

Up To Speed Live
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>>> WHAT IS 5G?

FOR MOST PEOPLE, 5G MEANS FASTER.

YOU MIGHT HAVE HEARD THE EXAMPLE ABOUT HOW FAST YOU CAN
DOWNLOAD A MOVIE.

BUT THERE'S MORE TO IT THAN THAT.

5G STANDS FOR FIFTH GENERATION, THE NEXT EVOLUTION OF WIRELESS
TECHNOLOGY.

AND IT REPRESENTS A MASSIVE STEP FORWARD THAT WILL REVOLUTIONIZE
ENTIRE INDUSTRIES.

BUT NOT ALL 5G IS THE SAME.

IN FACT, MOST OF WHAT'S ADVERTISED AS 5G IS ONLY SLIGHTLY FASTER
THAN CURRENT 4G OFFERINGS.

BUT WITH VERIZON 5G ULTRA WIDE BAND, WE BUILT SOMETHING
COMPLETELY DIFFERENT.

OUR 5G RUNS ON RADIO FREQUENCIES, JUST LIKE 4G, BUT AT A HIGHER
FREQUENCY KNOWN AS MILLIMETER WAVES AT A MUCH LARGER BANDWIDTH.
IT'S THE FASTEST 5G ANYWHERE IN THE WORLD WITH MORE SPEED,
CAPACITY, AND LOWER LATENCY THAN TRADITIONAL 4G.

ALL THAT TRANSLATES INTO EXPERIENCES EVEN CLOSER TO REALTIME,
WHICH MEANS IT CAN DO THINGS LIKE BRING AUGMENTED, VIRTUAL, AND
EXTENDED REALITY VIVIDLY TO LIFE FOR CONSUMERS.

INCREASE SPEED AND ACCURACY FOR ALL TYPES OF HEALTH CARES AND
SUPPORT MASSIVE IOT DEPLOYMENTS THAT WILL CHANGE HOW WE LIVE,
WORK, AND PLAY.

AND JUST LIKE YOU'VE HEARD A LOT ABOUT 5G, YOU MAY HAVE ALSO HEARD
ABOUT SOMETHING CALLED EDGE COMPUTING.

MULTIACCESS EDGE COMPUTING OR MEC FOR SHORT, TAKES THE BURDEN
OF COMPUTING POWER AND INFRASTRUCTURE OFF THE CONSUMER'S
DEVICE AND OUT OF THE BUSINESS'S OFFICE AND PUTS IT ALL IN THE CLOUD.
BUT INSTEAD OF THAT CLOUD SERVER BEING HUNDREDS OR EVEN
THOUSAND OF MILES AWAY, MEC BRINGS THE COMPUTING POWER AS CLOSE
TO THE END USER AS POSSIBLE, OR AS ONE MIGHT SAY, RIGHT TO THE EDGE
OF THE NETWORK.

THE END RESULT IS THAT THEY DON'T HAVE TO DOWNLOAD APPLICATIONS
OR INVEST IN EXPENSIVE EQUIPMENT.

AND THE CLOSE PROXIMITY AT WHICH THE EDGE COMPUTING IS BEING PERFORMED, MEANS IT HAS SHORTER ROUND TRIP WHICH MAKES FOR NEAR INSTANTANEOUS RESPONSES.

THERE ARE OTHER BENEFITS BY OFFLOADING THE PROCESS BURDEN FROM THE END DEVICE, YOU OPEN THE DOOR TO A NUMBER OF EXCITING POSSIBILITIES ON THAT FRONT LIKE NEW FORM FACTORS, BETTER BATTERY LIFE, AND EVEN LOWER-COST OPTIONS.

WHEN YOU PUT ALL THAT COMPUTING POWER AT THE EDGE OF THE NETWORK, THE NETWORK YOU'RE USING MATTERS MORE THAN EVER.

TO GET THE MOST OUT OF MEC, YOU NEED 5G.

FOR THE MASSIVE INCREASES AND SPEED AND NUMBER OF SUPPORTED DEVICES AND SUPPORTED LATENCY.

OUR 5G ULTRA WIDE BAND NETWORK PROVIDES THE PERFECT FLAT FORM TO HARNESS OF FULL POTENTIAL OF EDGE COMPUTING.

WE'VE PARTNERED WITH MICROSOFT TO BRING IT EVERY WHERE ACROSS ALL OF OUR STRATEGIC PARTNERSHIPS IN OUR 5G LABS AND THROUGH ALL OF OUR 5G INNOVATION PROGRAMS, WE'RE ENABLING THE NEXT GENERATION OF INNOVATORS TO PUSH THE LIMITS OF 5G EDGE AND INNOVATORS.

WE'LL TIME QUALITY CONTROL, AI EXISTED HEALTH CARE, PUBLIC SAFETY, DRONE AUTOMATION AND INFECTION, ONLINE AND MOBILE GAMING, AND AUTONOMOUS VEHICLES, AND THAT'S JUST THE START.

EVERY DAY THE DEMAND FOR REALTIME ENTERPRISE KEEPS GROWING AND 5G AND ULTRA BAND EDGE COMPUTING WILL BE THERE TO MEET IT.

>>> I'M MIKE MOORE, CEO AND COFOUNDER OF ICE MOBILITY.

IT PROVIDES CHAIN SERVICE TO VERIZON AND ALL OF VERIZON RETAIL PARTNERS.

THE GOAL IS TO MAKE SURE CUSTOMERS HAVE THE RIGHT THING ON THE SHELVES TO SELL IT AND WE DOUBLE-CHECK EVERY SINGLE SHIPMENT SO IT HAS THE RIGHT PRODUCT IN THE BOX.

THIS CAN ADD A LOT OF TIME AND COST.

ONE THING THAT'S REALLY EXCITED IS WE'RE WORKING WITH VERIZON AND MICROSOFT USING 5G AND EDGE COMPUTING TO AUTOMATE AND IMPROVE OUR QUALITY CONTROL THROUGH VISION.

WE'RE DOING THIS BY INSTALLING A HIGH-DEFINITION CAMERA.

AND THESE CAMERAS ARE POWERED BY THE 5G MEC NETWORK.

WHAT YOU'RE SEEING IN THE VIDEO IS AUTOMATION FOR WHAT PEOPLE WERE DOING BEFORE, SO MASHING THE DATA FOR THAT PARTICULAR ORDER TO WHAT THE HIGH-DEFINITION CAMERA IS LOOKING AT INSIDE THE BOX TO VALIDATE IT'S THE RIGHT MATERIAL AND FLAGGING IT IF IT'S NOT.

THE GREAT THING ABOUT THE MEC IS IT KNOWS THE ENTIRE JOURNEY OF THE BOX.

IT KNOWS THE PRODUCT, IT KNOWS THE CUSTOMER, IT KNOWS WHAT THE WORKER IS PUTTING IN THE BOX.

IT LITERALLY ELIMINATES THE QUALITY CONTROL STEP BECAUSE IT'S AN AUTOMATE PROD SAYS DOING IT.

