

**VERIZON**  
**UP TO SPEED LIVE**  
**October 14, 2022 12:00 PM ET**

>> HAPPY FRIDAY, V TEAM.

THANK YOU FOR JOINING US FOR “UP TO SPEED” LIVE.

IT’S ALWAYS SO GREAT TO HAVE YOU JOIN US AS WE PREPARE TO CLOSE OUT THE WEEK.

NOW BEFORE WE GET INTO SOME NEW NEWS FOR YOU, LET’S TAKE A LOOK BACK AT THE WEEK.

ON MONDAY, WE CELEBRATED INTERNATIONAL DAY OF THE GIRL WITH A LOOK BACK AT THE WOMEN’S COLAB FALL SUMMIT.

ON TUESDAY, OUR CEO HANS VESTBERG INTRODUCED OUR NEW GLOBAL SERVICES ORGANIZATION AS PART OF VERIZON 2.3.

THIS NEW ORGANIZATIONAL CHANGE WILL ACCELERATE EFFICIENCIES, ENABLING US TO REINVEST IN EXPANDING NETWORK SUPERIORITY,

AND GROWING OUR CUSTOMER BASE.

AND ON THURSDAY, WE SHARED OUR SECOND HISPANIC HERITAGE MONTH EPISODE OF "ENTERATE CON VERIZON."

YOURS TRULY HAD THE CHANCE TO SIT DOWN WITH SVP OF TALENT AND DIVERSITY CHRISTINA SCHELLING, WHO SHARED SOME BACKGROUND ON HER HISPANIC ROOTS.

I ALSO SPOKE WITH CARLOS ESDAILLES JR., A V TEAMER WHO WAS ON THE GROUND AS HURRICANE FIONA HIT PUERTO RICO.

ALRIGHT TEAM, BY NOW YOU'VE PROBABLY HEARD OF OUR SERIES "3 QUESTIONS WITH."

IT'S DESIGNED TO HELP OUR LEADERS SHARE IMPORTANT UPDATES FROM ACROSS THE BUSINESS WITH ALL OF US.

AND RECENTLY, OUR VERY OWN RAQUEL WILSON SAT DOWN WITH CHIEF OPERATING OFFICER OF VERIZON CONSUMER GROUP KRISTA

BOURNE, FOR ANOTHER EPISODE OF THIS SERIES.

LET'S TAKE A LOOK AT WHAT KRISTA HAD TO SAY ABOUT THE FOURTH QUARTER.

>> HEY, EVERYONE.

RAQUEL HERE WITH ANOTHER SESSION OF "3 QUESTIONS WITH," OUR SERIES WHERE WE HEAR FROM OUR LEADERS ON IMPORTANT UPDATES AROUND THE BUSINESS AND, YOU GUESSED IT, THREE QUESTIONS. AND TODAY JOINED WITH ME HERE IS KRISTA BOURNE, CHIEF OPERATING OFFICER OF THE VERIZON CONSUMER GROUP.

KRISTA, THANK YOU SO MUCH FOR JOINING US TODAY.

>> OOH, THANKS FOR HAVING ME.

I FEEL SO HONORED TO BE SITTING HERE WITH YOU.

>> I'M HONORED AS WELL.

I'M SUPER EXCITED TO GET INTO OUR THREE QUESTIONS.

ARE YOU READY?

>> I AM READY.

>> ALL RIGHT, WELL, I JUST WANT TO KNOW, WHAT'S NEW WITH YOU? WE'RE ABOUT A WEEK OR SO INTO THE FOURTH QUARTER.

HOW'S IT FEEL FOR YOU?

>> WELL, YOU KNOW, THIS IS THE SUPER BOWL OF OUR SEASON IS WHAT I LIKE TO SAY.

THIS IS WHEN IT ALL COMES TOGETHER, SO IT FEELS GOOD.

IT FEELS LIKE WE HAVE BEEN GEARING UP FOR THIS MOMENT.

WE'VE BEEN WORKING HARD TO PAY ATTENTION TO WHAT OUR CUSTOMERS HAVE BEEN TELLING US ALL YEAR.

WE'VE BEEN LISTENING TO OUR EMPLOYEES TO MAKE OUR TOOLS BETTER, AND NOW WE HAVE THE BEST VALUE PROP IN THE MARKETPLACE, AND WE KNOW THAT WE ARE READY TO GO AND FINISH STRONG IN 2022.

>> AND WHAT DOES THIS MEAN FOR OUR CUSTOMERS?

>> WE HAVE SO MUCH TO OFFER

CUSTOMERS RIGHT NOW.

THE IPHONE 14 JUST LAUNCHED WITH OUR EXCLUSIVE ONE UNLIMITED PLAN.

