

Verizon
Up to Speed Live
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Redefining Communication Access

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>> Now it's time for a virtual anniversary. Won't you join me? 20 years ago on June 30th, Verizon was born. It was an era of pay phones, dial-up internet, and not so smart wireless phones. We have made so much history since then, it's worth a look back at some of what went into who we are today. There was our crisis response to September 11th, 2001.

>> I have seen people from everywhere down here, working together, pulling together, and we are going to get this thing up and running.

>> A character defining effort with V Teamers working around the clock to get things back up in a little more than a week. There was this iconic campaign begun in 2002.

>> Can you hear me now?

>> Can you hear me now?

>> Can you hear me now? Good.

>> Some of you are so young, you may not know this guy actually worked for us first. There was the birth of our Verizon credo, in 2004.

>> Who is this company that we call Verizon?

>> Our historic pioneering of mass scale fiber optics to the home with Fios, our recovery response to Hurricane Katrina.

>> We are giving them an opportunity to call friends and family.

>> Running to a crisis is something that will continue to define us year after year after year. Our acquisition of MCI, which expanded our Verizon Business Group's global scale, we now reach more than 150 countries and almost all of the Fortune 500 partner with us. There's our more recent acquisitions of AOL and Yahoo, now in our media group. Not only are these iconic and loved global brands, but they also have some of the most forward-thinking talent when it comes to digital content, analytics, and next-gen platforms. There's our obsession with being a network leader in 4G, Fios, 5G, One Fiber, and M.E.C. It's about the superior experiences we deliver for today and the ground-breaking ones we are building for tomorrow. Our profound support of our V Team, day by day, we keep creating a more authentic, empowering and inclusive environment, becoming the company everyone wants to be a part of. And our commitment to society, such as our Verizon Innovative Learning Schools, our sustainability leadership, and the heartfelt work we do to make the world a better place. Anniversaries are a reminder of how far we have come. They are also a celebration of the

power of sticking together. It's about the past we share, the future we are building, and all of our efforts to keep the world moving forward. So, happy anniversary V Teamers. Here's to our next 20.

[Music playing]

>> A lot has happened in our 20-year history. We have moved the world forward in so many different ways. Through it all, there's one thing that has kept us on the same page.

>> Who is this company that we call Verizon?

>> We run to a crisis.

>> Not away.

>> We see crisis and change as opportunities.

>> Not threats.

>> We know teamwork --

>> -- enables us to serve our customers bigger and faster.

>> We believe integrity --

>> -- is at the core of who we are.

>> We are committed to being a part of the solution.

>> For some of our world's biggest challenges.

>> To make the world in which we work --

>> -- better than it was yesterday.

>> We know our best was good for today.

>> Tomorrow, we'll do better.

>> These are just some of the lines from our Verizon credo. And this is who our credo is for.

>> My name is Corey Spiel. I'm a managing director in Verizon Business Group. I live in Raleigh, North Carolina. I have been with Verizon for about ten years. My wife and I recently had our first child. Avery is a nine-month-old. I enjoy spending as much time as I possibly can with him and doing whatever it is that he wants to do. I joined Verizon to begin my career.

Before that, I graduated from East Carolina University. Go pirates.

Verizon has always been the gold standard in telecom and remains innovative in technology. I was inspired to join because of the culture, the people, and I have a lot of respect for the brand. Verizon has evolved from a telecom to more of a technology organization, and I have been impressed with the way that we have been kind of trailblazers in technology. I'm constantly motivated by the people I work with across the globe and the focus that we have got for the customer experience and bringing the best of Verizon to them. I started out out of college, and I joined Verizon, and I was working back when operations overnight shift, I was able to complete my master's. Luckily, Verizon supported me in that endeavor, but I was able to complete my master's in business administration during my tenure at Verizon.

Yeah, I'm interested in making sure that our customers continue to care for -- I'm very focused on trying to bring the best of Verizon, focused on enhancing my employees' career progression and developing them into what they want to do. I'm also very interested in bringing 5G and the Fourth Industrial Revolution to our customer base.

I like to fancy myself as a card trick entertainer, so, once in a while, I pull off card tricks at parties and embarrass my wife, but I have fun with it.

I prefer to think about Verizon as being a technological trailblazer that is a company that cares deeply for their employee base, as well as continues to focus on the customer. We are doing some really slick things in technology, and we always care for our employees first and foremost, which is a real inspirational mission statement that we have got.

