

**VERIZON**  
**UP TO SPEED LIVE**  
November 18, 2022 12:00 PM ET

>> HEY V TEAM, I HOPE YOU'RE ALL HAVING A GREAT FRIDAY.

THANKS FOR WATCHING UP TO SPEED LIVE.

WE'VE GOT A GREAT SHOW FOR YOU TODAY.

BUT BEFORE WE GET INTO SOME NEW NEWS, LET'S TAKE A LOOK BACK AT THE WEEK.

ON MONDAY, RAQUEL SHARED A FULL NEWS RUNDOWN WHICH INCLUDED THE  
START OF SMALL BUSINESS DAYS,

ANOTHER EPISODE OF OUR SERIES, "3 QUESTIONS WITH".

THIS TIME RAQUEL SAT DOWN WITH

SENIOR VICE PRESIDENT OF BUSINESS MARKETS AND REVENUE  
OPERATIONS, ERIS MAYOR, AND MORE.

ON TUESDAY, THE GEORGE TALKS TECH AND UP TO SPEED CREW GOT  
EVERYONE AT "THE OFFICE" BUZZING ABOUT THIS YEAR'S HOLIDAY TECH.

IF YOU HAVEN'T WATCHED THE EPISODE, MAKE SURE YOU DO.

IT'S ABSOLUTELY HILARIOUS, AND

IT'LL DEFINITELY GIVE YOU SOME GREAT GIFT IDEAS!

AND ON THURSDAY, RAQUEL SAT DOWN

WITH SENIOR VICE PRESIDENT OF CONSUMER CUSTOMER SUCCESS, NANCY  
CLARK, WHO SHARED THE IMPORTANCE

OF OUR AMBASSADOR CARE PROGRAM

AND HOW DURING THIS HOLIDAY SEASON EACH OF YOU CAN BE A  
BRAND AMBASSADOR FOR YOUR FRIENDS AND FAMILY.

AND SPEAKING OF THE HOLIDAY SEASON, BY NOW YOU'VE LIKELY  
HEARD ABOUT SOME OF OUR AMAZING

DEALS, BUT WE ALSO KNOW THAT THE

SHOPPING EXPERIENCE IS VERY IMPORTANT TO OUR CUSTOMERS,

WHICH IS WHY THIS HOLIDAY SEASON OUR RETAIL STORES ARE EQUIPPED

WITH PLENTY OF NEW TECHNOLOGY TO DELIVER AN ENHANCED CUSTOMER EXPERIENCE

IN-PERSON, ONLINE, AND IN BETWEEN.

WE KNOW THAT NO ONE LIKES TO WAIT IN LINE. WE VALUE YOUR TIME, SO THIS SEASON OUR OVER 1400 RETAIL STORES RECEIVED A TECHNOLOGY REFRESH WITH NEARLY 15,000 NEW MOBILE POS TABLETS AND MORE THAN 4,000 NEW PAYMENT TERMINALS TO TAKE CARE OF YOU AND YOUR REQUEST EASILY WHILE IN STORE.

PLUS, REMEMBER THAT YOU CAN ALWAYS CHOOSE TO GRAB YOUR NEW TECH BY SHOPPING ONLINE AND PICKING IT UP FROM ONE OF OUR RETAIL LOCKERS.

AND THAT'S JUST A GLIMPSE INTO SOME OF THE RETAIL TECH UPGRADES WE'VE MADE.

HEAD OVER TO TODAY'S STORY FOR A FULL LIST OF UPGRADES AND HOW

THEY'LL BENEFIT YOU ALL SEASON LONG. AND THE EXCITING NEWS CONTINUES.

AS YOU KNOW, WE RECENTLY ANNOUNCED A BUNCH OF GREAT GAMING DEALS FOR OUR CUSTOMERS. AND I'M HAPPY TO SHARE THAT

EMPLOYEES ARE ALSO ELIGIBLE AND CAN PURCHASE PLAYSTATION

5S AND XBOX ALL ACCESS ON THEIR PERSONAL WIRELESS ACCOUNT!

THE PLAYSTATION 5 IS AVAILABLE

ONLINE AND IN SELECT STORES WHILE SUPPLIES LAST.

