

Verizon
Up to Speed
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>> THANK YOU SO MUCH FOR JOINING US ON UP TO SPEED AND HAPPY WEDNESDAY TO YOU.
NOW, NORMALLY THE UP TO SPEED TEAM ON WEDNESDAY DELIVERS AN UP TO SPEED UP TO YOU TIME FOR YOU TO SORT OF DO WHATEVER YOU WANT HERE.
BUT TODAY WE ARE PRIVILEGED TO HAVE HANS AND CHRISTY BOTH JOIN US LIVE FOR A PRETTY IMPORTANT UPDATE HERE.
WE'RE GOING TO TALK ABOUT COVID.
WE'RE GOING TO TALK ABOUT SOME BUSINESS UPDATES.
LET'S GET RIGHT TO IT.
IT'S BEEN A WHILE SINCE I'VE BEEN WITH THE TEAM SO, IT'S GREAT TO BE BACK HERE LIVE, AND HANS, IT'S GREAT TO HAVE YOU LIVE HERE ON UP TO SPEED.
>> THANK YOU.
GREAT TO HAVE YOU BACK.
HELLO V-TEAMERS.
GREAT TO BE CHATTING WITH YOU TODAY.
LAST TIME I WAS ON THE UP TO SPEED WAS LAST WEEK WHEN WE HAD THE LEADERSHIP FORUM.
OF COURSE, I TALKED A LOT ABOUT HOW PROUD I AM FOR THE PERFORMANCE WE'VE HAD DURING 2020 SO FAR.
IT'S JUST REMARKABLE HOW WE'VE BEEN PERFORMING.

AND WE CONTINUE.

LAST WEEK, LOTS OF THINGS HAVE HAPPENED.

LET ME GO THROUGH SOME OF THEM.

ON THE CUSTOMER SIDE, YESTERDAY WE ANNOUNCED, I THINK IT'S VERY COOL PARTNERSHIP WITH SNAP, WHICH MEANS THAT WE CAN WORK WITH 5G ON THE SNAP CHAT, WHICH IS A NEW WAY OF USING THE 5G ULTRA WIDEBAND.

ANOTHER THING THAT WAS ANNOUNCED YESTERDAY, WHICH I THINK YOU SHOULD TUNE INTO IS THAT TOMORROW TAMI IS GOING TO BE TOGETHER WITH APPLE TO TALK ABOUT 5G AND IPHONE AND ENTERPRISE CUSTOMERS. THAT'S THE NEXT STEP.

SO, WE CONTINUE WITH A PARTNERSHIP.

THAT'S EXCITING.

WE ALSO SINCE LAST TIME ANNOUNCED TWO MORE CITIES.

ONE WAS MOBILE EDGE COMPUTE.

WE NOW HAVE SEVEN.

WE COMMITTED TEN SITES THIS YEAR ON MOBILE EDGE COMPUTE ON AMAZON.

WE STILL HAVE THREE LEFT, BUT WE STILL HAVE SOME 40 DAYS LEFT.

AND THE TEAM IS EXECUTING WELL AND ALL OF YOU ARE INVOLVED IN DOING A GREAT JOB.

ON THE SOCIETY SIDE TODAY, WE'RE ANNOUNCING THAT WITH VERIZON INNOVATIVE LEARNING TEACHER TRAINING PATHWAY.

IT'S A WAY TO EDUCATE TEACHERS FOR BEING EVEN BETTER WITH THE DIGITAL FIRST INSTRUCTION.

THAT'S PART OF OUR SORT OF HOW WE'RE GIVING BACK WHEN IT COMES TO VERIZON INNOVATIVE LEARNING.

SO, ALL IN ALL, WE CONTINUE TO EXECUTE ON EVERYTHING FROM BUSINESS TO EMPLOYEES.

AND LET ME REMIND YOU THAT HAD THE PULSE UP LAST WEEK AND I WAS SO PROUD OF THE PARTICIPATION.

I WAS ALSO PROUD OF ALL THE LEADERS THAT HAVE MADE ACTION PLANS TOGETHER WITH THE TEAMS.

NOW WE HAVE A NEW POLICY.

SO, I HOPE THAT WE HAVE THE SAME EXCITEMENT AND THE SAME WORK IN ORDER TO MAKE THIS WORK ENVIRONMENT THE BEST ENVIRONMENT THERE IS.

SO, THAT'S A SHOUT OUT TO THE LEADERS.

BUT YOU AS AN EMPLOYEE, YOU ALSO NEED TO ASK FOR IT AND SEE THAT YOU'RE ACTUALLY TAKING PART OF YOUR SORT OF RESULTS BECAUSE AS CHRISTY HAS EXPLAINED, WE HAVE NOW BROKEN THIS DOWN PER UNIT.

SO, WE HAVE IT FOR EVERY WORKING GROUP.

SO, YOU CAN ACTUALLY GET YOUR FEEDBACK WHAT IS WORKING WELL AND WHAT IS NOT WORKING WELL.

WHAT WE CAN DO BEST IN THIS ENVIRONMENT.

SO, VERY IMPORTANT PIECE OF WORK.

ANOTHER VERY IMPORTANT THING IS, OF COURSE, IS WHILE I'M EXTREMELY PROUD HOW WE HAVE BEEN WORKING IN THIS ENVIRONMENT, THE PANDEMIC, THE ECONOMIC DOWNTURN, RACIAL INJUSTICE, I THINK WE HAVE DONE AS GREAT JOB YOU CAN DO IN AN EXTREMELY DIFFICULT TIME.

WHAT WE HAVE SEEN AROUND US WHEN IT COMES TO COVID-19 IS JUST DEVASTATING.

IT'S JUST CONTINUE TO GROW WHEREVER YOU ARE IN THE WORLD.

IT'S GROWING.

