

Up To Speed Live  
Monday 10.19.20

You are still feeling the energy and excitement from last week's big 5G announcements.

Great news to set us up for a strong fourth quarter, but let's forget to look back at quarter Three, so we can finish the year even stronger.

- We are just two days away from Earnings Day -- and for Wednesday's earnings Webcast, we've got a little something special for our most dedicated viewers.

- Let's take the slide...

- Join us this Wednesday, October 21 for the 3Q20 earnings webcast, where we Will be live with Hans and our leadership team. Tune in then to find out how you Can win a new Samsung Galaxy Note20 5G! We're giving away 10 devices, but You're gonna have to watch to be eligible to win!

- It's a Cyber Monday kind of episode today, and no, we're not online shopping.

- We are dedicating this Monday edition of Up To Speed to cyber security as October Happens to be Cyber Security Awareness Month.

- And you may have learned recently, we have a new Chief Information Security Officer Or CISO for short, and we are thrilled to have her join us LIVE on Up To Speed Today.

- Please join me in welcoming Nasrin Rezai to our show and to our V Team. Nasrin thank You so much for joining us on Up To Speed today.

- How would you describe your role as Chief Information Security Officer?

What is the CISO tasked with?

- Happy Monday, V Team. Thanks for joining us on Up To Speed Live. I'm sure many of You are still feeling the energy and excitement from last week's big 5G announcements.

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[MUSIC]

>> STOP ME IF YOU'VE HEARD THIS ONE BEFORE.  
WE'RE LIVING THROUGH UNPRECEDENTED.  
>> UNPRECEDENTED.  
>> I'M NOT SURE HOW MANY TIMES I'VE USED THE WORD  
UNPRECEDENTED.  
>> SO MUCH OF THINS WE DO NOW IS VIRTUAL.  
EVEN WEDDING.  
NOW IT IS 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 PHONE AND NOT SO SMART WIRELESS  
PHONES.  
WE'VE MADE SO MUCH HISTORY SINCE THEN.  
IT IS WORTH LOOKING AT WHO WE ARE TODAY.  
THERE WAS THE CRISIS RESPONSE TO SEPTEMBER 11, 2001.  
>> I'VE SEEN EVERYBODY WORKING TODAY.  
OF  
>> A CHARACTER-DEFINING EFFORT WITH B TEAMERS WORKING  
AROUND THE CLOCK TO GET THING BACK UP IN MORE THAN A  
WEEK.  
THERE WAS THE ICONIC CAMPAIGN IN 2002.  
>> CAN YOU HEAR ME NOW?  
>> CAN YOU HEAR ME NOW?  
>> SOME OF YOU ARE SO YOUNG, YOU MAY NOT KNOW THIS GUY  
WORKED FOR US FIRST.  
THERE WAS THE BIRTH OF OUR VERIZON CREDO IN 2004.  
>> WHO IS THE COMPANY THAT WE CALL VERIZON?  
>> OUR HISTORIC PIONEERING OF FIBEROPTICS THROUGH THE  
HOME.  
>> AND OUR RECOVERY RESPONSE.  
>> RUNNING IS SOMETHING THAT WILL CONTINUE TO DEFINE US  
YEAR AFTER YEAR AFTER YEAR.  
YOU ARE OUR ACQUISITION OF MCI WHICH EXPANDED THE  
GLOBAL SCALE.  
WE REACHED MORE THAN 150 COUNTRIES AND ALMOST ALL THE  
OF THE FORTUNATE 500 PARTNER WITH US.  
THERE'S THE MORE RECENT ACQUISITION OF AOL AND YAHOO!  
IN THE MEDIA GROUP.  
NOT ONLY ARE THE ICONIC AND LOVED GLOBAL BRANDS, THEY  
HAVE SOME OF THE MOST FORWARD-THINKING TALENT WHEN IT  
COMES TO ANALYTICS.  
THERE'S THE OBSESSION WITH NETWORK LEADER IN THE 4  
DWRKS, 5G, AND ONE FIBER AND MESH.  
IT IS ABOUT THE SUPERIOR SENSOR EXPERIENCES THAT WE  
DELIVER TODAY AND THE GROUND-BREAKING ONES WE'RE  
BUILDING FOR TOMORROW. OUR PROFOUND SUPPORT OF THE  
TEAM.  
DAY BY BY DAY WE KEEP CREATING A MORE AUTHENTIC,  
EMPOWERING, INCLUSIVE ENVIRONMENT, CREATING A COMPANY  
THAT EVERYONE WANTS TO BE A PART OF.  
OUR COMMITMENT TO SOCIETY SUCH AS THE INNOVATE  
INNOVATIVE LEARNING SCHOOLS AND THE LEADERSHIP TO MAKE  
THE WORLD A BETTER PLACE.  
ANNIVERSARY ARE REMINDER OF HOW FAR WE'VE COME.