VISIT VERIZON.COM TO SEE THE DIFFERENT BUNDLE OPTIONS, WHICH INCLUDE TOP GAMES LIKE HORIZON FORBIDDEN WEST.

AND, YOU CAN GET THE XBOX SERIES S OR X STARTING AT \$24.99 A MONTH WITH XBOX ALL ACCESS.

IT INCLUDES 24 MONTHS OF GAME

PASS ULTIMATE WITH INSTANT ACCESS TO HUNDREDS OF THE BEST GAMES, LIKE HALO INFINITE, FORZA HORIZON 5, AND UPCOMING DAY 1 RELEASES.

PLUS, YOU CAN TAKE ADVANTAGE OF ALL OUR BLACK FRIDAY OFFERS, LIKE \$150 OFF THE SERIES S, RIGHT NOW!

AND FOLKS, IF YOU'RE PLANNING TO TRAVEL ABROAD FOR THE HOLIDAYS,  
WE'VE GOT YOU COVERED, TOO!  
WE'VE SUPERCHARGED OUR DAILY  
TRAVELPASS AND INTERNATIONAL MONTHLY PLAN.  
NOW WITH TRAVELPASS, YOU GET FOUR TIMES THE AMOUNT OF HIGH  
SPEED DATA WHEN COMPARED WITH OUR PREVIOUS PLAN OFFERING.  
PLUS, YOU GET UNLIMITED TALK AND  
TEXT, SO YOU CAN USE YOUR EXISTING UNLIMITED PLAN ABROAD IN OVER 210  
COUNTRIES AND DESTINATIONS FOR ONLY \$10 A DAY.  
AND IF YOU'RE PLANNING TO STAY  
ABROAD FOR LONGER PERIODS, YOU CAN STAY CONNECTED WITH  
UNLIMITED DATA ON OUR INTERNATIONAL MONTHLY PLAN, NOW  
OFFERING FOUR TIMES MORE HIGH  
SPEED DATA WHEN COMPARED WITH OUR PREVIOUS PLAN OFFERING.  
AND TEAM, I'M HAPPY TO SHARE THAT VERIZON EMPLOYEES GET 50%  
OFF ON TRAVELPASS AND THE INTERNATIONAL MONTHLY PLAN.  
TO SIGN UP FOR TRAVELPASS OR OUR  
INTERNATIONAL PLAN, SIMPLY LOG INTO MY VERIZON, VISIT  
TRAVELPASS, AND SIGN UP FOR THE  
PLAN THAT BEST FITS YOUR NEEDS.  
FOR INFORMATION, HEAD OVER TO THE LINK IN TODAY'S STORY.  
AND TEAM, THE HOLIDAY NEWS ISN'T  
OVER YET, I'VE GOT A FEW MORE THINGS TO SHARE WITH YOU.  
AS PART OF OUR "A CALL FOR  
KINDNESS" CAMPAIGN, VERIZON'S PARTNERING WITH KROGER, HY-VEE  
AND FRESH ENCOUNTERS GROCERY STORES TO GIVE THE GIFT OF  
GROCERIES TO SOME LOCAL SHOPPERS  
IN MORE THAN 10 CITIES ACROSS THE COUNTRY.  
WE KICKED OFF OUR CAMPAIGN THIS  
WEEK IN LAS VEGAS IN PARTNERSHIP WITH THE LOCAL ABC AFFILIATE,

AND AS YOU CAN SEE, WE REALLY MADE PEOPLE'S DAYS.

I MEAN, THOSE SMILES ARE SO AMAZING TO SEE.

OUR VERIZON FEELS THE LOVE CAMPAIGN IS A REFRESH OF OUR

VERIZON FUELS THE LOVE CAMPAIGN

WHICH YOU MAY RECALL FROM OVER

THE SUMMER, WHERE WE SURPRISED FOLKS AT THE GAS PUMP.

THE GOAL WITH THIS, SIMPLE, IT'S TO INSPIRE OTHERS TO DO KIND ACTS DURING THE

SEASON OF GIVING WHILE ALSO SHARING THE VALUE THAT COMES WITH BEING A

VERIZON CUSTOMER.