IN SOME CASES IT'S EVEN WORSE THAN IT WAS IN MARCH AND APRIL.

THE PROBLEM WE HAVE IS OF COURSE THAT WE ARE NOW GETTING INTO SOME FALSE SECURITY THAT THIS IS OVER.

AND I HAVE TO REMIND YOU WE AS A LEADERSHIP TEAM WE HAVE THE SAME CRISIS LEADERSHIP TEAM MEETINGS.

WE HAVE THE SAME TEAM MEETINGS WITH CHRISTY AND JOE.

WE HAVE NOT GONE BACK.

THE SAFETY PROTOCOLS ARE FOR OUR EMPLOYEES IN THE STORES AS WELL AS THE FIELD TECHS, THEY'RE SO IMPORTANT TO FOLLOW.

AND ALSO FOR ALL OTHERS, THEY'RE PART OF OUR SOCIETY.

WHEREVER YOU ARE IN THE WORLD, WHATEVER YOU'RE DOING, WE NEED TO SEE THAT WE COMBAT THESE DISEASE, BECAUSE THEY'RE TAKING LIVES.

IT'S PUTTING THE WHOLE ECONOMY IN JEOPARDY AND OF COURSE CREATING MORE VULNERABILITY IN OUR SOCIETY.

SO, WE HAVE A HUGE RESPONSIBILITY BOTH AS INDIVIDUALS, AS A GROUP TO CONTINUE TO BE VERY VIGILANT WITH ALL THE SAFETY PROTOCOLS.

AND THAT'S WHAT WE PUT FIRST.

THE SAFETY AND HEALTH OF ALL OF YOU.

WE'RE NOT TOTALING BACK AS LEADERSHIP WITH SAFETY PROTOCOLS.

A HUGE HOLIDAY IS COMING UP WITH THANKSGIVING.

WE'RE PROBABLY GOING TO MEET PEOPLE THAT WE NORMALLY DON'T MEET.

WE NEED TO BE VERY CAREFUL.

ALL OF US.

EVEN AS PAINFUL AS IT CAN BE, I ASK YOU, BECAUSE ULTIMATELY IT'S ABOUT TAKING CARE OF OUR FRIENDS, COLLEAGUES, S FAMILY, PARTNERS, ET CETERA, AND SEE THAT WE'RE COMBATING THIS.

AND I'M WORRIED.

I HAVE TO SAY.

I WORRY WITH WHAT I'VE SEEN IN THE LAST COUPLE OF WEEKS HERE.

AND I KNOW CHRISTY IS MORE OR LESS WELL AND RAMPING UP EVERYTHING THAT WE'RE DOING AND COMMUNICATING WITH YOU ALL OF THE SAFETY PROTOCOLS.

IF WE NEED TO INCREASE OR CHANGE, WE'RE GOING TO DO IT.

IT'S SO IMPORTANT WITH THE SAFETY AND HEALTH FOR ALL OF YOU.

THAT'S THE MESSAGE FOR TODAY.

IT'S NOT SUPER FUN TO TALK ABOUT IT, BUT IT'S SO IMPORTANT THAT

EVERYBODY THINKS ABOUT IT.

AND FOR THOSE ON UP TO SPEED TODAY, SPREAD THE WORD TO ALL OF YOUR COLLEAGUES AND FRIENDS TO SEE THAT YOU'RE ACTUALLY THINKING ABOUT THE SAFETY PROTOCOLS AND DOING THE RIGHT THINGS.

BACK TO YOU, ANDY.

>> ABSOLUTELY, HANS.

THANK YOU VERY MUCH.

AND THE COMPASSIONATE LEADERSHIP THAT OUR TEAM CONTINUES TO SHOW THROUGHOUT THE YEAR AND DELIVER ON RESULTS AND KNOWING THAT WE'RE THERE FOR OUR CUSTOMERS, IT'S A BIG DEAL.

SO, THANK YOU VERY MUCH FOR THAT GUIDANCE.

AND OF COURSE, IT IS A SPECIAL TIME OF THE YEAR.

IT CAN STILL BE SPECIAL.

WE JUST HAVE TO MAKE SURE THAT WE CONTINUE TO STAY SAFE.

WITH THAT, LET'S HEAD TO CHRISTY.

CHRISTY, THANKS FOR JOINING US.

AS HANS MENTIONED, THERE'S A LOT ON OUR MINDS AS IT COMES TO OUR SAFETY PROTOCOLS HERE.

WALK US THROUGH HOW WE'RE FEELING FROM AN HR STANDPOINT AND HOW WE'RE THERE FOR OUR EMPLOYEES.

>> CHRISTY PAMBIANCHI: ANDY, THANKS FOR THAT.

HANS, THANKS FOR THE GOOD SETUP FOR THIS SEGMENT.

A COUPLE OF THINGS TO KEEP IN MIND.

THERE HAS BEEN A LOT OF ANTICIPATION THAT AS WE HEADED INTO FLU SEASON AND INTO THE FALL AND COLDER WEATHER IN THE NORTHERN HEMISPHERE THAT WE WOULD SEE A RISE AND A SECOND OR A THIRD WAVE. AND UNFORTUNATELY THAT HYPOTHESIS IS COMING TRUE.

AS THE WORLD APPROACHES AROUND 55 MILLION CASES OF COVID THAT HAVE TRANSPIRED.

AND HERE IN THE UNITED STATES 11 MILLION.

THE HIGHEST CASE LEVEL IN THE WORLD.

IT'S JUST SOMETHING THAT'S CRITICAL THAT WE KEEP AT THE FOREFRONT. AND RIGHT IN FRONT OF US.

