

**VERIZON**  
**UP TO SPEED LIVE**  
January 21, 2022 12:00 PM ET

>> RAQUEL WILSON: HEY, EVERYONE, WELCOME TO UP TO SPEED. THIS HAS BEEN A CAPITAL B- I- 5G WEEK AROUND HERE. WHY?

BECAUSE WE'VE OFFICIALLY GONE ULTRA IN MORE THAN 90 MILLION ADDITIONAL CUSTOMERS AND PARTS OF 1,700 CITIES HAVE ACCESS TO VERIZON'S 5G ULTRA WIDEBAND NETWORK. AND WE'LL BE REACHING EVEN MORE BY THE END OF THE MONTH. IT'S ULTRA FAST, ULTRA POWERFUL, WELCOME TO THE SECOND WAVE OF THE 5G ERA.

BUT BEFORE WE GET TALKING MORE ABOUT THE BENEFITS OF 5G ULTRA WIDEBAND BECAUSE WE COULD GO ON AND ON, HERE ARE A FEW OTHER TOP HITS FROM THE WEEK.

ON MONDAY, WE GAVE BACK FOR MARTIN LUTHER KING DAY FOR NATIONAL DAY OF SERVICE WITH OUR NEW VOLUNTEER PORTAL, AS I SHOWED YOU ON TUESDAY'S EPISODE.

AND WEDNESDAY WE WENT ULTRA.

WE HEARD FROM HANS AND KYLE ABOUT WHAT THIS MEANS FOR THE FUTURE OF 5G AND WE KICKED OFF THE EMPLOYEE CONTEST FOR THE 5G ULTRA CHALLENGE.

AND THURSDAY, WE HEARD FROM GEORGE FOR ANOTHER GEORGE TALKS TECH WITH A 5G ONE- ON- ONE.

IT'S DEFINITELY A GREAT ONE TO CHECK OUT AND A GREAT REFRESHER. NOW, HOPEFULLY YOU WATCHED THE 5G ULTRA SHOW WHICH HIGHLIGHTED OUR ULTRA INNOVATIONS OR REASONS TO BELIEVE.

I KNOW, I SAW IT, IT WAS AMAZING.

BUT TODAY WE'RE TALKING ABOUT VIDEO AND AUDIO STREAMING IN HD. YOU CAN STREAM VIDEO AND VIDEO CHAT WITHOUT WIFI AND WITHOUT FROZEN FACES.

COME ON, WE DON'T WANT FROZEN FACES.

ESPECIALLY WHEN WE'RE ON THE GO.

NOW JOINING US TODAY WILL BE ZACK WILLIAMS FROM THE PRODUCT MARKETING TEAM AND ANDREA CALDINI WHO ALSO HAPPENED TO STAR IN OUR ULTRA SHOW.

LET'S START WITH ZACK WHO WILL TELL US WHY VERIZON IS SO COOL.

>> ZACK WILLIAMS: I'M SUPER EXCITED ABOUT OUR ABILITY TO DELIVER A TRUE CINEMATIC EXPERIENCE WITH MORE CUSTOMERS THAN EVER THROUGH THE POWER OF VERIZON 5G ULTRA WIDEBAND.

HD AUDIO AND VIDEO LET CUSTOMERS HEAR AND SEE THEIR FAVORITE CONTENT WITH MORE CLARITY AND IMMERSION THAN EVER BEFORE.

WITH HD AUDIO, YOU'LL BE ABLE TO HEAR EVERYTHING THAT YOU'VE BEEN MISSING.

LITTLE DETAILS LIKE BIRDS CHIRPING IN THE BACKGROUND DURING A CONVERSATION, ALL THE WAY UP TO THE BIG BOOMING SOUND LIKE THE ROAR OF THE CROWD DURING A GAME OR ROOM SHAKING BASS WHEN THUNDER STRIKES.

AND WITH 360 DEGREE SOUND, YOU GET RIGHT INTO THE MIDDLE OF THE ACTION.