WE'RE MAKING SURE WE SHARE ALL OUR AMAZING DEALS AND OFFERS,

LIKE OUR HOME INTERNET PRICED AT JUST \$25 A MONTH FOR THOSE ON

OUR PREMIUM UNLIMITED PLANS, AND MORE. ALRIGHT.

AS SOME OF YOU MIGHT KNOW, YO HABLO ESPANOL, I SPEAK SPANISH,

WHICH IS WHY I'M SUPER EXCITED

TO SHARE VERIZON'S NEW HOLIDAY

SPANISH-LANGUAGE TV COMMERCIAL

THAT ACTUALLY RAN LAST NIGHT DURING THE LATIN GRAMMYS!

IT STARS TED LASSO STAR CRISTO

FERNANDEZ, AND CENTERS AROUND THE JOY OF STREAMING ONE OF

SOCCER'S BIGGEST EVENTS, THE FIFA WORLD CUP!

WHO ELSE IS EXCITED?

AND OF COURSE SCORING SOME AMAZING DEALS THIS HOLIDAY SEASON.

LET'S CHECK IT OUT!

>> HEY!

[SPEAKING SPANISH].

>> I LOVE IT!

REMEMBER, FOLKS, THE HOLIDAYS START EARLY AT VERIZON, WITH A

GIFT FOR YOU, A GIFT TO GIVE, ONUS!

CHECK OUT TODAY'S STORY FOR MORE

ON OUR AWESOME GIFTS AND DEALS ALL SEASON LONG. ALL RIGHT.  
OVER NOW TO SOME OTHER BIG NEWS.

EARLIER THIS WEEK VERIZON ANNOUNCED THE FORMATION OF THE  
NEW VERIZON VALUE ORGANIZATION  
DESIGNED TO SERVE THE ENTIRE VALUE MARKET.

CHIEF REVENUE OFFICER OF TRACFONE AND VERIZON PREPAID,  
AND CEO OF VISIBLE, ANGIE KLEIN,  
HAS BEEN APPOINTED TO THE NEW ROLE OF SVP AND PRESIDENT OF THE  
VERIZON VALUE ORGANIZATION WITHIN OUR CONSUMER GROUP  
DIVISION, BEGINNING JANUARY 1ST 2023.

THE NEW ORGANIZATION WILL DELIVER ON A STREAMLINED VALUE  
PORTFOLIO TO SERVE THE NEEDS OF THIS DIVERSE CUSTOMER BASE, ALL  
ON THE NETWORK AMERICA RELIES ON.

A BIG CONGRATULATIONS TO ANGIE!

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

ALL RIGHT, TEAM.

5G FOMO IS OFFICIALLY A THING OF THE PAST.

WE JUST LAUNCHED VERIZON TEST DRIVE, A NEW PROGRAM DESIGNED TO  
LET PEOPLE STUCK ON INFERIOR CARRIERS GIVE OUR 5G ULTRA WIDEBAND NETWORK A  
SPIN AROUND THE BLOCK FOR 30 DAYS.

TEST DRIVE IS OPEN TO ALL NON-VERIZON CUSTOMERS WITH  
UNLOCKED PHONES, WITH NO CREDIT CHECK OR COMMITMENT TO BUY.  
HOW COOL IS THAT?

YOU CAN FIND A LINK WITH MORE INFORMATION IN TODAY'S STORY.

ALSO THIS WEEK, ONONDAGA COUNTY  
ANNOUNCED IT HAS SELECTED VERIZON TO DEPLOY BROADBAND IN  
SEVERAL RURAL COMMUNITIES IN ITS CENTRAL NEW YORK AREA.

THANKS TO FUNDS FROM THE  
AMERICAN RESCUE PLAN AND A \$7  
MILLION INVESTMENT FROM VERIZON, ALMOST \$18 MILLION

DOLLARS WILL BE SPENT ON BRINGING ALL-FIBER, HIGH-SPEED BROADBAND SERVICES TO OVER 1500 LOCATIONS IN THE COUNTY. THIS PARTNERSHIP WITH ONONDAGA COUNTY WILL RESULT IN ACHIEVING OUR COMMON GOAL OF INCREASING BROADBAND ACCESS FOR UNSERVED AND UNDERSERVED AREAS IN THE STATE.

THIS PROJECT WILL ALSO SIGNIFICANTLY HELP CLOSE THE DIGITAL DIVIDE IN THAT REGION. WHICH IS SO IMPORTANT TO US.