WE HAVE, YOU KNOW, AND I THINK WE'LL DISCUSS THIS LATER ON IN THE BROADCAST WITH ALL OUR V-TEAMERS, FOR SOME INDIVIDUALS IN SOCIETY THAT CATCH COVID, IT'S SOMETHING ON THE ORDER OF A MILD CASE THAT THEY'RE ABLE TO WITHSTAND.

BUT FOR SO MANY OTHERS, IT'S VERY, VERY SERIOUS AND CAN RESULT IN A FATAL OUTCOME.

AND SO AS THE SCIENTISTS AND THE LEADERS WHO ARE WORKING ON THIS CONTINUE TO UNDERSTAND THE DISEASE, WE HAD TWO PROMISING ANNOUNCEMENTS ABOUT POTENTIAL VACCINES THAT HAVE HIGH EFFICACY SEEKING FAST-TRACK APPROVAL.

THOSE ARE POSITIVE SIGNS.

BUT THOSE WON'T BE SOLUTIONS THAT WILL HELP US TODAY.

AND THE SOLUTIONS AND OPTIONS WE HAVE AVAILABLE TO US TO KEEP OURSELVES AND OUR V-TEAM SAFE TODAY ARE GOING TO BE REALLY CONTINUING WITH THE PROTOCOLS THAT WE DO HAVE.

AND WE WANTED TO GET OUT IN FRONT OF EVERYBODY TODAY BECAUSE WE, LIKE EVERYBODY ELSE, AS THE WORLD IS EXPERIENCING A SURGE, WE AT VERIZON ARE OBVIOUSLY A PART OF THAT ECOSYSTEM OF THE WORLD AND ARE LIKEWISE EXPERIENCING A SURGE.

SO, WE WANTED TO JUST REMIND THE V-TEAM THAT THIS IS A TOP PRIORITY FOR HANS, FOR THE LEADERSHIP TEAM.

I RUN THE COVID RESPONSE AND THE STRATEGIC CRISIS LEADERSHIP TEAM ENGAGEMENT AND SUPPORT FOR THAT.

WE HAVE NOT STOPPED.

WE HAVE AN EMERGENCY OPERATION CENTER.

WE WERE TRACKING ACTIVITIES EVEN THROUGH THE WEEKEND AND BEGAN TO ADD BACK ADDITIONAL CHECK-INS WHILE WE DEAL WITH THE CHANGING SLOPE OF THE COVID CASES AROUND THE WORLD AND HERE IN THE UNITED STATES.

AND THERE'S LOTS OF REPORTS ON THE NEWS ABOUT HOSPITAL SYSTEMS HITTING THE POINTS WHERE THEY COULD BE OVERWHELMED.

AND WE KNOW THAT THAT WAS A CRITICAL PART OF THE CRISIS IN THE MARCH AND APRIL TIMEFRAME AND ONE OF THE REASONS FOR THE SOLUTIONS THAT WE HAVE IN PLACE AS A SOCIETY AND THAT WE HAVE HERE AT VERIZON IS TO QUOTE FLATTEN THE CURVE.

WE WANT TO KEEP THE CASE RATES BELOW THE HOSPITAL CAPACITY LIMITATIONS SO THAT IF AND WHEN ANY CITIZEN IN A COUNTRY NEEDS CARE, THEY'RE ABLE TO GET THAT.

AND WE'VE SEEN RECENTLY THROUGH EUROPE AND PARTS OF THE UNITED STATES THOSE TRIP WIRES ARE STARTING TO HIT.

SO, A COUPLE OF THINGS WE WANT TO MAKE SURE WE HIGHLIGHT TODAY IS TO REINFORCE OUR EMERGENCY OPERATIONS CENTER TEAM CONTINUES TO MEET REGULARLY.

WE'RE CURRENTLY FOLLOWING ALL THE ANNOUNCEMENTS THAT ARE COMING OUT THROUGHOUT THE DAY FROM VARIOUS COUNTRIES AND GOVERNORS ADDING ADDITIONAL PROTOCOLS AND CURTAILMENTS ON VARIOUS ACTIVITIES AND THE LIKE.

A COUPLE OF THINGS TO REMIND EVERYBODY TODAY THAT WE HAVE ADOPTED AND CONTINUE TO COMPREHENSIVELY ADJUST AND PUT IN PROTOCOLS.

WE HAVE A RETURN TO OFFICE TOOL.

SO, FOR ANYONE THAT IS COMING ON SITE FOR WORK, BE IT IN OUR RETAIL STORES, OUR FIELD TECHNICIANS, OUR ADMINISTRATIVE OFFICE TEAMS THAT ARE ON THEIR ROTATING ASSIGNMENTS, WE NEED YOU TO COMPLETE THE RETURN TO OFFICE TOOL.

IT'S SO IMPORTANT SO THAT IT GIVES YOU A REMINDER OF CHECKING ARE YOU HEALTHY AND WELL ENOUGH TO ENTER THE WORKPLACE.