WITHOUT THE 5G MEC WE COULDN'T DO THIS ON AN AUTOMATED BASIS.
I'VE HAD THE 37-YEAR RELATIONSHIP WITH VERIZON AND IT'S THE FIRST
PLACE I WENT.

AND THEN WHEN I HEARD THAT THEY WERE PARTNERING WITH MICROSOFT,
IT KIND OF SEALED THE DEAL FOR ME.

WE'VE ALWAYS BEEN A MICROSOFT HOUSE FOR EVERYTHING WE DO AND IT
BECAME A NATURAL SELECTION.

THE NEXT STEP IS THE TRANSFORMATIONAL STEP.

LEARNING THE FULL POWER OF THE 5G NET WORK DO THINGS COMPLETELY
DIFFERENT.

USING THE HIGH-DEFINITION CAMERAS FOR MANY DIFFERENT THINGS SUCH
AS SECURITY, SOCIAL DISTANCING AND CONTACT TRACING.

FRANKLY, WE'RE JUST GETTING STARTED.

THERE'S A LONG LIST OF OPPORTUNITIES CREATED BY THIS TECHNOLOGY.

>>> THE NFL IS BACK AND YOU COULD BE WATCHING FREE LIVE FOOTBALL
ON YOUR PHONE WITH YOUR FRIENDS.

JUST DOWNLOAD THE APP, ALLOW YOUR LOCATION, AND GET LIVE, LOCAL,
AND PRIME TIME GAMES TO WATCH TOGETHER, START A ROOM, PICK A
GAME, INVITE YOUR FRIENDS AND CATCH THE ACTION TOGETHER.

ON A YAHOO SPORTS APP, YOU GET FREE, LIVE FOOTBALL WITH FRIENDS.

>>> I'M A VERIZON ENGINEER AND I'M PART OF A TEAM BUILDING VERIZON'S
5G NETWORK.

TODAY IS A BIG DAY FOR US, BECAUSE TODAY WE'RE TURNING ON 5G
ACROSS THE COUNTRY.

AND THIS IS THE 5G AMERICA'S BEEN WAITING FOR, WITH THE COVERAGE OF
5G NATIONWIDE.

AND IN MORE AND MORE CITIES, THE UNPRECEDENTED PERFORMANCE OF
ULTRA WIDE BAND.

THE FASTEST 5G IN THE WORLD.

IT'S 25 TIMES FASTER THAN TODAY'S 4G NETWORK.

25 TIMES.

YEAH, IT'S PRETTY INCREDIBLE.

I'M EXCITED ABOUT HOW IT WILL CHANGE YOUR PHONE AND HOW IT WILL
CHANGE THE WAY BUSINESSES DO EVERYTHING.

I'M PROUD BECAUSE WE DIDN'T BUILD THIS THE EASY WAY.

WE BUILT IT RIGHT.

THIS IS A 5G AMERICA'S BEEN WAITING FOR.

ONLY FROM VERIZON.

>>> THIS YEAR TEACHERS ARE LEARNING NEW WAYS TO TEACH.
PARENTS ARE LEARNING TO LESSON PLAN.
AND YOUNG MINDS ARE LEARNING A NEW NORMAL.
THIS YEAR, WE ARE ALL STUDENTS.
AT VERIZON, WE'RE ENABLING THE EDUCATION THAT STUDENTS DESERVE,
FREE LESS SOBS FOR PARENTS AND TECH ENABLES FOR TEACHERS, IT'S
ENVIRONMENTAL AND SOCIAL ADVANCEMENT.
>>> HI, I'M DAVEON ROSS AND I'M ONE OF THE FOUNDERS AND PRESIDENT OF
DD SPORTS.
AND OUR BASKETBALL PRODUCT IS CALLED SHOT TRACKER.
IT TRACKS STATISTICS AND ANALYTICS PROVIDING REAL-TIME DATA TO
COACHES, BROADCAST PARTNERS, FANS, AND PLAYERS ALL WITH
SUBSECOND LATENCY.
BASKETBALL IS CONSTANT ACTIVITY UP AND DOWN.
LATENCY IS SO, SO, SO CRITICAL.
ONE THING THAT WE'RE DOING THAT'S EXCITING IS DEMOING OUR
TECHNOLOGY OVER VERIZON 5G AND AWS WAVE LENGTH.
THIS ALLOWS US TO SEE THE DELTA BETWEEN THE TRADITIONAL PROCESS
WHICH IS 5G AND THIS ACCELERATED, AMPLIFIED PROCESS THAT UTILIZES
BOTH 5G AND MEC.
YOU CAN DISTINCTLY SEE THE DIFFERENCE IN BALL MOVEMENT.
WHEN I THINK ABOUT WHAT 5G AND EDGE COMPUTING DO, THINK ABOUT
COACHES.
I THINK ABOUT THEM GETTING ACCESS TO THIS VIDEO AND DATA ANYWHERE
IN THE FACILITY.
IT MAY BE IN THE LOCKER ROOM AT HALFTIME OR SITTING ON THE BENCH
DURING THE GAME, ALL DELIVERED IN REALTIME WHEN THE YOU THINK
ABOUT BEING ABLE TO TAKE THIS DATA AND INCORPORATE IT INTO THE
BROADCAST, LATENCY IS EVEN MORE IMPORTANT.
WE'RE REALLY EXCITED ABOUT WHAT 5G AND MEC WILL PROVIDE TO THE
MARKET.
WE'VE BEEN WAITING ON THIS FOR SO LONG, AND THE TIME IS NOW.
IT'S FINALLY HERE.
AND IT WILL REVOLUTIONIZE THE FAN EXPERIENCE, THE VIEWING
EXPERIENCE, AND HOW WE CONSUME DATA IN SPORTS FOR THE REST OF
OUR LIVES.

>>> I DIDN'T KNOW THAT I WAS GOING TO BE THE OPENING SPEAKER AT THE
MARCH IN WASHINGTON, D.C.
I DON'T THINK ANYBODY KNEW WHAT WE WERE WALKING INTO OTHER THAN
THE FEELING IT WAS NECESSARY AND WE HAD TO THERE.
>> I SEE THIS AS A MOMENT OF TAKING FEMINISM BACK.
MAKING FEMINISM A PROJECT THAT ALL OF US CAN SHARE.