(Drum solo.)

>> This quarter was really our first step into the new normal and an opportunity for us to rewrite the rule book.

>> Despite all of the obstacles, our GN&T team continue to exceed targets. As the traffic patterns in our network shifted, our engineers adjusted resources and implemented new solutions to increase capacity. We continue to innovate 5G, partnering in trials with VSS technology which will enable 4G and 5G on the same spectrum, and we have amplified the existing reach of millimeter wave nodes. We lit up mobile 5G in San Diego, 5G home in Detroit, and kept evolving 5G networks in Houston, Indy, and LA, and how cool is this? We introduced the 5G app to help partners advance their next gen reviews. We received great reviews for 5G, 4G, and Fios. Our response teams answered every call to support essential services. Our field teams kept evolving how we work to continue to support our customers, and due to the pandemic, our technology team delivered years' worth of digital transformation in a matter of months.

>> During the quarter, we continued to evolve our response. That meant rapid redeployment of a large portion of our retail team, constantly evolving our customers' easy to digitally interact with us, and a clear focus on social distancing in our stores. We launched the new Motorola Edge+, and the latest iPhone. We launched a world first, the Lenovo flex 5G, the first PC built for 5G ultrawide band. We introduced our first and very own Visa card, and demand from customers is already sky high. We created a new prepaid plan to reward customers the longer they stay. We offered even more entertainment options on us, and gave our best student pricing with a new student discount. We celebrated the second anniversary of visible, and we avoided over 5 million robo calls to date, making us the leader in the industry.

>> We have reacted and rebounded, with customers building their disaster recovery and business continuity plans. We worked with the Los Angeles Unified School District in the state of California, and we provided enhanced connectivity to temporary field hospitals and ships, like the USNS Comfort. We supported over 400 small businesses through our Pay It Forward small business grant program, and we proudly served 80,000 meals to frontline workers in New York City and Detroit, which also supported local restaurants. We continue to support our portfolio's advanced business solutions, with none timelier than Blue Jeans. We expanded with Cisco's EMCS for more agile networking infrastructure, launched the connect enterprise platforms, and kicked off a new monthly web series for enterprise, and released the 13th addition of our data breach investigations report to spark critical security conversations with our business customers around the globe.

>> We have continued to meet changing customer behavioral shifts by innovating across advertising, subscriptions and transactions. The launch of Verizon Media immersive, a new suite of AR, VR, and mixed reality products to power the future of 5G content. We worked with Samsung and saw steady increases in the number of new advertisers and growth on the VSP. We won reader's choice awards for all nominated categories, GSP, SSP, add nets for video and mobile, and this is the most wins for any nominated company. We secured an industry first with Walmart by enabling Yahoo Mail users to make grocery purchases through their email in-box. No other email provider allows them to do this. We launched Yahoo Life, a new site focused on well-being, and we donated \$10 million to organizations impacted by COVID-19.

>> This has been another incredible quarter, proving yet again what this V Team is all about. Once again, we were honored as a top-ten best company for multicultural women. We celebrated Asian-Pacific Heritage Month, Military Appreciation Month, and Pride Month with PRISM, our new LGBTQ employee resource group. We joined Amazon and global optimism in signing a climate pledge, and we had a Class of 2020 speaker series, featuring Hans Vestberg and former President Bill Clinton. When yet another crisis struck, we opened our hearts, minds, and resources to support urgent issues around social and racial injustice. Forbes named us as the number one brand for employers in society in terms of dealing with

the pandemic. Brand Finance recognized us as having the most telecom value in the world, and we celebrated 20 iconic and world changing years of Verizon's history.

>> Our second half is even more ambitious than the first half. We need to keep our foot on the pedal.

>> Now is the time to double down, ideate, innovate, and maximize the opportunities that we have in front of us.

>> The best networks, the best experiences, best service.

>> Our purpose and passion are unbeatable.

[Music playing]

>> I would like to pay my bill.

>> I'm happy to help with that. Your minimum payment due is \$75. How much would you like to pay?

>> You probably think about your phone getting stolen but not your phone number. I'm Jesse, and I work at Verizon. If your identity is stolen, chances are your phone number will be stolen too. Now, with number lock, you can prevent your phone number from being transferred to another carrier without your permission. You can easily set it up in the My Verizon App. We make sure that your calls, texts and information are yours and only yours. Your number is safe with us.

