

VERIZON
UP TO SPEED LIVE
October 7, 2022 12:00 PM ET

>> HEY V TEAM, JEN HERE.
THANKS SO MUCH FOR JOINING US
HERE FOR UP TO SPEED LIVE ON THIS FRIDAY AFTERNOON.
IT WAS ANOTHER BUSY WEEK ACROSS
THE BUSINESS AND THIS EPISODE IS
FILLED WITH PLENTY OF IMPORTANT
NEWS, BUT BEFORE WE GET TO THAT,
LET'S TAKE A LOOK BACK AT THE WEEK.
ON MONDAY WE KICKED OFF THE EXCITEMENT FOR THE FOURTH
QUARTER AND SHARED A VIDEO HIGHLIGHTING THE ORIGIN OF OUR CREDO.
ON TUESDAY WE SHARED INFORMATION
ON THIS YEAR'S ANNUAL ENROLLMENT AND WELLNESS INCENTIVES.
AND ON THURSDAY GEORGE SCARED UP
DETAILS ON GOOGLE'S NEWEST
SMARTPHONES - THE PIXEL 7, PIXEL
7 PRO AND THE BRAND-NEW GOOGLE
SMARTWATCH IN A HALLOWEEN-INSPIRED EPISODE OF GEORGE TALKS TECH.
ALSO, THROUGHOUT THE WEEK WE'VE
UPDATED YOU ON OUR RESPONSE TO HURRICANE IAN.
WE MOBILIZED OUR NETWORK AND
FRONTLINE TEAMS ACROSS FLORIDA
UTILIZING AN ASSORTMENT OF SOLUTIONS TO HELP SERVE FIRST
RESPONDERS AND COMMUNITIES ACROSS THE STATE.
WE EVEN DEPLOYED ONE OF OUR
LATEST SOLUTIONS THOR IN THE
FIELD TO HELP THE PEOPLE OF FORT MYERS BEACH.
RECENTLY OUR SVP OF CONSUMER SALES KELLEY KURTZMAN
VISITED ONE OF OUR RETAIL STORES
IN PORT CHARLOTTE THAT IS BEING
USED AS AN EMPLOYEE SUPPLY DISTRIBUTION SITE.
KELLEY HELPED DISTRIBUTE FOOD
AND RESOURCES TO V TEAM FAMILIES IMPACTED BY THE STORM.
KELLEY KNOWS JUST HOW IMPORTANT
IT IS TO RUN TO A CRISIS FOR NOT
ONLY OUR CUSTOMERS BUT FOR OUR V TEAMERS AS WELL.
AND WE'VE MADE IT EASY FOR ALL
OF US TO HELP WITH OUR VTOV FUND.
HERE'S KELLEY WITH MORE ON WHY IT'S IMPORTANT TO DONATE.
>> HI, ALL, KELLEY KURTZMAN HERE
IN FLORIDA WHERE I'VE BEEN THIS WEEK TALKING TO OUR V TEAM AS
THEY RECOVER FROM HURRICANE IAN.
LET ME TELL YOU THE SIGHTS I'VE

