

Verizon
Up to Speed Live
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Redefining Communication Access

www.acscaptions.com



[MUSIC].

>> 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 entity 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-Wideband. We built something completely different. Our 5G runs on radio frequencies just like 4G but at a higher frequency known as millimeter-wave and thanks to our spectrum assets at a much larger bandwidth it's the fastest 5G anywhere in the world with more speed more capacity and lower latency than traditional 4G.

All that translates into experiences even closer to real-time which means it can do things like bring augmented, virtual and extended reality to life for consumers increase speed and accuracy for all types of industries like healthcare and smart manufacturing 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 heard about something called Edge computing MEC takes the burden of infrastructure off the consumers device into the Business Office and puts it all into the cloud but instead of the cloud server being hundreds or thousands of miles away MEC brings it as close to the end user as possible or as one might say right to the edge of the network the end result is consumers and businesses get access to cutting edge processing power without having to upgrade systems download applications or invest in expensive equipment and the close proximity at which the Edge Computing is being performed means it has a shorter round-trip which makes for near instantaneous responses there are other benefits, too but offloading the processing 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 its massive increases in speed and number of supported devices and dramatically reduced latency.

Think of it this way, if MEC is the rocket, then our 5G Ultra Wideband is the rocket fuel. Our 5G Ultra Wideband network provides the perfect platform to harness the full potential of Edge Computing we partnered with AWS to bring our 5G Ultra Wideband platform to developers everywhere across all of our strategic partnerships at 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 and Edge Computing here are just some of the use cases currently in development augmented commerce.

Real-time quality control.

AI-assisted healthcare.

Public safety.

Drone automation and inspection online and mobile gaming and autonomous vehicles and that's just a start every day the demand for real-time enterprise keeps growing and 5G Ultra Wideband and Edge Computing will be there to meet it.

>> I'm Mike Moore CEO and co-founder of Ice Mobility ice provides supply chain services to Verizon and all of Verizon's retail partners the goal is to make sure the customers have the right products on their shelves when they need to sell it and one of the ways we have always achieved this is by making sure we double-check every single shipment so there's the right product in the box this can add a lot of time and cost one thing that's really exciting is we're working with Verizon and Microsoft using 5G and Edge Computing to automate and improve the quality control process through computer vision we were able to do this by installing high definition camera about every one of our pick lines 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 matching the data for that particular to what the high definition camera is looking at inside the box to validate that it's the right material.

And then flagging it if it's not the great thing about the MEC is it literally knows the entire journey of the box knows the product and knows the customer it knows what the worker is putting in the box it literally eliminates the quality control step but even more importantly it increases accuracy because now you have an automated process doing it without frankly the 5G MEC we couldn't do that on an automated basis.

I've had a 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 have always been a Microsoft house for everything we do in our business and it became a natural selection at that point.

The next step really is the transformational step really learning the full power of the 5G MEC network.

To be doing things completely different.

Using our 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 the technology.

[MUSIC].

>> 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 primetime games.

To watch together start a room.

Pick a game.

Invite your friends.

And catch the action together because on the Yahoo Sports app you get free live football with friends.

[MUSIC].

>> I'm a Verizon engineer and I'm part of the team building Verizon's 5G network. Today is a really big day for us.

Because today we're turning on 5G across the country.

And this is the 5G America has been waiting for.

With the coverage of 5G nationwide and in more and more cities, the unprecedented performance of Ultra Wideband the fastest 5G in the world.

It's 25 times faster than today's 4G networks.

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 it the easy way, we built it right.

This is the 5G America has been waiting for.

Only from Verizon.

[MUSIC].

>> 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.

With credential teacher training, free lesson plans for parents and tech enabled solutions for schools nationwide it's Citizen Verizon in action our plan for political economic and social advancement.

>> I'm Damion Ross I'm one of the founders and President of TD Sports and our basketball product is called ShotTracker.

ShotTracker is a sensor based technology it tracks statistics and analytics providing real-time data to coaches, Broadband partners and -- broadcast partners with plans all with subsecond latency basketball is constant activity up and down latency is so, so, so critical one thing we're doing is really exciting is demoing our ShotTracker technology over Verizon's 5G and AWS wavelength.

This allows us to see the delta between the traditional process which is 4G and this accelerated amplified process that utilizes both 5G and MEC.

You can distinctly see the difference in the speed of ball movement.

When I think about what 5G and Edge Computing can do, I 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 half time or sitting on the bench during the game.

All delivered in real-time.

When 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 and sports for the rest of our lives.

[MUSIC].

>> I didn't know that I was going to be the opening speak at the March on Washington DC.

I don't think anybody knew what we were walking into other than the feeling that it was necessary and we had to be there.

>> I see this as a moment of taking feminism back.
Making feminism a project that all of us can share.