AND IF YOU AFFIRM THAT, IT REMINDS YOU OF OUR SAFETY PROTOCOLS.
AND FINALLY, WE THEN HAVE A RECORD OF WHO IS IN THE WORKPLACE.
SO, IF WE HAVE TO THEN ADVANCE TO CONTACT TRACING OR OTHER
MECHANISM, IT'S A GOOD CHECK FOR US TO KEEP ALL OF OURSELVES SAFE.
AND WE ALSO HAVE TOUCHLESS RETAIL PROTOCOLS THAT WE IMPLEMENTED
WITH THE GREAT INNOVATIONS FROM OUR VERIZON EMPLOYEES.
AND WE CONTINUE THOSE TODAY.
AND WE ALSO HAVE OTHER INNOVATIONS THAT WERE FROM OUR FIELD TECH
TEAMS LIKE TECH C AND OTHER WAYS TO REDUCE CONTACT WITH ANY
CUSTOMERS WHILE CONTINUING TO SERVICE THEM AND KEEP OURSELVES
SAFE.
AND FINALLY, WE WANT TO CONTINUE TO REMIND EVERYBODY ABOUT FACIAL
COVERINGS.
WE'VE PROVIDED FACIAL COVERINGS.
WE WANT FOLKS TO USE THEM IN THE FIELD AND IN OFFICES AND IN THE
STORES.
WE HAVE OUR KINDNESS CAMPAIGN TO REMIND EVERYBODY TO BE KIND IN
THIS DIFFICULT TIME.
AND WE FELT THAT WAS ESPECIALLY IMPORTANT.
CUSTOMERS WHO COME INTO OUR RETAIL SPACE, WE REQUIRE FACE
COVERINGS FOR THOSE CUSTOMERS.
WE ALSO HAVE A COVID-19 EMPLOYEE CARE TEAM.
WE HAVE A WHOLE TEAM THAT WE PUT TOGETHER THAT'S BEEN ACTUALLY
HANDLING AND SUPPORTING COVID.
SINCE ITS INCEPTION, THAT TEAM IS STILL IN TACT.
THEY'RE WORKING 24/7 THROUGH THE WEEKEND SO IF EMPLOYEES HAVE
QUESTIONS OR CONCERNS.
SO, WE WANTED TO JUST REMIND EVERYBODY WE'VE BEEN HERE, WE'VE
BEEN WORKING ON THIS.
WE ARE WITH YOU.
AND I PUT MY FORWARD TOGETHER SHIRT ON FOR TODAY'S PROGRESS TO
REMIND ALL OF US THAT LIKE BRINGING FORWARD AND CREATING THE
NETWORK THAT'S GOING TO MOVE THE WORLD FORWARD, WE'RE GOING TO
DO THAT TOGETHER AND WE'RE GOING TO GET THROUGH THIS CRISIS
TOGETHER.
SO, WE ARE FORWARD TOGETHER AND EVEN IN THE TOUGHEST OF TIMES,
THIS BOND THAT WE HAVE AS V-TEAMERS IS WHAT'S GOING TO GET US
THROUGH IT.
ANDY, I'VE GOT A SLIDE, IF WE CAN PULL IT UP.
JUST A LITTLE VISUAL REMINDER OF OUR ON-SITE SAFETY PROTOCOLS.
WE WANT ALL EMPLOYEES TO BE WEARING FACE COVERINGS.
WE'VE SEEN GREAT REPORTS THAT CONTINUE TO HIGHLIGHT THAT MASKS
HELP BOTH PROTECT OTHERS AROUND US AS WELL AS THE WEARER OF THE
MASK.
AND IT REDUCES THE TRANSMISSION AND IT REDUCES THE AMOUNT OF

POTENTIAL DROPLETS AND OTHER AIRBORNE CONTAGIONS THAT PEOPLE CAN POTENTIALLY RECEIVE.

SO, THIS IS GOING TO BE SOMETHING THAT WE CONTINUE TO EMPHASIZE. WE ALSO WANT PEOPLE TO MAINTAIN SOCIAL DISTANCE.

SO, THIS IS OVER SIX FEET DEPENDING ON IF YOU'RE IN THE METER OR THE FEET SYSTEM.

WE'VE MARKED THIS FOR EVERYBODY IN OFFICE SPACE AND IN STORES SO YOU DON'T HAVE TO GUESS.

AND ALL OF US FOLLOWING THOSE GUIDELINES ARE REALLY IMPORTANT.

IN OUR RETURN TO OFFICE TOOL, WE ASK YOU TO DO YOUR OWN SELF-ADMINISTERED WELLNESS PRECHECK WHERE WE ASK YOU TO MAKE SURE YOU DON'T HAVE A TEMPERATURE AND YOU DON'T HAVE ANY ACTIVE SYMPTOMS.

AND WE DESCRIBE WHAT THOSE SYMPTOMS ARE.

WE ALSO HAVE A PROGRAM FOR YOU TO ORDER A THERMOMETER OR IF YOU'RE AN EMPLOYEE IN A RETAIL STORE SHOULD BE PROVIDED ONE AT THE RETAIL STORE LOCATION SO THAT YOU CAN CHECK YOUR TEMPERATURE TO KEEP YOURSELF SAFE BEFORE ENTERING THE WORKPLACE, WHICH A REMINDER, IT ALL COMES TOGETHER IN THE RETURN TO OFFICE TOOL.

SO, ALL THOSE REMINDERS AND PRECHECKS ARE THERE FOR YOU.

AND WE ALSO WANT TO MAKE SURE THAT PEOPLE KNOW THE COVID WEB PAGE IS STILL SOMETHING WE UPDATE EVERY DAY.

AND AS THE LOCAL GUIDELINES CONTINUE TO SHIFT, WE'RE UPDATING THOSE THERE.

SO, A COUPLE OF IMPORTANT UPDATES.

IF I COULD JUST OFFER A FEW OTHER REMARKS FOR EVERYBODY.

I THINK WE HEARD FROM HANS, AND WE DON'T NEED THE SLIDE AT THIS POINT.

ONE OF THE THINGS I THINK WE HEARD FROM HANS IS WE WANT TO MAKE SURE WE DON'T GET INTO A FALSE SENSE OF SECURITY.

WE'VE BEEN HEARING ABOUT COVID SINCE THE BEGINNING OF THE YEAR, JANUARY, AT THE END OF JANUARY WHEN IT BEGAN IN ASIA.

BUT IT WENT INTO EUROPE IN FEBRUARY AND THE U.S. IN LATE FEBRUARY AND EARLY MARCH.

THERE IS A LITTLE BIT OF FATIGUE AND THERE IS AN EMERGING DESIRE AMONG ALL OF US THAT WISH THIS WAS SOMETHING THAT WAS IN THE REARVIEW MIRROR AND WE COULD GET BACK TO NORMAL LIFE.

