

VERIZON
The 4Q 2020 Results Webcast
January 26, 2021

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>> WHAT A QUARTER TO FINISH THE YEAR!
IT TOOK OFF WHEN HANS STEPPED INTO THE APPLE SPOTLIGHT.
>> THE COVERAGE OF 5G NATIONWIDE.
UNPRECEDENTED PERFORMANCE OF 5G ULTRA WIDEBAND.
>> TAKING CENTER STAGE AT APPLE WAS FURTHER PROOF THAT OUR 5G
BUILT-RIGHT STRATEGY ATTRACTS INNOVATIVE PARTNERSHIPS WITH THE
VERY BEST COMPANIES IN THE WORLD.
>> OUR NETWORK AND TECHNOLOGY TEAMS DELIVERED AGAINST AMBITIOUS
GOALS.
WE NOT ONLY MADE 5G NATIONWIDE POSSIBLE, WE ALSO QUICKLY
EXTENDED COVERAGE TO OVER 230 MILLION PEOPLE AND INCLUDED 61
CITIES, AND 7 AIRPORTS.
WE PUSHED INNOVATIONS IN 5G, DRIVING SPEEDS UP TO 4 GIGABITS PER
SECOND AND DEVELOPED NEW 5G SOLUTIONS.
OUR VERIZON 5G RESPONSE TEAMS CONTINUED THEIR HEROICS IN
HURRICANES, ICE STORMS, AND FIRES.
OUR CUSTOMERS HAD AN UNPARALLELED EXPERIENCE ON VERIZON.COM
DURING THE iPhone LAUNCH.
>> OUR CONSUMER TEAM CONTINUED TO INNOVATE, DEVELOPING SAFER
AND MORE SATISFYING WAYS TO SERVE CUSTOMERS AND MAKE THE WORLD
A BETTER PLACE.
WE LAUNCHED A SLEW OF 5G DEVICES FROM APPLE, GOOGLE, SAMSUNG.
MADE THE 5G HOME EXPERIENCE EVEN MORE COMPELLING AND EXPANDS

ITS AVAILABILITY TO 12 MARKETS.
WE LED THE INDUSTRY IN COMBATING ROBO-CALLS.
WE CONTINUE TO MIX AND MATCH GIVING CUSTOMERS MORE OF WHAT THEY WANT, INCLUDING OUR PARTNERSHIP WITH DISCOVERY +.
AND OUR PARTNERSHIP WITH MARVEL, SONY GAVE CUSTOMERS EARLY AND EXCLUSIVE OFFERS FOR THE BEST IN GAMING.
VERIZON BUSINESS CLOSED THE YEAR STRONG.
WE EXTENDED OUR 5G LEADERSHIP, DEPLOYING 5G EDGE CAN AWS WAVELENGTH TO 10 U.S. CITIES, PRIVATE 5G FOR GLOBAL ENTERPRISE AND EUROPE AND ANNOUNCED A PRIVATE SOLUTION WITH MICROSOFT.
THEY BECAME OUR FIRST INDOOR CUSTOMERS.
WE DEBUTED A SWEET SPOT OFFER WITH APPLE FOR THE NEW IPHONE.
CONTINUED OUR SUPPORT FOR SMALL BUSINESS, HELPING NAVIGATE SOLUTIONS FOR COVID THAT THEY NEED TO SURVIVE.
AND AFFORDABLE ACCESS AND CONNECTIVITY FOR 75% OF K-12 STUDENTS.
>> OUR MEDIA GROUPS DELIVERED THE FIRST QUARTER OF YEAR OVER YEAR GROWTH SINCE THE YAHOO ACQUISITION IN 2017.
UP DOUBLE DIGITS IN Q4.
OUR PLATFORM ADVERTISING CONTINUED TO GROW.
EMERGING MEDIA FORMATS SUCH AS DIGITAL AT HOME AND TV ADVERTISING GREW DRAMATICALLY.
CONSUMER FINANCE PREMIUM ALSO SAW EXPONENTIAL YEAR OVER YEAR GROWTH.
WE LAUNCHED A YAHOO MOBILE SMARTPHONE.
A PARTNERSHIP WITH BUZZ FEED INCLUDING THE ACQUISITION AND HUFF POST.
AND WE SCALED OUR SOLUTIONS BY LAUNCHING THE FIRST 5G AD.
>> WE CONTINUED TO SHOW EVERYONE WHAT WE STAND FOR.
ADVANCING OUR RACE AND SOCIAL JUSTICE ACTION PLAN INCLUDING OUR NEXT 20 SERIES, DEBUTING THE MAKERS DOCUMENTARY NOT DONE.
WE SUPER CHARGED CITIZEN VERIZON BY PARTNERING WITH GENERATIONS TO CLOSE THE OPPORTUNITY GAP AND RESKILL WORKERS.
A \$43 MILLION COMMITMENT IN NEW YORK CITY SCHOOLS.
ANNOUNCING OUR GOAL TO PLANT \$20 MILLION TREES BY 2030.
AND LAUNCHING OUR SUSTAINABLE RETAIL GUIDE.
WE ENDED THE YEAR WITH OVER 2500 VOLUNTEER HOURS, INCLUDING KEY MOMENTS AROUND VETERANS DAY, DOMESTIC VIOLENCE AWARENESS, AND GIVING TUESDAY.

>> ANDY CHOI: AND WITH THAT, WE SAY WELCOME TO OUR 4Q 20 RESULTS WEBCAST LIVE FROM BASKING RIDGE.
IT IS GREAT TO BE HERE WITH YOU.
THERE'S A LOT TO CELEBRATE AS YOU SAW IN THE VIDEO THERE.
A LOT FOR GROWTH AND A LOT MORE TO DO IN THE YEAR AHEAD.
LET'S GET TO THOSE RESULTS.

I WANT TO LET YOU FOLKS KNOW I WILL BE WATCHING OUR
LIVE@VERIZON.COM INBOX FOR YOUR QUESTIONS.
WE WILL HAVE Q&A, BUT WE HAVE A LOT TO TALK ABOUT WITH OUR LEADERS.
LET'S GET RIGHT TO IT.
HANS, WE ARE PROPERLY SOCIAL DISTANCED.
HANS, IT'S GOOD TO BE HERE WITH YOU.
>> HANS VESTBERG: HAPPY TO BE HERE.
WE HAD THE VZ MEETING IN BASKING RIDGE WITH INVESTORS, MEDIA, A LOT
OF OTHER STUFF.
AT THE SAME TIME, IT FEELS LIKE I'M IN SWEDEN, BECAUSE IF I LOOK
OUTSIDE HERE, IT'S SNOWING.
TO ALL THE V-TEAMERS IN SWEDEN, I HOPE YOU HAVE SNOW.
LET ME TALK A LITTLE BIT ABOUT THE FOURTH QUARTER.
WE HAD A KICKOFF.
WE TALKED ABOUT IT.
I DON'T HAVE WORDS TO THANK ALL THE V-TEAMERS FOR THE YEAR 2020.
IT'S ONE OF THE TOUGHEST AND MOST COMPLICATED YEARS I HAVE HAD AS
A BUSINESSMAN IN MY ENTIRE CAREER AND I THINK THAT MANY OF YOU, AS
WELL, HAVE THE SAME.
WE PIVOTED IN A DOMESTIC WAY NA NEW WAY OF WORKING, DELIVERING
NEW SOLUTIONS.
WORKED TOGETHER IN A TOTALLY NEW FASHION DURING THE LAST TEN
MONTHS AS WE HAD THE PANDEMIC AND THE ECONOMIC DOWNTURN AND
ALL THE OTHER CHALLENGES AT THE SAME TIME.
SO, I WOULD LIKE TO START, BEFORE I TALK ABOUT ANYTHING ELSE, JUST
TAKING A PAUSE.
THANKING YOU ALL.
FOR FANTASTIC WORK.
WE WOULDN'T STAND HERE TODAY WITH ALL THE V-TEAMERS WITHOUT THE
FANTASTIC WORK YOU'VE DONE.
MATT IS GOING TO GO THROUGH THE FINANCIALS LATER ON, BUT WE HAD A
GOOD YEAR AND EXCELLED IN THE FOURTH QUARTER.
WE HAD OUR EARNINGS GO UP BY 7% IN THE FOURTH QUARTER.
REMEMBER FOURTH QUARTER LAST YEAR WAS A GOOD QUARTER, THIS
YEAR IT WAS REALLY GOOD.
AND WE'RE HAMMERING INTO OUR STRATEGY.
WE ARE DOING WHATEVER WE SAID FROM THE BEGINNING AND I'M
EXTREMELY PROUD OF IT.
AS WE EMBARKED ON VERIZON 2.0 SOME TWO, TWO AND A HALF YEARS AGO
WITH OUR NEW STRUCTURE, OUR NEW WAYS OF WORKING, OUR WAY OF
CUSTOMER CENTRICITY, THIS IS STARTING TO PAY OFF.
THE BRAND IS STRONGER THAN EVER.
ALL IN ALL, I LOOK BACK AT 2020 AND I'M GOING TO REMEMBER IT FOREVER
AND I THINK MANY OF YOU WILL, AS WELL, AS A YEAR THAT WAS REALLY
COMPLICATED.