THEY ARE A CELEBRATION OF THE POWER OF STICKING TOGETHER.  
IT IS ABOUT THE PAST THAT WE SHARE, THE FUTURE THAT WE'RE BUILDING, AND ALL OF OUR EFFORTS TO KEEP THE WORLD MOVING FORWARD.  
HAPPY ANNIVERSARY, B TEAMERS. --  
V TEAMERS.  
HERE'S TO THE NEXT 20.  
>> A LOT HAS HAPPENED UNTIL THE 20-YEAR HISTORY.  
>> [DIEP-UP NOISE]  
>> WE HAVE MOVED THE WORLD FORWARD IN SO MANY DIFFERENT WAYS.  
THROUGH IT ALL, THERE'S ONE THING THAT'S KEPT US ON THE SAME PAGE.  
>> WHO IS THE COMPANY THAT WE CALL VERIZON?  
>> WE RUN TO THE CRISIS.  
NOT AWAY.  
>> WE KNOW TEAM WORK ENABLES US TO HELP OUR CUSTOMERS.  
>> WE LIKE INTEGRITY.  
>> WE'RE COMMITTED TO BE PART OF THE SOLUTION.  
>> FOR SOME OF THE CHALLENGES.  
>> TO MAKE THE WORLD IN WHICH WE WORK.  
>> BETTER THAN IT WAS YESTERDAY.  
>> 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.  
I HAVE A CHILD WITH MY WIFE.  
I BEGAN MY CAREER.  
BEFORE THAT I GRADUATED FROM EASTERN UNIVERSITY.  
GO PIRATES.  
THEY'VE BEEN THE GOLD STANDARD IN CULTURE.  
THEY HAVE INVOLVED FROM A TECH TELECOM TO THE TECHNOLOGY COMPANY.  
EVEN IF WE HAVE THE EXPERIENCE OF CUSTOMERS, IT CAN BRING VERIZON TO THEM.  
I STARTED OUT OF COLLEGE.  
AND IN VERIZON WAS WORKING BACK IN OPERATIONS AND THE OVERNIGHT SHIFT.  
I WAS ABLE TO COMPLETE MY MASTERS AND THEY SUPPORTED ME IN THE ENDEAVOR.  
I WAS ABLE TO COMPLETE MY MASTERS IN ADMINISTRATION DURING MY TENURE AT VERIZON.  
I'M INTERESTED IN MAKING SURE OUR CUSTOMERS CAN BE CARED FOR.  
I'M FOCUSED ON TRYING TO BRING THE BEST OF VERIZON FOCUSED ON THE EMPLOYEE CAREER PROCESSION DEPRESSION AND DEVELOPING THEM INTO WHAT THEY WANT TO DO.  
I'M INTERESTED IN BRINGING THE 5G AND TO OUR CUSTOMER BASE.  
I HIGHBALLING TO FANCY MYSELF -- I LIKE TO FANCY MYSELF AS A CARD TRICK ENTERTAINER.  
I PULL UP THE CARD TRICKS AT PARTIES AND EMBARRASS MY

WIFE.

VERIZON IS A TECHNOLOGICAL TRAIL BLAZER.

THEY CARE DEEPLY FOR THE EMPLOYEE BASE.

WE'RE DOING SOME THINGS IN TECHNOLOGY.

WE ALWAYS CARE FOR OUR EMPLOYEES FIRST AND FOREMOST.

AND THE MISSION STATEMENTS THAT WE'VE GOT.

>> THIS QUARTER WAS NEARLY AT THE FIRST STEP INTO THE NEW NORMAL AND THE OPPORTUNITY FOR US TO REWRITE THE RULE BOOK.

>> DESPITE ALL OF THE OBSTACLES, WE CONTINUE TO INCREASE CAPACITY AND INNOVATE 5G AND PARTNERS WITH TECHNOLOGY WHICH WILL ENABLE 4G AND 5G ON THE SAME BAND OF SPECTRUM.

AND AMPLIFYING THE REACH OF THE EXISTING MILLIMETER.

WE LIT UP MOBILE 5G IN SAN DIEGO.

AND JUST EVOLVING WITH THE HOME NETWORK IN HOUSTON, INDY, AND L.A.

HOW COOL IS THAT?

WE INTRODUCED THE LAB TO HELP THE PARTNERS ADVANCE THEIR SOLUTIONS.

WE CONTINUED THE NETWORK WINNING STREAK WITH OPEN SIGNAL, ROOT METRICS, AND GIVING US GREAT RENEWS. -- REVIEWS.

OUR RESPONSE TEAMS ANSWERED EVERY CALL AND OUR FIELD TEAMS WORKED TO SUPPORT THE CUSTOMER.

DUE TO THE PANDEMIC, THE TECHNOLOGY TEAM DELIVERED THE YEARS WORTH OF INFORMATION FROM A MATTER OF MONTH.

>> WE CONTINUED TO NOVEMBER OUR RESPONSE.

THAT MEANT RAPID REEMPLOYMENT, CONSTANTLY EVOLVING, OUR CUSTOMERS INTERACTED WITH US AND BRINGING TOUCHLESS DETAILS AND A NATIONWIDE CURBSIDE PICKUP.

WE LAUNCHED THE NEW MOTOROLA EDGE PLUS, THE SAMSUNG GALAXY 20, AND THE FLEX 5G.

THAT'S THE FIRST PC BUILT FOR 5G.

WE INTRODUCED OUR OWN AND SPECIAL VERIZON CARD. THE DEMAND FOR CUSTOMERS IS HIGH.

WE CREATED THE PLANS TO REWARD CUSTOMERS THE LONGER THEY STAY.

WE OFFERED MORE ENTERTAINMENT OPING -- OPTIONS ON US.

WE GAVE THEM THE BEST STUDENT PRICING AND THE SECOND ANNIVERSARY AND WE HELPED CUSTOMERS AVOID OVER FIVE BILLION R OSHES BO -- ROBOCALLS TODAY.