BUT IT'S STILL VERY REAL AND WE WANT TO REMIND EVERYBODY THAT WE CAN'T LET OUR GUARD DOWN.

IF YOU DO, WE FEEL LIKE IT'S VERY UNDERSTANDABLE IF YOU FEEL FATIGUED OR YOU'RE CRAVING GETTING BACK TO THAT SENSE OF NORMALCY.

AND IT'S PRETTY DISAPPOINTING AS PEOPLE ARE THINKING ABOUT THE HOLIDAYS AND TIMES THAT THEY SPEND WITH CLOSE FAMILY AND FRIENDS AND THEY MAY HAVE TO THINK ABOUT A DIFFERENT WAY OF DOING THAT

NOW.

BUT FACE COVERINGS ARE IMPORTANT, I HIGHLIGHTED THAT ALREADY, SOCIAL DISTANCING IS IMPORTANT, AND THE LIKE.

ANOTHER POINT I'D LIKE TO MAKE, AND I DO HAVE A SLIDE JUST TO PUT UP A REMINDER, WE ARE IN THIS TOGETHER AND WE WILL GO FORWARD TOGETHER.

AND ONE OF THE THINGS WE WANT TO DO IS KEEP EACH OTHER SAFE. AND WE KNOW HOW MUCH EACH OF US AS A V-TEAMER CARES ABOUT OUR OTHER V-TEAMERS.

AND THAT'S WHAT MAKES THE MISSION AND THE PURPOSE THAT WE'RE WORKING TOGETHER ON AS A TEAM SO IMPORTANT.

OUR ABILITY TO STAY SAFE ALSO DEPENDS ON EACH OTHER.

I JUST WANT TO REMIND EVERYBODY IF YOU DON'T FEEL WELL, PLEASE DO NOT COME TO WORK.

WE HAVE THAT IN BOLD.

WE'VE WORKED FROM THE BEGINNING TO HAVE CUTTING-EDGE PRACTICES AND DIRECT COMMUNICATION WITH ALL OF YOU SO THAT YOU KNOW WE ARE HERE FOR YOU.

SO, IF YOU DON'T FEEL WELL, PLEASE DO NOT COME TO WORK.

CONTACT YOUR HEALTHCARE PROVIDER.

WE WORK VERY HARD TO HAVE A ROBUST BENEFITS PROGRAM TO SUPPORT ALL OF OUR EMPLOYEES.

SO, CONTACT YOUR HEALTHCARE PROVIDER TO GET TESTED.

THEY'LL HELP SET YOU UP AND DIRECT YOU TO WHERE YOU CAN GET TESTED.

IT'S FREE.

WE WANT TO MAKE SURE YOU CAN THEN NOTIFY YOUR MANAGER SO WE CAN MAKE SURE YOU'RE GETTING THE SUPPORT YOU NEED.

WE WANT TO REMIND EVERYBODY YOUR OWN PERSONAL HEALTH AND WELLNESS IS SO IMPORTANT TO US.

AND SO JUST WANTED TO REMIND YOU IF YOU DO EXPERIENCE SYMPTOMS, TAKE THOSE STEPS.

PLEASE DON'T COME TO WORK.

CONTACT YOUR HEALTHCARE PROVIDER.

WE'VE GOT SUPPORT SYSTEMS FOR YOU AND OTHERS.

SO, ANDY, WITH THAT, I'LL THROW IT BACK TO YOU.

I KNOW YOU HAVE SOME QUESTIONS FROM THE V-TEAMERS AND ALSO MAYBE SOMETHING OF YOUR OWN STORY TO SHARE WITH EVERYONE THAT AGAIN JUST KEEPS MAKING THIS MORE REAL FOR ALL OF US.

>> ABSOLUTELY, CHRISTY.

YOU KNOW, WE'VE BEEN TALKING ABOUT COVID FOR SO LONG.

AND IT'S BEEN OBVIOUSLY ON THE FRONT OF MY MIND AND OUR TEAM'S MIND, BUT IT HAS NOT BEEN ON THE FOREFRONT OF MY LIFE THE WAY IT HAS BEEN THE PAST COUPLE WEEKS HERE.

BUT BEFORE WE GET TO THAT, AS YOU MENTIONED, WE ARE GETTING SOME

QUESTIONS.

AND OBVIOUSLY PEOPLE ARE WONDERING WHAT THIS RISE IN NUMBERS MEANS FOR SOME OF THE WAYS THAT WE OPERATE AND DO BUSINESS. SO, THIS QUESTION COMING IN, ANY UPDATE ON EXTENDING OUR AGREEMENT ON HOME GARAGING BEYOND NOVEMBER?

>> THANKS FOR THAT QUESTION.

FOR THE V-TEAMERS OUT THERE ASKING THAT, WE ARE IN CONSTANT CONTACT AND WORKING WITH OUR PARTNERS AT THE CWA AND THE IBEW. WE HAVE AN AGREEMENT TO HAVE HOME GARAGING THROUGH THE END OF THE MONTH AND WE'RE LOOKING AT EXPANDING THAT.

I CAN'T GET INTO THOSE CONVERSATIONS, ANDY, BUT THAT'S SOMETHING THAT WE'RE LOOKING INTO.

>> AS WE THINK ABOUT HOW WE WORK, WE'RE CONSTANTLY MAKING THAT DECISION.

AND AS YOU MENTIONED CHRISTY, ALL OF US HAVE A RESPONSIBILITY AND OBLIGATION TO JUST BE A LITTLE MORE, JUST KEEP OUR GUARD UP A LITTLE MORE.

AND IF I'M BEING COMPLETELY TRANSPARENT, I WASN'T KEEPING MY GUARD UP.