>> BLACK LIVES MATTER.
>> WHEN I PUT THE HASH TAG IN FRONT OF BLACK LIVES MATTER, I WAS LIKE, WE'RE GOING TO MAKE THIS THING GO VIRAL.
>> I REMEMBER WHEN WE HIT THE PUBLISH BUTTON.
>> WE WATCHED WITH WONDER AS THE STORY STARTED TO TAKE OFF LIKE WILDFIRE.
>> EVERYBODY'S LIKE, LOOK, NOW WE HAVE A MOVEMENT. AND I'M LIKE, NO, ME TOO IS A TINY PART OF A LARGE MOVEMENT THAT'S BEEN HAPPENING FOR DECADES.
>> I GOT A CALL SAYING A BUNCH OF US ARE GOING TO GATHER, DO YOU WANT TO COME OVER AND JOIN US?
I SAID, YES, BECAUSE I WAS MAD.
>> SOMEONE PUT THEIR HANDS ON THE TABLE AND SAID TIME'S UP ON ALL OF THIS BEHAVIOR, AND THEN IT WAS LIKE, OH, THAT'S OUR NAME.
>> THERE'S A RENAISSANCE THAT'S HAPPENING INSIDE OF HOLLYWOOD.
>> I REMEMBER CALLING MY ATTORNEY AND SAYING, LIKE, IF I SAY THIS, ARE WE SURE THAT IT'S TRUE?
>> ON BEHALF WOMEN EVERYWHERE, I WILL BRAG I AM THE HIGHEST PAID SHOW RUNNER TELEVISION.
[CHEERS AND APPLAUSE]
>> THE UNITED STATES CONGRESS CERTAINLY WAS NOT BUILT FOR YOUNG WOMEN.
BUT IT'S REALLY YOUNG WOMEN OF COLOR WHO HAVE PUSHED FORWARD FOR SO MANY CHANGES.
AND THAT HAS JUST TURNED THE POWER DYNAMIC, TURNED CAPITOL HILL ON ITS HEAD.
>> THE WORLD AND THIS COUNTRY IS CHANGING.
IT'S BEEN CHANGED.
AND I THINK THAT WE HAVE AN OPPORTUNITY THIS TIME TO DO IT RIGHT.
>> THERE SOME PEOPLE WHO THINK THAT WE ARE POST CIVIL RIGHTS, WE ARE POST FEMINISM AND THEREFORE WE'RE POST SEXUAL.
I DON'T SEE HOW WE'RE POST ANYTHING AND I DON'T SEE HOW WE COULD POSSIBLY THINK WE'RE DONE.

>> YOU NEVER WANT TO SEE A CHANGE ON YOUR ACCOUNT YOU DIDN'T MAKE.
I WORK AT VERIZON.
WE ASK YOU TO APPROVE CHANGES ON YOUR ACCOUNT BEFORE THEY HAPPEN, NOT AFTER.
THAT WAY IF YOUR CHANGED YOUR USER ID OR ADDED SOMEONE ON THE ACCOUNT, WE'RE GOING TO MAKE SURE IT'S YOU THAT'S DOING IT, NO ONE ELSE.
>> INTRODUCING DOUBLE-CHECK, YOUR EXTRA LAYER OF SECURITY SO YOU NEVER HAVE TO WORRY.

>> LA LA, LA.
>> HI, I'M CHRIS ROCK.
IT'S NOT ABOUT ME.
I GET, ZOOM IN ON IT, THE IPHONE 12 PRO WITH 5G MEETS VERIZON 5G ULTRA
WIDE BAND.
>> YOU WANT ME TO TURN IT AROUND.
>> POW.
THIS IS A GAME CHANGER.
5G GOT REAL.
REMEMBER WHEN A SONG TOOK THE WHOLE SUMMER TO DOWNLOAD?
ONE DAY I WAITED 51 MINUTES.
THAT'S LONGER THAN A WHOLE ALBUM.
BUT THESE GS DON'T BLINK.
IPHONE AND VERIZON AIN'T PLAYING AROUND.
REMEMBER WHEN YOU TRIED TO WATCH BIGGER AND BLACKER AND BY THE
TIME IT WAS OVER, I WAS OLDER AND THIN CENTER NOW DONE.
REMEMBER WHEN YOU COULD ONLY WATCH THE NFL ON TV?
REMEMBER WHEN YOU DIDN'T HAVE FIVE DIFFERENT CAMERA ANGLES AND
REPLAYS?
VERIZON JUST GOT REAL.
REMEMBER WHO YOU FOUND OUT ESPORTS WAS A REAL THING AND KIDS
HALF YOUR AGE WERE MAKING TWICE YOUR SALARY?
>> YEAH.
>> REMEMBER WHEN I TOLD YOU TO CLEAN YOUR ROOM?
>> NOPE.
>> YOU'LL REMEMBER WHEN YOUR ALLOWANCE IS DUE, YOU NEVER FORGET
THAT.

>> IPHONE ON VERIZON 5G.
THIS IS GOING TO CHANGE EVERYTHING.

>> 5G JUST GOT REAL.
POW!
5G ULTRA WIDE BAND, NOW IN MORE AND MORE CITIES.

>>> WOW!

WHAT A WAY TO START OFF A WEEK.
WHAT A WAY TO START OFF THE SHOW.
THAT GIVES YOU AN IDEA WHAT KIND OF FUN WE'RE INTO FOR THE REST OF
THE YEAR AND INTO 2021.
VERIZON VERSUS VERIZON.
ALL RIGHT.
WELCOME TO WELCOME TO UP TO SPEED LIVE.
I'M DIANA ALVEAR.
WE'VE LIVE FROM THE LEADERSHIP FORUM.
WE'VE GOT AN INCREDIBLE TWO DAYS AHEAD OF US.
IT WAS TWO YEARS AGO THAT WE KICKED OFF VERIZON 2.0.
HANS IS GOING TO BE HERE TO JOIN US IN TAY MINUTE TO TELL US WHAT
WE'RE LOOKING FOR THE NEXT COUPLE OF DAYS.
WE'VE GOT GOOD NEWS INVOLVING WALMART.
THE VERIZON MEDIA AND WALMART'S ONE OF A KIND 30 DAYS OF SAVINGS
CAMPAIGN RETURNS.
VERIZON MEDIA AND WALMART TEAM UP TO OFFER A FRESH TAKE ON THE
HOLIDAYS, EMPOWERING CONSUMERS WITH NEW COMMERCE CONTENT,
GIFT GUIDES, AND INTERACTIVE SERIES TO THEN E HELP THEM NAVIGATE
SHOPPING, SAVE TIME AND ENJOY THE SEASON WITH THE ONES THEY LOVE.
NOW I WANT TO GET TO HANS.
WE'VE GOT A STRONG STARTED THIS MORNING, SO LET'S GET YOUR
THOUGHTS ON FORUM AND EVERYTHING ELSE.
>> AND HEY, ALL.
VP MERCH, GREAT TO BE BACK ON UP TO SPEED.
WE ARE HERE FROM THE LEADERSHIP FORUM.
AS WE ALWAYS DO, WE TAKE THE CHANCE TO UPDATE THE V TEAMER
GROUP.
FIRST OF ALL, I ALWAYS REMIND OUR CELL PHONE THE SITUATION WE'RE IN.
THE COVID-19, WHICH IN MANY PLACES IN THE WORLD IS ACTUALLY
INCREASING AND, OF COURSE, INFECTING US, OUR CUSTOMERS, OUR
FAMILIES.
AND I CAUTION YOU ALL, WHEN IT COMES TO SAFETY AND HEALTH, WHEN IT
COMES TO THE COVID-19, BECAUSE THIS IS NOT SOMETHING THAT WILL GO
AWAY QUICKLY.
IT WILL BE HERE AND NOW WE SEE SPIKES ALL AROUND THE WORLD.
SO WHATEVER PROTOCOLS YOU WERE HAVING, IN YOU WORK IN THE FIELD,
IN THE STORE, OR YOU'RE WORKING FROM HOME, WE ALL HAVE OUR
PROTOCOLS TO THINK ABOUT IN ORDER TO SEE THAT THIS PANDEMIC IS NOT
SPREADING.
SO PLEASE BE AWARE OF THAT.
AND IT WAS A TIME SINCE I WAS ON UP TO SPEED SO I WANT TO REMIND ALL
OF YOU.
WE HAVE THE LEADERSHIP FORUM WE KICKED OFF AN HOUR AGO IN THE
LEADERSHIP FORUM AND WE HAVE AN AGENDA HERE WHERE WE'RE GOING

TO TALK ABOUT VERIZON 2.0 OR 2.0, DEPENDING HOW YOU WANT TO PRONOUNCE IT.