THE NEW GOOGLE PIXEL 7 IS IN THE MARKETPLACE.

WE HAVE THE MOST AFFORDABLE HOME INTERNET OFFER RIGHT NOW.

I LIKE TO REMIND PEOPLE, WITH A PREMIUM MOBILE PLAN, IT'S LESS THAN \$1 A DAY.

>> OH, WOW.

>> AND WE CONTINUE TO BUILD ON CUSTOMER AND EMPLOYEE FEEDBACK.

SO OVER THE SUMMER, WE LAUNCHED THE MY VERIZON APP 3.0, AND NOW WE HAVE 92% OF OUR USERS

ENGAGING WITH US ON THAT APP.

AND THIS APP IS SPECIAL, BECAUSE IT ALLOWS TO YOU SHOP FOR HOME AND MOBILE, AND MANAGE YOUR ACCOUNT WITH ONE APP.

THAT'S VERY IMPORTANT, WHEN YOU TALK ABOUT BEING A PREMIUM PROVIDER AND REALLY LEANING IN

TO BEING A CUSTOMER-CENTRIC ORGANIZATION.

SO WE HAVE THE TECH, WE HAVE THE TOOLS.

WE HAVE THE TEAM AND WE ARE READY TO GO.

>> SPEAKING OF TEAM, THE LAST QUESTION IS ALWAYS ABOUT THE V TEAM.

KRISTA, CAN YOU TELL US WHAT THE V TEAM CAN DO TO FINISH 2022 STRONG?

>> WELL, FIRST, I WANT TO SAY THAT I THINK THEY DO SO MUCH RIGHT EVERY DAY.

THIS IS A TOUGH BUSINESS TO BE IN, AND THEY ARE CARRYING OUR FRONT LINE AND OUR BEHIND-THE-SCENES TROOPS ARE CARRYING THAT MISSION FORWARD EVERY DAY.

IT'S IMPORTANT THAT WE CONTINUE TO BELIEVE, THOUGH.

WE HAVE TO REMEMBER WHO WE ARE, BELIEVE WE CAN WIN, BECAUSE NOW

IS OUR TIME TO SHOW UP.

WE HAVE A RELIABLE SERVICE THAT CUSTOMERS RELY ON.

WE ARE EQUIPPED WITH THE TOOLS THAT WE NEED TO BE AN AUTHENTIC PARTNER IN THE RELATIONSHIPS WE'RE BUILDING EVERY DAY.

I REMEMBER WHEN WE DID NOT HAVE THE IPHONE.

I REMEMBER WHEN WE DIDN'T HAVE DEVICE PAYMENT.

I REMEMBER WHEN WE DIDN'T ZERO RIGHT OUR DATA OR OUR MUSIC.

I REMEMBER WHEN WE HAD TO REALLY FIGHT IN THE MARKETPLACE WITHOUT UNLIMITED.

IF YOU CAN IMAGINE THAT THIS ENVIRONMENT EXISTED, NOW IMAGINE THE SUCCESS WE HAD, BECAUSE WE'RE NOT A NEW COMPANY.

WE DID NOT SIGN UP FOR EASY.

WE KNOW WHAT WE'RE DOING, AND NOW IS THE TIME TO SHOW UP.

AND I BELIEVE THAT OUR V TEAM WILL DO JUST THAT AS WE MOVE

THROUGH THE REST OF THIS  
QUARTER, BECAUSE THAT'S WHO WE  
ARE, THAT'S WHO WE'VE ALWAYS  
BEEN AND THAT IS WHAT MAKES US  
GREAT.

>> WELL, I FEEL MOTIVATED.

I'M SURE OUR V TEAM WILL, TOO,  
AND THANK YOU SO MUCH FOR  
JOINING US TODAY.

>> THANK YOU.

>> V TEAM, THANK YOU FOR WATCHING.  
JEN, BACK TO YOU.

>> THANKS, KRISTA AND RAQUEL.

WHAT AN EMPOWERING CONVERSATION.

AND AS WE LOOK FORWARD TO WHAT

THIS FOURTH QUARTER WILL

BRING, WE'LL ALSO REFLECT ON THE  
THIRD QUARTER.

NEXT WEEK, FRIDAY, OCTOBER 21ST

DURING OUR EARNINGS WEBCAST.

MAKE SURE TO TUNE IN.

WE'LL BE HEARING FROM OUR

LEADERS ON OUR RESULTS,

RECOGNIZING THOSE WHO RAN TO A

CRISIS DURING HURRICANE IAN, AND



YOU'LL HAVE THE OPPORTUNITY TO ASK YOUR QUESTIONS LIVE TO BE ANSWERED IN REAL-TIME BY OUR LEADERS.