>> THE BUSINESSING HELP US REACT AND REBOUND TO MEET THEIR CUSTOMER REQUIREMENTS.

WE'VE PROVIDED CRITICAL TECHNOLOGY AND THE DISTANCED LEARNING IN THE SCHOOL DISTRICT IN THE STATE OF CALIFORNIA, WE HAD VIRUS TETIONING AND -- VIRUS TESTING AND PROVIDED OPPORTUNITIES FOR THE HOSPITALS AND SHIFT LIKE THE USNS COMFORT.

WE SUPPORTED OVER 400 SMALL BUSINESSES THROUGH THE PAY IT FORWARD SMALL BUSINESS GRANT PROGRAM.

AND WE PROUDLY SERVED MORE THAN 80,000 MEALS IN NEW YORK CITY AND DETROIT WHICH ALSO SUPPORTED LOCAL

STREUNT --

RESTAURANTS.

WE CONTINUE IT EXPAND THE BUSINESS SOLUTION, NONE  
TIMELIER THAN THE DIVISION OF BLUEJEANS FOR MORE  
FLEXIBLE AND AGILE, AND LAUNCHED THE INNOVATIVE VIDEO  
FOR THE CONNECT AND KICKED OFF AND RETURN TO BUSINESS  
AS UNUSUAL, AND THE NEW MONTHLY WEBINAR SERIES, AND  
RELEASED THE 13TH EDITION OF OUR DATA INVESTIGATIONS  
REPORT DESPITE THE CRITICAL CONVERSATIONS WITH THE  
BUSINESS CUSTOMERS AROUND THE GLOBE.

>> WE HAVE TO CONTINUE TO MEET THE CHANGING CUSTOMER  
BEHAVIORAL SHIFT.

WE AUTHORIZED A NEW SUITE OF VR AND THE FUTURE OF THE  
CONTENT.

WE PARTNERED WITH THE SCREEN AND SAMSUNG TO LEVERAGE  
AND CONNECT TO THE TV.

WE SAW THE STEADY DPI INCREASES AND DROVE ON THE AWARDS  
FOR ALL NOMINATED CATEGORIES.

WE ADDED THE VIDEO AND PORTFOLIO.

IT WAS THE MOST WINS FOR ANY NOMINATED COMPANY.

WE LET AT THE USERS GO THROUGH THEIR INBOX -- INBOX.

WE DONATED \$10 MILLION TO ORGANIZATIONS IMPACTED BY  
COVID-19 AND HELP SMALL BUSINESSES.

>> THIS HAS BEEN ANOTHER INCREDIBLE QUARTER PROVING  
WHAT THE V TEAM IS ALL ABOUT.

WE CELEBRATED ASIA-PACIFIC HERITAGE MONTH, MILITARY  
APPRECIATION MONTH, AND PRIDE MONTH WITH PRISM, WHICH  
IS AT THE NEWLY UNIFIED VERIZON LGBTQ+ RESOURCES.

WE POSTED THE VIRTUAL COMMENCEMENT SERIES CLASS OF  
2020 READY FOR ANYTHING, FEATURES INSPIRATIONAL LEADERS  
AND FORMER PRESIDENT BILL CLINTON.

AND WHEN ANOTHER CRISIS STRUCK, WE OPENED OUR HEART  
AND MINDS AND RESOURCES TO SUPPORT THE ISSUES AROUND  
THE SOCIAL AND RACIAL INJUSTICE.

FORD NAMES US IN NUMBER ONE IN TENS OF DEALING WITH  
THE PANDEMIC.

WE CELEBRATED 20 YEARS OF HISTORY.

>> OUR SECOND HALF IS MORE AMBITIOUS.

>> WE NEED TO SETTLE DOWN IN A WAY THAT MAXIMIZE THE  
OPPORTUNITIES THAT WE HAVE IN FRONT OF THEM.

>> THE BEST NETWORKS.

THE BEST EXPERIENCES.

THE BEST SERVICES.

>> THERE ARE ENORMOUS OPPORTUNITIES AHEAD OF US P.

>> OUR PURPOSE AND PASSION IS UNBEATABLE.

[MUSIC]

>> I WOULD LIKE TO PAY MY BILL.

>> 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 JESSIE.

I WORK AT VERIZON.

YOU CAN PREVENT YOUR NUMBER FROM BEING TRANSFERRED TO  
ANOTHER CARRIER WITHOUT YOUR PERMISSION.

WE MAKE SURE YOUR CALLS, TEXT, AND OTHER INFORMATION IS YOURS AND ONLY YOURS.

YOUR NUMBER IS SAFE WITH US.

>> WHAT'S A SLINGS -- CITIZEN?

IT IS BELIEVING SOMETHING AND DOING SOMETHING ABOUT IT. FOLLOWING THROUGH ON PROMISES.

WE'RE A CANE OF 135,000 --

COMPANY OF 135,000 CITIZENS.

WE HAVE A PLAN TO WORK TOWARD A GREATER GOOD.

A COMPANY FOR GREATER GOOD.

>> YOU JUST UNBOXED YOUR NEW DEVICE.

YOU LOOK AT THE INSTRUCTIONS.

THAT'S WHEN THE FUN ENDS.

I'M SAM.

I WORK AT VERIZON.

THERE'S LIVE TECH COACHES.

CHAT LIVE TO CONNECTION TO ANYTHING YOU CAN CONNECT TO.