THAT WAS ALMOST EXACTLY TWO YEARS AGO IN 2018.

OF COURSE SOME OF THE PIECES WERE IN EXECUTION A LITTLE BIT LATER. BUT WE DO A RECAP OF VERIZON 2.0 WHAT WE'VE DONE GREAT, WHAT WE NEED TO IMPROVE AND WE'RE DOING SOME REFLECTION ON IT.

BUT WE'RE ALSO HONING IN ON 2021.

WHAT DO WE NEED TO DO IN EXECUTION OF 2021?

AND WE WILL DISCUSS THAT FROM A STRATEGIC POINT OF VIEW, OUR TECHNOLOGY TEAM WILL TALK ABOUT IT, WHAT ARE WE NOW NEED DOING FOR 2021?

AND FINALLY, LATER ON OUR AGENDA WE'RE GOING TO TALK ABOUT THE PAST RESULTS.

BUT, AS ALWAYS, WE OPEN IT UP FIRST TO ALL OUR EMPLOYEES, ALL OF THE V TEAMERS, AS YOU KNOW, THE RESULTS.

SO SOON IN A COUPLE OF MINUTES, CHRISTY WILL JOIN ME HERE AND SHE WILL SHARE HER PART.

I WILL JUST SAY ONE THING BEFORE SHE WILL SHARE ALL THE RESULTS, I'M SO IMPRESSED AND SO THANKFUL THAT 83% OF YOU RESPONDED AGAIN.

THAT TELLS ME THAT THERE'S CONFIDENCE THAT IF YOUR VOICE -- YOU MAKE YOUR VOICE HEARD, WE'RE DOING SOMETHING ABOUT IT.

THE SECOND THING I JUST WANT TO HIGHLIGHT ON THE RESULT IS THAT WE SEE A BIG, BIG PORTION OF ALL THE VP [AWAY FROM MIC] HAD AN ACTION PLAN DISCUSSION WITH THE LEADERS.

BECAUSE THAT'S SO IMPORTANT.

AND ALL THE LEADERS OUT THERE, YOU NEED TO CONTINUE TO DO THAT, BECAUSE WE CAN ALWAYS IMPROVE.

REFINE AREAS AND IN THE MULTIDISCUSSION WE ALWAYS FIND NEW AREAS TO IMPROVE.

BUT CHRISTY WILL COME BACK AND TALK A LITTLE BIT MORE ABOUT HOW THE RESULT CAME OUT, BUT I JUST WANT TO THANK YOU ALL.

THE MOST IMPORTANT THAT WE HAVE AN ENGAGEMENT IN THE SURVEY FROM ALL THE V TEAMERS BECAUSE THAT'S GOING TO MAKE OUR COMPANY SO MUCH BETTER.

SO THANK YOU.

WHEN IT COMES TO VERIZON 2.0, A LOT OF THINGS HAVE HAPPENED THE LAST TWO YEARS.

OF COURSE, WE STARTED TWO YEARS AGO, WE STARTED WITH THE [AWAY FROM MIC] WE TALKED ABOUT WHAT WE WANTED TO PRESERVE, STRENGTH AND TRANSFORM.

I HOPE YOU REMEMBER THAT, BECAUSE THAT WAS SO IMPORTANT TO PRESERVE A LOT OF THE STRENGTH OF VERIZON THE LAST 20 YEARS.

EVERYTHING FROM OPERATION EXECUTION, OUR CUSTOMERS, THE CULTURE WE HAD IN THE COMPANY, THAT WAS IMPORTANT.

BUT WE ALSO WANTED TO TRANSFORM.

WE WANTED TO BE MORE AGILE WHEN IT COMES TO OUR CUSTOMERS.

WE WANTED TO WORK MUCH MORE SCALING SOLUTIONS.
WE WANTED ALSO TO SEE THAT OUR CULTURE CONTINUES TO DEVELOP.
AND I THINK THAT SOME OF THE THINGS WHEN YOU LOOK BACK RIGHT NOW
WERE REALLY DONE WELL.
I MEAN, THINK ABOUT THAT WE DECIDED FOR THE PURPOSE, YOU REMEMBER
THAT?
WE CREATE THE NETWORKS TO MOVE FORWARD, THAT'S WHAT WE DECIDED
ONE YEAR AGO.
IT'S SO IMPORTANT THAT YOU HAVE A PURPOSE.
AT THE SAME TIME WE DEFINE OR CONFIRM OUR CORE VALUES REMAIN THE
SAME.
THE CORE VALUES THAT HAS LED US TO WHERE WE ARE TODAY.
AND FINALLY WE PUT THE BRAND VALUE THERE, IN EVERY PRODUCT AND
SOLUTION WILL HAVE, THAT'S WHAT WE NEED TO THINK ABOUT.
ALL THAT GUIDED US WHO WE ARE AND WHY WE SUCCEED.
AND THEN WE CONTINUE WITH OUR STRATEGY BASED ON A SCALEABLE
NETWORK AS A SERVICE WHERE WE ADD ON OUR GO TO MARKET WITH
VERIZON BUSINESS GROUP, MEDIA GROUP AND BUSINESS GROUP.
ALL OF THEM BENEFITTING FROM THE PLATFORM BEHIND THEM.
AND COURSE MOVING INTO NEW AREAS.
AND WHEN WE BUILD THAT NETWORK, WE'RE ADDING ON THE 5G NETWORK.
YOU ALL KNOW HOW FAR WE COME.
IT STARTED SEVERAL YEARS AGO WITH THE 5G HOME.
AND TODAY THE [AWAY FROM MIC] AND 5 MOBILE EDGE COMPUTE.
IT'S THREE LARGE OPPORTUNITIES WE HAVE.
AND NOW, WE'RE GOING INTO 2021, THAT'S THE TIME FOR TO US START
EXECUTING ON THOSE GROWTH OPPORTUNITIES WE'LL HAVE AS A COMPANY.
AND A LOT OF OUR DISCUSSIONS HERE ARE GOING TO BE AROUND THAT,
WHAT ARE OUR PRIORITIES NEXT YEAR?
HOW WE'RE GOING TO DO IT FASTER AND BETTER.
BUT CLEARLY, WE PUT YOURSELF IN A SITUATION THE LAST NINE MONTHS
WHERE WE, DURING THESE TOUGH TIMES, AS A COMPANY HAVE TO EXECUTE
THE MORE THINGS THAN EVER.
IT'S JUST AMAZING TO SEE HOW WE'VE DONE IT.
WE DID THIS IN ANOTHER IMPORTANT POINT OF VERIZON 2.0, IN THE FOUR
STAKEHOLDERS.
WE WANTED A POSITIVE LONG-TERM IMPACT FOR ALL OF OUR
STAKEHOLDERS.
AND US V TEAMERS, CUSTOMERS, SHAREHOLDERS AND SOCIETY, AND WE
CONSTANTLY HAVE THAT IN FRONT OF US WHEN WE TAKE THE DECISION.
BECAUSE THAT'S GOING TO MAKE US FROM GOING FROM A GREAT TO
FANTASTIC COMPANY.
I THINK IF I LOOK BACK AND SEEING THE DECISION-MAKING AND HOW WE
PROGRESSED THE LAST NINE MONTHS AND SINCE THE ANNOUNCEMENT OF
VERIZON 2.0, WE HAVE BEEN THINKING OF THAT AND THAT HAS BEEN
BENEFITING FOR US.