I ALWAYS WORE MY MASK AND I ALWAYS WENT OUT AND SOCIAL DISTANCED BUT THERE WERE A FEW TIMES WHERE MAYBE I WAS WASN'T WASHING MY HANDS AS OFTEN OR SOMETHING.

AND I'M NOT QUITE SURE WHAT HAPPENED, BUT FOR SOME OF YOU WHO MAY NOT KNOW, I WAS OUT BECAUSE I DID TEST POSITIVE FOR COVID.

AND THIS WAS ROUGHLY ABOUT 14 DAYS, ON ELECTION NIGHT WAS WHEN I STARTED FEELING SOME SYMPTOMS.

I WASN'T QUITE SURE WHAT IT WAS UNTIL MY TASTE STARTED FADING A LITTLE BIT.

EVEN THEN I WAS THINKING I DON'T KNOW WHAT THIS IS, BUT I'LL GO GET TESTED.

THEN I WAS TESTED.

AND WHEN THAT POSITIVE DIAGNOSIS CAME, IT WAS OBVIOUSLY A GUT PUNCH.

AND AT THAT POINT, I WAS SLEEPING PRETTY MUCH NONSTOP AND FOR NO REASON.

AND JUST WAS FEELING SOME MAJOR FATIGUE AND BODYACHES, HEADACHES, THINGS LIKE THAT.

AS FAR AS THE SUPPORT FROM THIS TEAM GOES, YOUR TEAM, YOUR HR TEAM WENT RIGHT INTO ACTION AND MADE SURE THAT THEY CONTACTED ME AND MADE SURE THAT I WAS OKAY AND THAT I HAD ALL THE RESOURCES I NEEDED.

AND THEN OF COURSE THERE WERE A COUPLE OF V-TEAMERS, MY COLLEAGUES, THAT I HAD BEEN IN CONTACT WITH FOR WORK, AND MADE SURE THAT THEY WERE OKAY.

AND THANKFULLY ALL OF THEM HAD TESTED NEGATIVE.

AND EVEN, YOU KNOW, THAT'S THE THING.

THERE'S THAT SENSE OF GUILT YOU FEEL.

WHAT HAPPENED HERE?

AND OBVIOUSLY, THERE'S A MYSTERY TO SORT OF HOW THIS MOVES AND HOW YOU GET IT.

BUT I CAN'T TELL YOU HOW INCREDIBLY GRATEFUL I AM TO BE ON THIS TEAM BECAUSE MY TEAMMATES, OUR UP TO SPEED TEAM, DONNA, OUR VP, OUR TEAM, EVERYONE RALLIED AND WAS SUPPORTING ME IN A SPECIAL WAY.

I WANT TO SAY THANK YOU TO THEM AND CHRISTY TO YOU AND YOUR TEAM.

IT'S INCREDIBLE TO SEE SO MANY PEOPLE RISE TO THE OCCASION AND MAKE SURE THAT WE'RE DOING OKAY AND I JUST CAN'T THANK YOU ENOUGH, CHRISTY.

THANK YOU.

>> CHRISTY PAMBIANCHI: WELL, THANK YOU, ANDY.

FIRST, FOR ANDY TO COME ON AND SHARE HIS STORY WITH EVERYBODY I THINK MAKES FIRST OF ALL YOU'RE SOMEBODY THAT ALL OF US FEEL SUCH A PERSONAL CONNECTION TO.

AND SO IT BRINGS IT ONE STEP CLOSER THAT EVEN WITH ALL OF THAT VIGILANCE AND KNOWLEDGE THAT STILL WASN'T ENOUGH AND YOU CONTRACTED COVID.

SO, KNOWING THAT GIVES US ALL A GOOD REMINDER AND I'M SO HAPPY FOR YOU TO SHARE THAT WITH US AND I'M SO HAPPY THAT YOU'RE OKAY.

THAT'S OUR NUMBER-ONE PRIORITY.

AND WE'RE THANKFUL FOR YOUR OPENNESS AND WILLINGNESS TO TALK ABOUT IT.

AND JUST A LITTLE BIT OF A SHOUT OUT, WE HAVE A COVID CARE TEAM.

THIS IS A NUMBER OF FOLKS THAT ARE OBVIOUSLY IN A POSITION IN ROLES THAT WE STAFFED AT THE BEGINNING OF THE CRISIS.

AND AS THIS PEAK HAPPENED, WE ADDED ABOUT 15 MORE TEAM MEMBERS TO ANSWER ALL OF YOUR CALLS.

WE GET ABOUT A THOUSAND CALLS A WEEK.

PEOPLE ARE CALLING US WITH ALL KINDS OF QUESTIONS.

MAYBE THEIR CHILD CAME HOME FROM SCHOOL AND THEIR SCHOOL SENT A LETTER AND THERE IS A COVID CASE AT THE CAMPUS.

THE EMPLOYEE MAY WANT TO KNOW WHAT TO DO EVEN IF THEY HAVE NO SYMPTOMS OR DIRECT CONTACT WITH ANYONE WITH COVID.

WE'RE FINDING THAT IN A LOT OF WAYS, IN ADDITION TO THE WEB PAGE, OUR COVID TEAM IS PROVIDING A LOT OF SUPPORT TO OUR TEAM AS THEY'RE NAVIGATING THESE UNCHARTED WATERS.

WE WANTED TO COME ON TODAY, THE COMMUNICATIONS TEAM, HANS AND MYSELF AND THE VLC, WE FELT IT WAS SO IMPORTANT TO GET BACK IN FRONT OF EVERYBODY.

WE KNOW NEXT WEEK IS THANKSGIVING.

AT THE END OF THE YEAR WE HAVE HOLIDAY CELEBRATIONS AROUND THE WORLD THAT FAMILIES COME TOGETHER TO ENJOY.