OVER NOW TO SOME VBG NEWS!

VERIZON BUSINESS MARKETING AND REVENUE OPERATIONS LEADER ERIS MAYOR RECENTLY CO-HOSTED THE PROUD IN BUSINESS EVENT IN NEW YORK CITY WITH BURBERRY CELEBRATING LGBTQ+ REPRESENTATION IN BUSINESS.

ERIS AND OTHER BUSINESS LEADERS, ALONG WITH ACTIVISTS, LGBTQ+ PROFESSIONALS AND CHARITIES CAME TOGETHER TO CHALLENGE CORPORATE CITIZENS AND COMPANIES TO CONSIDER IF ENOUGH IS BEING DONE TO SUPPORT DIVERSE AND INTERSECTIONAL EMPLOYEES IN TODAY'S WORK ENVIRONMENT. IF YOU'D LIKE TO WATCH A REPLAY OF THE POWERFUL CONVERSATION WE'LL HAVE A LINK IN TODAY'S STORY.

AND AT THE HEALTH CONFERENCE IN LAS VEGAS THIS WEEK, VERIZON AND CONSUMER HEALTH ENGAGEMENT COMPANY HIGI ANNOUNCED PLANS TO IMPROVE THE DIGITAL AND VIRTUAL CARE EXPERIENCE THROUGH HOME-BASED VIRTUAL CARE DELIVERY AND HEALTH EQUITY SERVICE DELIVERY.

THROUGH A COMBINATION OF HIGI'S HOME MONITORING SERVICES AND INTEGRATING VERIZON'S HIPAA-READY BLUEJEANS TELEHEALTH

VIRTUAL CARE PLATFORM WITH THE HIGI SMART HEALTH STATION,  
HISTORICALLY UNDERSERVED  
POPULATIONS, SUCH AS THOSE  
LIVING IN RURAL COMMUNITIES AND SENIORS WITH LIMITED ACCESS TO  
TRANSPORTATION WILL HAVE GREATER ACCESS TO CARE—POWERED BY THE  
VERIZON 4G LTE AND 5G ULTRA WIDEBAND NETWORKS.

TO LEARN MORE ABOUT THE PLANNED  
JOINT SERVICE OFFERINGS, CHECK OUT TODAY'S STORY.

ALL RIGHT, TEAM.

AS WE START TO GET READY FOR  
THANKSGIVING, VERIZON IS KEEPING KINDNESS AT THE FOREFRONT.

IN FACT, WE PARTNERED WITH  
NEIGHBORHOOD APP NEXTDOOR AND  
KINDNESS.ORG ON A STUDY  
EXAMINING THE STATES WITH THE KINDEST NEIGHBORS.

ALL 50 STATES WERE VERY KIND,  
AND VERY SIMILAR, BUT THE STATE  
WITH THE KINDEST NEIGHBORS  
OVERALL WAS GEORGIA, WHICH MADE  
IT TO THE TOP OF THE NEW LEADERBOARD.

I'VE GOTTA GO VISIT!

THE STUDY IS TO RAISE AWARENESS OF VERIZON'S "A CALL FOR  
KINDNESS" CAMPAIGN, WHICH WE  
ACTUALLY MENTIONED EARLIER IN THE SHOW.

AGAIN, THE CAMPAIGN PROVIDES  
OPPORTUNITIES FOR PEOPLE TO QUICKLY AND EASILY CHOOSE  
KINDNESS, NO MATTER WHO THEY ARE OR WHERE THEY LIVE.

VISIT [VERIZON.COM/KINDNESS](https://www.verizon.com/kindness) TO  
TAKE THE KINDNESS PLEDGE AND LEARN HOW YOU CAN CHOOSE  
KINDNESS TODAY, AND EVERY DAY.

V-TEAM, THAT'S A PRETTY GOOD NOTE TO END THE SHOW ON.

REMEMBER, KINDNESS IS FREE AND

IT CAN TRULY MAKE A DIFFERENCE. IN EVERYONE'S LIFE.

STAY SAFE, HAVE A WONDERFUL WEEKEND, AND UNTIL NEXT TIME,

YOU'RE UP TO SPEED.