IT IS INCLUDED FOR 30 DAYS AFTER YOU ACT ACT --

ACTIVATE A NEW DEVICE.

>> THE SUPPORT YOU NEED.

WHOEVER YOU NEED IT.

HAPPY MONDAY, V TEAM. THANKS FOR JOINING US ON UP TO SPEED LIVE.

I'M SURE MANY OF YOU ARE STILL FEELING THE ENERGY AND EXCITEMENT FROM LAST WEEK'S BIG 5G ANNOUNCEMENTS. GREAT NEWS TO SET US UP FOR A STRONG FOURTH QUARTER, BUT LET'S FORGET TO LOOK BACK AT QUARTER THREE, SO WE CAN FINISH THE YEAR EVEN STRONGER. - WE ARE JUST TWO DAYS AWAY FROM EARNINGS DAY -- AND FOR WEDNESDAY'S EARNINGS WEBCAST, WE'VE GOT A LITTLE SOMETHING SPECIAL FOR OUR MOST DEDICATED VIEWERS. - LET'S TAKE THE SLIDE...

JOIN US THIS WEDNESDAY, OCTOBER 21 FOR THE 3Q20

EARNINGS WEBCAST, WHERE WE WILL BE LIVE WITH HANS AND OUR LEADERSHIP TEAM. TUNE IN THEN TO FIND OUT HOW YOU CAN WIN A NEW SAMSUNG GALAXY NOTE20 5G! WE'RE GIVING AWAY 10 DEVICES, BUT YOU'RE GONNA HAVE TO WATCH TO BE ELIGIBLE TO WIN! - IT'S A CYBER MONDAY KIND OF EPISODE TODAY, AND NO, WE'RE NOT ONLINE SHOPPING. - WE ARE DEDICATING THIS MONDAY EDITION OF UP TO SPEED TO CYBER SECURITY AS OCTOBER HAPPENS TO BE CYBER SECURITY AWARENESS MONTH. - AND YOU MAY HAVE LEARNED RECENTLY, WE HAVE A NEW CHIEF INFORMATION SECURITY OFFICER, OR CISO FOR SHORT, AND WE ARE THRILLED TO HAVE HER JOIN US LIVE ON UP T

>> WE'VE HAD AN EXCITING ACQUISITION.

BLUEGRASS KUS MORE DENY CUSTOMERS AND EMPLOYEES, WELCOME TO THE V TEAM.

IT IS A CYBER MONDAY KIND OF EPISODE.

WE'RE NOT ONLINE SHOPPING.

NOT YET.

WE'RE DEDICATING THE MONDAY EDITION TO CYBERSECURITY.

IT IS NATIONAL CYBERSECURITY AWARENESS MONTH. GIVEN IT'S A TIME OF YEAR TO REFLECT ON SECURITY, HOW DO YOU VIEW THE ROLE OF INFORMATION SECURITY AT VERIZON, AND

HOW DOES IT HELP ENABLE THE BUSINESS?  
>> THANK YOU FOR WELCOMING ME.  
>> HOW COULD YOU DESCRIBE YOUR ROLE AS A CISO OFFICER?  
>> THIS IS A GOOD QUESTION.  
FIRST OF ALL, V TEAMERS, THANKS FOR HAVING ME.  
NINE WEEKS INTO THE NEW ROLE.  
I'M LOVING IT.  
IT IS THE BEST TIME TO BE AT VRND WITH ALL OF THE  
CHANGES THAT ARE HAPPENING.  
CAN I ASK YOU A QUESTION?  
THE CISO FUNCTION IS ABOUT PROCESSES AND POLICIES AND  
END CAPABILITIES TO REALLY PROTECT OUR INFORMATION APP  
AND CUSTOMER INFORMATION AND NECK.  
THAT'S WHAT WE DO. A WHOLE BUNCH OF CAPABILITIES.  
AT THE END OF THE DAY, IT IS NOT ABOUT WHAT THE CISO  
DOES.  
IT IS ABOUT HOW ALL OF US AT VERIZON THINK ABOUT  
PROTECTION OF OUR INFORMATION WHETHER AN ENGINEER, A  
NETWORK ENGINEER, A DEVELOPMENT, SOMEBODY WHO INTERACTS  
WITH CUSTOMERS TO SET UP PROCESSES, AND RACKETS TO --  
PRACTICES TO PROTECT WHAT'S SO CRITICAL TO US AND OUR  
CUSTOMERS.  
>> THE GO AHEAD OF KEEPING THAT INFORMATION SPACE IS  
MORE AND MORE IMPORTANT.  
I KNOW YOU'VE HAD QUITE THE JOURNEY.  
WE ARE GETTING TO KNOW YOU TODAY.  
TET TELL US ABOUT YOUR CAREER PATH AND WHAT TORNADO  
WATCHES LIKE NAVIGATING THE PATH?  
>> VERY GOOD.  
I'VE BEEN IN THE TECHNOLOGY SECTOR OVER 20 YEARS.  
MOST OF MY LIFE AND GROWING UP IN CALIFORNIA I'VE BEEN  
IN TECHNOLOGY SECTOR, FINANCIAL SECTOR, AND INDUSTRIAL  
WITH MY LAST JOB AT GENERAL ELECTRIC, AND NOW VERIZON.  
JUST A LITTLE BIT ON THE PERSONAL SIDE, BECAUSE YOU  
ASKED FOR IT, I HAVE THREE CHILDREN.  
TWO BOYS AND A GIRL.  
SO THAT'S KIND OF LIFE.  
FOR ME.  
HOW DID I NAVIGATE IT?  
IT WAS NEVER DESIGNED FOR ME TO HAVE CYBER.  
I BECAME ENNORMALLED WITH IT.  
IT IS ABOUT UNDERSTANDING YOUR BUSINESS AND THE  
INTERCONNECTNESS AND WORKING ACROSS PEOPLE TO ENSURE IT  
IS SECURE.  
YOU HAVE TO BE ON TOP OF THE EBBINGNOLOGY AS MUCH --  
TECHNOLOGY AS MUCH AS YOU HAVE TO BE ON TOP OF THE  
BUSINESS.  
>> I SEE KRR FAMILY THERE.  
ARE YOU THE FAMILY MEMBER THAT IS LIKE YOU SHOULD BE  
SAFE ONLINE?  
>> MY FAMILY HAS BEEN INFLUENCED BY THAT.  
MY SON IS IN CYBERSECURITY IN MARKETING.  
THAT'S THE ONLY CHILD I COULD GET EXCITED ABOUT IT.  
MOST OF MY KIDS ARE AWARE.