BUT WE STAND UP FOR EACH OTHER, FOR OUR CUSTOMERS, FOR OUR SOCIETY, AND WE WANT TO DELIVER TO OUR SHAREHOLDERS.
SO, I THINK THAT THAT'S REALLY WHAT I WANT TO PUT IN YOUR MINDS BEFORE WE GET INTO ALL THE WEEDS OF THIS.
JUST TAKE THOSE MINUTES AND REFLECT ON WHAT'S HAPPENED IN 2020. THAT DOESN'T MEAN THAT 2021 IS ALL OVER.
IT'S FANTASTIC.
REMEMBER, WE HAVE THE PRIORITY OF THE SAFETY AND HEALTH OF ALL OUR EMPLOYEES AS NUMBER ONE.
AND COVID IS CONTINUING TO SPREAD ACROSS THE GLOBE AND IMPACTING FAMILIES, FRIENDS, CUSTOMERS IN UNPRECEDENTED WAYS.
WE JUST NEED TO TAKE CARE OF EACH OTHER AND BE VERY, VERY CAUTIOUS SO WE'RE NOT GETTING COVID-19.
AND IF WE GET IT, WE HAVE ALL THE SUPPORT YOU CAN GET FROM US IN THAT SENSE.
SO, PUTTING THAT ASIDE, JUST A COUPLE OF THINGS ON THE EARNINGS CALL TODAY.
AS I SAID, QUICKLY REMEMBER I SAID CONSUMER GROUP CONTINUE WITH THE INNOVATION IN THE CORE BUSINESS WITH ALL THE THINGS YOU SAW IN THE VIDEO IN THE VERY BEGINNING.
THAT MEANS MORE AND MORE OF OUR CUSTOMERS ARE COMING INTO UNLIMITED AND EVEN DOING UNLIMITED PREMIUM, WHICH IS INCLUDING THE LATEST CONTENT, BUT ALSO 5G.
AND THAT COMES BACK TO THE LAUNCH WITH APPLE IN THE MIDDLE OF THE FOURTH QUARTER.
THAT IS ALL ADDING UP.
THAT RONAN AND HIS TEAM CONTINUE TO GROW THE BUSINESS IN TIMES LIKE THIS BUSINESS THE CUSTOMER LIKES WHAT HE IS DOING.
IF YOU THEN TALK ABOUT VERIZON BUSINESS GROUP, THEY CAME TOGETHER SOME ONE AND A HALF YEARS AGO WITH A LOT OF CHALLENGES, WITH PLATFORMS, SCALING, AND NOW THEY HAVE BEEN INVESTING FOR 1.5 YEARS.
STILL WAYS OF WORK TO BE DONE THERE.
BUT CLEARLY WE SEE THE PAYOFFS RIGHT NOW ON THE WAY WE GO TO MARKET. DEFINITELY IN THE PUBLIC SECTOR, WE'VE DONE A GREAT JOB IN 2020 IN SUPPORTING THEM.
THE LARGE ENTERPRISE.
WE WERE ASSIGNED MORE LARGE ENTERPRISES THAN I EVER HEARD ABOUT IN THE ENTERPRISE TEAM.
OF COURSE, SMALL AND MEDIUM BUSINESS CHALLENGES BECAUSE IN THE ECONOMY THEY HAVE BEEN THE MOST IMPACTED.
AND THEN TOPPING THAT WITH A NEW BUSINESS OPPORTUNITY THAT COMES WITH 5G MOBILE EDGE COMPUTE.
FINALLY, VERIZON MEDIA GROUP, WHAT CAN I SAY?
WE EMBARKED WHEN WE STARTED WITH VERIZON 2.0 WITH A NEW STRATEGY

FOR VERIZON MEDIA GROUP BASED ON OUR FUNDAMENTAL BRAND VALUES OF TRUST AND INNOVATION.

WE STARTED TO COMBINE ALL THE PLATFORMS AND WE HAVE BEEN FIGHTING IT.

AND WE'RE TAKING OUT COSTS.

NOW WE STAND HERE IN THE FOURTH QUARTER AND WE HAVE A YEAR OVER YEAR GROWTH OF 11%.

THAT'S THE FIRST TIME SINCE THE ACQUISITION OF YAHOO THAT WE HAVE GROWTH IN VERIZON MEDIA GROUP, WHICH IS JUST AN ASTONISHING OUTCOME IN A YEAR THAT HAS BEEN MORE CHALLENGING THAN EVER. FINALLY, OF COURSE THE NETWORK SIDE.

AND I TOGETHER WITH THE INVESTORS THIS MORNING, I WENT OVER ALL OUR PRIORITIES THAT WE COMMITTED TO IN THE BEGINNING OF 2020.

WE HAVE DONE ALL OF THEM, EVERYTHING FROM THE CITIES ON 5G, 10 5G MOBILE EDGE COMPUTE CENTERS, NATIONWIDE, ALL OF THAT THE NETWORK TEAM DELIVERED THIS YEAR.

IF YOU WRAP THAT ALL UP AND THEN YOU THINK ABOUT THE FOUR STAKEHOLDERS THAT YOU ALSO SAW IN THE VIDEO, WE HAVE BEEN DELIVERING TO ALL OUR STAKEHOLDERS EVERYTHING WE PROMISED AND EVEN MORE IN THE ALL THE CATEGORIES IN A YEAR WHICH IS TOTALLY UNPRECEDENTED.

SO, I THINK WE SHOULD BE VERY PROUD OF 2020.

WE SHOULD BE PROUD OF WHAT WE'RE EXECUTING ON AND I GO BACK TO THE CORE VALUES WE STARTED OF PRESERVE, TRANSFORM, AND STRENGTHEN, WHICH IS HOW WE SET UP THE VERIZON 2.0.

WE ARE CONTINUING TO PRESERVE WHEN IT COMES TO OUR OPERATION AND EFFICIENCY, ET CETERA.

WE ARE TRANSFORMING MORE OF THE CUSTOMER CENTRICITY THAT WE NEED TO DO.

THE COMPETITION IS HARD.

WE NEED TO CONTINUE TO BUILD IN OUR STRATEGY THAT WE'VE BUILT UP BASED ON THE NETWORK SERVICE.