>> When I put the hashtag in front of Black Lives Matter, I was like we're going to make this thing go viral.

>> I still remember the exact moment when we hit the publish button.

>> We kind of watched with wonder as the story started to take off like wildfire.

>> Everybody is like oh good 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.

>> This was before we even had the name Time's Up someone may have slammed their hand on the table and said time is up on all of this behavior and then it's 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 of women everywhere I will brag I am the highest paid showrunner in 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 dynamics here in Capitol Hill on its head.

>> The world and this country is changing, it's been changed and I think we have an opportunity this time to do it right.

>> There are some people who think that we are post civil rights we're post feminism and therefore we're post intersectional I can't see how we're post anything and I can't see how we can possibly think we're done.

>> You never want to see a change on your account you didn't make. My name is Sariana and I work at Verizon with double-check we ask you to approve requested changes on your account before they happen not after that way if something happens if you ship out something to a different address or if you change your user ID or you 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.

[MUSIC].

>> Hi I'm Chris Rock.

Oh, it's not about me.

I get it, no, no, zoom in on it.

The new iPhone 12 Pro with 5G meets Verizon 5G Ultra Wideband you want me to turn it around.

Pow, this is a game changer.

5G just got real, man.

Remember when the song of the summer took the whole summer to download?

One time I waited 51 minutes for Janelle Monae's dirty computer to download that's longer than the whole album but these G's don't blink.

IPhone and Verizon ain't playing around.

Remember when you tried to watch bigger and blacker and by the time it downloaded I was older and thinner?

Now, done.

Remember when you could only watch the NFL on TV?

Remember when you didn't have five different camera angles and replays football just got 5G real.

Remember when the only way multiplayer gaming worked was WiFi boom legendary fast with Verizon 5G remember when you found out eSports was a real thing and kids half your age were making twice your salary?

>> Yep.

>> Remember when I tell you to clean your room?

>> Nope.

>> You remember when your allowance is due.

You never forget that.

[MUSIC].

>> IPhone on Verizon 5G.

This is going to change everything.

5G just got real.

Pow.

5G Ultra Wideband now in more and more cities.

[MUSIC].

[MUSIC].

>> ANDY CHOI: And with that we say thank you for joining us for your post-holiday edition of Up to Speed on this Monday we hope you and your loved ones shared a meaningful Thanksgiving weekend no matter where you were despite all of the challenges right now you just saw in our latest Verizon vs. Verizon spot that we are continuing to confirm the network and our high standards drive everything we do they are part of our past and a critical part of our future with our leadership as we transition into 5G everywhere and of course in order to do that so many of our V Teamers are staying laser focused on serving our customers.

So we are dedicating this episode to the V Teamers who have put in some tremendous

work over the last several days to ensure families around the world stay connected and the celebration continues into the holiday season.

So Happy Holidays to all.

Yeah, folks hopefully in the chat here drop in a line about what you did and maybe your favorite Thanksgiving side or what you're eating right now.

Now, it ain't exactly the Rockefeller tree, folks, but I've got mine up.

It is ready to usher in the holidays.

Fun fact about this tree, I don't know where the base went I opened the box no base.

I think it got lost in the move so it is -- if you haven't noticed it is leaning up against the wall so not a perfect tree but a 2020 tree.

So there we go.

I'm into the holiday spirit, folks.

First a big shoutout to our retail teams across the country.

Black Friday may have felt a little different this year but this is such an important time for us as we finish the year strong and we would like to wish all of our retail V Teamers a safe and successful holiday shopping season.

Another big shoutout goes to our V Teamers who helped connect the Macy's Thanksgiving Day Parade to millions of families.

Let's take the video now.

This was the highest parade livestream viewership in Verizon history with nearly 40 million livestream views and growing.

This event was the No. 1 social moment of 2020 for Verizon.

We saw some huge engagement numbers for our 5G immersive parade portal this gave the audience the chance to watch the parade in 360 views we saw usage numbers that doubled the expectation of that portal it's a testament to our customers understanding what it means to utilize 5G built right so congratulations to our Macy's team there and as part of NBCUniversal's new "Family is Universal" initiative NBCUniversal and Verizon together donated \$300 to the group No Kid Hungry.

And No Kid Hungry is a national campaign focused often ending childhood hunger in America this donation will help families in need share a meal together this holiday season and beyond this is in addition to the \$5 million we donated to No Kid Hungry during the pandemic for more information go ahead and head to nokidhungry.org.