ESPECIALLY THESE DAYS WITH DIGITAL TOOLS AND SOCIAL MEDIA.

THERE'S A PERSONAL RESPONSIBILITY TO REALLY MAKE SURE THAT WHATEVER INTERACTION THAT WE HAVE ON OUR MOBILE DEVICES OR THAT WE ARE DEFENDING AND PROTECTING OURSELVES -- AND PROTECTING OURSELVES.

THE WORLD HAS CHANGED.

I HAVE A PERSONAL RESPONSIBILITY TO PROTECT MY INFORMATION.

THAT'S WHY THE NATIONAL CYBERSECURITY MONTH, THE MONTH OF OCTOBER, AT THE THEME IS DO YOUR PART.

BE CYBER SMART.

IT IS EVERYBODY'S RESPONSIBILITY.

>> I LOVE THAT THEME.

YOU MENTIONED YOUR CYBERSECURITY CAREER HISTORY IS TECH AND INDUSTRIAL.

I KNOW YOU HAVE SOME GREAT CAREER ADVICE WE'LL TALK ABOUT LATER.

I'LL TEASE IT THE WAY THAT YOU HAVE TEASED.

IT YOU HAVE SOME GREAT ADVICE FROM A TV SHOW CHARACTER. THERE'S THE TEASE RIGHT THERE.

HANG ON FOR THE GREATEST CAREER ADVICE FROM THE TV SHOW CHARACTER.

YOU MENTION CYBERSECURITY AWARENESS MONTH.

IT IS SOMETHING THAT WE SHOULD ALL BE THINKING ABOUT, WHETHER IT IS FOR BUSINESS OR PERSONAL TO BE HONEST WITH YOU.

GIVEN IT IS THE TIME OF YEAR TO REFLECT ON SECURITY, YOU HOW DO YOU VIEW THE ROLE AND HOW DOES IT HELP ENABLE THE BUSINESS?

>> YOU TALKED ABOUT THE AWARENESS MONTH.

I ENGAGE EVERYBODY TO GO ON AND CHECK OUT THE CYBER HEALTH PROGRAM THAT WE PUT TOGETHER.

EVERYBODY SEEMS JUST KIND OF CHECKED HOW THEY THINK ABOUT CYBER AND HOW THEY CAN HELP THEMSELVES.

THE NUMBER ONE.

WE HAVE SOME GOOD GAMES AND WE CAN TALK ABOUT LATER ON.

WE HAVE -- WE CAN GET INVOLVED AND BE PART OF THIS.

>> THIS IS WHAT I LOVE ABOUT YOUR TEAM.

WE BRIEFLY SPOKE ON A PREVIOUS UP TO SPEED WITH YOUR TEAM ABOUT THE CYBER HEALTH CAMPAIGN.

TALK ABOUT THE FACT THAT YOU DON'T WANT THE SIEB OR MESSAGE -- THE CYBER MESSAGES TO FEEL INACCESSIBLE. --

INACCESSIBLE.

YOU ARE TRYING TO MAKE IT PART OF OUR EVERYDAY LIVES.

>> YEAH.

WE KNOW WHAT IT CAN DO. WE ARE TRYING TO HUMANIZE IT. WHAT IT MEANS ON MY PERSONAL DEVICE AND IN THE SOCIAL

DEVICE AND HUMANIZE IT.

IT IS NOT SCARY.

IT IS BASIC THINGS ONCE YOU APPLY YOU BRING ALL OF US IN TERMS OF THE CYBER CAUTION.

THE REST OF IT IS STUFF THAT WE DO PROTECTIVE.



YOU TALKED ABOUT MY ORGANIZATION. THERE ARE THINGS MY ORGANIZATION DOES JOINTLY WITH IT AND WITH THE NETWORK TO DEFEND THE COMPANY.

THAT'S THE IDEA.

IF EVERYBODY FORGETS EFERLG THAT WE SAID, THINK ABOUT CYBER AS SOMETHING THAT YOU DO YOUR LIFE AND YOUR WORK.

>> YOU AND YOUR TEAM ARE MAKING YOURSELF INDISPENSABLE TO THE TEAM.

THEY TELL SOME IMPORTANT STORIES IN ENTERTAINING WAYS. OF.