SEEN DOWN HERE RANGE FROM LITTLE
DAMAGE TO COMPLETE DEVASTATION.
THERE'S A GREAT NEED NOT ONLY IN
OUR COMMUNITY, BUT ALSO AMONGST OUR VERY OWN V TEAM.
WE BROUGHT FOOD, WATER, AND
OTHER SUPPLIES TO SOME OF OUR
EMPLOYEES THIS WEEK, BUT THE NEED IS GREATER THAN THAT.
IF YOU'D LIKE TO HELP OUT, I
ENCOURAGE YOU TO CHECK OUT OUR VTOV FUND.
THE VTOV EMPLOYEE RELIEF FUND IS
A CHARITY THAT PROVIDES AID FOR
VERIZON EMPLOYEES DISPLACED FROM
THEIR HOMES DUE TO A NATURAL
DISASTER OR PERSONAL EMERGENCY
SUCH AS FIRE, FLOOD, SEVERE WEATHER, OR DOMESTIC VIOLENCE.
SINCE ITS INCEPTION IN 2013,
THEY'VE PROVIDED \$3.5 MILLION IN
GRANTS TO MORE THAN 3,000
VERIZON EMPLOYEES AROUND THE WORLD.
VTOV IS SUPPORTED BY EMPLOYEE DONATIONS BY V TEAMERS LIKE YOU
AND THE
FOUNDATION'S GENEROUS MATCHING
GIFT PROGRAM WITH 100% OF ALL
DONATIONS GOING TO THE EMPLOYEES WHO NEED IT MOST.
JUST GO TO VZWEB AND SEARCH FOR VTOV TO LEARN MORE.
YOU CAN MAKE A CREDIT CARD
DONATION OR DO WHAT I DO AND
DONATE REGULARLY VIA YOUR PAYCHECK.
THANK YOU SO MUCH IN ADVANCE FOR
YOUR SUPPORT OF THIS WONDERFUL
PROGRAM AND FOR HELPING YOUR FELLOW V TEAMERS IN NEED.
>> LIKE KELLEY SAID, THERE ARE
SO MANY WAYS TO DONATE TO OUR
VTOV FUND, YOU CAN MAKE A
PAYROLL DEDUCTION, BUY VERIZON GEAR AND MORE.
AND IF YOU SCAN THIS QR CODE
NOW, YOU CAN MAKE A DONATION BY CREDIT CARD.
EVERY BIT HELPS AS WE WORK TO
SUPPORT V TEAMERS IMPACTED BY THE STORM.
AND WE WANT TO THANK YOU IN ADVANCE FOR YOUR SUPPORT.
MORE INFORMATION ON HOW TO
DONATE WILL BE IN TODAY'S STORY.
NOW WE'VE SEEN IMAGES AND VIDEOS
OF THE DEVASTATION LEFT BEHIND
BY IAN – BUT BEING THERE AND
SEEING IT FIRSTHAND ADDS ANOTHER LAYER TO THE STORY.

WE'RE LUCKY ENOUGH TODAY TO BE
JOINED BY OUR CHIEF NETWORK
OFFICER JOE RUSSO WHO WAS
RECENTLY DOWN IN FLORIDA
VISITING OUR TEAMS ON THE GROUND.
JOE, THANKS FOR BEING HERE TODAY.

>> THANK YOU FOR HAVING ME, JEN, APPRECIATE IT.

>> ABSOLUTELY.

YOU TELL US, HOW ARE THE RECOVERY EFFORTS MOVING ALONG?
WHAT DO YOU SEE?

>> BEFORE I GET INTO THE NETWORK PIECE, I JUST WANT TO BE GIVE A
SHOUT-OUT, THANKS, KELLEY, FOR BEING DOWN THERE AND ALL THE FOLKS
THAT ARE THERE.

I MEAN, IT TAKES A TEAM EFFORT.

AND THE V TEAM REALLY STANDS UP IN THIS TIME OF CRISIS.

YOU KNOW, WE HAVE OUR VBG TEAMS THAT ARE THERE WITH THE FIRST
RESPONDERS AND OUR EMERGENCY OPERATION CENTERS.

WE HAVE OUR CONSUMER TEAMS LIKE KELLEY THAT ARE MAKING SURE OUR
STORES ARE OPEN AND WE'RE GIVING OUT GOODS TO OUR CUSTOMERS
THAT NEED US AND CHARGERS, ET CETERA.

WE HAVE OUR COMMAND CENTER IN CARRIE, NORTH CAROLINA, WHO'S
ORCHESTRATING OUR RESPONSE.

THE WHOLE V TEAM PITCHES IN TO MAKE THIS HAPPEN.