AND THE FIVE GROWTH VECTORS THAT I WENT OVER EARLIER IN THE YEAR AND LAST YEAR.

SO, ALL IN ALL, JUST GREAT WORK ALL OF US.

THAT DOESN'T MEAN WE DON'T HAVE CHALLENGES.

THAT DOESN'T MEAN WE DON'T HAVE AN EXTERNAL ENVIRONMENT THAT'S TOUGH AND DIFFICULT AND WE NEED TO EXECUTE WELL IN 2021.

BUT ONCE AGAIN, GREAT WORK.

SPEAKING ABOUT THE NETWORK AND I DIDN'T MENTION THAT.

BUT ONCE AGAIN, WE WON THE MOST IMPORTANT AWARDS THAT YOU CAN THINK ABOUT WHEN IT COMES TO THE NETWORK.

I WOULD LIKE THE VIDEO TO RUN AND THEN I GUESS KYLE WILL SHOW UP AND TELL YOU A LITTLE BIT ABOUT WHAT NETWORKS HAS BEEN DOING.

>> KYLE MALADY: ALL RIGHT, I LOVE IT.
THANK YOU DIEGO AND TEAM FOR PUTTING THAT TOGETHER.
AND HANS, THANK YOU FOR ALL YOU'VE DONE AND V-TEAMERS, THANKS FOR ANOTHER GREAT QUARTER IN THE BOOKS.
I WAS ASKED TO TALK TODAY ABOUT TESTING BECAUSE THERE'S AN AWFUL LOT OF NOISE YOU SEE IN THE NEWS ABOUT ALL THE DIFFERENT TESTS AND WHO WON THIS AND WHO ONE THAT.
I WANT TO SPEND A COUPLE MINUTES AND KIND OF DEMYSTIFY THIS STUFF AND GIVE ALL OF YOU GUYS A FLAVOR ABOUT HOW WE THINK ABOUT ALL OF THIS.
IT'S ACTUALLY VERY, VERY SIMPLE.
WHAT WE WANT TO DO IS DRIVE TEST OUR NETWORKS SO WE CAN UNDERSTAND WHERE THE PROBLEMS ARE SO WE CAN ENGINEER IT AND MAKE IT BETTER FOR OUR CUSTOMERS.
AND THEN ONCE WE DO THAT, WE WANT TO TALK TO THE CUSTOMERS AND SEE ARE THE THINGS THAT WE'RE DOING, IS THAT TURNING OUT TO BE A BETTER EXPERIENCE FOR THEM?
SO, THERE'S TWO PREMIER TESTS AND SURVEYS THAT WE USE.
THESE ARE THE MARKET LEADERS.
SO, ROOT METRICS IS THE FIRM THAT DOES ALL THE DRIVE TESTING. AND SO WE CAN SEE HOW OUR NETWORK IS DOING AT THE VERY LOCAL LEVEL.
AND JD POWERS IS THE COMPANY THAT MEASURES PERCEPTION.
NOW WHY IS THIS IMPORTANT FOR YOU TO UNDERSTAND?
SO, YOU CAN UNDERSTAND THE DIFFERENCE BETWEEN WHAT YOU SEE WE'RE DOING AND WHAT YOU SEE IN THE NEWS.
SO, LET'S START WITH ROOT METRICS AND THE DRIVE TEST.
WHAT WE DO IS WE HAVE OUR DEVICES ALONG WITH THE COMPETITION'S DEVICES DRIVING AROUND THE UNITED STATES TESTING NETWORKS AT A VERY LOCAL LEVEL.
AND THIS IS AN APPLES TO APPLES COMPARISON.
WE KNOW AT A LOCAL LEVEL WHAT'S GOING ON.
AND THIS IS WHERE WE GET INFORMATION THAT ALLOWS US TO MAKE THE NETWORK BETTER.
SO, THIS IS A REAL SCIENTIFIC METHOD, TRIED AND TRUED METHOD THAT FRANKLY WE INVENTED DECADES AGO.
NOW IT'S SOMETHING THAT ANALYSTS AND CUSTOMERS USE TO DECIDE WHAT THE BEST NETWORK IS.
THEN WE LOOK AT THE JD METRICS SURVEYS, AND THAT'S TENS OF THOUSANDS OF CUSTOMERS RESPONDING.
AND THIS IS THE PERCEPTION.
SO, THIS IS GETTING FEEDBACK DIRECTLY FROM HOW WE'RE MAKING OUR NETWORK BETTER, WHAT DO THEY THINK ABOUT IT?
NOW, THIS IS A GREAT CIRCULAR WHEEL.
WE ENHANCE, WE LISTEN, WE ENHANCE, WE LISTEN.
NOW, OVER THE PAST HANDFUL OF YEARS, A NEW SET OF TESTS HAVE COME

UP THAT WE CALL, YOU KNOW, IT'S CALLED CROWD SOURCED DATA. YOU HEAR COMPANIES LIKE OPEN SIGNAL, AND HOOPLA AND THERE'S MANY OTHERS.

WHILE THIS INFORMATION IS INTERESTING, IT'S NOT A SCIENTIFIC METHOD THAT WE'RE USED TO WHERE YOU CAN COMPARE APPLES TO APPLES, YOU CAN COMPARE ORANGES AND APPLES.

THAT'S WHY WE PUT MORE CREDENCE IN THE ROOT METRICS AND JD POWERS AWARDS.

FOR INSTANCE, IF YOU WANTED TO SEE HOW FAST SOMEBODY COULD RUN, YOU'D WANT THEM ON THE SAME FAST TRACK AT THE SAME TIME TO SEE WHO'S FASTER.

IN CROWD SOURCED DATA, YOU CAN'T CONTROL THAT.

YOU DON'T KNOW IF SOMEBODY IS RUNNING UPHILL IN DENVER OR RUNNING A RACE IN MIAMI OR IN THE SNOW IN MADISON, WISCONSIN.

IT'S HARD TO COMPARE WHAT'S GOING ON BETWEEN THOSE TYPES OF DIFFERENT SCENARIOS.

WHILE WE THINK CROWD SOURCING IS INTERESTING AND THERE'S USEFUL SOURCES OF DATA THAT WE USE, IT'S NOT HOW AND WHY WE THINK ABOUT RUNNING AND ENGINEERING AND BUILDING THE BEST NETWORK FOR OUR CUSTOMERS.

WE'RE REALLY HAPPY TO WIN AGAIN IN ROOT AND JD AND WE'LL CONTINUE TO USE THIS METHOD SO WE CAN BUILD THE BEST NETWORK FOR OUR CUSTOMERS AND SOCIETY.

AND WITH THAT, I HOPE THAT HELPED A LITTLE BIT AND I'LL PASS IT OVER TO MATT SO HE COULD TALK ABOUT FINANCIALS.

>> THANKS, KYLE.

APPRECIATE THE UPDATE THERE AND GOOD AFTERNOON, EVERYONE.

LET'S TAKE A LOOK AT THE FOURTH QUARTER FINANCIALS.

HANS GAVE EVERYONE THE HIGHLIGHTS, BUT AS WE DIG INTO THE RESULTS, WHAT YOU'LL SEE THERE IS WE HAD A REALLY GOOD QUARTER FROM A FINANCIAL STANDPOINT.

AND I THINK ALL OF THE GROUPS REALLY CONTRIBUTED TO THAT.

WHEN YOU LOOK AT THE REVENUE THERE, YOU SEE REVENUE AT \$34.7 BILLION.

IT SHOWS IT WAS DOWN 4.2%.

BUT ALL OF THAT WILL REDUCTION CAME FROM LOWER EQUIPMENT REVENUE.