AND THAT'S SO IMPORTANT.

AND LASTLY, WHEN WE TALK ABOUT THE FINANCIALS AND [AWAY FROM MIC]
COUPLE OF WEEKS AGO, I THINK IT WAS, TALKING ABOUT THE THIRD
QUARTER AND ABOUT HOW WE'RE PERFORMING IN OUR BUSINESS ALL THE
WAY FROM OUR REVENUE TO OUR EARNINGS PER SHARE AND OUR CASH
FLOW.

AND WE'RE DOING WELL DESPITE THE VERY TOUGH TIMES.

BUT THAT DOESN'T MEAN WE DON'T NEED TO CONTINUE TO ACCELERATE
AND DO EVEN MORE.

I THINK WHERE WE'RE FOCUSED ON GROWTH GOING FORWARD, WE HAVE SO
MANY NEW AREAS BASED ON WHERE WE BUILT FROM LAST YEAR.

WE HAVE A GROWTH AGENDA GOING INTO 2021 BUT NEED TO CONTINUE AT
OPERATION EXCELLENCE AND EFFICIENCY.

THAT'S SO IMPORTANT FOR US.

SO GET THE LEVERAGE ON WHAT WE'RE DOING.

I THINK WE HAVE GREAT PLANS AND THAT'S WHAT WE'RE GOING TO TALK
ABOUT BETWEEN THE LEADERS HERE AND THAT, OF COURSE, WILL COME
BACK LATER ON WHEN WE HAVE THE OFFICIAL KICKOFF IN THE BEGINNING
OF NEXT YEAR.

SO ALL THAT IS WHAT WE ARE GOING TO TALK ABOUT HERE.

SO IT'S EXCITING AND I HOPE YOU THINK IT'S EXCITING AND LOOKING BAG ON
VERIZON 2.0 IT'S GOOD TO SEE WHAT WE'VE DECIDED AND WHAT WE HAVE
DONE SO FAR.

AND I HAVE TO SAY, THERE ARE MANY THINGS WE EXECUTED WELL ON AND
THERE ARE A COUPLE AREAS WE NEED TO CONTINUE TO PUSH ON FOR.

SO THAT'S SORT OF THE SITUATION FROM HERE WHERE WE TALK ABOUT THE
VERIZON 2.0.

BY THAT, I LEAVE IT BACK TO YOU, DIANA.

>> HANS, THANK YOU.

AND I HOPE EVERYBODY'S SUPER HYPED AND MOTIVATED NOW.

THAT'S ALL GOOD STUFF.

LET'S GET RIGHT OVER TO CHRISTY BECAUSE WE'VE GOT SO MUCH TO TALK
TO YOU ABOUT AS WELL, INCLUDING THAT ALL IMPORTANT PULSE SURVEY.

83%, THAT'S IMPRESSIVE.

LOVE TO HEAR YOUR THOUGHTS ABOUT THAT.

>> THANKS TO DIANA AND THE V TEAM WATCHING OUT THERE.

WE'RE EXCITED YOU HEARD FROM HANS, POLLS HAS BEEN A BIG PART OF
OUR CULTURE TRANSFORMATION AND MAKING SURE WE HAVE A WAY TO
HAVE CONSTANT CONTACT WITH OUR EMPLOYEES AND HAVING YOU GIVE US
FEEDBACK AS A LEADERSHIP TEAM AND HOW WE'RE DOING ON THAT
JOURNEY.

LET ME START OFF WITH A SNEAK PEEK IN THOSE RESULTS.

I'LL START OFF BY TALKING ABOUT OVERALL PARTICIPATION.

LET ME GET BACK TO MY OPENING SLIDE HERE.

WHAT YOU HEARD FROM HANS IS WE HAVE 83%.

THIS IS PRETTY EXCITING.

THAT MEANS 111 PLUS THOUSAND V TEAMERS COMPLETED THE PULSE SURVEY.

REMEMBER, THESE PULSE SURVEYS WE PUT OUT THERE AND THEY'RE OUT FOR A SHORT PERIOD OF TIME.

HANS IS TALK ABOUT THE ARC OF WHAT WE'VE GOT AND DONE ON OUR V 2.0 TRANSFORMATION, AND YOU CAN SEE WE STARTED 2.1 2019 53% PARTICIPATION.

WE'VE MOVED THAT UP INTO THE 80S AND WE'VE SUSTAINED THAT.

AS A REMINDER IN Q2 OF THIS YEAR WE DID THREE COVID SURVEYS WHICH WERE ONLY OPEN FOR ABOUT 48 HOURS EACH AND WE EVEN IN THAT GOT 71%.

BUT WE'RE BACK TO OUR 80 PLUS RANGE, VERY EXCITED THE THANKS TO ALL OF YOU.

GREAT RESULTS.

SO LET ME GET INTO IT.

WE HAD SEVEN QUESTIONS, I'M GOING TO HIGHLIGHT THREE HERE AND FOUR ON THE NEXT PAGE.

EVERY SURVEY WE'LL ASK YOU OVERALL HOW SATISFIED ARE YOU WITH VERIZON AS A PLACE TO WORK.

THE GREAT NEWS, REMEMBER FIVE IS THE HIGHEST SCORE, FOUR IS AGREE, FIVE IS STRONGLY AGREE.

WE GOT AN AVERAGE MEAN OF 4.27.

84% OF YOU SAID YOU AGREE OR STRONGLY AGREE THAT STATEMENT.

SO THIS IS REALLY AN EXCITING RESULT.

AND IN THE GALLUP DATABASE THAT WE'RE COMPARING OUR SELF TO, THAT'S AN 86 PERCENTILE RANK.

OUR OVERALL SATISFACTION IS BEGINNING TO APPROACH THAT 90% MARK. VERY EXCITED ABOUT THIS RESULT.

