

**VERIZON
UP TO SPEED LIVE
October 24, 2022 12:00 PM ET**

>> HEY, EVERYONE.

THANK YOU FOR JOINING US THIS MONDAY.
AND A VERY HAPPY DIWALI TO ALL OF THOSE
WHO CELEBRATE.

THIS PAST WEEKEND, OUR FRIENDS
SRAVYA AND ADI HOSTED A VERY
EXCITING DIWALI EVENT TO
CELEBRATE THE FESTIVAL OF LIGHTS
IN SOUTHLAKE, TEXAS.

TAKE A LOOK.

>> HEY GUYS.

WE ARE HERE IN SOUTHLAKE, TEXAS,
AT DIWALI FEST.

IT IS A TOTAL BLOWOUT.

HUGE PARTY.

WE ARE HERE TALKING ABOUT OUR 5G
HOME INTERNET, JUST \$25 A MONTH
FOR VERIZON CUSTOMERS, AND WE'VE
GOT DESSERTS THAT WE'RE GIVING
AWAY, HENNA FOR FREE, AND NOT
ONLY IS IT HENNA, IT IS KINDNESS

HENNA AS A PART OF OUR CALL FOR KINDNESS.

SO CHECK OUT SOME OF THESE AWESOME IMAGES.

NOT TO MENTION, WE'VE BEEN DOING A GIVEAWAY.

FITBITS, THE PIXEL 6, NEST, EVERY DEVICE YOU CAN IMAGINE.

>> I CAME HERE TO ENJOY THE DIWALI FESTIVITIES.

I'M SUPER EXCITED ABOUT 5G HOME, AND YOU CAN SEE THEY ARE GIVING A LOT OF GIVEAWAYS, AND YOU CAN SEE A LOT OF PEOPLE ENJOYING AND THE FREE HENNA.

HAPPY DIWALI TO EVERYONE.

>> PEOPLE ARE SO EXCITED ABOUT OUR VERIZON OFFERINGS, AND WE ARE SO EXCITED TO BE HERE TODAY.

>> I HOPE YOU GUYS HAVE A WONDERFUL, WONDERFUL DIWALI.

HAPPY DIWALI.

>> HAPPY DIWALI.

>> THANKS ADI AND SRAVYA!

LOOKS LIKE IT WAS A GREAT TIME

CELEBRATING DIWALI, TALKING
OF COURSE SPREADING KINDNESS.
IF YOU REMEMBER IN EARLY
SEPTEMBER, I TALKED TO CHIEF
NETWORK OFFICER, JOE RUSSO ABOUT
THE NEW NETWORK FEEDBACK FORM.
WELL, HE PROMISED TO COME BACK
AND UPDATE US ON ITS PROGRESS
AND RECENTLY I TALKED TO HIM FOR
A '3 QUESTIONS WITH' FOR MORE.
LET'S CHECK IT OUT.

>> HEY EVERYONE.

IT'S RAQUEL HERE WITH ANOTHER "3
QUESTIONS WITH," WHERE WE GIVE
OUR LEADERS AN OPPORTUNITY TO
SHARE THEIR VISION, THEIR VALUES
AND THE WORK THAT THEY'RE DOING
THAT RELATES TO OUR OVERALL
STRATEGY, AND HERE WITH ME TODAY
IS JOE RUSSO, CHIEF NETWORK
OFFICER.

>> THANKS FOR HAVING ME.

I APPRECIATE IT.

>> JOE, THANK YOU SO MUCH FOR
JOINING ME, AND I KNOW THE LAST

TIME WE TALKED, IT WAS EARLY
SEPTEMBER.

YOU WERE TELLING US ABOUT THE
REALLY EXCITING NETWORK FEEDBACK
PILOT PROGRAM.

YOU PROMISED YOU'D COME BACK.
YOU'RE HERE.

THANK YOU FOR DOING THAT.

CAN YOU TELL US WHAT'S NEW?

>> SURE.

SINCE WE LAUNCHED THE NEW
FEATURE IN THE MY VERIZON APP,
WHERE EMPLOYEES CAN GIVE US
THEIR FEEDBACK ON ANY NETWORK
EXPERIENCE, WE'VE HAD OVER 2,000
PEOPLE GIVE US A DATA POINT
AROUND THEIR EXPERIENCE, AND
IT'S BEEN REALLY VALUABLE.

SO LET ME JUST TELL YOU A LITTLE
BIT OF WHAT WE'VE LEARNED.

THE FIRST IS, THE GOOD NEWS IS
ABOUT 70% OF THE FEEDBACK THAT
WE GOT FROM EMPLOYEES, WE HAD
SOME SORT OF KNOWLEDGE OF AN
ISSUE AND WERE ALREADY WORKING

ON A SOLUTION, BUT 30% WERE ISSUES WE DOVE INTO AND TRY TO FIGURE OUT WHAT'S GOING ON. MAYBE SOMETHING UNIQUE WITH THAT USER AND WE FOUND A FEW OF THOSE OR SOMETHING THAT WE DIDN'T SEE IN THE NETWORK THAT WE WANTED TO GET AFTER.