AND WE SAW CONTINUED REDUCTION IN THE YEAR-OVER-YEAR, THE NUMBER OF PEOPLE OUT THERE IN THE MARKETPLACE BUYING NEW HAND SETS.

THAT REFLECTS SOME OF THE ECONOMIC ENVIRONMENT THAT WE'RE IN AT THIS POINT IN TIME.

BUT THOSE HAND SET SALES AREN'T WHERE WE MAKE OUR MARGIN.

WE DON'T DRIVE VALUE FROM THOSE.

WE DRIVE VALUE FROM THE ONGOING SERVICES THAT WE HAVE ON OUR NETWORK AND SERVICES.

THOSE PIECES PERFORM WELL AND ACROSS EACH OF THE BUSINESS UNITS. AS HANS MENTIONED, WE CAME INTO THE QUARTER.

WE TOLD THE INVESTORS THAT WE EXPECTED TO GROW WIRELESS SERVICE REVENUE BY AT LEAST 2%.

WE DID THAT.

WE GREW WIRELESS SERVICE REVENUE BY 2.2%.

IT WAS CONSUMER AND BUSINESS THAT SAW AN INCREASE YEAR OVER YEAR.

CONSUMER IMPROVED THE TRAJECTORIES.

1.2% SERVICE REVENUE GROWTH EVEN WHILE WE'RE STILL OBVIOUSLY NOT GETTING REVENUE FROM ROAMING AND CERTAINLY THE INTERNATIONAL PIECE OF THAT AND SOME OVERAGES, AS WELL.

EVEN WITHOUT THOSE THINGS BEING FULLY BACK TO GET THAT 1.2% GROWTH AND ACCELERATION OVER WHERE WE HAD BEEN PREVIOUSLY AS WE CONTINUE TO STEP CUSTOMERS UP TO A HIGHER VALUE OFFERING THAT WE HAVE.

AND THEY GET FULL VALUE ON BEING ON THE VERIZON NETWORK.

ON THE BUSINESS SIDE, SERVICE REVENUE GROWTH OF 7.1%.

FANTASTIC RESULT ON THAT SIDE, DRIVEN BY ALL OF THE GREAT WORK WE'RE DOING IN THE PUBLIC SECTOR SPACE, BUT ALSO SEEING IMPROVEMENT FROM THE THIRD QUARTER IN THE SMALL-MEDIUM BUSINESS CATEGORY, AS WELL.

AND THEN AS HANS MENTIONED, CONTRIBUTING TO THE REVENUE STORY, 11% GROWTH IN VERIZON MEDIA.

FANTASTIC PERFORMANCE BY THAT TEAM AS THEY START TO GET A PAYOFF ON A LOT OF THE WORK THEY'VE DONE OVER THE PAST TWO OR THREE YEARS.

SO, A LOT OF GOOD IN THE REVENUE STORY THERE AND YOU CAN SEE THEY SHOW UP IN THE EARNINGS.

AND THE FIRST LINE WE LOOK AT EARNINGS IS EBITDA.

THINK OF THIS AS OUR REVENUES MINUS OUR SALARY COST.

BUYING HAND SETS, OPERATING THE NETWORK, OPERATING OUR OFFICES LIKE THE ONE HERE IN BASKING RIDGE, ET CETERA.

THAT WAS UP 5.3% YEAR OVER YEAR.

THAT IS A TREMENDOUS STORY, ESPECIALLY WHEN YOU THINK OF, YOU KNOW, SOME OF THE IMPACTS ON THE BUSINESS FROM COVID AND SO ON.

WE ACTUALLY SAW THE BENEFITS BE SLIGHTLY LARGER THAN THE HEAD WINDS IN THE FOURTH QUARTER.

UP 5.3% THERE AND THEN AT THE BOTTOM LINE, EARNINGS PER SHARE.

THAT'S AFTER WE TAKE OUT OUR INTEREST EXPENSE TO DEPRECIATION FOR ALL OUR FIXED ASSETS AND INCOME TAXES.

A DOLLAR 21 VERSUS \$1.13 A YEAR AGO.

7% GROWTH AT THE BOTTOM LINE, CERTAINLY GREAT TO BE UP THAT MUCH, AND CERTAINLY MORE THAN THE STREET WAS EXPECTING FROM US.

SO, VERY SOLID RESULT FOR THE QUARTER.

AND THAT MEANT WE CLOSED THE YEAR OUT, YOU SEE THE RIGHT SIDE OF THE PAGE THERE.

AGAIN, THE REVENUE IS DOWN.

DRIVEN BY THE EQUIPMENT REVENUE AND A LOT OF GOOD MOMENTUM ON THE BACK END OF THE YEAR FROM SERVICE REVENUE, FROM MEDIA REVENUE THAT GIVES US A GOOD JUMP-OFF POINT.

EBITDA WAS APPROXIMATELY FLAT YEAR OVER YEAR.

WE HAD SOME HEADWINDS FROM COVID IN THE SECOND AND THIRD QUARTER, BUT EVEN WITH THAT, WE ESSENTIALLY ENDED THE YEAR FLAT THERE.

AND AT THE BOTTOM LINE, BECAUSE OF SOME YEAR OVER YEAR BENEFITS IN INTEREST, UP ALMOST 2%.

AND THAT MEANT WE HAD REALLY GOOD CASH FLOW FOR THE YEAR.

OUR FREE CASH FLOW.

THIS IS AFTER ADJUSTMENTS IN OUR WORKING CAPITAL AND PAYING FOR OUR CAP EX, \$23.6 BILLION, UP 32% YEAR OVER YEAR.

STRONG PERFORMANCE FOR THE YEAR.

AND THAT GIVES US GOOD MOMENTUM GOING OFF INTO 2021.

AND SO WE PROVIDED GUIDANCE THIS MORNING THAT WE EXPECT REVENUE GROWTH.

AND WE TALKED ABOUT OUR NON-EQUIPMENT REVENUE, OUR SERVICE AND OTHER REVENUE GOING AT LEAST 2%.

SIGNIFICANTLY HIGHER THAN IT WAS LAST YEAR.

AND THAT WIRELESS SERVICE REVENUE GROWING AT LEAST 3%.

AGAIN, AHEAD OF THE NUMBER LAST YEAR.

BUT IT REALLY BUILT ON THE MOMENTUM THAT WE HAVE FROM THE SECOND HALF OF THE YEAR THAT ALL OF YOU DELIVERED WITH THE WAY THAT WE REACTED TO ALL OF THE DIFFERENT CIRCUMSTANCES THAT WE HAD, SHOWING OUR BUSINESS STILL CAN PERFORM VERY WELL IN THAT ENVIRONMENT.

AND THAT MEANT WE GAVE AN EPS GUIDANCE FOR THE YEAR, \$5 FOR \$5.15.

UP 2-5% IS WHAT WE EXPECT FOR 2021 AND IT'S BUILT OFF OF THAT GREAT MOMENTUM THAT WE'VE BUILT, THAT WE'VE PUT TOGETHER AT THE BACK HALF OF THE YEAR.

WE JUST NOW NEED TO GO EXECUTE ON THAT AND SHOW THAT DESPITE THE ENVIRONMENT THAT WE'RE IN, WE'RE GOING TO HAVE ANOTHER GREAT YEAR IN 2021.

SO, THAT'S AN UPDATE ON THE FINANCIALS.

WE'LL KEEP PUSHING AS WE GO INTO THE NEW YEAR AND LOOK FORWARD TO REPORTING OUT MORE GREAT RESULTS IN 2021.

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

>> ANDY CHOI: ALL RIGHT, MATT.

THANK YOU VERY MUCH.

YOU KNOW, THOSE NUMBERS, THE STORY BEHIND THOSE NUMBERS, IT TELLS A STORY OF PERSEVERANCE, OF STRENGTH.