WE ASKED AN IMPORTANT QUESTION YOU HEARD HANS MENTION ON THE FEEDBACK, WHICH IS I RECEIVED FEEDBACK ON THE LAST PULSE SURVEY CONDUCTED AT MY WORKPLACE.

WE GOT A 3.1 OUT OF 5 AS A MAXIMUM.

82% OF YOU SAID I AGREE OR STRONGLY AGREE WITH THAT STATEMENT.

AND YOU CAN SEE THAT WITH THE DARKER GREEN BARS ON THE LEFT-HAND SIDE OF THE PAGE.

RIGHT AT THE THIRD UPPER TILE THAT WE'RE AT AS A COMPANY.

AND FINALLY MY TEAM TAKES THE TIME TO REFLECT ON AND DISCUSS HOW WE CAN MAKE THINGS BETTER.

THIS IS THE HIGHEST PERCENTILE RESPONSE IN THE COMPANY.

IT'S A 4.2, 79% AGREE OR STRONGLY AGREE.

BUT IN THE GALLUP DATABASE OF ALL COMPANIES, HUNDREDS OF THOUSANDS OF DATA POINTS THERE ARE IS THE 90TH PERCENTILE.

THIS IS ABOVE AND BEYOND EXCELLENT BEST PRACTICE THAT WE THINK WILL BE KEY TO OUR TRANSFORMATION.

OUR TEAMS TAKING THE TIME TO TALK ABOUT HOW THEY AS A UNIT AND THE TEAM CAN MAKE THINGS BETTER.

THE OTHER QUESTIONS WE ASKED WERE MORE FOCUSED ON US AS INDIVIDUALS AND OUR RELATIONSHIP WITH OUR SUPERVISOR. AND COOPERATION BETWEEN DEPARTMENTS. AGAIN, SOME REALLY GREAT INSIGHTS HERE THAT I THINK WILL GIVE OUR TEAMS A LOT TO FOCUS IN ON. FIRST, WE WERE VERY EXCITED THAT SO MANY OF OUR EMPLOYEES REPORTED THAT THEY FEEL ENCOURAGED TO IMPROVE THEIR LEVEL OF PERFORMANCE. IN FACT, 85% SAID THEY AGREE OR STRONGLY AGREE WITH THAT STATEMENT. AND THAT WAS A 4.38 AVERAGE MEAN AND, AGAIN, AT THE UPPER QUARTILE, 74TH PERCENTILE OF THAT GALLUP DATABASE. THESE NEXT TWO QUESTIONS ACTUALLY GET ME SO EXCITED. FIRST, WE ASKED OUR EMPLOYEES, MY SUPERVISOR KNOWS WHAT I DO BEST. AND SO HATS OFF TO ALL THE SUPERVISORS OUT THERE, 4.37 WAS THE MEAN RESPONSE. 86% OF OUR EMPLOYEES SAID THEY AGREE OR STRONGLY AGREE WITH THAT STATEMENT, AND THAT PUTS US AT THE 80TH PERCENTILE OF THE GALLUP DATABASE. AND WHY IS THAT SO IMPORTANT AS A VLC? WE TAKE VERY SERIOUSLY OUR RESPONSIBILITY TO SET THE STRATEGY, THE TONE, OWN THE CULTURE, BRING OUR VALUES TO LIFE IN THE COMPANY. BUT THE RUBBER REALLY MEETS THE ROAD IN THOSE TEAM ENGAGEMENTS BETWEEN SUPERVISORS AND EMPLOYEES. AND SO WE'RE VERY EXCITED ABOUT THESE TWO QUESTIONS. IN ADDITION TO THAT, MY SUPERVISOR INSPIRES ME DO MORE THAN I THOUGHT I COULD. 79% OF YOU SAID I AGREE OR STRONGLY AGREE WITH THAT STATEMENT. THAT'S AT THE 87TH PERCENTILE OF THE GALLUP DATABASE. TO ALL OF OUR SUPERVISORS OUT THERE, THANK YOU FOR SHARING THESE RESULTS, HELPING YOUR PEOPLE BE INSPIRED TO DO THEIR BEST, AND CONTINUING TO HAVE OPEN DIALOGUE ABOUT HOW WE CAN DO BETTER. AND SPEAKING OF THAT, OUR LAST QUESTION WAS, THERE IS COOPERATION BETWEEN MY DEPARTMENT AND OTHER DEPARTMENTS WITH WHOM I WORK. AND HERE WE GOT AN AVERAGE OF 3.82, SO THAT MEAN WAS OUR LOWEST MEAN OF THE SCORES. IT'S AT THE 63RD% OF THE GALLUP DATABASE. AND 67% OF OUR EMPLOYEES SAID THEY AGREE OR STRONGLY AGREE WITH THAT STATEMENT, BUT YOU CAN SEE THERE'S ABOUT 20% THAT WERE UNDECIDED. THEY WERE NEUTRAL. AND THAT IS REALLY AN AREA FOR TO US IMPROVE TO UNLOCK ALL OF THE DIVISIONS THAT YOU HEARD HANS TALK ABOUT.

AS WE GO ACROSS DEPARTMENTS AND FIND NEW WAYS OF WORKING, WE TAKE THE POWER OF WHAT'S WORKING IN OUR TEAMS AND TAKE IT ACROSS BOUNDARIES.

WE WILL BE UNSTOPPABLE.

WHAT'S NEXT?

TOMORROW ALL SUPERVISORS DASHBOARDS WILL BE UPLOADED WITH INFORMATION SO YOU'LL BE ABLE TO GO IN, SHARE THE RESULTS WITH YOUR TEAM, THE COMPANY RESULTS, YOUR TEAM RESULTS, AND THEN YOU CAN ALSO REFLECT ON YOUR ACTION PLAN AND MAKE ANY UPDATES TO THAT. AS A REMINDER, THE ACTION PLANS WERE INPUT INTO THE SYSTEM OVER THE COURSE OF THE PULSE PLUS ACTION PLANNING, AND SO OVER 11,800 ACTION PLANS ARE IN THE SYSTEM.

SO CONGRATULATIONS TO THE 92% OF OUR LEADERS THAT BUILT THEIR ACTION PLANS.

AND FOR THOSE OF YOU THAT FOR A VARIETY OF REASONS WITH ALL OF OUR PRIORITIES HAVEN'T HAD A CHANCE TO DO THAT, WE KNOW THAT YOU'RE GOING TO GET TO THAT IN THIS NEXT REVIEW WITH YOUR TEAMS HERE SO WE CAN FINISH THE YEAR WITH 100% OF OUR TEAMS HAVING PULSE ACTION PLANS.

FINALLY, YOU HEARD HANS OPEN WITH, AND I'LL END WITH AND PASS IT BACK TO HIM, OUR JUST UNWAVERING COMMITMENT TO YOUR SAFETY AND HEALTH AND THE OUTSTANDING SUPPORT ALL OF YOU HAVE CONTINUED TO PROVIDE FOR COVID AND HOW WE'VE HANDLED THE COVID CRISIS.