WITH HD VIDEO, YOU'LL SEE PICTURES SO CLEAR YOU'LL FEEL LIKE THE ACTORS ARE IN THE ROOM WITH YOU.

YOU'LL GET TO SEE VIBRANT, TRUE TO LIFE COLORS AND CRYSTAL CLEAR IMAGE QUALITY THAT LETS YOU SEE THE SMALLEST DETAILS ON THE SCREEN.

THESE ARE FEATURES YOU REALLY NEED TO HEAR AND SEE TO UNDERSTAND.

THE DIFFERENCE IS TRULY NIGHT AND DAY.

AS WE CONTINUE TO ROLL OUT THIS NEW ULTRA FAST NETWORK, MORE PEOPLE WILL HAVE THAT OPPORTUNITY.

OUR GOAL AT VERIZON IS TO MAKE THINGS AS EASY AS POSSIBLE FOR OUR CUSTOMERS BY BEING A ONE- STOP- SHOP FOR A FULL ENTERTAINMENT EXPERIENCE.

WE'VE BEEN MAKING GREAT STRIDES IN RECENT YEARS WITH CONTENT OFFERS, SERVICES LIKE DISNEY+, AMC PLUS, AND OUR ADVANCED STREAMING EQUIPMENT LIKE THE STREAM TV AND THE NEW STREAM TV SOUNDBAR AND SOUND BAR PRO.

DOLBY APP GIVES YOU THAT 360 DEGREE SOUND.

NOW WITH THE LAUNCH OF VERIZON 5G ULTRA WIDEBAND, WE'RE ABLE TO PROVIDE A NETWORK THAT IS FAST AND POWERFUL ENOUGH TO SUPPORT THESE DEVICES AND SERVICES ACROSS THE COUNTRY.

SHOPPING FOR A COMPLETE HOME THEATER SOLUTION HAS NEVER BEEN EASIER.

>> RAQUEL WILSON: WOW, ZACK, THANK YOU SO MUCH.

THAT IS SO COOL, ESPECIALLY THE PART ABOUT THE ACTOR BEING SO CLEAR IT SEEMS LIKE THEY'RE IN THE SAME ROOM.

I LOVE TO HEAR THAT.

NOW, JOINING US FRESH OFF SHARING SCREEN TIME WITH ELIZABETH BANKS AND MING- NA WEN IS ANDREA CALDINI.

>> ANDREA CALDINI: HI, THANK YOU SO MUCH.

>> RAQUEL WILSON: HEY, ANDREA.

>> ANDREA CALDINI: HEY, HOW ARE YOU?

>> RAQUEL WILSON: THANK YOU SO MUCH FOR JOINING.

NOW I FEEL LIKE I'M TALKING TO A SUPERSTAR BECAUSE I KNOW YOU WERE ON THE STAGE ABOUT OUR ULTRA 5G NETWORK.

CAN YOU TELL US HOW COOL THAT WAS?

>> ANDREA CALDINI: IT WAS AN AMAZING EXPERIENCE.

I'M SO LUCKY THAT ANDY WAS WITH ME.

HE HELPED ME IN WAYS I COULDN'T IMAGINE.

WHEN I FOUND OUT I WAS GOING TO BE ON STAGE WITH THOSE STARS, I WAS SO NERVOUS.

HE HELPED ME WALK THROUGH MY SCRIPT.

HE ACTUALLY CHANGED THE SCRIPT A FEW TIMES IN AREAS WHERE I WAS STUMBLING, AND THE FROZEN FACES, IF YOU'RE WATCHING YOU SEE I KIND OF LAUGHED THERE BECAUSE THAT WAS AN AREA I WAS HAVING A BIG PROBLEM WITH.

AND HE'S LIKE, JUST PAUSE.

SO I COULDN'T HAVE DONE IT WITHOUT ANDY.

HE REALLY WAS FANTASTIC AND CHRISTINA HALL WHO ALSO WAS SUPER SUPPORTIVE AND JUST MADE ME FEEL REALLY COMFORTABLE.