[Music playing]

>> What's a citizen? It's believing in something and doing something about it, being responsible and following through on promises. We are a company of 135,000 citizens, and we have a plan to work toward a greater good, a better future to share, one that will move us all forward. Citizen Verizon, our plan for economic, environmental, and social advancement.

>> You just unboxed your new device, you look at the instructions, and that's when the fun ends. My name is Sam, and I work at Verizon. Sometimes, setting up new tech can be overwhelming. That's why there's tech coach in the My Verizon App. Chat with your tech coach about your smart devices. This service is included for 30 days after you activate a new device. Support you need, whenever you need it.

[Music playing]

>> Diana Alvear: Hello. Welcome to Up to Speed Live. I'm Diana Alvear. I'm so happy to have you here with me, and tomorrow is World Mental Health Day, and boy, are we really talking about mental health these days. We all need a little bit more of it. It's especially important to check in with ourselves and say how are we doing. So we have had some really great stories as well as resources for you in this show, but first we are going to start with a news update, and we are monitoring Hurricane Delta. Starting today, we are offering consumer and small business customers in Louisiana and Texas in the path of the storm unlimited calling, data and texting through the 15th. We'll be on the ground making sure that people are taken care of, and if you do need this relief, be aware, it starts today and ends on the 15th.

And, of course, you know that reliable communications are absolutely vital for first responders, and this week, we announced push to talk responders, which enhances the communications for them, enabling them to communicate across agencies, driving much more effective collaboration and situational awareness, all much better when it comes to them responding effectively, so really great update there. We have also got a lot going on with 5G, Verizon business rolling out its 5G business hub at Illinois Research Park, and the power of 5G is headed to the New Jersey Devils and the Prudential Center. We are going to be working to create safer experiences at the stadiums and in-person arena events. We are going to be estimating wait times for those going to bathrooms and concession stands and also managing crowd flow through digital signage, so always working hard at work to keep everybody safe.

Hans has been really busy this week. Wednesday, he led a panel discussion on racial equality as part of a conference with the U.S. Conference of Mayors, including Atlanta mayor Keisha Lance Bottoms. It was a remarkable conversation. If you missed it, have no fear. The replay is available on the Verizon LinkedIn page, and next Wednesday, we'll continue the conversation, but this time about mayors and businesses working together to deliver more equitable health outcomes. That is next Wednesday at 2:00 p.m. eastern.

All right. So let's get back to mental health. I talk about this all the time on LinkedIn, because it's something I think we need to empower each other and be a little bit more open about. Lots of people are stressed out, working parents, especially single parents. So we decided to take that inside Verizon LinkedIn page and make it all about mental health. Let's see the first slide. You're going to see some very personal take on it, including yours truly, talking about being a stressed single working mom, the power of laughter, and a five point positivity plan. And I also explore why it's so hard for black men to get therapy. I sat down with Reginald Howard with black men heal out of Philadelphia, and we talked about his transformation from suicide survivor to educator.

>> I was so pressured, becoming a father, and I didn't have my dad in my life. I didn't have any money. I didn't have any job. I didn't have anything going on for myself in that moment. I was like, I can't take care of this kid. Like, I don't have the tools to take care of them. And so I texted a few of my friends and close family members, take care of my son, I don't want to be here anymore, and, fortunately, one of my friends got me off of a bridge that I found myself on, and then I started doing mental health reading, learning, because when I see these commercials of are you depressed, do you feel like you have anxiety, they don't look like me, so when they don't look like me, I didn't feel like I was going through any of those things. I learned now that I had a suicide attempt, that I was probably depressed, that I was having anxiety about becoming a father. Before I got into black men heal -- that was my first time getting therapy -- I didn't even know these terms of depression, anxiety, trauma, suicidal ideation, any of these things before I started getting into the mental health field. I always say the black community and the mental health community has two different languages, and I try to be that voice to merge them together.