WE ARE AT A PEAK HERE AND IN MANY COUNTRIES AROUND THE WORLD. MANY OF OUR EUROPEAN COUNTRIES HAVE MOVED INTO STAGES OF LOCKDOWN AND SOME OF OUR OFFICES ARE CLOSED AS A RESULT OF THAT. WE WANTED TO ENCOURAGE YOU TO CONTINUE TO CHECK OUR COVID WEB PAGE.

IF YOU ARE RETURNING TO THE OFFICE, UTILIZE THE RTO TOOL.

THESE ARE OUR CONSTANT GUIDELINES.

IF YOU DON'T FEEL WELL, STAY HOME.

CONTACT YOUR SUPERVISOR, HEALTH CARE PROVIDER, HE AND WE HAVE WAYS TO STAY CONNECTED AND WORKING WITH THE V TEAM.

IF YOU DON'T HAVE A THERMOMETER, WE HAVE WAYS FOR YOU TO ACQUIRE ONE FROM OUR CATALOG AND IF YOU WORK IN RETAIL ONE CAN BE PROVIDED TO YOU AT THE ON-SITE LOCATION.

WITH THAT, I'LL KICK IT OVER TO DIANA.

BUT WE'LL KEEP UP TO DATE ON OUR COVID UPDATES AND THE SITUATION AND THANKS AGAIN FOR THE GREAT PULSE RESULTS.

>> THANK YOU SO MUCH AS ALWAYS FOR YOUR TRANSPARENCY AND WALKING US THROUGH SUCH GREAT RESPONSES FROM EVERYBODY.

YOU KNOW, WE WANTED TO TALK A LITTLE BIT ABOUT A NEW INITIATIVE THAT WE HAVE HAPPENING, IT'S CALLED THE GN&T'S MOMENT TO MOVEMENT INITIATIVE.

WE GOT A SPECIAL PREVIEW OF A CERTAIN CAMPAIGN CALLED WHAT GOOD LOOKS LIKE.

IT'S GOING TO BE ALL ABOUT SHARING V TEAMER STORIES THAT'S PART OF A TOOLKIT TO HELP PEOPLE LEADERS BUILD MORE INCLUSIVITY. YOU KNOW THAT'S ONE OF THE PILLARS OF OUR STRATEGY MOVING FORWARD.

TO BE DOING THINGS WITH SO MUCH MORE INCLUSIVITY. THAT'S GOOD FOR EVERYBODY AND GOOD FOR BUSINESS. WHAT WE'LL BE LAUNCHING IN A FEW DAYS, IT'S GOING TO CONSIST OF TEAMS FROM RACE, GENDER, ALL OF IT. WE'VE GOT A VIDEO PREVIEW FOR YOU RIGHT NOW.

>> I'M JOSH ANDREWS.

I WORK FOR VERIZON UK IN THE SUPPORT TEAM. AT THE END OF 2015, MY YOUNGEST DAUGHTER EMILY WAS BORN. ABOUT A MONTH AND A HALF AFTER THAT, MY HEARING JUST STARTED TO GO.

THROUGH THE WHOLE OF 2016 I BECAME MORE AND MORE DEAF.

I WAS IN THE HOSPITAL OFTEN, BEGINNING IN 2017, I WAS DEAF.

THE DOCTORS COULDN'T EXPLAIN IT.

THAT WAS PROBABLY THE HARDEST PART OF THE PROCESS WAS THAT NO ONE COULD TELL ME WHY YOU GO FROM BEING A 35-YEAR-OLD, HAPPY FAMILY MAN TO NOT BEING ABLE TO COMMUNICATE, TALK TO YOUR FAMILY AND THAT FEELING OF NOT BEING ABLE TO HELP, IT'S HARD.

AND IT WAS THE SAME AT WORK REALLY.

I WAS THE GO-TO GUY AT WORK.

IF I DIDN'T KNOW HOW TO FIX IT, I KNEW SOMEBODY THAT COULD GET IT DONE FOR YOU.

AND THEN I WOULD GO WEEKS WITHOUT TALKING TO PEOPLE.

AND YOU'D SEE LIFE PASS ME BY.

>> I WAS LUCKY I HAD MY COLLEAGUES AROUND ME THAT DID SEE. AND THEY DID HELP.

THERE WAS A COUPLE OF PEOPLE THAT REALLY, REALLY MADE A DIFFERENCE.

I MEAN, I'M REALLY LUCKY THAT WE HAVE THE TECHNOLOGY AT VERIZON.

WE SWITCHED ALL OF OUR MEETINGS TO GOOGLE MEETS.

NOW WE USE BLUE JEANS BECAUSE THEY HAVE THE CLOSED CAPTIONS.

I CAN LIP READ AS WELL, SO EVERYONE WENT ON VIDEO.

MY MANAGER MARKUS ONE DAY I CAME INTO THE OFFICE AND HE GREETED ME.

HE SAID, JUST HELLO, HOW ARE YOU, BUT HE SIGNED IT.

GOOD MORNING, HOW ARE YOU?

AND THAT'S HOW HE GREETED ME.

AND I WAS ABLE TO SAY, I'M GOOD, HOW ARE YOU BACK.

I'M LUCKY ENOUGH TO BE A COCHLEAR IMPLANT PATIENT, THOUGH I HAVE AN ADVANCED BIONICS IMPLANT THAT ALLOWS KNOW YEAR.

I'M ALMOST BACK TO HOW IT WAS.

I CAN'T THANK MY FAMILY ANY OF AND VERIZON FOR SUPPORTING ME THROUGH THIS, KNOWING THAT THEY SUPPORT EVERYBODY. IT'S ABOUT BRINGING PEOPLE INTO THE CONVERSATION, HARNESSING [AWAY FROM MIC] GETTING THE BEST OUT OF PEOPLE, NOT JUST ABOUT SUPPORTING THOSE WITH DISABILITIES, IT'S ABOUT HELPING EVERYONE IN THE ROOM UNDERSTAND AND HOW WE CAN ALL SUPPORT EACH OTHER. IT'S BEING THAT ONE TEAM WITH THAT ONE GOAL TO MOVE FORWARD TOGETHER.

>> OH, MY GOODNESS.

THAT IS TRULY WHAT GOOD LOOKS LIKE.

AND THANK YOU SO MUCH FOR SHARING YOUR STORY, JOSH.

I MEAN, WE'RE ALL SO INSPIRED BY THAT.

THIS IS THE HEART OF IT RIGHT ON.

THE V TEAM RESTORES.

IT'S THE PEOPLE WHO MAKE UP OUR COMMUNITY THAT ARE THE REASON WE'RE SO STRONG.

I WANTED TO GET YOUR REACTION TO THAT, HANS, BECAUSE I CAN SEE ON YOUR FACE HOW MOVED YOU ARE.

TELL YOURS THOUGHTS RIGHT NOW.

>> YEAH, NO, IT'S JUST A GREAT STORY AND TO JOSH AND HIS COLLEAGUES THAT SUPPORT HIM, THIS IS WHAT IT'S ALL ABOUT.