AND ELIZABETH BANKS AND MING- NA WEN, I MEAN, WOW.

AND TO BE ON TATOOINE, I'M A HUGE "STAR WARS" FAN.

SO IT WAS A LIFETIME EVENT FOR ME FOR SURE.

>> RAQUEL WILSON: THAT'S SO GOOD TO HEAR.

IF YOU'RE A "STAR WARS" FAN, I KNOW THAT WAS LIKE IN HEAVEN.

AND THANK YOU TO ANDY FOR BEING THE GEM THAT HE IS FOR HELPING YOU OUT.

HE'S AN AWESOME PERSON AND HELPED ME OUT AS WELL.

NOW, GETTING INTO WHAT WE'RE HERE FOR, THE HD AUDIO AND VIDEO.

CAN YOU JUST WALK US THROUGH HOW THAT HELPS CUSTOMERS?

>> ANDREA CALDINI: SO WHEN I - - WHEN I THINK OF HD AUDIO AND VIDEO, FOR ME, I WORK ON THE BUSINESS SIDE SO I THINK OF HOW THIS HELPS BRING THINGS TO LIFE FOR A BUSINESS CUSTOMER.

SO THERE'S AREAS IN ADVANCED COMMUNICATIONS, YOU KNOW, SUPER IMPORTANT ESPECIALLY AS WE'RE REMOTE.

AND THEN THERE'S ALSO IMMERSIVE TRAINING.

WE'RE DOING A LOT OF WORK, I HAVE A GUY ON MY TEAM, NICCO, WHO IS MR. XR.

WE SHOULD PROBABLY CALL HIM MR. META.

AND HE'S DOING ALL SORTS OF PROOF OF CONCEPTS WHICH CANNOT WORK WITHOUT 5G.

WE NEED 5G AND IN MOST CASES WE ALSO NEED MOBILE EDGE COMPUTE TO HELP SUPPORT THOSE.

SO HE'S GOT SOME REALLY COOL IDEAS THAT HE'S WORKING ON.

WE'VE GOT A VIRTUAL ASSISTANT WHICH IS LIKE A 3D SHAPED [AWAY FROM MIC] WHO CAN TELL US ALL ABOUT 5G.

THERE'S SO MANY OPPORTUNITIES THAT WE HAVE.

NOW THAT WE HAVE THIS WIDEBAND OF SPECTRUM AND THIS WIDE NETWORK THAT WE'RE GOING TO BE ABLE TO DO NOT ONLY, YOU KNOW, AS WE THINK ABOUT ULTRA WIDEBAND FOR MILLIMETER WAVE, IT'S GREAT WITH PRIVATE NETWORK INSIDE AN ENTERPRISE.

BUT NOW WITH THE ABILITY THAT WE'RE GOING TO HAVE WITH ULTRA, WE JUST - - IT JUST GOES FURTHER.

IT'S GOING TO - - IT'S GOING TO IMPACT MORE PEOPLE AND IT WILL BE MORE ON THE GO.

SO EVEN AS YOU THINK ABOUT IOT, YOU LOOK AT SPACE AS WHAT WE'RE GOING TO BE ABLE TO DO IN VEHICLES, IT'S JUST INCREDIBLE.

IMAGINE YOU'RE IN YOUR CAR AND YOU HAVE A HOLOGRAM OF YOUR FRIENDS WITH YOU BECAUSE YOU'RE DRIVING ALONE AND YOU NEED SOMEBODY TO KEEP YOU COMPANY.

THESE ARE ALL THE THINGS THAT ARE POSSIBLE NOW AND WE COULDN'T DO IT WITHOUT 5G.

>> RAQUEL WILSON: YEAH, I THINK THAT'S THE KEY POINT THERE IS JUST THERE'S SO MANY MORE POSSIBILITIES THAT WE HAVE NOW.

AND IT JUST OPENS UP SO MANY OPPORTUNITIES.

AND I THINK OF PEOPLE WHO ARE REMOTE WORKING AND LEARNING.

WHAT CAN YOU TELL US ABOUT HOW IMPORTANT THIS IS FOR THEM?