AND YOU KNOW, I WENT DOWN THERE ON TUESDAY, IT'S DEVASTATING AND
MY HEART GOES OUT TO OUR CUSTOMERS AND EMPLOYEES WHO ARE
REALLY AFFECTED BY THIS TERRIBLE, TERRIBLE STORM.

AND A WEEK AGO TODAY, OUR NETWORK TOOK A BEATING.

WE HAD ABOUT 400 SITES THAT WERE DOWN AT THAT TIME.

SINCE THEN, OUR TEAM HAS RALLIED AND REALLY RECOVERED ALMOST ALL
OF THOSE SITES.

AS OF THIS MORNING, WE HAD JUST ABOUT 15 SITES THAT ARE DOWN, SO
COVERAGE IN THE AREA IS GOOD.

PEOPLE ARE ABLE TO MAKE PHONE CALLS AND TEXT EACH OTHER, LET THEM
KNOW THAT THEY'RE SAFE, ET CETERA.

BUT WHAT WE'RE SEEING IS THERE'S A LOT OF NOW DATA USAGE.

CUSTOMERS ARE USING OUR NETWORK BECAUSE A LOT OF THE CABLE
PROVIDERS ARE DOWN IN THE AREA.

FIRST RESPONDERS ARE USING OUR NETWORK TO DO SEARCH AND RESCUE.

SO OUR FOCUS HAS TURNED FROM RECOVERY OF SITES TO NOW REALLY
HOW DO WE GET MORE CAPACITY INTO THE AREA AND MAKE SURE THAT
THAT EXPERIENCE FOR OUR CUSTOMERS IS TOP NOTCH?

IT'S GOING TO TAKE A LOT OF WORK, BUT I KNOW THAT OUR TEAM IS THERE
AND THEY'RE WORKING LIKE REALLY, REALLY HARD TO MAKE THAT ALL
HAPPEN EACH AND EVERY DAY.

>> OH, MY GOSH, THAT'S A LOT OF DIFFERENT UPDATES.

THANK YOU SO MUCH, JOE.

IT SOUNDS LIKE WE'RE DOING OUR VERY BEST.
WE'RE WORK HARD AND IT'S SHOWING.
SO THAT'S FANTASTIC.

>> YEAH.

I JUST WOULD SAY THAT JUST TO GIVE THE V TEAM A PERSPECTIVE, OUR
TECHNICIANS IN THE AREA ARE SLEEPING IN TENTS SO THAT THEY CAN BE IN
THESE AREAS TO KEEP OUR NETWORK UP AND RUNNING.

THEY'RE THERE EACH AND EVERY DAY.

THEY'RE AWAY FROM THEIR FAMILIES AS WELL.

SOME OF THEM HAVE HAD DAMAGE TO THEIR OWN HOMES, BUT OUR FOLKS,
YOU KNOW, THEY SHOW UP FOR OUR CUSTOMERS AND I CAN'T THANK
EVERYONE WHO'S INVOLVED IN THIS RECOVERY ENOUGH.

I'M SO PROUD TO WORK WITH ALL OF YOU AND BE A V TEAMER.

>> WOW. AMAZING.

THANK YOU, JOE, SO MUCH FOR TAKING THE TIME TO COME HERE AND SPEAK
TO US AND THE WHOLE V TEAM ON THIS FRIDAY.

WE'RE SO EXCITED TO HEAR MORE ABOUT THE RECOVERY EFFORTS AS THEY
MOVE ALONG, SO PLEASE KEEP US UPDATED.

>> WILL DO.

>> AWESOME.

THANK YOU SO MUCH, JOE. TAKE CARE.

ALRIGHT TEAM, ON TO SOME OTHER
NEWS FROM ACROSS THE BUSINESS.

SOMETHING I'M REALLY PROUD OF AND I'M SURE WE ALL ARE IS

VERIZON'S ONGOING COMMITMENT TO
HELP ENSURE EQUAL AND AFFORDABLE
ACCESS TO INTERNET FOR ALL PEOPLE.