AND OUR DIVERSITY AND INCLUSION IS SO IMPORTANT AND MAKE A COMPANY SO MUCH BETTER.

WHAT WE'VE SEEN IN THE LAST COUPLE OF YEARS AND COUPLE OF MONTHS WHEN IT COMES TO DIVERSITY AND INCLUSION, THESE STORIES MAKES A DIFFERENCE.

IT MAKES A DIFFERENCE FOR US AS A COMPANY, IT MAKES A DIFFERENCE FOR US AS OUR CUSTOMERS THAT WE ARE THAT DIVERSE AND INCLUSIVE COMPANY.

AND WE KNOW WE HAVE STILL WORK TO BE DONE.

REMEMBER THAT OUR HR TEAM CAME OUT WITH THE DIVERSITY AND INCLUSION REPORT A COUPLE MONTHS AGO THAT BASICALLY DID IT ON EVERY LEVEL OF THE COMPANY.

AND EVERY UNIT YOU SEE THAT WE ALL DIVERSE AND INCLUSION.

SO WE REALLY WANT TO FOCUS ON IT AND WE'RE NOT DONE.

NOBODY'S EVER GOING TO BE DONE, WE NEED TO DO IT BETTER.

BUT IT'S HEARTWARMING TO SEE JOSH.

>> YEAH.

AND, HANS, A FEW THOUGHTS, BECAUSE WE ARE GOING INTO THE HOLIDAYS AND FRIENDS AND FAMILY HAS BEEN A BIG THING FOR US.

LOSS OF US HAVE LOTS TO TALK TO YOU'RE FAMILY MEMBERS ABOUT THIS DURING THE HOLIDAY.

TELL US THE KINDS OF THINGS WE CAN TALK TO OUR FRIENDS AND FAMILIES ABOUT WHEN IT COMES TO VERIZON.

>> THERE'S A LOT OF THINGS YOU CAN TALK ABOUT AND IT'S COMING UP SOME REALLY BIG EVENTS IN DIFFERENT TYPE OF THE WORLD HERE.

OF COURSE IN THE U.S., THANKSGIVING COMING UP AND THAT'S A LONG DINNER, AS I KNOW.

I DON'T KNOW, BUT PEOPLE TELLS ME.

YOU SIT OR HOURS AND EAT, BUT YOU NEED TO TALK ABOUT SOMETHING. AND THAT'S WHY I HAVE ALWAYS A GOOD LIST OF THINGS YOU SHOULD TALK ABOUT.

I THINK FIRST, I THINK YOU SHOULD ACTUALLY TRY TO CAPTURE MORE CUSTOMERS.

BECAUSE I THINK THAT WE HAVE A GREAT PROPOSITION TO OUR CUSTOMERS.

I MEAN, THINK ABOUT ALL THE MIX AND MATCH WE HAVE AND ALL THE OPTIONALITY THAT WE CREATE.

THINK ABOUT THE BROAD OFFERINGS WE HAVE IN THE FIOS THAT IS ACTUALLY FANTASTIC.

AND ULTIMATELY, WE HAVE THE FRIENDS AND FAMILY DISCOUNTS THAT YOU CAN USE, DISTRIBUTE AROUND THE TABLE OR WHATEVER YOU HAVE.

THAT'S THE FIRST THING.

THAT CAN BE LONG CONVERSATION.

I THINK SECONDLY, I THINK ALLS YOU NEED TO REFLECT BACK ON VERIZON 2.0 AND THE LAST NINE MONTHS IS THE COMPANY AND HOW THEY RESPOND AND HOW THE U.S. RESPONDED TO A TOTALLY UNPRECEDENTED TIME.

AND I'M SO PROUD OF EACH AND EVERY V TEAMER FOR WHAT YOU HAVE DONE AND HOW YOU HAVE BEEN WORKING IN THESE TIMES AND SUPPORTING EACH OTHER.

AND THINK YOU SHOULD TALK ABOUT THAT AND THE JOURNEY WE'RE ON TO AND THE ITEM WE FEEL FOR IT, EVEN THOUGH THERE'S A CHALLENGING TIME.

AND ULTIMATELY, YOU CAN SORT OF DO SOME FREE WHEELING AROUND THE PULSE SURVEY, WHICH I'M PROUD OF, AND I'M PROUD OF THAT SO MANY OF YOU RESPONDED TO IT AND FEEL THAT THERE'S A PURPOSE TO BE WITH VERIZON AND THERE'S A PURPOSE WHERE WE'RE GOING.

AND I THINK YOU SHOULD SHARE THAT WITH YOUR FAMILY, FRIENDS, COLLEAGUES, WHATEVER IT MIGHT BE WHEN YOUR GATHER NEXT TIME.

SO, THOSE THREE THINGS ARE, I THINK, GREAT CONVERSATION.

AND HERE IN THE U.S., IF YOU GO TO THANKSGIVING DINNER, THAT'S DEFINITELY GOING TO TAKE IT FROM THE BEGINNING TO THE END IF YOU WANT TO TALK ABOUT VERIZON.

I THINK THAT MANY WANT TO HEAR ABOUT VERIZON FOR AT LEAST A COUPLE OF HOURS.

SO I'M FEELING EXCITED ABOUT IT, SO HOPEFULLY YOU WILL AS WELL.

I WILL TRY MY OWN THANKSGIVING AS WELL.

AND I WILL SEE IF THE FAMILY WILL ENDURE MY FULL SPEED ABOUT VERIZON 2.0 AND ALL THE OFFERINGS WE HAVE.

BUT, A COUPLE OF GOOD IDEAS THERE.

DIANE.

>> ALL RIGHT, HANS.

WELL THANK YOU SO MUCH.

WE ARE PROUD OF THE WORK WE'VE ALL DONE, BUT WE'RE ALSO REALLY PROUD OF YOU, HANS, AND OUR LEADERSHIP TEAM FOR JUST BEING THE BEACON IN THESE UNCERTAIN TIMES.

AND, YOU KNOW, TURNING THE SHIP AROUND AND MAKING SURE THAT WE ALL KNEW WHAT WE WERE DOING AND WHERE WE NEEDED TO GO, THAT ROADMAP IS SO INCREDIBLY IMPORTANT.

SO WE HAVE YOU TO THANK FOR THAT.

WE HAVE SO MUCH TO BE THANKFUL FOR THESE HOLIDAYS.

VERIZON'S JUST AN INCREDIBLE COMPANY AND THANK YOU SO MUCH FOR YOUR LEADERSHIP.

AND WITH THAT, I'M GOING TO THANK EVERYBODY WATCHING UP TO SPEED LIVE RIGHT NOW.

DON'T YOU FEEL REALLY PROUD OF YOURSELF RIGHT NOW THAT YOU BELONG TO THE V TEAM COMMUNITY?

IT'S AWESOME.

THANK YOU SO MUCH FOR SPENDING TIME WITH US TODAY.

I'M DIANE.

UNTIL NEXT TIME, YOU'RE UP TO SPEED.