>> ANDREA CALDINI: WELL, I DON'T KNOW ABOUT EVERYONE ELSE, BUT I THINK LUCY IS MY BEST FRIEND.

LUCKILY I WORK WITH AL, HE'S ONE OF MY PEERS, SO WE GET TO SEE A LOT OF THE NEW ADVANCEMENTS THAT THEY MAKE BEFORE ANYONE ELSE.

AND, YOU KNOW, YOU THINK ABOUT HOW IMPORTANT IT IS WHEN YOU'RE COMMUNICATING.

LIKE, TO BE IN A CONVERSATION WHERE YOUR AUDIO IS NO GOOD, IT'S FRUSTRATING.

OR YOU GET FROZEN.

USUALLY I'M CONCENTRATING SO I HAVE THIS LOOK ON MY FACE AND THEY'RE LIKE, IS SHE ANGRY OR WHAT'S GOING ON?

THAT'S A HORRIBLE WAY THAT WE CAN, YOU KNOW, COMMUNICATE.

NOW THAT WE HAVE HD AUDIO AND VIDEO, HAVING THAT COMMUNICATION FLOW, AND THEN ALAN AND HIS TEAM ARE LOOKING AT ALL OF THESE NEW THINGS AND SPACES THAT ARE COMING OUT.

IT'S REALLY 3D AVATARS, TRYING TO CREATE THIS ENVIRONMENT LIKE YOU'RE IN THE OFFICE.

SO WE'RE MISSING THOSE SIDE CONVERSATIONS.

AND THIS GIVES US AN OPPORTUNITY TO SEE WHO'S THERE.

YOU CAN OVERHEAR A CONVERSATION, YOU CAN JUMP INTO A CONVERSATION.

REALLY EXCITED AT WHERE THAT'S BRINGING US.

AND THEN THERE'S JUST SO MANY DIFFERENT OPPORTUNITIES AS WE LOOK AT WHAT'S COMING NEXT FOR BLUEJEANS, YOU KNOW, A LOT OF THE INNOVATION THAT THEY'VE COME UP WITH.

THEY HAVE A THOUSAND - - THEY CAN SUPPORT A THOUSAND PEOPLE ON A CONFERENCE CALL, WHICH IS AN INCREDIBLE FEAT.

SOME OF THE THINGS THAT YOU HAVE IN THE - - IN THE CALL FOR REALLY MAKING YOUR VIDEO CONFERENCES BETTER.

AND THEN SOME OF THE LINKS THEY'RE DOING, WE'RE GOING TO HAVE IT AS PART OF ONE TALK COMING UP.

WE'LL HAVE A ONE TALK BLUEJEANS APPLICATION.

AND THEN ALSO JUST BEING ABLE TO USE IT WITH TEAMS AS WELL AS OFFICE 360.

SO IT'S ALL SORTS OF OPPORTUNITY ON BLUEJEANS AND JUST A FANTASTIC PLATFORM THAT WE HAVE TO WORK WITH THAT WILL INCORPORATE ALL THESE THINGS THE CULTURE BRINGS.

>> RAQUEL WILSON: YEAH, THAT SOUNDS AWESOME.

HEY, LOOK AT US TALKING TO EACH OTHER RIGHT NOW WITH BLUEJEANS. SO I'M EXCITED TO SEE THAT SPACE GROW.

THANK YOU AGAIN SO MUCH FOR JOINING US AND SHARING MORE ABOUT YOUR EXCITEMENT.

AND THANK YOU AGAIN, ZACK, AS WELL.

AND HELPING V TEAMERS BRING THIS 5G ULTRA TO LIFE FOR ALL OF OUR CUSTOMERS.

THANKS, ANDREA.

>> ANDREA CALDINI: THANK YOU.

>> RAQUEL WILSON: NOW V TEAMERS, DON'T FORGET YOU CAN JOIN IN ON THE FUN TOO WITH THE 5G ULTRA CHALLENGE.