WE ALSO KNOW MANY CHILDREN THAT ARE AWAY ON COLLEGE CAMPUSES ARE RETURNING HOME.

SO, WHATEVER BUBBLES OF ISOLATION OR PROTOCOLS PEOPLE HAVE BEEN USING TO KEEP THEMSELVES SAFE, NOW IS THE TIME TO GO ALL THE WAY BACK, GET OUT YOUR LIST, AND REALLY JUST MAKE SURE THAT YOU'RE FOLLOWING EACH OF THOSE STEPS BECAUSE IT IS THAT SMALL WINDOW WHERE THERE COULD BE SOME VULNERABILITY THAT SNEAKS IN THAT MAKES A FAMILY OR A GROUP OF OUR V-TEAMERS MORE VULNERABLE. WE'RE DOING EVERYTHING WE CAN TO REMIND YOU ALL, SUPPORT YOU ALL, AND KEEP OUR V-TEAM SAFE.

AND WE ARE ENCOURAGED AND EXCITED ABOUT THE NEWS, THE SCIENTIFIC BREAKTHROUGHS.

AND KNOW THAT THE SCIENTIFIC COMMUNITY IS WORKING VERY AGGRESSIVELY GLOBALLY AND COLLABORATIVELY TO CREATE SOLUTIONS FOR THE CITIZENS OF THE WORLD.

BUT WE'RE ALSO VERY REALISTIC THAT THOSE WILL NOT BE SOLUTIONS THAT WE CAN EXPECT TO DEPLOY IN THE NEXT PERIOD OF TIME, PROBABLY FOR MANY MONTHS TO COME.

SO, OUR BEST MEASURES ARE GOING TO BE FOLLOWING THESE PROTOCOLS AND STAYING SAFE.

>> CHRISTY, THANK YOU.

I'M READING THE COMMENTS ON PARASCOPE AND I JUST WANT TO SAY THANK YOU TO EVERYONE WHO HAS REACHED OUT AND SAID SOME NICE WORDS.

AND OUR UP TO SPEED LEADER SAID THERE'S NO CRYING ON UP TO SPEED. I'M GOING TO TRY MY BEST NOT TO, PETE.

>> ANDY, I WANTED TO LET YOU KNOW OTHER THAN MAKING SURE YOU WERE OKAY, I WANTED TO MAKE SURE YOUR MOM IS OKAY.

>> NOW YOU'RE REALLY GOING TO MAKE ME CRY, CHRISTY.

>> HOPEFULLY YOUR MOM IS SAFE.

>> THAT'S THE ONE SILVER LINING IN ALL OF THIS.

I CONTRACTED THIS SHORTLY AFTER MOVING TO NEW JERSEY AFTER LEAVING CHICAGO.

I MISS HEARING THE DISHES CLANG WHILE I'M ON UP TO SPEED.

I MISS BEING AWAY FROM HER AND MY BROTHER.

THERE WERE MOMENTS, I JUST WANT TO ACKNOWLEDGE ON THE CHAT HERE SOMEONE HAD MENTIONED 99.9% SURVIVAL RATE.

SURE, MAYBE THAT'S TRUE.

BUT I CAN TELL YOU IN THOSE MOMENTS OF DREAD WHEN YOU'RE LYING IN BED AND YOU'RE THINKING ABOUT SORT OF WHAT CAN HAPPEN NEXT, YOUR MIND PLAYS REALLY STRANGE TRICKS ON YOU AND IT'S A VERY SCARY TIME.

AND FOR ANYONE OUT THERE WHO IS DEALING WITH THIS, WHETHER IT'S THROUGH A LOVED ONE, FAMILY MEMBER, THIS IS JUST MY PROMISE TO YOU THAT IF YOU REACHED OUT TO ME, I WOULD LOVE TO JUST HELP IN WHATEVER WAY I CAN IN SHEDDING LIGHT ON THIS AND MAKING SURE WE

ALL STAY SAFE.

SO, THANK YOU, EVERYBODY.

IT'S REALLY HUMBLING.

AND I HOPE THAT THIS STORY CAN HELP OTHERS THINK ABOUT JUST HOW IMPORTANT IT IS TO KEEP OURSELVES AND EACH OTHER SAFE.

BUT YOU'RE ABSOLUTELY RIGHT, CHRISTY.

I'M GOING TO TRY TO GET IT TOGETHER HERE AS WE WRAP UP UP TO SPEED.

ANY FINAL THOUGHTS FOR OUR TEAM?

THANK YOU AGAIN TO YOU AND YOUR TEAM FOR BEING THERE FOR ME FOR THE ENTIRE TEAM.

>> THANK YOU, ANDY.

I WOULD JUST LIKE TO CLOSE OUT ON BEHALF OF THE VLC, OF HANS, MYSELF.

WE ARE OBVIOUSLY VERY, VERY ACTIVELY ENGAGED FOLLOWING THIS CLOSELY, CONSTANTLY UPDATING OUR PROTOCOLS.

WE ALSO KNOW A LOT OF YOU ARE BEGINNING TO ASK WHAT'S GOING TO HAPPEN AFTER JANUARY 1ST.

AND SO WE'RE VERY MINDFUL OF THAT.

WE'RE ALSO TAKING INTO ACCOUNT THE RECENT EVENTS.

WE HAVE GREAT PROTOCOLS.

WE ARE GOING TO KEEP FOLLOWING THE PROTOCOLS AND WE'RE NOT GOING TO BE TAKING STEPS TO DO ANYTHING AWAY FROM THOSE PROTOCOLS UNTIL WE HAVE GOOD JUSTIFICATION THAT IT'S SAFE TO DO SO.