AND JUST YESTERDAY WE ANNOUNCED

THAT SELECT 5G HOME AND LTE HOME INTERNET SERVICES WILL NOW BE
AVAILABLE FOR FREE TO QUALIFYING
FAMILIES THROUGH THE NEW VERIZON FORWARD PROGRAM.

THE PROGRAM IS PART OF VERIZON'S
PARTICIPATION IN THE FCC'S

AFFORDABLE CONNECTIVITY PROGRAM,
WHICH HELPS LOW-INCOME

HOUSEHOLDS PAY FOR INTERNET AND MOBILE SERVICES.

TO QUALIFY FOR FREE VERIZON HOME

INTERNET, CUSTOMERS MUST BE ENROLLED IN ACP.

HEAD OVER TO THE LINK IN TODAY'S

STORY FOR MORE INFORMATION.

TEAM, HERE'S SOME EXCITING NEWS.

STARTING TODAY ALL NEW IPHONE

14S AND APPLE WATCHES ARE

AVAILABLE TO VERIZON EMPLOYEES.

WE'VE GOT SOME GREAT DEALS FOR

SWITCHERS AND UPGRADERS TO HELP

GET ONE IN YOUR HANDS OR ON YOUR WRIST.
ALSO, THE GOOGLE PIXEL 7 SERIES
AND PIXEL WATCH PREORDERS KICKED OFF YESTERDAY AND WILL BE
AVAILABLE EVERYWHERE ON OCTOBER 13TH.
NOW IF YOU HAVEN'T, DEFINITELY
CHECK THE NEW GEORGE TALKS TECH COVERING ALL THINGS PIXEL.
IT IS THE PERFECT BLEND OF HALLOWEEN AND FUN.
AND THE EXCITING OFFERS CONTINUE.
IF YOU LOVE FOOTBALL AND YOU'RE
LOOKING FOR MORE WAYS TO WATCH
NFL GAMES AT HOME OR ON THE GO, WE'VE GOT YOU COVERED.
WITH NFL+, YOU CAN WATCH LIVE
LOCAL AND PRIMETIME GAMES ON
YOUR SMARTPHONE AND TABLET,
ACCESS FULL COVERAGE OF YOUR FAVORITE TEAMS, AND MORE.
PLUS, THANKS TO VERIZON'S
ULTRA-FAST 5G ULTRA WIDEBAND
NETWORK YOU CAN REST ASSURED
THAT WHEN YOU'RE WATCHING YOUR
FAVORITE TEAMS PLAY ON NFL+
YOU'LL HAVE THE VERY BEST
EXPERIENCE WITH FAST STREAMING THAT TAKES MERE MOMENTS TO LOAD.
AND, RIGHT NOW VERIZON'S
OFFERING A SPECIAL PROMOTIONAL OFFER FOR NFL+, VERIZON
CUSTOMERS CAN RECEIVE \$30 OFF
THE ANNUAL PRICE OF AN NFL+
PREMIUM SUBSCRIPTION, THAT'S
AVAILABLE NOW THROUGH OCTOBER 31ST.
NOW TO SOME VBG NEWS.
ON THURSDAY, OUR VERIZON BUSINESS CHANNEL TEAM MADE A SPLASH AT
THE TD SYNEX CONFERENCE IN SOUTH CAROLINA.
THEY KICKED IT OFF WITH A KEYNOTE BY MARK TINA, VICE PRESIDENT OF
SALES FOR SMB SALES WHERE HE SPOKE TO OUR CHANNEL PARTNERS
ABOUT VERIZON'S 5G NETWORK AND HOW IT'S DELIVERING VALUE IN NEW
WAYS FOR CUSTOMERS.
VERIZON TOOK PART IN SEVERAL PANEL DISCUSSIONS, DISPLAYING OUR
MOBILITY CO-SELL PROGRAM,
FIXED WIRELESS ACCESS, (ALSO
KNOWN AS BUSINESS INTERNET), AND
OUR 5G CAPABILITIES.
VERIZON ANNOUNCED A NEW
ENTERPRISE INFRASTRUCTURE
SOLUTIONS CONTRACT WITH THE
STATE DEPARTMENT TO MODERNIZE GLOBAL COMMUNICATIONS
INFRASTRUCTURE AT CLOSE TO 260 U.S.
EMBASSIES, CONSULARS, AND OTHER