>> HI, EVERYONE.

I RUN A TEAM CALL THE PARANOIDS.

IT IS OUR MISSION TO PROTECT OUR USERS AND EMPLOYEE AND PARTNERS DATA.

SECURITY ISN'T JUST OUR JOB.

IT IS EVERYONE'S.

ONE OF THE BEST WAYS YOU CAN BE IN THE SYSTEM AND PERSONAL INFORMATION IS PASS THE SAFETY.

LET'S SEE HOW IT IS DONE.

>> ALL RIGHT.

TIME TO LOG INTO WORK STUFF.

ENTER PASSWORD.

PASSWORD.

CAN I HELP YOU?

>> YOU CAN HELP YOURSELF.

PROTECTING YOURSELF FROM PHISHING IS ONLY PART OF THE BATTLE.

THERE ARE MORE WAYS THEY CAN GET THE PASSWORD.

HAVING A STRONG ONE, IS VITAL.

>> IT IS SECURE.

IT STARTS WITH A CAPITAL P AND 123.

AM I THAT EASY TO READ?

CANNED LOPE --

CANTALOUPE.

CASHEW.

>> TOUCHE.

IT IS POSSIBLE THAT HOOKING AT PASSWORD FOR ANYTHING, FLR A FEW GUIDELINES TO KEEP IN MIND.

IT SHOULDN'T BE EASILY GEZ -- GUESSABLE.

NO FAMILY NAMES, STREET YOU GREW UP ON, AND THE MORE PEOPLE KNOW, THE MORE THEY CAN USE IT AGAINST YOU.

>> HOW CAN PEOPLE GET TO KNOW --

>> PEOPLE DON'T KNOW MY REAL NAME.

>> THEY CALL ME HOST.

>> WHAT ABOUT YOUR LIFE?

>> HOW DO I REMEMBER YOUR PASSWORD?

>> THINK OF IT AS A PHASE PHRASE. MULTIPLE CHARACTERS ARE EASIER TO REMEMBER AND HARDER TO GUESS.

>> WOW.

THIS WAS HELPFUL.

THANKS.

>> THAT WAS FANTASTIC.

THANK YOU TO THE PAR PARANOID TEAM AND VERIZON MEDIA TO REE MIND US TO KEEP PASSWORD SAVVY.

IT FRAMES UP THE IDEA THAT THIS KIND OF DISCUSSION SHOULD BE FUN.

IT SHOULD BE SOMETHING WE SHOULD BE TALKING ABOUT.

THAT'S PART OF WHAT YOU ARE TRYING TO DO.

IT IS WILLED -- BUILD THAT CULTURE OF AWARENESS IN INNOVATIVE WAYS.

>> ABSOLUTELY.

PASSWORDS ARE THE NUMBER ONE WAY THAT THE BAD GUYS CAN GET THROUGH.

DON'T USE SIMPLE WORDS.

THINK OF SOMETHING THAT HAPPENED TO YOU.

AN EVENT THAT YOU CAN BUILD A STATEMENT IN YOUR MIND THAT NOBODY WILL EVER KNOW ABOUT IT P TURN THAT INTO A PASSWORD.

IT IS YOUR SENTIMENT, YOUR EMISSION, AND GREAT ADVISE.

>> YOU MENTIONED SOME OTHER FUN THINGS COMING UP.

CARE TO SHARE THAT WITH US?

>> OF COURSE.

IN ADDITION TO CYBER HEALTH, WHERE YOU CAN KIND OF TRACK YOURSELF OUT FROM A CYBER HEALTH PERSPECTIVE, WE HAVE WHAT WE CALL A CYBER ESCAPE ROOM.

YOU CAN SIGN UP FOR THE ESCAPE ROOM WHERE YOU CAN LEARN MORE ABOUT THE SECURITY AND WE HAVE PRIZES.

SO SIGN UP AND ALSO SIGN UP FOR A RAFFLE.

WE GET BACK TO WHAT YOU SAID, ANDY.

IT IS GAMIFICATION.

IT IS REALLY A GOOD WAY TO GET PEOPLE TO UNDERSTAND SOME CONCEPTS THAT MAY SEEM QUIFILT CONCERN DIFFICULT BUT NOT REALLY.

SIGN UP FOR THE ESCAPE ROOM AND RAFFLE.

>> IT IS PROBABLY THE ONLY ESCAPE ROOM THAT'S RUNNING.

WE LOOK FORWARD TO THAT.

WE TALK ABOUT KEEPING OUR EMPLOYEES CYBER SECURE.

IT IS A BIG PART OF WHAT WE CO. -- DO.

LET'S CHECK IN WITH THE PROCESS.

>> RECENTLY WE TOLD YOU ABOUT DOUBLE CHECK.

ONE OF THE PROCESSES TO KEEP CUSTOMERS SAFE WHEN MAKING ACCOUNT CHANGES.

THAT'S JUST ONE OF THE WAYS WE'RE WORKING.

IT IS NOT ONLY THE GATEWAY TO THE VERIZON CUSTOMER, IT IS THE SAFEST WAY TO INTERACT.

THANKS FOR BEING HERE TODAY.

>> THANKS FOR HAVING ME.

GREAT TO BE HERE AND TALK ABOUT HOW WE'RE USING THE ACH TO PROTECT OUR CUSTOMERS.

>> THE PERSON LEADING DIGITAL.