LET'S KEEP UNPACKING THE STORY BEHIND THOSE NUMBERS AND AT THE CRUX OF IT ALL IS 5G.

LET'S TALK A LITTLE BIT ABOUT HOW WE'RE PUTTING 5G TO WORK.

WE'VE GOT SO MANY V-TEAMERS WHO ARE ABLE TO SHARE THOSE STORIES AND HOPEFULLY ALL OF US CAN CONTINUE THAT DRUM BEAT AND SHARE THOSE STORIES, AS WELL.

WITH THAT, I WOULD LIKE TO INTRODUCE YOUR PANEL TODAY AS WE PUT 5G TO WORK.

WE'VE GOT MR. JAKE SALLY FROM RYOT 5G.

WE'VE GOT LEE FIELD FROM THE BUSINESS GROUP TALKING ABOUT WALGREENS.

KATE JAY TALKING ABOUT 5G HOME.

AND ROBERTO DEJESUS FROM OUR 5G LABS.

WHEN WE TALK ABOUT IMMERSIVE ADVERTISING, IT FEELS VERY MUCH ABOUT THE FUTURE.

OH YES, THOSE SCI-FI MOVIES, BUT JAKE YOU'RE HERE TO TELL US IT'S HAPPENING RIGHT NOW.

AND ALL SORTS OF GOOD STUFF IS HAPPENING RIGHT NOW IN THE WORLD OF 5G IMMERSIVE ADVERTISING.

>> JAKE SALLY: YEAH, THE HOLIDAYS JUST WRAPPED UP.

I HAVE THIS RITUAL.

I GO HOME FOR THE HOLIDAYS AND SHOW MY EXTENDED FAMILY THE LATEST TECHNOLOGY.

I GET USED TO LUGGING THESE HUGE PELICAN CASES AND SPENDING HOURS SETTING EVERYTHING UP.

CREATING THIS UNRIVALED ACCESSORY FOR EVERYONE.

WHICH, YOU KNOW, THIS HAS REALLY BEEN PERFECTED.

3D AR CONTENT CAN NOW FINALLY BE ENJOYED WITH NOTHING MORE THAN YOUR CURRENT SMARTPHONE AND A WEB BROWSER.

WE'VE KIND OF COMBINED ALL THIS TECHNOLOGY CREATIVELY TO TAKE THINGS LIKE HOLLYWOOD VISUAL EFFECTS FOR SNOW LEOPARDS THAT WERE USED IN HBO AND ALLOW CONSUMERS TO LET THESE AR VERSIONS OF THE LEOPARDS PROWL THROUGH THE CONSUMER'S HOME.

WE ALSO DID THIS INCREDIBLE VERIZON 5G HOLIDAY MARKET EXPERIENCE, WHICH WAS THE FIRST 5G AD AND COMMERCE EXPERIENCE, TO USE AR AND ALLOW CUSTOMERS OPEN A PORTAL INTO A VERIZON HOLIDAY THEMED STORE WHERE THEY CAN INTERACT WITH DIFFERENT VERIZON PHONE STORES, WATCHES, AND SPEAKERS, AND ULTIMATELY LET THEM PURCHASE. THIS LEVEL OF AR FIDELITY IS A HYPER LINK CLICK AWAY HAS HAD THESE CLEAR RESULTS.

CLICK-THROUGH RATES ARE HIGHER THAN EVER.

AND ADVERTISERS REALLY COME TO US TO CHOOSE THESE IMMERSIVE, INNOVATIVE AD UNITS.

WHEN WE LOOK AT 5G AND EVERYTHING THAT'S HAPPENING NOW, IT'S ONLY MAKING THESE EXPERIENCES BETTER, WHICH IS ALLOWING FOR HIGHER

FIDELITY.

WE'RE NOT STUCK WITH THIS CARTOONY LOOK ANYMORE.

WE CAN HAVE MORE INTERACTIVITY AND ULTIMATELY I THINK WHAT I'M MOST EXCITED ABOUT IS WHERE EVERYTHING IS HEADED WITH THESE PHOTO-REAL HUMAN HOLOGRAMS FOR AR ADS.

>> ANDY CHOI: I LOVE THAT THE TECHNOLOGY IS SO EASY THAT YOUR WHOLE CONSUMER IS GETTING INVOLVED.

SPEAKING OF BUSINESS, LET'S GET TO ONE OF OUR BIGGEST BUSINESS WINS HERE WITH LEE, THE WALGREENS-BOOTS ALLIANCE DEAL.

LEE, CONGRATULATION TO YOU AND YOUR TEAM.

TELL US ABOUT HOW WE'RE STEPPING UP IN THAT SPACE AND TELL US ABOUT NETWORK AS A SERVICE.

>> LEE FIELD: WILL DO.

THANK YOU.

WHAT A GREAT QUESTION.

TO START WITH, I WOULD LIKE TO OFFER A HUGE THANK YOU TO EVERYBODY WHO WAS INVOLVED, EVERY SINGLE PERSON THAT HELPED MADE A HUGE DIFFERENCE.

THE DEAL REPRESENTS A PARTNERSHIP BASED ON THE STRONG TECHNOLOGY VISION AND COMFORTABLE ALIGNMENT AND INCREDIBLE EXECUTIVE ENGAGEMENT BETWEEN OUR TWO ORGANIZATIONS.

WE HAD EVERYBODY FROM HANS, SAMPATH, ALONG WITH THE ENTIRE TEAM WHO BUILT INCREDIBLE RELATIONSHIPS, TRUST, AND CONFIDENCE, THAT MADE US STAND OUT.

AND THE REQUIREMENT WAS FOR A PARTNER WHO COULD DELIVER NETWORK AS A SERVICE TO PROVIDE A HIGHER PERFORMANCE, RELIABLE, SECURE NETWORK PLATFORM AS A BASIS FOR THE WBA STORE.

WE BUILT A STORE THAT MAPPED THAT TECHNOLOGY TO THE REQUIREMENTS AND THEIR BUSINESS NEEDS USING ALL OF THE ASSETS OF VERIZON.

WE USED 4G LTE, MANAGED SD WAN ASSETS FROM THE WIRELINE BUSINESS AND LOOKED AT HOW WE CAN MAKE USE OF SOME OF THE INVESTMENTS WE ALREADY MADE.

WE STARTED WITH ONE FIBER AND OVERLAID IT WITH THE WALGREENS STORE FOOTPRINT HERE IN THE U.S.

WE SHOWED HOW OUR APPROACH MINIMIZES RISK AND ACCELERATES THE DEPLOYMENT, ENABLING THEM TO RECOGNIZE BENEFITS SOONER.

WHAT REALLY CHANGED THE CONVERSATION WAS WHEN WE STARTED TO DEMONSTRATE WHAT WE COULD DELIVER THROUGH THE USE OF THE 5G ULTRA WIDEBAND NETWORK, MOBILE EDGE COMPUTE.

WE SHOWED HOW WBA CAN TRANSFORM THE IN-STORE EXPERIENCE FOR THE CREATION OF AN IN-STORE NETWORK, ENABLING STRONGER RELATIONSHIPS WITH THEIR EXISTING PARTNERS AND ACCELERATING THE LAUNCH OF NEW HEALTHCARE SERVICES.

AND ALREADY WE'VE IDENTIFIED A LARGE NUMBER OF LOCATIONS THAT CAN

MAKE USE OF THE 5G BUSINESS INTERNET PLATFORM.

AND THAT'S JUST THE START.

THE EXCITEMENT IN THE OFFICE WAS POWERFUL.

WE'RE JOINTLY WORKING ON DEFINING USE CASES THAT SPAN OUTPATIENT HEALTHCARE, SUPPLY CHAIN MANAGEMENT, AND IN-STORE OPERATIONS.