>> Diana Alvear: Oh, my goodness. We talked for a while, and there's an extended interview on the Verizon LinkedIn page that you can take a look at, and he was so kind and so caring, and one of the biggest takeaways I took from our conversation is how he is now breaking that chain of depression and anxiety and empowering his son to feel his feelings, to feel his emotions and to be healthy mentally, emotionally and otherwise. Check out all of these things on the Verizon LinkedIn page. I promise it's worth it. And it is National Coming Out Day Sunday, a fabulous day for everyone involved. These were created by prism, our LGBTQ+ ERG, and you can download them from VZ Web for free, build them out and post them to your social. It's just a really fun and beautiful way to highlight awareness and celebrate coming out. We also have a very special story from our producer. I cried watching this. Go grab the Kleenex, about one mom's journey.

>> My name is Debra Frazier, and I just celebrated my 25th anniversary with Verizon. I have four children. I had a rough childhood. I had friends and family that weren't in my situation until I was exposed to, okay, this is what life is supposed to be like. That helped me to -- I had this vision of how I wanted it to be for my kids, and so my whole life, even since I was a child, my dream job was to be a mother.

My little girl was born, and we had a family of three boys and one girl, up until -- They didn't realize they were transgender until they hit puberty. Most children know when they are younger. There was a point in time when they were undecided, so every morning, when he got up, he would write on the door so when we came into wake him up in the morning, and

it would say today I feel like a boy or I feel like a girl. I said to Oliver, that's okay. You can be undecided. That was it. Right after that, they made a decision and texted me, if I was born a boy, today, not when I was little, but today, what would you name me? I said probably Oliver, and that was the name, and he was Oliver.

My thoughts went immediately to love with the first one, and then I started thinking about, you know, myself missing out on, you know, being the mother of a bride or maybe passing on my wedding gown and just how much fun I was having with my daughter. I immediately made the decision to be behind my child 100%. We were in a conservative area, was my child going to be comfortable? I just wanted them to be happy and be able to go out into the world and do the things that they want to do.

So, one year, I said, all right, that's it. I'm going to take all of the kids to the Pride Parade, and we drove into Boston, marched in the Pride Parade, and I'm probably going to have tears, because some kids weren't accepted by their families, but they were floating down the street, and people were hugging them and high-fiving them, telling them how great they were there. When I was there for the first year, I saw the Verizon people with their Verizon shirts on, and I said, oh, how great it would be if I could get a corporation behind these kids and have them really feel like they are a part of a group. So, I reached out to -- and I met the New England chapter leader there, and a couple of months later, they reached out to me and said, hey, would you like to be on staff, and I said, heck yeah, I would.

[Music playing]

We are all part of one big community, and so Verizon has been fantastic. We know that they win awards for diversity and inclusion, and that shows up at work every day. That's not just something that they talk about on the commercial. It's real. It's really there. Another thing that Verizon has done, which I am so appreciative of, is the volunteer platform, and one of the community projects that we can work with is the Trevor Project. The Trevor Project is a suicide prevention organization. To those kids, I say there's a huge community of people who love you and accept you and will help you be who you are and still be okay. I'm so proud that this company does have the same values that I have as a person. Evolution is what's keeping us sturdy in these times, when other companies are not so sturdy. We are willing to change with the times.

>> Diana Alvear: Is that a beautiful story or what? And it makes me think back to my best friend in high school came out to me, and it was a huge deal at the time. He felt like he had to keep it secret. He was afraid of what people were going to say, and I just feel like we have come so far, and it's because of parents like her that our kids are safer and more loved. We are not done, and I promise I'm not going to cry, we have another doubleheader, as I love to do.

First, we are going to start with My Why, and you're going to be meeting Xavier White. When he is not solving a Rubik's Cube in seconds, he's squarely focused on corporate social responsibility. Let's meet Xavier.

>> Hi. I'm Xavier White, corporate social responsibility and innovation marketing manager for Verizon. I have worked for Verizon for three years. Most of my life is focused around London and the south of the United Kingdom. I like playing guitar, engaging in politics, traveling, but at the moment my favorite thing to do is to make contemporary art pieces that involve technology in some way, and I have started entering those in competitions. When I was 17, I founded an LGBTQ rights charitable organization. I realized I needed to have background music for my videos and ended up with working with an artist based out of New York, and then I graduated with an MA and started working at Verizon. I joined right at the time that Verizon was expanding its media portfolio, so the opportunity to work at a company that fused my two passions really, really excited me. I kind of have the millennial dream job, where you enjoy the

company of your colleagues, you love your office, and you have a role that lets you make a difference in the world. When I was working with my manager on the first international event for 5G that Verizon did, I launched a podcast series. We have a platform for communities often overlooked in the business world. I have been working with small charities struggling at this time. I like seeing how my career has developed. I also think Hans has a really, really cool job, and I would love to perhaps do that one day. So, my hidden talent is that probably that I can solve a Rubik's Cube in 45 seconds, and also I taught myself to cut hair on YouTube, not something that I can demonstrate right now. There's so many things at Verizon that make it much more than a job. You're able to bring whole yourself to work. I'm openly gay, and I can talk about my partner as much as my heterosexual colleagues can talk about theirs. We talk about intersectionality and the future of work, and that's the kind of company that I want to work for.