ANY V TEAMER CAN SEND IN A VIDEO SHOWING A UNIQUE WAY TO PITCH 5G ULTRA WIDEBAND TO ANYONE.

BE CREATIVE, BE SERIOUS, BE FUNNY, BUT MOST IMPORTANTLY, BE YOURSELF.

AND IF YOUR VIDEO IS SELECTED, YOU COULD BE CROWNED THE 5G ULTRA CHALLENGE CHAMPION AND RECEIVE SWEET PRIZES.

FIRST RULES.

KEEP IT CLEAN AND TELL YOUR MESSAGE HOWEVER YOU SEE FIT.

SING IT, DANCE IT, USE A WHITE BOARD, SURFBOARD, EVERYTHING IS IN BOUNDS.

FOCUS ON EVERYTHING YOU THINK IS MOST EXCITING.

THE ENHANCED NETWORK, EXPANDED 5G, HOME AND BUSINESS, WHATEVER YOU THINK WILL GET PEOPLE MOST EXCITED ABOUT ULTRA IN AN ULTRA SPECIAL WAY.

AND DON'T FORGET WE HAVE PLENTY OF ASSETS TO HELP YOU TOO, LIKE THE ULTRA INNOVATIONS AND THE ULTRA SHOW ALL MONTH LONG ON UP TO SPEED.

SO WHAT ARE YOU WAITING FOR?

COME ON, V TEAMERS, YOU'RE GOING TO BE FACING OFF IN THREE ROUNDS AND THE ENTIRE V TEAM WILL VOTE ON SUBMISSIONS UNTIL A PRIZE CHAMPION IS CROWNED THE ULTRA 5G CHAMPION.

HURRY AND GET STARTED NOW.

SUBMISSIONS ARE STARTING AND HEAD TO OUR STORY ON VZWEB OR INSIDE VERIZON TO SUBMIT YOUR VIDEO.

NOW WE'RE NOT FINISHED YET.

WE HAVE SOME OTHER BIG NEWS FROM THE WEEK.

THIS WEEK, WE ANNOUNCED WE'RE NOW OFFERING MOBILE EDGE COMPUTING IN FOUR MORE METRO AREAS.

THE ADDITION OF CHARLOTTE, DETROIT, LOS ANGELES, AND MINNEAPOLIS NOW MEANS WE HAVE 17 LOCATIONS IN TOTAL.

WHERE DEVELOPERS AND BUSINESSES CAN DEVELOP AND EMPLOY APPLICATION USING VERIZON 5G ES WITH AWS WAVE LENGTH. AND TO KEEP GOING WITH MORE DID - - GOOD NEWS, VERIZON REMAINS UNMATCHED.

WE ARE THE MOST AWARD BRAND IN NETWORK QUALITY BY J.D. POWER. WE HAVE WON OVER 175 J.D. POWER AWARDS FOR NETWORK QUALITY OVER THE LAST 18 YEARS.

MORE THAN ANY OTHER CARRIER.

NOT TOO SHABBY IF I SAY SO MYSELF.

BUT, A GREAT NETWORK ISN'T THE ONLY THING WE'RE FOCUSING ON HERE AT VERIZON DOING GOOD WITH OUR EFFORTS, SUSTAINABILITY IS ANOTHER IMPORTANT PART OF WHAT WE DO.

WE RELEASED SEVEN NEW ENERGY AGREEMENTS.

WE CAUGHT UP WITH JIM GOWEN, CHIEF SUSTAINABILITY OFFICER TO HEAR MORE ABOUT WHAT THIS MEANS.

LET'S TAKE A LOOK.

>> JIM GOWEN: IN 2021 ALONE, VERIZON SIGNED SEVEN RENEWABLE ENERGY PURCHASE AGREEMENTS WITH AN AGGREGATE OF ALMOST 910 MEGAWATTS OF ADDITIONAL RENEWABLE ENERGY.

TO DATE, VERIZON HAS SIGNED 20 RENEWABLE ENERGY CONTRACTS, APPROXIMATELY 2.6 GIGAWATTS OF RENEWABLE ENERGY.