WE'RE MAKING 5G REAL FOR WALGREENS, FOR CUSTOMERS, AND THEIR PATIENTS.

>> AND WHEN WE SEE 5G IS REAL FOR WALGREENS AND OTHER BUSINESSES, WE SHOULD ALL BE PROUD OF THOSE ACCOMPLISHMENTS.

LEE, THANK YOU VERY MUCH.

GOING TO KATE NOW.

GOING FROM BUSINESS TO HOME.

5G HOME, CERTAINLY A HUGE STORY FOR ALL OF US.

AND KATE, THE LAST TIME WE WERE TOGETHER ON UP TO SPEED, YOU WERE IN DOWNTOWN ATLANTA BUILDING A 5G HOME BUS, AND TELLING US THE STORY OF WHY IT MATTERS.

>> KATE JAY: THAT'S RIGHT.

NEVER A DULL MOMENT.

I'M PART OF THIS TOP-NOTCH TEAM OF STORYTELLERS.

HOW EXCITING TO BE ABLE TO TELL THE STORY ABOUT 5G HOME.

I THINK WHEN PEOPLE THINK ABOUT 5G, THEY THINK ABOUT THE MOBILE EXPERIENCE, RIGHT?

WHICH MAKES SENSE.

BUT THE BEAUTY OF 5G HOME IS WE ARE LITERALLY BRINGING THAT AWESOME TECHNOLOGY INTO THE HOME.

SUPER EXCITING.

IT'S REALLY AT A TIME WHEN THAT CONNECTIVITY IS MORE IMPORTANT THAN EVER WHEN WE ARE WORKING FROM HOME, WE'RE SCHOOLING FROM HOME. WE'RE TRYING TO KEEP OURSELVES ENTERTAINED AT HOME AND I'M LIVING THAT HERE WITH MY FAMILY OF FIVE.

I'LL BE HONEST, IT'S A SMALL MIRACLE THAT WE HAVEN'T HAD ONE OF MY BOYS POP IN AS THEY TAKE BREAKS FROM THEIR HOMESCHOOLING.

BUT JUST A FUN STORY TO TELL AND ONE THAT'S SO MEANINGFUL THESE DAYS.

BUT IT'S NOT JUST THAT GREAT TECHNOLOGY.

IT'S ALSO ABOUT SIMPLICITY AND VALUE.

SO, THIS PRODUCT IS SO EASY TO INSTALL.

YOU DO IT YOURSELF.

AND IT ALSO COMES AT A GREAT PRICE.

AND WHAT I WOULD WANT PEOPLE TO TAKE AWAY IS THIS IS, AS WE KNOW, 5G IS THE MOST IMMERSIVE, THE MOST EXPERIENTIAL TECHNOLOGY.

AND WE ARE REALLY BRINGING IT INTO YOUR HOME.

IT DOESN'T STOP AT THE FRONT DOOR.

>> ANDY CHOI: I WAS WAITING FOR YOUR KIDS TO MAKE A CAMEO THERE, KATE.

BUT WE'LL WAIT FOR GEORGE TO COME IN WITH HIS GIZMO WATCH.
AND CONGRATULATIONS TO OUR 5G HOME TEAM.
LET'S TALK ABOUT THE VERY IMPORTANT 5G LABS THAT ROBERTO HAS
WORKED ON.
IT'S NEAR AND DEAR TO OUR HEART.
IT SERVES OUR FOURTH STAKEHOLDER, SOCIETY, AND THIS IS HUGE WHEN IT
COMES TO MAKING SURE THAT THE WORLD KNOWS THAT WE'RE A FORCE
FOR GOOD.

>> ROBERTO DEJESUS: HI, ANDY.

I WORKED WITH THE NETWORK TEAM AND NONPROFIT PARTNERS AND
SCHOOL DISTRICTS TO BRING VERIZON INNOVATIVE LABS TO SCHOOL
CENTERS.

AND EDUCATION SOLUTIONS TO DELIVER A NEW IMMERSIVE LEARNING
EXPERIENCE TO STUDENTS.

CURRENTLY, WE HAVE FIVE APPLICATIONS AND WE'RE WORKING ON MORE.
I'LL GIVE YOU SOME QUICK EXAMPLES OF THOSE APPLICATIONS.

ONE IS VISUAL SCIENCE, WHICH IS A VR EXPERIENCE FOR STUDENTS AND
TEACHERS TO LEARN TOGETHER ABOUT FINITE CONCEPTS, SUCH AS THE
FORMATION OF STARS IN THE UNIVERSE.

ANOTHER ONE IS MAPPERS DELIGHT, WHICH IS AN AR EXPERIENCE.

MAPPERS DELIGHT, IT'S A REFERENCE TO THE OLD HIT SONG, "RAPPERS
DELIGHT."

A GLOBE APPEARS ON THE STUDENT'S TABLET.

THE STUDENT CAN TOUCH CERTAIN SECTIONS OF THE GLOBE AND IT WILL
BRING UP REFERENCES TO RAPPERS WHO HAVE MENTIONED THAT CERTAIN
CITY THROUGH LYRICS.

IT ALLOWS THEM TO LEARN GEOGRAPHY THROUGH HIP HOP.

STUDENTS CAN INTERACT WITH A HOLOGRAM RIGHT IN FRONT OF THEM.

THEY GET TO MEET VARIOUS PROFESSIONALS IN VARIOUS FIELDS AND
LEARN ABOUT THEIR OCCUPATION AND WHAT IT TOOK TO GET THERE.

>> ANDY CHOI: ROBERTO, I WON'T MAKE YOU RAPPERS DELIGHT THIS TIME,
BUT I'LL FOLLOW UP WITH A QUICK QUESTION HERE.

TELL US WHY THIS IS SO PERSONAL TO YOU WHEN IT COMES TO SERVING
STUDENTS IN THIS 5G SPACE?

>> ROBERTO DEJESUS: OUR TEAM IS PROVIDING OUR STUDENTS WITH AN
OPPORTUNITY TO LEARN IN A DIFFERENT WAY.

INSTEAD OF STUDENTS OPENING UP A BOOK AND READING ABOUT STARS,
THEY CAN NOW LEARN IN IMMERSIVE WAYS.

THEY PUT ON A VR HEAD SET AND HOW THE STARS ARE CREATED.

THAT GETS ME EXCITED.

FROM A PERSONAL SIDE, I WAS ALSO ONE OF THOSE UNDERRESOURCED
STUDENTS.

I WENT TO A TITLE I SCHOOL AND I RECEIVED FREE LUNCH THROUGH MIDDLE
SCHOOL AND HIGH SCHOOL.

I STRUGGLED IN THAT SCHOOL.

IF I LOOK BACK AND IF I GOT THE SAME LEARNING THAT THESE KIDS ARE GETTING WITH 5G, I THINK I WOULD HAVE DONE BETTER IN SCHOOL MYSELF. THEY ARE ALSO GETTING THE OPPORTUNITY TO EXCEL. IT'S EXCITING TO ME THAT WE'RE ABLE TO HELP MANY STUDENTS WHO LOOK LIKE ME AND MANY WHO HAVE SOME OF THE SAME STRUGGLED THAT I HAD. AT THE END, I BELIEVE THIS WILL HELP THEM BE BETTER STUDENTS AND FROM THERE THE SKY IS THE LIMIT. AND THAT'S COOL STUFF. AND THAT'S WHY I'M PROUD TO BE PART OF THE CSR TEAM.