I'LL GIVE YOU TWO EXAMPLES.

ONE WAS IN GEORGIA.

WE HAD ABOUT SEVEN EMPLOYEES GIVE US FEEDBACK WITH THEIR DATA EXPERIENCE, AND WE FOUND THAT OUR ANTENNAS WERE NOT TILTED PROPERLY TO SERVE THAT COMMUNITY AS BEST AS WE COULD.

WE MADE AN ADJUSTMENT THERE, IMPROVED THEIR EXPERIENCE.

ANOTHER EXAMPLE, IN PENNSYLVANIA, WITH 5G, CUSTOMERS WERE COMPLAINING AROUND THEIR DATA THROUGHPUTS.

OUR SYSTEM PERFORMANCE ENGINEERS SAW THE ISSUES REPORTED, MADE SOME OPTIMIZATIONS OF HOW WE RUN

THE NETWORK AND THEIR EXPERIENCE IMPROVED AS WELL.

SO WE'VE SEEN SOME REALLY GREAT FEEDBACK.

WE'VE ALSO GOTTEN FEEDBACK ON THE APP ITSELF, THINGS THAT THEY WANT.

WE MAY OPEN IT UP TO MORE AND MORE CUSTOMERS, INCLUDING BUSINESS CUSTOMERS OR GOVERNMENT CUSTOMERS, OPEN IT UP FOR 5G FIXED WIRELESS IS ANOTHER EXAMPLE THAT PEOPLE GAVE US FEEDBACK ON.

SO WE'RE GATHERING FEEDBACK ABOUT THE EXPERIENCE, SO THAT WE CAN IMPROVE THE APP AS WELL.

>> WELL, A LOT OF WORK HAS BEEN DONE SINCE SEPTEMBER.

THAT'S AWESOME.

>> YES.

>> HOW WOULD YOU SAY THIS RELATES INTO OUR OVERALL STRATEGY?

>> THE MISSION OF THE NETWORK

TEAM IS TO BUILD AND OPERATE THE BEST, MOST RELIABLE NETWORKS FOR OUR CUSTOMERS, AND THIS IS A PIECE OF THAT, RIGHT, SO THAT STRATEGY IS ROOTED IN MAKING SURE OUR NETWORK IS PERFORMING BETTER THAN ANYONE ELSE, AND WE HAVE LOTS OF DATA POINTS THAT WE GATHER.

THIS IS ANOTHER DATA POINT.

THE CUSTOMER EXPERIENCE, AND THEY CAN TELL US ABOUT IT, SO I THINK THAT'S HOW IT ALIGNS, RIGHT?

WE'RE TRYING TO BUILD AND OPERATE THAT BEST, MOST RELIABLE NETWORK, AND BY USING THE POWER OF OUR EMPLOYEES AND MAYBE EVENTUALLY THE POWER OF ALL OF OUR CUSTOMERS TO GIVE US THESE LITTLE FEEDBACKS WHEN SOMETHING DOESN'T GO QUITE RIGHT ALLOWS US TO FIX IT.

>> AND FOR ALL OF THOSE WHO ARE WATCHING AT HOME, OUR V TEAM,

HOW CAN THEY HELP?

>> WELL, ALTHOUGH I'M HAPPY WITH 2,000 DATA POINTS, WE HAVE, YOU KNOW, ALMOST 100,000 PEOPLE WHO COULD DO IT, RIGHT?

SO I HOPE THAT OUR V TEAM CONTINUES TO GIVE US FEEDBACK, USE THE MY VERIZON APP TO LET US KNOW IF THEY HAVE SOMETHING THAT THEY DIDN'T SEE QUITE RIGHT IN ONE OF THEIR EXPERIENCES, SO OUR SYSTEM PERFORMANCE ENGINEERS CAN FIX IT.

THAT'S HOW WE ALL PARTICIPATE IN MAKING THIS NETWORK THE BEST IT CAN BE.

>> AND LIKE JOE MENTIONED, KEEP SHARING YOUR FEEDBACK ON THE MY VERIZON APP.

MORE DETAILS ON HOW TO SHARE WILL BE IN TODAY'S STORY.

OKAY, NOW ON TO SOME EXCITING NEWS FOR OUR CUSTOMERS.

NEW PREPAID UNLIMITED PLANS INCLUDING UNLIMITED ARE NOW AS LOWS

A\$50 A MONTH WITH AUTO PAY,
OFFERING CUSTOMERS EVEN MORE
PERKS ON OUR NETWORK, FOR EVEN
LESS, INCLUDING DISNEY+ FOR SIX
MONTHS ON US!