KEY LOCATIONS AROUND THE GLOBE.
THE CONTRACT, WORTH \$1.58 BILLION OVER THE NEXT 10 YEARS,
INCLUDES IMPLEMENTATION AND
MANAGEMENT OF NETWORK SOLUTIONS
FOR STATE DEPARTMENT FACILITIES
IN ASIA, AFRICA, THE MIDDLE EAST AND SOUTH AMERICA.
WHAT A GREAT WAY TO SHOWCASE THE
STRENGTH, REACH AND RELIABILITY OF VERIZON'S NETWORK.
AND THE GOOD NEWS CONTINUES!
VERIZON CONNECT, ONCE AGAIN, HAS
BEEN NAMED #1 IN INNOVATION BY
ABI RESEARCH AMONG 11 INDUSTRY
COMPETITORS IN THEIR ANNUAL
RANKING OF COMMERCIAL TELEMATICS PROVIDERS.
THE ABI RESEARCH RANKING HELPS
CUSTOMERS LOOKING FOR A FLEET
MANAGEMENT SOLUTION TO QUICKLY
IDENTIFY KEY CHARACTERISTICS AND UNIQUE SELLING POINTS OF
COMMERCIAL TELEMATICS VENDORS
AND UNDERSTAND WHICH PROVIDERS
HAVE THE SCALE AND PARTNER
NETWORK TO SUPPORT FLEETS GLOBALLY.
THE LAUNCH OF THE VERIZON
CONNECT AI DASHCAM, WHICH USES
ADVANCED AI TO ENABLE REAL-TIME
DETECTION OF POTENTIALLY
DANGEROUS DRIVING EVENTS – IS A
GREAT EXAMPLE OF HOW VERIZON
CONNECT IS CONSTANTLY
INNOVATING, AND HELPING OUR
CUSTOMERS FUTURE-PROOF THEIR BUSINESSES.
FOR MORE INFORMATION ON VBG NEWS, CHECK OUT TODAY'S STORY.
NOW OCTOBER IS CYBERSECURITY AWARENESS MONTH.
IT'S AN IMPORTANT TIME TO
REFLECT ON HOW WE CAN PROTECT
OURSELVES ONLINE – AS THREATS TO
TECHNOLOGY AND CONFIDENTIAL DATA
BECOME MORE AND MORE COMMON.
LUCKILY I WAS ABLE TO CHAT WITH
VERIZON'S CHIEF INFORMATION
SECURITY OFFICER NASRIN REZAI
ABOUT THE IMPORTANCE OF THIS
MONTH AND HOW WE CAN ALL STAY SAFE.
>> NASRIN, THANK YOU SO MUCH FOR BEING WITH US TODAY.
CAN YOU TELL ME A LITTLE BIT
MORE ABOUT CYBERSECURITY HERE AT VERIZON?

>> JEN, THANK YOU FOR HAVING ME.
WE ARE A TEAM OF SECURITY
PROFESSIONALS THAT HAVE
EXPERTISE IN BUSINESS,
TECHNOLOGY, NETWORK, CYBER
DEFENSE, AND BUSINESS PROCESSES AT VERIZON.
WE PARTNER WITH EVERY ASPECT OF
THE COMPANY TO ENSURE THAT WE
PROTECT VERIZON AND ITS
CUSTOMERS FROM ATTACKS AND
POTENTIAL HARM OF REPUTATIONAL DAMAGE.