MAKE SURE TO CHECK OUT "UP TO SPEED" NEXT WEEK FOR MORE WAYS IN WHICH YOU CAN GET INVOLVED WITH EARNINGS.

NOW FOR A STORY FROM ONE OF OUR VERY OWN V TEAMERS IMPACTED BY HURRICANE IAN.

CAROL DIAZ, A MEMBER OF OUR FINANCE OPERATIONS TEAM IN LAKE MARY, FLORIDA, WAS AWAKENED BY A LARGE TREE FROM HER FRONT YARD, AS IT FELL ON HER HOME IN THE MIDDLE OF THE NIGHT ON WEDNESDAY, SEPTEMBER 28TH.

THE TREE MADE ITS WAY THROUGH THE ROOF, TAKING OUT THE ELECTRICITY AND FLOODING HER HOME.

WITH THE HELP OF HER SUPERVISORS, EAP AND THE VTOV EMPLOYEE RELIEF FUND, CAROL IS PREPARING TO MAKE REPAIRS AND

GET HER HOME BACK TO NORMAL.

IT'S JUST ANOTHER REMINDER THAT IF YOU'RE EVER UNABLE TO STAY IN YOUR HOME DUE TO A CATASTROPHIC INCIDENT, LIKE HURRICANE IAN, THE VTOV EMPLOYEE RELIEF FUND IS HERE TO HELP.

HEAD OVER TO OUR STORY FOR MORE INFORMATION.

AND SPEAKING OF DISASTER RELIEF, JUST YESTERDAY VERIZON ANNOUNCED A \$250,000 DONATION TO SUPPORT SMALL BUSINESSES AFFECTED BY HURRICANE IAN.

VERIZON IS PARTNERING WITH COLLABORATORY, A LOCAL NON-PROFIT COMMUNITY-PROBLEM SOLVING ORGANIZATION IN SOUTHWEST FLORIDA, AND FLORIDA TAXWATCH, A NON-PROFIT ORGANIZATION THAT PROMOTES ECONOMIC DEVELOPMENT ACROSS THE STATE, TO CREATE \$10,000 GRANTS TO PROVIDE SMALL BUSINESSES IN THE HARDEST-HIT AREAS OF FLORIDA

WITH CRITICAL RELIEF.

FOR MORE UPDATES SUCH AS THIS ONE, BE SURE TO CHECK OUT OUR DEDICATED VERIZON RESPONSE TO HURRICANE IAN PAGE, WHICH WE'LL LINK TO IN TODAY'S STORY.

AND SPEAKING OF UPDATES, AS YOU KNOW, INSIDE VERIZON IS ALWAYS YOUR ONE-STOP-SHOP FOR ALL THINGS HAPPENING IN AND AROUND VERIZON FOR V TEAMERS, BUT WE WANT TO MAKE SURE YOU'RE FOLLOWING SOME OTHER KEY HANDLES AS WELL.

VERIZON BUSINESS IS NOW LIVE ON INSTAGRAM, AND YOU CAN FOLLOW OUR NEW VERIZON FRONTLINE HANDLES ON LINKEDIN AND TWITTER. YOU CAN HEAD OVER TO TODAY'S STORY TO FIND DIRECT LINKS TO START FOLLOWING ALL THESE IMPORTANT ACCOUNTS, TODAY!

VERIZON BUSINESS RECENTLY ANNOUNCED A PARTNERSHIP WITH EXTREME NETWORKS, INC., A LEADER

IN CLOUD NETWORKING TO DEPLOY WIRELESS CONNECTIVITY SOLUTIONS AT LIVERPOOL FC'S ANFIELD STADIUM AS PART OF EXTREME'S PARTNERSHIP WITH THE PREMIER LEAGUE CLUB.

THE DEPLOYMENT, EXPECTED TO BEGIN LATER THIS YEAR, INCLUDES EXTREME WI-FI 6 ACCESS POINTS, WHICH WILL PROVIDE THE HIGH-QUALITY, LOW LATENCY WI-FI CONNECTIVITY REQUIRED TO POWER MEMORABLE, ENGAGING FAN-CENTRIC EXPERIENCES SUCH AS MOBILE TICKETING, CASH-FREE CONCESSIONS AND MORE.

AND AS PART OF THE PARTNERSHIP, LIVERPOOL FC WILL ALSO LEVERAGE EXTREMEANALYTICS™ TO GET REAL-TIME INSIGHTS INTO DATA, INCLUDING FAN FOOT TRAFFIC, APP USAGE ACROSS THE STADIUM AND POPULAR CONCESSIONS.

FOR MORE ON THIS ANNOUNCEMENT, CHECK OUT TODAY'S STORY.

NOW, IN TODAY'S WORLD, MOBILE AND HYBRID WORKFORCES NEED COMMUNICATION TOOLS THAT ARE AS FLEXIBLE AS THEY ARE.