We'll have more only what Verizon is giving back we'll have ways to move forward look for Up to Speed on Giving Tuesday tomorrow morning hosted by our very own Raquel Wilson we want to give very interesting Thanksgiving Day states before we do I want to share a picture let's take the next slide I'm sure many of you participated in FaceTimes like this one this is myself my brother my mom our dog it was a little strange celebrating solo on Thanksgiving, Turkey Day but my family and I did the best to maintain the spirit of the holiday in a meaningful way all thanks to the power of our network as we think about ways we connected with our families all across globe let's take a minute to look at

how many people turned to our network to make these meaningful connections as we take a look at numbers on the next slide on Thanksgiving this year customers made more than 400 million mobile phone calls.

Now that's about the same as last year.

However, these calls lasted 36% longer than on Thanksgiving Day of 2019.

A lot more to talk about this year I'm sure.

With several families connecting via online video conferencing tools we saw an increasing wireless data use of almost 14% meanwhile data use on FiOS spiked nearly 55% I certainly did a little binge watching myself and customers this year sent over 9 billion text messages on Thanksgiving Day up 17% over last year's text messages.

Lots of great big numbers there.

It's very clear about all of us picked up our phones, made calls, we sent text messages, fired up that video chat.

We were looking for all kinds of ways to connect with our loved ones no matter the challenge to our Network Team I want to say thank you for making those connections come through at such a critical time for our customers and their families.

Look for more stats like these coming up in this year's holiday trend report that's coming out set to be released later this week we're going to switch gears a bit and learn a new word today, friends, and that word is -- I was practicing this, too.

This new word is Keelekumblus.

It's an Estonian word for language immersion and also happens to be the name of the team that won the Technology and Product Development VBG hack-a-thon 3.0.

So here's how the hack-a-thon worked.

You had to build an original product, a solution or an enhancement that adds value for our Verizon Business customers.

Team Keelekumblus came up with this winning idea let's take the next slide.

A unified immersive experience for multi-party communication systems on the Edge with real-time AI analytics.

So that AI system would summarize meeting notes, agendas, action items, attentiveness scores, that would be interesting, emotion detection and visual appreciation.

How cool would those meetings be now?

And it would also produce real-time sign language for these virtual meetings so we are definitely thinking outside the box.

And let's recognize this team here.

This happens to be an all-female squad representing the Keelekumblus Team congratulations to you and all of our hack-a-thon participants V Team you can find more information about these awesome hack-a-thon ideas on VZWeb.

Next we have a reminder for the holiday season.

Let's talk about Device Protection shall we? Because sometimes things can happen.

I'm not sure if you can see.

You've probably seen this a little crack on your screen there and if you're thinking of protecting your device now may be a time there's an Open Enrollment period for Device Protection it ends later this week on Thursday, December 3rd so there are several protection options one of them is Verizon Protect which includes unlimited crack screen repair, battery replacement, live ondemand access to tech too much experts, security and -- Tech Coach security and privacy all details you can find on the web but before you head that here is a video about Verizon Protect.

>> Hi there we know you love your phone.

Now is your chance to make sure what you love is protected.

By enrolling in Verizon Protect, you can make sure that your device will be covered against loss, theft, damage, post warranty defects and more all for less than \$1 a day. Because accidents do happen.

Almost half of all incidents occur within the first year.

Be ready.

With Verizon Protect you'll get same-day device replacement and unlimited cracked screen repairs plus when you need help with your device, speak live 24/7 with an ondemand Tech Coach who can provide expert support for your device and connecting it to virtually anything else.

As for online threat, no sweat Verizon Protect allows you to manage security of your devices and privacy of your personal data.

Connect to public WiFi with confidence and keep your private information safe with always on ID theft monitoring.

And you'll also be able to easily block spam, identify callers and screen your incoming calls with call filter plus.

Don't wait.

Enroll in Verizon Protect today.

And stay safe and secure.

Click the buttons on your screen to learn more.

>> ANDY CHOI: All right.

There it is, Verizon Protect.

And once again, Open Enrollment for Device Protection it ends later this week that's Thursday December 3rd.

Now before we go let's talk about one of our team's favorite new initiatives a Call for Kindness.

So many of you have taken part in this campaign on social media so let's take to video now and see those smiling faces we are quickly getting to know the people behind the masks of our frontline team and now more than ever it is very clear, all of us are looking to celebrate what brings us together and with that in mind this campaign has created a

pretty cool partnership among Verizon, Capital One and our big six agency partners and a new documentary of Amazon Prime called The Antidote thanks to our partnership the creators of the documentary have made the film available to all Verizon employees for free.

You can watch it on VZWeb right now or on the Inside Verizon app so go ahead and check it out because coming up later this week on Up to Speed our own Krista Bourne will lead a conversation with the filmmaker documentary that's happening right here on Up to Speed with that that will do it for us today once again a big thank you to our teammates who are working hard to make sure the holidays matter in big ways to our customers.

Let's finish the year strong.

Let's finish the holiday strong.

Be kind, be safe and of course until next time, you're Up to Speed.