WITH VERIZON PREPAID, CUSTOMERS
CAN GET ACCESS TO GREAT PRICES
AND DEVICE OPTIONS THAT ARE
FLEXIBLE WITH NO CREDIT CHECKS,
DEPOSITS OR ANNUAL CONTRACTS
REQUIRED.

THE VERIZON PREPAID UNLIMITED
PLUS PLAN DELIVERS MORE FOR
LESS, INCLUDING 5G ULTRA
WIDEBAND, 25 GIGABYTES OF
PREMIUM MOBILE HOTSPOT DATA, AND
INTERNATIONAL FEATURES WITH ONE
GLOBAL CHOICE COUNTRY AND TALK,
TEXT AND DATA TO AND FROM MEXICO
AND CANADA.

NOW TODAY IS ALSO THE START OF RECORD
COMPLIANCE WEEK AND I WANT TO REMIND YOU
THAT INFORMATION IS AN ASSET AND
IT'S UP TO US TO DO OUR PART AND
MANAGE IT PROPERLY.

THIS WEEK TAKE SOME TIME TO LOOK THROUGH YOUR ELECTRONIC AND HARD COPY RECORDS TO MAKE SURE THEY ARE BEING MANAGED CORRECTLY.

HAVING THE RIGHT RECORDS IN THE RIGHT PLACE AT THE RIGHT TIME WILL HELP YOU AND VERIZON.

IF YOU WANT TO LEARN MORE, THE RECORDS COMPLIANCE WEEK LEARNING PORTAL 2.0 PATHWAY PROVIDES THE GUIDANCE AND RESOURCES YOU NEED TO MANAGE VERIZON RECORDS.

NOT ONLY WILL YOU EARN A SPECIAL BADGE FOR YOUR VZ WEB PROFILE AFTER COMPLETING THE COURSE, BUT YOU'LL ALSO BE ENTERED INTO A RANDOM DRAWING FOR A PRIZE.

YOU CAN LEARN MORE ABOUT HOW TO ENTER IN TODAY'S STORY.

NOW OCTOBER IS ALSO BREAST CANCER AWARENESS MONTH, AND TODAY, WE'RE SHINING A LIGHT ON

V TEAMER EMILY SCHULTZ, VBG DIRECTOR OF FIELD MARKETING FOR PUBLIC SECTOR.

EMILY WAS DIAGNOSED WITH BREAST CANCER AT THE BEGINNING OF THE PANDEMIC AFTER THE BIRTH OF HER DAUGHTER.

AND RECENTLY, EMILY SHARED HER STORY IN AN ARTICLE FEATURED IN TODAY'S MOTIVATIONAL MONDAY.

IN IT, SHE DETAILS THE CHALLENGING JOURNEY THROUGH HER CHEMOTHERAPY TREATMENT AND HOW HER FRIENDS AND FAMILY, INCLUDING HER VERIZON FAMILY, CAME TOGETHER TO SUPPORT HER.

SHE CITES OUR VERIZON BENEFITS AND THE VERIZON HEALTH & WELLNESS TEAM AS HELPFUL RESOURCES IN HER RECOVERY.

EMILY, THANK YOU FOR SHARING YOUR POWERFUL STORY WHICH I KNOW WILL HELP OTHERS WHO MAY BE BATTLING BREAST CANCER FEEL THAT THEY AREN'T ALONE.

V TEAM, WE WANT YOU TO BE ABLE TO READ EMILY'S FULL STORY, SO WE'LL HAVE THAT LINKED IN

TODAY'S STORY.

AND TODAY IN HONOR OF ALL OUR
BREAST CANCER SURVIVORS AND
THOSE WHO ARE STILL FIGHTING, I
WANT TO END TODAY WITH SOME HOPE.

V TEAMER, ROBIN TYSON, A 12-YEAR
BREAST CANCER SURVIVOR SHARED
WHAT SHE CALLS HER HOPE CORNER.
IT'S DEDICATED TO FIGHTERS,
SURVIVORS AND FUTURE
GENERATIONS.

ROBIN, THANK YOU FOR GIVING US
ALL A BIT OF HOPE.

YOUR CORNER IS A BEAUTIFUL
EXPRESSION OF WHAT'S POSSIBLE.

WELL, EVERYONE, THANKS SO MUCH FOR
WATCHING.

THERE'S MORE ALL WEEK.

TOMORROW WE HAVE A SPECIAL
TALK TECH YOU DON'T WANT TO MISS.

THURSDAY WE'VE GOT AN EXCITING
VERIZON HOME INTERNET

ANNOUNCEMENT AND FRIDAY WE'LL BE
BACK LIVE AND UNTIL NEXT TIME, YOU'RE
UP TO SPEED.