>> Clearly, we are all going to be working for Xavier at some point. He's unbelievably talented and has all of these different facets to his personality. Even though I don't, I feel like Xavier I already know you and we are friends.

We have been celebrating Hispanic heritage month, and as soon as I got on the phone with the next person, I said you are my new *hermanito*, my little brother. Let's meet Mr. Colombia.

>> (Speaking Spanish) I'm a sales solution specialist in Florida. As you can see, I'm super proud of being Colombian. I have my bracelet, a typical thing that I think every Colombian on the exterior has sort of bracelet that they carry, and I also have Colombia tattooed with some Colombian orchids. I love that it's exposed on my arm, because people are like, what's that? I get an opportunity to say, hey, this is Colombia, this is where I'm from, let me tell you about it. I was born four hours from Medellin. At 12, my family learned to Florida. It was an experience, having to learn English and make new friends. On top of not knowing how to speak my new friends I was trying to make, I lost a lot of my Colombian-ness along the way. My parents passed away. My mom worked as a laundry lady at a retirement home and my dad mowed lawns for people. They taught me to always be genuine and be the best version of me that I can. A lot of the stuff that I do, I do it to make sure my parents are proud, and it's less important for me to work with other people than it is to serve my parents.

I have a flag in every room in my house. In Colombia, I went to a Colombia versus France game, met a bar full of strangers, Colombia won, we celebrated and all went out dancing, the Cumbia, all of that. I was given an opportunity to work at Verizon by a friend of mine who was moving, leaving a store, and told me to go ahead and apply. I met the management team, and now that they have a Spanish speaker in the store, we have more people coming in. I get calls -- I had a woman from Georgia who came to town specifically to see me, because she was told by her friend, hey, there's a Colombian at the store. He speaks Spanish. He's very helpful, go see him. I was jamming out, kind of like this, and sometimes the customers are like, are you dancing? Yes, yes I am. And I have even danced in the store since pre-COVID, and it's a good time. The businesses are like, hey, we have an open door policy, but Verizon is the first company that I have worked for with a legitimate open door policy. And on top of that, Verizon took care of us in handling COVID. That's been a major thing. I want to be more involved in Latin American community outreach for Verizon. I want to be able to say, hey, at Verizon -- that's what I want, some source of Latin American outreach.

I have a whole clothing brand. It's called Orgullo. It's like an O with the outline of Colombia in the O, and most of the profits now have gone to Habitat for Humanity in Colombia. Man, I can't think of a single thing about being Latino -- between going out, dancing, being able to dance, teaching my friends to dance, the food. (Speaking Spanish.)

>> And what Chris said there was do the things that bring you joy, and clearly, he is a living example of that. Chris, I am so proud of you. I love these stories. It makes me so proud to be Latina.

Before I go, I want to make sure that we recognize yet another community that we love here at Verizon. Check this out, branded with the check mark, and I'm so happy to share this awesome camo jacket. Okay. This is all a part of our branded Verizon military collection, which benefits charities, including Fourblock and Wounded Warrior Project. We'll leave with this. We raised \$58,000 so far. You can choose from vests, V necks, long sleeved Ts and more. I'm not wearing it, because it would be weird with the jacket and tie, but, trust me, it looks really good. You can order today online. Click on the Verizon link. That's going to do it for us today. Thank you so much for hanging out with me. And really, that mental health day, take some time for yourself. We are all so stressed out, and really all you need to do is just admit that these are really tough times, and it's not easy, but we have each other. Reach out. If you need anything, just reach out to me. I'm happy to say hi. So, thank you so much for spending time with us today. Check out all of the amazing things that we mentioned on our inside Verizon LinkedIn page.

And otherwise, I am Diana Alvear. Thank you so much for hanging with me, and until next time, you're Up to Speed.