WHAT ARE THE THREE WORDS YOU WOULD USE TO DESCRIBE THE MY VERIZON APP EXPERIENCE?

>> SAFE.

SIMPLE.

SAFETY IN MIND.

>> HOW ABOUT HOW IT IS DESIGNED WITH SAFETY IN THE APP'S MIND?

>> WE ARE MAKING SURE IT IS EASY AND FRICTIONLESS FOR

THEM TO USE. ONE OF THE WAYS IS AT THE BEGINNING OF THEIR NETWORK WITH THE NETWORK ITSELF AUTHENTICATES THE CUSTOMER.

WE LEVERAGE BIONET TRICKS -- BIOMETRICS.

IT IS EASY FOR CUSTOMERS. THEY DON'T HAVE TO REMEMBER THE USER NAME AND PASSWORD.

THEY ARE ABLE TO ACCESS THE ACCOUNT.

>> DIGITAL INTERACTION WITH HELP THEM.

>> WHEN WE TALK ABOUT DIGITAL, IT IS MORE THAN THE WEB SITE AND THE APP.

IT IS REALLY THE ENABLING TO THE END-TO-END CUSTOMER EXPERIENCE.

I THINK THE GREAT EXPERIENCE IS WHEN THEY CALL THE CALL CENTER AND THEY ARE ABLE TO BE AUTOTHENT DPSH AUTHENTICATED SECURELY.

WE CAN SEND THE LINKS TO THE CUSTOMER AND USE THEM AS A SECOND SCREEN AND PASS AT THE AUTHENTICATION THEMSELVES.

>> SPEAKING OF THE EXPERIENCES, WE STARTED TO HEAR THE PHYSICAL AND DIGITAL WORKING TOGETHER.

HOW DO DIGITAL EXPERIENCES MAKE THOSE IN-STORE EXPERIENCE MORE SAFE AS WE FIND OURSELVES IN THE COVID ENVIRONMENT.

>> WE'RE ALWAYS LOOKING FOR SAFETY AND SECURITY FOR THE CUSTOMERS.

GIVEN THE SITUATION IF THEY WALK INTO THE STORE TODAY, THEY ARE ABLE TO AUTHENTICATE THEMSELVES AS A TOOL TO BUY THINGS.

>> WHAT TIET EXCITES YOU ABOUT THE WORK THAT YOU AND YOUR TEAM ARE DOING?

>> I THINK MEETING THE EVER-CHANGING NEEDS FOR THE CONSUME EFFORT -- CONSUMER AND MARKETPLACE.

>> THANK YOU FOR JOINING US TODAY.

>> THANK YOU, KATIE.

>> THANK YOU FOR BRINGING US THAT CONVERSATION.

YOU TALK ABOUT THE CHANGING NEEDS.

THEY ARE ASKING US TO BE ON THE FRONTLINING WHEN IT COMES TO PROVIDING THE SECURITY.

FROM YOUR HISTORY WITH CYBERSECURITY, HOW MUCH OF THE FEVER PITCH ARE WE REACHING WHEN IT COMES TO REACHING FOR THE INFORMATION PHASE?

>> WHAT IS BEING DESCRIBED IS A THEME THAT YOU ARE HEARING ACROSS ALL IMEABS IS DIGITAL --

ALL COMPANIES IS DIGITAL INFORMATION.

COVID PUSHED US INTO THE SPACE.

WHAT THE TEAM THAT WE'RE FACED WITH IT THAT THE BOUNDARIES OF PHYSICAL AND LOGICAL AND MY EXPERIENCE IN THE STORE VERSUS ME DOING BUYING ON THE WEB IS CHANGING DRASTICALLY.

WHAT THEY'VE DONE IS THINKING ABOUT IT.

IT IS NO LONGER THE APP.

ASSUMING THAT THE ENTIRE DIGITAL INTERACTION SHOULD BE SECURE AND REALLY WORKING THROUGH THAT END TO END.

AFTER THE DAY THEY WANT FLEXIBILITY, NUMBER ONE.