>> NOW I CAN FEEL AND I KNOW
THAT THIS WORK MEANS SO MUCH TO
YOU AND, OF COURSE, YOUR TEAM. SO LET ME ASK YOU THIS.
WHAT KEEPS YOU UP AT NIGHT?
WHAT ARE SOME OF YOUR BIGGEST CONCERNS?

>> WELL, SO BACK TO WHAT WE JUST
SAID, IT'S THE SCALE AND SCOPE OF WHAT WE DEAL WITH.
AND THE MASSIVE RESPONSIBILITY
THAT WE HAVE TO OUR ENTERPRISE AND ALSO CONSUMERS.
SO THAT'S -- THAT'S THE THING THAT
KEEPS ME UP AT NIGHT TO SAY WHAT
IS IT THAT WE DON'T KNOW?

WHAT IS IT THAT WE'RE NOT PROTECTING?

>> I MEAN, THOSE ARE JUST SUCH IMPORTANT POINTS.
NOW, HOW ABOUT FOR V TEAMERS
WATCHING THIS, WHAT CAN THEY DO TO HELP YOU AND YOUR TEAM?
>> GREAT QUESTION.

AND I WOULD SAY, GUYS,
CYBERSECURITY IS ALL OF OUR RESPONSIBILITY.
DON'T GIVE OUT YOUR CREDENTIAL, PERIOD.
BE ALERT ON NEVER PROVIDING YOUR
NETWORK LOGIN OR PASSWORD TO
ANYONE WHO TEXTS YOU, CALLS YOU,
OR TELLS YOU THEY'RE FROM THE HELP DESK.
VERIZON I.T. WILL NEVER CALL OR
TEXT YOU UNPROMPTED AND WILL
NEVER ASK YOU FOR YOUR USERNAME,
PASSWORD, PIN, OR OTHER
SENSITIVE INFORMATION TO VALIDATE YOUR IDENTITY.
AND IF YOU SEE SOMETHING,
SOMEBODY CALLS YOU, SOMEBODY TEXTS YOU, SAY SOMETHING.
WHETHER IT'S AN EMAIL YOU CAN
USE THE OFFICIAL ON BUTTON,
WHICH IS ON THE RIGHT-HAND SIDE OF YOUR EMAIL TO REPORT IT.
OR ANY OTHER CONCERN OR

SUSPICIOUS TEXTS THAT YOU'RE
GETTING THAT SAYS IT'S FROM
VERIZON I.T. OR HELP DESK AND THEY WANT TO HELP YOU.
SEND AN EMAIL TO CERT@VERIZON.COM.
YOU DON'T NEED TO RESPOND TO THOSE.
GET INVOLVED.
THAT'S THE LAST THING I'LL SAY.
DURING THE MONTH OF OCTOBER
WE'RE EXCITED BECAUSE WE PUT A
WHOLE BUNCH OF THINGS TOGETHER
FOR ALL OF OUR VERIZON EMPLOYEES
TO LEARN MORE ABOUT THE ROLE IN CYBER.
SO THERE IS OPPORTUNITY TO EARN
SECURITY BADGES AS PART OF BEING
PART OF THE CYBER HEALTH AND
TAKING SOME CYBER HEALTH PATHWAYS AND COURSES.
FIND ALL OPPORTUNITIES DURING
THIS MONTH, SPECIFICALLY TO UP
LEVEL SOME OF YOUR LEARNING, BUT
EVERY DAY TO BE VIGILANT ABOUT
YOUR ROLE IN PROTECTING VERIZON AND OUR CUSTOMERS.
>> A BIG THANK YOU TO NASRIN
AGAIN FOR TAKING THE TIME TO
SHARE THAT IMPORTANT INFORMATION WITH ALL OF US.
I HOPE YOU ALL CONTINUE TO
PRACTICE SAFETY DURING THIS
CYBERSECURITY AWARENESS MONTH AND BEYOND.
AND FINALLY, WE STARTED THE WEEK
CELEBRATING CUSTOMER SERVICE
WEEK AND TODAY WE'RE ENDING ON IT.
WE WANT TO THANK OUR CUSTOMER
SERVICE V TEAMERS WHO EMBODY THE
LINE IN OUR CREDO, "WE FOCUS
OUTWARD ON THE CUSTOMER NOT
INWARD" EACH AND EVERY SINGLE DAY.
AND FOR THE PAST FEW MONTHS
THEY'VE BEEN RECONNECTING AROUND
THE COUNTRY DURING THE
UNSTOPPABLE TOGETHER TOUR.
LAST WEEK, RAQUEL WENT TO
COLUMBIA, SOUTH CAROLINA TO CHECK IT OUT.
TAKE A LOOK AND HAVE A GREAT WEEKEND!
>> HEY, V TEAM, I'M HERE IN COLUMBIA, SOUTH CAROLINA, FOR THE
UNSTOPPABLE TOGETHER TOUR.
THERE'S OVER 300 CUSTOMER SERVICE V TEAMERS HERE READY TO
REUNITE AND I'M SO EXCITED TO SHOW YOU.

