care remotely that is HIPAA compliant.

It is the beginning of October, but our celebration of Hispanic heritage month continues through October 15th. Let's meet another outstanding Latina V Teamer, who strived through health challenges and is also a big Pink Floyd fan. Take a look.

>> I am a talent acquisition leader and diversity and inclusion in Chicago. I was born and raised in Mexico. I got my start there, and I moved to Texas. I got my MBA from National

University. Talk about culture shock, I literally learned English as an adult, and I later went to do my MBA, and in business language, there was different terminology.

I was diagnosed with a brain tumor. They basically told me that as long as the brain tumor didn't change in size or didn't grow, I would be okay or I could be okay, but if it grew, anything could happen. When I ended up joining school and starting classes, I dealt with that for two years, basically, and I'm still going to the doctors, getting tests, MRIs, medications. At times, I didn't feel I wanted to share it with a lot of people because I didn't know if they would understand and I didn't want to be looked at any differently. Fortunately, in my second year of the MBA, the brain tumor went into remission.

[Music playing]

I just trusted and had faith that everything would be all right, and I would just deal with whatever comes my way. I was recently tested again when my younger sister was diagnosed with brain cancer, and she fought a battle for a couple of years but passed last December. So, really, with all of this, it's become so obvious that what's most important for us now is to be healthy and have our family close. My life mission is to help others. If I have the opportunity to do that through my employer, and for Verizon to provide career opportunities to underrepresented groups, that's what I love doing.

[Music playing]

I had such a good upbringing in the Hispanic culture and the Mexican culture, that we have a lot to offer to the world. It's all about family, great food, friends, and really just being happy, counting your blessings and being grateful for what you have.

I was in Mexico City at the time they had the -- and they would literally come out right in front, and it was so exciting. They started to sing their hit songs, and all of the people in the stadium started to sing along. They knew the songs in English. Like, wow, this is really what Mexico is.

[Music playing]

(Speaking Spanish.)

>> Katie: Thank you so much for sharing your story and for that great advice at the end of the piece. And some good news for our Verizon Fios customers, they now have more options when it comes to Spanish language content. With over 400 hours of on demand video content from leading Spanish language networks that you'll see here on the slide, offered at no additional cost to current Verizon Fios customers who subscribe to a Spanish TV package. This week's My Why highlights a marketing manager who has championed her work environments and her ecological environments in beautiful Honolulu, Hawai'i. Take a look at her story.

(Ukulele playing.)

>> I'm a marketing manager, and I have been with Verizon for 23 years. I live in Hawai'i, on the island of O'ahu, and our office is located in Honolulu. I like to travel. I love experiencing new foods, adventures, and cultures, and I have been water propagating plant cutting to add to my container garden. Prior to Verizon, I was a full-time college student. I also worked at Bank of America as a banking representative. I joined Verizon, back then in B2B wireless, because I saw an opportunity for career growth and also a company that had longevity. Wireless communication was evolving, and I wanted to be a part of it. When I started, we were using analog technology and paging services, and look at where we are now. I'm always finding new ways to tackle objectives. I'm also inspired by Verizon's commitment to climate protection. I am most proud of my contributions to the citizen Verizon initiative. I was able to find local projects for our volunteer portal. I want to continue to be a resource for my V Team family and to find more opportunities for us to make positive changes in our community. I also want to be

a part of the 5G rollout and see where it takes us in the future. I have a strange talent for growing tiny fruits. I would share my secret, but I don't know it myself.

I say apply now. I'm still with Verizon after 23 years, because Verizon cares about their employees. They invest in us, personally and professionally. Verizon is also a strong supporter of our community. They give back, and they also partner with other organizations to address social and environmental challenges.

>> Katie: Lynn, thank you so much for sharing your story and for sharing some of those beautiful backdrops that you have in Honolulu. We appreciate it.

Now, next, two interesting events that our leaders participated in yesterday. First, if you want to go ahead and take this next video, Hans kicked off the first in a five-part series of national roundtable discussions with the United States conference of mayors and industry leaders yesterday. He was joined by the mayors of Los Angeles, Houston, and Phoenix, and the CEOs of Carrier and Live Nation to talk about economic recovery. The next event streamed live on our Verizon LinkedIn page is next Wednesday at 2:00 p.m. eastern and will focus on dismantling racism. Also, Tami Erwin held a discussion with women in leadership positions in major league sports as a part of the women in business series. Women discussed what's happening in their individual sports due to the COVID-19 pandemic, social and racial justice issues, and how their own careers and leadership styles have evolved. Now, both of those events had a focus on supporting small business, and as you can see, in this CNBC article that recently cited a Verizon business survey about what's on small business owners' minds, results show people continue to face obstacles, and luckily our team was there to help them with the come back coach program and other tools to help businesses rebuild digitally. We have got a link for that report for you on the web. And I mentioned, Tami had a guest on yesterday from the NHL as a part of the panel. In other NHL news, besides a big Stanley Cup win this week, Verizon and the NHL are bringing the power of 5G to center ice with an exclusive multiyear deal that will make Verizon the league's official 5G partner, official wireless services partner, and official Mobile Edge Compute computing partner in the U.S. and Verizon also becomes an official partner for the league. Verizon has pledged another \$250,000 in support of PFLAG, the nation's first and largest organization for the parents, families, loved ones and allies of the LGBTQ community. What a week and what a rundown of news that has been for a Friday. That will wrap it up for us today. Andy will be back with you here live on Monday. Have a great weekend, everyone. Stay safe, and until next time, you are Up to Speed.