THEY WANT TO BE ABLE TO GO INTO THE STORE AND END TO  
END WITH A SECURE EXPERIENCE.  
I LOVE WHAT THE TEAM HAS DOAB. --  
DONE.  
THAT'S THE WAY IT GO.  
TRANSFORMATION, END TO END, AUTHORIZATION, AND IN A  
SEAMLESS FASHION EMBEDDED UNTIL THE SIMPLE KUTION MYRRH  
EXPERIENCE IS HOW CYBER WILL COME TO LIFE FROM GOOD  
PRACTICES.  
>> IT IS WONDERFUL. I LOVE THE HOLISTIC WAY.  
NINE WEEKS NOW.  
WE HAVE A COUPLE OF MONTHS UBDZ YOUR BELT -- UNDER YOUR  
BELT.  
WE TALKED ABOUT FINISHING THE FOURTH QUARTER STRONG.  
>> VERY GOOD QUESTION.  
WE TALKED ABOUT FINISHING STRONG FOR THIS YEAR.  
NEXT YEAR IT IS ABOUT ALIGNING WITH THE DIGITAL  
TRANSPOR NATION.  
EXPANDING YOUR COVERAGE AND BACK TO WHAT WE TALKED  
ABOUT. MORE AND MORE PEOPLE ENGAGEMENT IN ALL ROLES TO  
GRAB ON TO WHAT THEY OWN AND REALLY MAKING SURE THAT  
CYBERSECURITY IS PERSUASIVE ACROSS THE COMPANY. AT THE  
END OF THE DAY, THE COMPETITIVENESS IS WHAT WE OFFER TO  
OUR CUSTOMERS INTERSECTION OF OUR PRODUCT, BEST  
NETWORK, SECURE END TO END.  
>> I KNOW OVER THE YEARS WE'VE BEEN A CHAMPION IN  
MAKING SURE YOU SUPPORT WOMEN.  
I WANT TO MAKE SURE YOU TALKED ABOUT THAT IN THE TERMS  
OF CAREER ADVICE.  
LET'S START.  
I KNOW PEOPLE ARE ON THE EDGE OF THEIR SEATS.  
WHAT KIND OF CAREER ADD VIETION DID YOU -- ADVICE DID  
YOU GET FROM A TV SHOW CHARACTER?  
NOT ONLY MENTORING THE YOUNGER WOMEN IN STEM AND FOR  
THE ADD -- ADVICE.  
>> THERE'S TWO PARTS.  
ONE IS A TV CHARACTER.  
IT IS NOT ABOUT ONE STATEMENT.  
IT IS PEOPLE THAT I'VE EMULATED AND RESPECTED. IF I PUT  
TWO THINGS AROUND THE DEAF NILINGS, PEOPLE HAVE MORAL  
COURAGE IN GOOD TIMES AND BAD TIMES.  
THE TEASER IS THE CHARACTERS.  
THEY MAY NOT KNOW THIS ONE IT IS THE POLITICAL SHOW "AT  
THE WEST WING."  
LEE OWE -- LEO SAY IFS YOU DON'T LIKE WHAT THEY ARE  
ASKING YOU, DON'T ACCEPT THE PREMISE OF THE QUESTION.  
WHY DO I CARE ABOUT THAT?  
A LOT OF TIMES WOMEN DON'T NEED PRACTICER.  
AS THE FEMALES GROW INTO THEIR ROLE AND CAPABILITY, BUT  
IT DOESN'T FIT INTO YOUR VALUE SYSTEM, DON'T EXCEPT THE  
PREMISE OF IT.  
WORK THROUGH IT.  
I SPENT A HOT OF TIME TO WORK THROUGH THE SCENARIOS.  
MEN HAVE BETTER PRACTICES.

YOUNGER LEADS LEAD -- LEADERS NEED TO WORK THROUGH THAT.

>> WE HAVE QUITE A FEW WEST WING FANS.

THAT'S FAN TAGS --

FANTASTIC ADVICE.

OF COURSE THE HEARTING CONTINUE TO POP AS YOU GIVE US SUCH WONDERFUL ADVICE THERE AS FAR AS FOLKS LOOKING FOR THAT CAREER PATH. A QUICK REMINDER ABOUT THE ANNUAL ENROLL THE.

IT OPENS TODAY AND GOES UNTIL OCTOBER 29TH.

WE WANT TO SHARE MORE ABOUT THE NEW BENEFIT FOCUSED AROUND IDENTITY THEFT.

IT WILL BE A PART OF YOUR VERIZON BENEFITS PACKAGE.

USING THE REX, YOU'LL BE ABLE TO SEE YOUR DIGITAL FOOTPRINT.

IT GIVES YOU STEP BY STEP PROCEDURES TO FIX THE ISSUES.

IF YOUR IDENTIFY IS SPOAL --

STOLEN, SPECIALIST ARE AVAILABLE. IN MANY WAYS, IT IS DESIGNED TO GIVE YOU PIECE OF MIND AND THE DPLR 1 \$1 MILLION BENEFIT THEFT THAT'S INCLUDED MEANS THE MANY OF OUT-OF-POCKET COST.

WE'RE STILL WORKING WITH THE ENROLLMENT TEAM.

THE SETUP IS MORE STRAIGHTFORWARD THAN VERIZON.

WE WANTED TO LET YOU KNOW ABOUT THE GREAT BENEFIT.

WITH THAT LET'S START WRAPPING UP THE SHOW.

IT IS WONDERFUL GETTING TO KNOW THE NEW CISO.

ANY FINAL THOUGHTS FOR THE V TEAM?

>> AS WE'RE CLOSING I WOULD SAY FIRST OF ALL, PLEASE

TAKE ADVANTAGE OF THE IDENTITY PROTECTION SERVICE.

THAT'S CUTE. THAT'S A HUGE COMPONENT OF THE CYBER

HEALTH AND GETTING A VIEW OF THE OUTSIDE IN AND

PROTECTING YOWRGS.

CLOSING WITH THE THEME, THE CYBER MONTH.

TAKE PART IN THE CYBER HEALTH.

TAKE PART IN THE ESCAPE ROOM.

IT IS ABOUT HOW TO PROTECT THE COMPANY FOR THEMSELVES.

THANK YOU FOR THE TIME, ANDY.

>> IT'S BEEN WONDERFUL.

LOTS OF WELCOMES AND HEARTS ON TWITTER.

PLEASE COME BACK WHEREVER YOU WOULD LIKE.

A SHOUTOUT TO THE INFORMATION SECURITY TEAM.

THANK YOU VERY MUCH.

THANK YOU FOR THE TEAM ON THE BACK END THERE.

THANK YOU TO THE TECH TEAM.

THANK YOU FOR WATCHING FOLKS.

HAPPY MONDAY.

UNTIL NEXT TIME, YOU ARE UP TO SPEED.