>> ANDY CHOI: THERE IT IS. FULL-CIRCLE MOMENT. ROBERTO, KATE, LEE, AND JAKE. THANK YOU SO MUCH FOR SHARING HOW 5G IS BEING PUT TO WORK. AND THIS IS ALL WAYS THAT WE CAN SHARE WITH THE WORLD WHY 5G MATTERS. AND WITH THAT, I'D LIKE TO TURN IT BACK OVER TO HANS WITH A LITTLE SOMETHING, MY FAVORITE PART OF THE EARNINGS WEBCAST, OF COURSE, IS RECOGNITION. WE'RE GOING TO VIRTUALLY AWARD SOME OF THESE, HANS.

>> HANS VESTBERG: THANK YOU. YOU KEEP IT OVER THERE. FIRST OF ALL, GREAT PANEL. HOW YOU GET 5G LIVE AND HOW MANY OF OUR DEDICATED V-TEAMERS ARE WORKING ON THIS AND THE TO LISTEN TO THE PASSION. I GET SO EXCITED WHEN I HEAR THEM TALK ABOUT VIRTUAL LEARNING AND THE 5G HOME AND WALGREENS AND ALL OF THAT. IT'S JUST AN AMAZING STORY. HEY, WE'RE COMING TO ONE PIECE THAT IS VERY IMPORTANT FOR US IN OUR EARNINGS CALL. THAT IS OF COURSE THE CREDO AWARD. THE CREDO IS OF COURSE VALUES WE STAND FOR. AND AS I SAID IN THE BEGINNING, EVERYONE IN THIS COMPANY SHOULD HAVE A CREDO AWARD FOR 2020. BUT WE STILL HAVE SELECTED A COUPLE OF OUTSTANDING WORKS OR JOBS THAT HAVE BEEN DONE IN THE YEAR, LIVING UP TO OUR CREDO. I WOULD LIKE TO INTRODUCE GURU WHO WILL TAKE THIS FURTHER AND TALK MORE ABOUT WHO WILL GET THE CREDO AWARD THIS YEAR. GURU, PLEASE COME IN AND I WILL MOVE OUT.

>> GURU GOWRAPPAN: THANK YOU, HANS. THANK YOU SO MUCH. IT'S GREAT TO BE HERE. I SAY FIRST OF ALL, CONGRATULATION TO EVERYBODY ON AN AMAZING Q4, AMAZING 2020. AS HANS MENTIONED, 2020 HAS BEEN AN INTENTION YEAR. WHEN YOU THINK ABOUT VERIZON MEDIA AND THE MEDIA INDUSTRY

PARTICULARLY, WHEN YOU THINK ABOUT WHAT THEY WENT THROUGH. HOW WE THINK ABOUT TRANSFORMATION, LET THAT BE CULTURE, PRODUCT INNOVATION, AND IN 2020 IT GOT SIDELINED FOR A LOT OF COMPANIES BECAUSE OF COVID.

WHAT I'M PROUD OF IS HOW VERIZON MEDIA SHOWED UP AND WE WERE REALLY STEADFAST AND FOCUSED ON OUR CORE STRATEGY TO GROW ACROSS ADS WHEN YOU THINK ABOUT SUBSCRIPTION AND TRANSACTION. AND THAT LEADS TO, AS HANS JUST SAID, THAT LEADS TO VERIZON MEDIA, A COMPANY AS A TEAM WINNING THE CREDO AWARD, WHICH I'M REALLY PROUD OF.

THE WORK THAT HAS GONE INTO THIS, ADVERSITY FOR US CREATED GREATNESS, AND THAT SHOWED IN Q4.

THE TWO KEY AREAS OF GROWTH, WHEN YOU CLICK ON THAT.

ONE ON THE B2B SIDE, THE ADS BUSINESS DRIVING GROWTH.

AND THEN ON THE CONSUMER SIDE, A LOT OF FOCUS ON GROWTH AND ENGAGEMENT ACROSS SUBSCRIPTIONS AND ALSO TRANSACTIONS.

JUST TO HIGHLIGHT SOME WINS, LET'S TAKE ONE PART OF THE BUSINESS THAT'S ON THE B2B SIDE, STARTING WITH ADS.

ADS GREW 41% ON DSP YEAR ON YEAR FOR US.

THAT'S AMAZING TO SEE THE GROWTH AND MOMENTUM WE CARRY FORWARD.

AND A LOT OF THAT, YOU JUST HEARD ABOUT THE 5G PANEL, AS WELL, WHERE YOU TALK ABOUT THE AR AD UNITS, THE CONNECTED TV, DIGITAL HOME, HOW WE ARE FOCUSED ON THAT.

BUT ALSO STANDING UP ON OUR UNIFIED ADS STACK.

THAT DROVE THAT.

A COUPLE POINTS HERE WHEN YOU THINK OF THE HOME, WE GREW 144% YEAR ON YEAR.

AND CONNECTED TV GREW 260% YEAR ON YEAR.

THAT TALKS ABOUT THE STRENGTH ON THE B2B SIDE.

THE OTHER SIDE OF THE COIN WHEN YOU THINK ABOUT CONSUMER ALSO FOCUSED ON DRIVING ENGAGEMENT, ALSO REVENUE WHEN YOU THINK ABOUT SUBSCRIPTIONS AND TRANSACTIONS.

TRANSACTIONS, WHICH BUILDS UPON COMMERCE HAS BEEN DOING REALLY WELL.

WE GREW 187% ON COMMERCE.

OUR INBOX COMMERCE, OUR MAIL GREW 7 TIMES.

IT TALKS TO THE POWER OF OUR ECOSYSTEM AND WHAT WE'RE DOING ON TRANSACTIONS.

SUBSCRIPTIONS ARE NO LESS.

SUBSCRIPTION GREW FOR US 20% ROUGHLY FOR Q4, BUT WE HAD MULTIPLE TRIPLE DIGITS WITHIN THAT, SOME OF THE PRODUCTS THAT WE'VE BEEN INVESTING IN YAHOO FINANCE PREMIUM, WHICH HAS BEEN A GREAT GROWTH CONTEXT FOR CRUNCH, AGAIN DONE VERY WELL.

ANOTHER THING THAT I GET TO BE PROUD OF, AND HANS AND MATT TALKED

ABOUT THIS DURING EARNINGS, WE GET TO SAY WE'RE A GROWTH COMPANY.

THAT MEANS A LOT TO US.

THAT MEANS TO OUR CUSTOMERS, ALL OUR STAKEHOLDERS, TO KEEP INVESTING IN IT.

AND THAT DESERVES THE ECREDO AWARD FOR THE ENTIRE VERIZON MEDIA TEAM THAT WORKED SO HARD WITH A LOT OF DEDICATION AND PASSION AND HARD WORK IN A VERY TOUGH YEAR.

WITH THAT, I'M GOING TO WELCOME LAUREN JOHNSON AND AZUKA ANUNKOR WHO WILL REPRESENT ALL OF VERIZON MEDIA FOR THE AWARD.

I'LL TOSS IT TO AZUKA FIRST.

AZUKA, ARE YOU ON?

>> AZUKA ANUNKOR: I AM, GURU, THANK YOU SO MUCH.

IT'S A HUGE HONOR TO BE HERE TO ACCEPT THIS AWARD ON BEHALF OF OUR ENTIRE ORG.

AT VERIZON MEDIA, WE REALLY STRIVE TO PUT THE CLIENT AT THE CENTER OF EVERYTHING WE DO.

THAT'S OUR NORTH STAR.

AND WHAT YOU SAW IN Q4 IS A TESTAMENT TO HOW OUR STRATEGY IS REALLY WORKING.

IT'S A HUGE HONOR TO ACCEPT THIS AWARD.

2021 IS GOING TO BE BIGGER AND BETTER, AND WITH THAT, LAUREN, OVER TO YOU.

>> LAUREN JOHNSON: THANKS, GURU, THANKS AZUKA.