LET'S TAKE A LOOK.

>> WHAT'S UP, COLUMBIA?

[CHEERS].

>> IT'S A JOURNEY.

MARCH 15 IS WHEN WE WERE HOME TWO AND A HALF YEARS AGO.

THE GREATEST PART IS SEEING EVERYBODY AGAIN, ESPECIALLY EVERYBODY FROM THE CALL CENTER.

THE VIRTUAL WORLD IS NOT THE SAME AS HAVING, YOU KNOW, YOUR FRIENDS THERE WITH YOU WHEN YOU CAN WALK IN SOMEBODY'S CUE, LET ME RUN THIS BY YOU, OR IF I JUST NEED TO VENT, IT'S A LITTLE DIFFERENT FROM HOME.

>> I MISS BEING AROUND MY PEERS.

AS YOU CAN SEE WE'RE ALL TOGETHER.

IT'S A GOOD TIME.

I MISS BEING ABLE TO CONVERSE WITH THEM.

FEELS LIKE CHRISTMAS.

MISS ALL THIS WONDERFUL ENERGY AND BEING AROUND PEOPLE WHO HAVE IMPACTED MY CAREER AND ALSO THE PEOPLE WHO'VE I'VE HAD AN OPPORTUNITY TO IMPACT.

>> HERE COMES OUR VP, TONYA JOHNSON!

>> COLUMBIA, OH, MY GOODNESS.

THEY SAID YOU WOULD TURNOUT.

MM-HMM.

I DO THINK YOU TURNED OUT.

WHAT'S YOUR FAVORITE LINE OF THE CREDO?

>> WE KNOW TEAM WORK ENABLES US TO SERVE OUR CUSTOMERS BETTER AND FASTER.

>> WE FOCUS OUTWARD ON THE CUSTOMER, NOT INWARD.

>> YES, TEAM WORK MAKES THE DREAM WORK AND IT IS SO TRUE.

IT TAKES A VILLAGE TO SOMETIMES GET A RESOLUTION RIGHT, AND YOU GUYS SUPPORT ALL THE CHANNELS.

>> SEEING EVERYBODY AGAIN IN ONE PLACE IS AWESOME.

CAMARADERIE.

WE'RE REUNITED AND IT FEELS GOOD.

>> I COULDN'T BE PROUDER OF YOU GUYS.

THANK YOU SO MUCH FOR WHAT YOU DO.

IT IS OUR TIME!

WHEW!

LET'S SHOW THEM WHAT CUSTOMER SERVICE IS ALL ABOUT!

>> TILL NEXT TIME.

>> YOU'RE UP TO SPEED!

WHEW!