AND JUST FOR A FACTOID, THAT'S THE AVOIDANCE OF 3.2 MILLION METRIC TONS OF CO 2.

QUITE IMPRESSIVE.

>> RAQUEL WILSON: THANK YOU, JIM.

LOTS OF GREAT GOALS.

I'M EXCITED TO SEE THIS ACCOMPLISHED.

FOR MORE INFORMATION ON OUR AGREEMENTS, MAKE SURE TO CHECK OUT THE LINK IN OUR STORY.

NOW, MANY OF YOU HAVE HEARD ABOUT THE TRAGIC APARTMENT FIRE IN THE BRONX THAT TOOK THE LIVES OF 17 PEOPLE.

AND THIS NEIGHBORHOOD, LIKE SO MANY OTHERS, VERIZON IS KNOWN FOR BEING THERE WHEN IT MATTERS MOST.

AND THAT WAS TRUE YET AGAIN.

WHEN ELIZABETH VASQUEZ HEARD THE NEWS, SHE ASKED FOR DONATIONS FROM HER NETWORK OPERATIONS.

THAT WAS FOLLOWED BY THE VERIZON FOUNDATION MAKING A \$10,000 DONATION TO THE BRONX CHAMBER OF COMMERCE FOUNDATION.

AND JUST LISTEN TO HOW OUR APRIL HORTON OF OUR STATE AND LOCAL GOVERNMENT AFFAIRS TEAM, HERSELF, A BRONX LOCAL, STEPPED UP WITH THOUGHTFULNESS AND EMPATHY.

>> APRIL HORTON: AS SOON AS I FOUND OUT ABOUT THE TRAGEDY, I IMMEDIATELY STARTED TEXTING COMMUNITY LEADERS THAT I KNOW AND WE FIGURED OUT HOW WE CAN, YOU KNOW, INSERT OURSELVES INTO COMING UP WITH SOME OPPORTUNITIES AND BEING HELPFUL TO THOSE IMPACTED FAMILIES.

THE NETWORK OPERATIONS TEAM COLLECTED MONEY AND DONATED DIAPERS, DETERGENTS, PERSONAL HYGIENE GOODS, AND OTHER PRODUCTS THAT THE IMPACTED FAMILIES WOULD NEED.

WE ALSO PURCHASED THINGS BECAUSE OF THE CULTURAL SENSITIVE AND AWARENESS OF THE GAMBIAN COMMUNITY AND THEIR NEEDS TO PRACTICE THEIR ISLAMIC RELIGION IN THESE SHELTERS WHERE THEY'RE RESIDING. TO BE ABLE TO BRING JOY OR BE A LIGHT FOR THEM BY PROVIDING THESE DONATIONS WAS TRULY AN INVALUABLE AND PRICELESS EXPERIENCE.

>> RAQUEL WILSON: WOW.

THANK YOU TO APRIL, ELIZABETH, AND ALL THOSE WHO VOLUNTEERED. THAT WAS SO TOUCHING TO WATCH.

AND IT SHOWS AGAIN HOW CITIZEN VERIZON, OUR PLAN FOR ECONOMIC, ENVIRONMENTAL AND SOCIAL ADVANCEMENT HELPED US ALL DO WELL BY DOING GOOD.

AND WE'D LIKE TO LEAVE YOU WITH ONE MORE GOOD NEWS STORY.

WE COULDN'T HELP OURSELVES.

WE WANTED TO SEND A BIG SHOUTOUT TO LARRY KIERSH WHO'S A MANAGER OF BUSINESS INTELLIGENCE ON THE GLOBAL NETWORK AND TECHNOLOGY TEAM AND IS CELEBRATING 50 YEARS OF SERVICE AT VERIZON.

CONGRATULATIONS, LARRY!

AND CONGRATULATIONS TO ALL OF YOU FOR MAKING IT TO FRIDAY.

THAT WILL BE IT FOR US TODAY AND UNTIL NEXT TIME, YOU'RE UP TO SPEED.