AND WE AS A VLC WANT TO TAKE INTO ACCOUNT WHAT ARE THE ACTIVITIES AND ESCALATIONS HAPPENING OVER THE LAST FEW WEEKS, LIKELY THROUGH THE NEXT TWO OR THREE WEEKS, BEFORE WE MAKE ANY DECLARATIONS ABOUT PLANS AFTER THE NEW YEAR.

I KNOW THAT'S SOMETHING ON A LOT OF YOUR MINDS.

WE'RE VERY AWARE OF IT.

WE ARE WORKING ON IT.

AND WE'LL BE VERY THOUGHTFUL ABOUT ANY COMMUNICATIONS WE MAKE IN DECEMBER ABOUT WHAT TO EXPECT IN 2021.

BUT YOUR SAFETY, THE HEALTH OF THE V-TEAM, KEEPING THE WORLD CONNECTED, WHICH HAVE GUIDED US THIS ENTIRE TIME.

WE'LL CONTINUE TO DO SO.

AND I THINK THAT'S SOMETHING VERY, VERY IMPORTANT THAT WE WANT TO MAKE SURE EVERYBODY HEARS.

AND WITH THAT, I'LL PASS IT BACK TO YOU ANDY.

>> THANK YOU, CHRISTY.

AS I MENTIONED TO HANS, YOUR COMPASSION AND LEADERSHIP IS REALLY WHAT MAKES WORKING FOR THIS TEAM SO WONDERFUL.

SO, THANK YOU TO YOU AND YOUR TEAM.

AS WE WRAP UP, I'D BE REMISS IF I DIDN'T MENTION THAT THIS SHIRT I'M WEARING, IT IS NATIVE AMERICAN HERITAGE MONTH.

AND THE GOOD FOLKS AT NAV SENT ME THIS WORK.

IT'S A GREAT REMINDER TO MAKE SURE WE CONTINUE TO ACKNOWLEDGE THE CONTRIBUTIONS OF OUR NATIVE AMERICAN COMMUNITY. AND I WANT TO MENTION THAT THIS SHIRT IS AVAILABLE FOR PURCHASE AND A \$5 DONATION WILL BE MADE TO THE BOYS AND GIRLS CLUB OF AMERICAN NATIVES.

WE'LL PROVIDE A LINK IN THE WEB PAGE THERE.

TAKE A MOMENT TO THINK ABOUT NOT ONLY OUR NATIVE V-TEAMERS, BUT THE HERITAGE THAT COMES FROM THIS AMAZING COMMUNITY.

ANOTHER THING I WANT TO MENTION ABOUT NATIVE AMERICAN HERITAGE MONTH REAL QUICK IS THERE ARE QUITE A FEW VOLUNTEER OPPORTUNITIES ON THE VOLUNTEER WEBSITE.

SO, GO AHEAD AND CHECK THAT OUT.

AND THERE IS ONE IN PARTICULAR THAT I WANT TO MENTION.

AND THIS IS A VIRTUAL WALK.

WALK A MILE IN HER SHOES AND THEN IW VIRTUAL WALK.

EVENT 29887.

YOU CAN WALK WHENEVER YOU CAN.

THE DOMESTIC VIOLENCE AND MURDER RATES FOR NATIVE WOMEN IS 10 TIMES THE NATIONAL AVERAGE.

FROM THE BEGINNING OF THE MONTH THROUGH THE 30TH WE'RE ALL GOING TO TAKE A VIRTUAL WALK.

IF YOU SIGN UP FOR THIS, NAV WILL MAKE A \$5 DONATION TO STRONG HEARTS NATIVE HELP LINE.

SOME GREAT CAUSES, AND EVERYTHING WE'VE TALKED ABOUT, WE'VE GONE THROUGH A LOT.

OBVIOUSLY COVID WAS THE CENTER PIECE OF OUR CONVERSATION.

BUT AS YOU SEE HERE, WE CONTINUE TO MOVE FORWARD.

AND IT'S PERFECT THAT CHRISTY WORE THE FORWARD TOGETHER SHIRT TODAY BECAUSE WE WILL CONTINUE MOVING FORWARD.

IT IS A TOUGH TIME FOR SO MANY PEOPLE OUT THERE AND I KNOW THAT.

AND I JUST WANT TO SAY THAT IF YOU ARE HAVING A TOUGH TIME, AND IF THERE'S ANY QUESTIONS ABOUT COVID THAT YOU HAVE OR ABOUT MY EXPERIENCE OR ANYTHING LIKE THAT, PLEASE FEEL FREE TO REACH OUT.

BUT, YOU KNOW, OUR GOOD COLLEAGUE ON OUR UP TO SPEED TEAM SAYS MAKE A POINT TO CHECK ON SOMEONE.

IT'S SO IMPORTANT THIS HOLIDAY SEASON, AS WELL, AS WE GET INTO OUR SPIRIT OF THANKSGIVING.

MY HEART OVERFLOWS WITH GRATITUDE, JUST THINKING ABOUT WHAT THE LAST COUPLE WEEKS HAVE BEEN LIKE FOR ME.

MY HEARTFELT THANK YOU TO ALL OF OUR V-TEAMERS.

OUR THANKS TO CHRISTY AND HANS.

THANK YOU SO MUCH TO EVERYONE FOR WATCHING TODAY.

WE'RE GOING TO BE BACK TOMORROW.

DIANA IS GOING TO BE WITH DIEGO.

PARDON THE THANKSGIVING PUN.

BUT A GREAT CORNUCOPIA OF THANKSGIVING FUN AND ACTIVITIES.
THAT'S TOMORROW ON UP TO SPEED LIVE.
WITH THAT, THANK YOU VERY MUCH FOR WATCHING.
AND UNTIL NEXT TIME, IT FEELS GOOD TO SAY IT AGAIN, UNTIL NEXT TIME,
YOU'RE UP TO SPEED.