AND VERIZON WILL BE THE FIRST U.S. OPERATOR TO BRING TRUE NATIVE MOBILE EXPERIENCES TO MICROSOFT TEAMS USING TEAMS PHONE MOBILE.

VERIZON MOBILE FOR MICROSOFT TEAMS LETS ORGANIZATIONS USE TEAMS AS THEIR PHONE SYSTEM, WITH SMARTPHONES AS TEAMS ENDPOINTS.

THIS GIVES BUSINESSES OUR NETWORK QUALITY, MORE COLLABORATION AND ENHANCED FLEXIBILITY, ESSENTIAL BUILDING BLOCKS FOR MAKING WORK ACTUALLY WORK.

AND TEAM, THE EXCITING NEWS CONTINUES.

THE PIXEL 7, PIXEL 7 PRO AND PIXEL WATCH ARE NOW AVAILABLE.

AND IF YOU DIDN'T CATCH THE

LATEST "GEORGE TALKS TECH," YOU HAVE TO, IT'S FANTASTIC! WE'LL LINK TO IT IN TODAY'S STORY.

GEORGE REALLY BREAKS DOWN EVERYTHING YOU NEED TO KNOW ABOUT THE NEWEST PIXEL DEVICES. AND TO SHARE IN THE EXCITEMENT, WE WANTED TO SHARE OUR NEW SPOT FEATURING CECILY STRONG AND A FORMER NFL STAR. LET'S TAKE A LOOK.

>> GEEZ.

>> IRONIC, EDELMAN STRUGGLING WITH RECEPTION.

>> TWO THINGS I HATE DROPPING, BALLS AND CALLS.

>> YOU NEED A BETTER NETWORK.

TIME TO SWITCH TO VERIZON THE MOST RELIABLE 5G NETWORK IN AMERICA.

>> I'M LISTENING.

>> YOU GET A FREE PHONE ON THEM.

>> SWEET.

>> WHETHER YOU'RE IN THE CITY OR ON THE ROAD.

>> RECEPTION.

>> THE BRAND NEW NETWORK AND A BRAND NEW PHONE.

>> TOUCHDOWN!

>> SWITCH NOW AND GET THE NEW GOOGLE PIXEL 7 PRO ON VERIZON, THE NETWORK AMERICA RELIES ON.

>> SWITCHING GEARS NOW, MANY UNIVERSITIES ACROSS THE COUNTRY ARE COMING TOGETHER FOR HOMECOMING INCLUDING HBCS WHICH STANDS FOR HISTORICALLY BLACK COLLEGES AND UNIVERSITIES AND ON MONDAY, OCTOBER 17TH, EMPLOYEE RESOURCE GROUP BOLD IS SHARING THE EXPERIENCE WITH A LINE-UP OF GREAT EVENTS LIKE AN HBCU ALUMNI MIXER, A MEET-AND-GREET WITH TALENT ACQUISITION, A FINANCIAL LITERACY SESSION AND SO MUCH MORE.

CHECK OUT THE LIVING IN TODAY'S STORY FOR MORE DETAILS AND SOMETHING ELSE TO LOOK OUT FOR ON MONDAY IS THE LAUNCH OF OUR FOURTH QUARTER POLL SURVEY WHICH LOOKS AT EMPLOYEE WELL-BEING, WORK EXPERIENCES AND HOW WELL LEADERS ARE

TAKING ACTION IN RESPONSE TO OUR  
FEEDBACK.

EMPLOYEES CAN EXPECT AN EMAIL ON MONDAY  
FROM GALLUP OR CHECK YOUR TO DOS.

MONDAY IS ALSO THE START OF THE 2023  
ANNUAL ENROLLMENT FOR U.S. MANAGEMENT  
EMPLOYEES.

A FEW WEEKS AGO, YOU MAY REMEMBER WE  
SHARED AN EPISODE HIGHLIGHTING THE  
IMPORTANCE OF REVIEWING OUR BENEFITS  
COVERAGE AND DECIDING WHAT MAKES THE  
MOST SENSE FOR BOTH YOU AND YOUR FAMILY  
IN 2023.

ALL THE DETAILS WILL BE INCLUDED IN  
TODAY'S STORY AS WELL AS A WAY FOR TO  
YOU SAVE \$100 ON YOUR MEDICAL PLAN  
CONTRIBUTIONS.

AND I'LL BE BACK WITH YOU ON MONDAY,  
WITH A SPECIAL ANNOUNCEMENT THAT YOU  
WILL NOT WANT TO MISS.

HAVE A WONDERFUL WEEKEND, AND UNTIL  
NEXT TIME, YOU'RE UP TO SPEED.