I AM SO PROUD TO BE HERE TO REPRESENT THE WHOLE TEAM.

GURU, 2020 WAS FULL OF UNPRECEDENTED CHALLENGES FOR US.

AND ONE OF THE MOST EXCITING THINGS WAS TO SEE HOW THE TEAM CAME TOGETHER TO MEET THOSE CHALLENGES.

I REALLY SAW UNPRECEDENTED, THAT WAS THE WORD OF 2020.

I SAW UNPRECEDENTED COLLABORATION TO HELP US MEET THOSE CHALLENGES.

I'M PART OF THE EDITORIAL NEWS TEAM, BUT I SAW PRODUCT, ENGINEERING, SEARCH, MARKETING, DESIGN, AUDIENCE DEVELOPMENT, ALL THE TEAMS WORKING TOGETHER SO SEAMLESSLY TO HELP US MEET THOSE CHALLENGES AND REALLY STILL PRODUCE GREAT WORK.

SO, INCREDIBLY PROUD TO BE HERE REPRESENTING THE TEAM, LOOKING FORWARD TO DOING MORE GREAT WORK IN 2021.

THANK YOU AND BACK OVER TO YOU GURU.

>> GURU GOWRAPPAN: THANK YOU, LAUREN, THANK YOU AZUKA.

YOU AND THE ENTIRE TEAM, THE 10,000 V-TEAMERS ACROSS VERIZON MEDIA, THE DEDICATION, THE HARD WORK, FROM THE BOTTOM OF MY HEART THANK YOU FOR EVERYTHING THAT HAS GONE IN AND I KNOW THAT 2021 WILL BE EVEN BETTER.

THANK YOU.

WITH THAT, I'M GOING TO PASS IT TO TAMI FOR THE NEXT CREDO AWARD.

>> TAMI ERWIN: OKAY.

AND I CAN'T IMAGINE A TEAM MORE DESERVING OF A TEAM CREDO AWARD THAN YOU, GURU, AND THE MEDIA TEAM.

BASK IN THE MOMENT OF GROWTH.

IT IS AWESOME.

THE TEAM HAS WORKED SO HARD FOR IT.

LET ME JUST ADD MY THANKS TO THE ENTIRE TEAM FOR A GREAT 2020.

AS WE CELEBRATE TEAM SUCCESS AND INDIVIDUAL SUCCESS, IT REALLY IS ANCHORED ON A STRATEGY THAT WE'VE BEEN LEANING INTO.

HANS OFTENTIMES TALKS ABOUT WINNING WITH THE ASSETS WE HAVE.

AND I WANT TO JUST TALK ABOUT AN INDIVIDUAL WHO LED A TEAM TO WIN

WITH THE ASSETS THAT WE HAVE AS WE THINK ABOUT OUR INTELLIGENT

EDGE NETWORK, WHEN WE THINK ABOUT NETWORK AS A SERVICE, WHEN WE

THINK ABOUT BRINGING 5G TO LIFE FOR OUR CUSTOMERS, I'M GOING TO PICK

UP WITH WHERE LEE LEFT OFF IN HIS STORY AND INTRODUCE YOU TO AN

INCREDIBLE V-TEAMER, JOE TERRAZAS FROM COLORADO.

JOE, I HOPE IT'S SNOWING IN COLORADO FOR YOU AS IT IS FOR US HERE IN NEW JERSEY.

BUT JOE LED OUR EFFORTS TO MAKE 5G REAL FOR WALGREENS AND OUR WALGREENS-BOOTS ALLIANCE TEAM.

THIS WAS AN INCREDIBLE EFFORT AS YOU HEARD FROM LEE.

HE DESCRIBED THE PEOPLE INVOLVED.

HE DESCRIBED THE ASSETS THAT WERE REQUIRED.

HE DESCRIBED THE ABILITY TO DREAM BIG ON BEHALF OF OUR CUSTOMERS.

AND I AM DELIGHTED TODAY TO RECOGNIZE JOE, YOU WITH THE CREDO AWARD.

BECAUSE IT IS V-TEAMERS LIKE YOU WHO SAY I'M GOING TO EMBRACE THE CHANGE THAT WE'RE ON, I'M GOING TO RECOGNIZE THAT FORWARD

TOGETHER WE DELIVER ON BEHALF OF OUR CUSTOMERS.

YOU'VE PROVEN THAT WE CAN WIN WITH THE ASSETS WE HAVE WHILE WE BUILD THE BUSINESS OF TOMORROW.

AND IT REALLY IS THE CHARACTERISTICS OF OUR CREDO THAT GIVE YOU THE CAPABILITY TO SHOW UP THAT WAY.

INTEGRITY, RESPECT, PERFORMANCE EXCELLENCE, ACCOUNTABILITY, SOCIAL RESPONSIBILITY.

AND LET ME ADD A COUPLE MORE.

CURIOSITY, COMMITMENT, AND AN UNWAVERING DESIRE TO WIN ON BEHALF OF VERIZON.

AS A VETERAN IN THIS BUSINESS WHO KNOWS IT WELL, EVERY DAY YOU'VE REDEFINE WHAT HAD SUCCESS LOOKS LIKE AND YOU'VE DONE THAT ON BEHALF OF WALGREENS.

A VERY IMPRESSIVE 10,000-SITE GLOBAL WIN FOR VERIZON. THE BIGGEST NETWORK AS A SERVICE WIN WE'VE HAD.

AND I UNDERSTAND YOU WEREN'T SATISFIED WITH JUST THAT.

YOU ADDED GE AT THE END OF THE YEAR AS CORE CONNECTIVITY, ANOTHER

YOU ADDED GE AT THE END OF THE YEAR AS CORE CONNECTIVITY, ANOTHER

GREAT WIN.

SO, ON BEHALF OF MYSELF, THE VLC, AND THE ENTIRE GLOBAL ENTERPRISE TEAM, A HUGE THANK YOU, AND CONGRATULATIONS FOR LIVING OUR CREDO. IN ANOTHER WORLD I WOULD SAY THANK YOU.

KEEP GOING, AND GO FIGHT, WIN.

>> ANDY CHOI: LET'S SEE IF WE CAN GET JOE IN THERE.

IF NOT, AS TAMI MENTIONED, WE DO HAVE THE CREDO HERE WHICH WE CAN VIRTUALLY HAND OVER TO YOU AND CELEBRATE.

I'LL LIFT IT UP FOR YOU IN CELEBRATION HERE.

WE MAY BE HAVING JUST A LITTLE BIT.

JOE, ARE YOU THERE?

THERE YOU ARE.

>> JOE TERRAZAS: I AM HERE!

I AM.

>> TAMI ERWIN: THERE WE GO.

>> ANDY CHOI: HE WAS GOING TO ASK A QUESTION TO YOU, TAMI.

>> TAMI ERWIN: YOU WERE ALL PREPARED WITH YOUR QUESTIONS.

IT IS RARE TO SEE YOU WITHOUT WORDS BECAUSE I'VE SEEN YOU IN FRONT OF THE CUSTOMER AND YOU ARE WELL SPOKEN, YOU'RE VERY KNOWLEDGEABLE, AND YOU'RE PASSIONATE, AND WE COULDN'T BE MORE PROUD OF AND GRATEFUL THAT YOU'RE PART OF OUR TEAM.

THANK YOU FOR WHAT YOU DO EVERY DAY.

>> JOE TERRAZAS: THANK YOU, I REALLY APPRECIATE IT.

AND I LOOK AT THIS AS A TEAM AWARD.

AS LEE MENTIONED, WE COULD NOT HAVE DONE THIS WITHOUT THE GROUP. THE GROUP CAME TOGETHER, THE V-TEAMERS CAME TOGETHER TO WIN THIS.

SO, I SHARE THIS WITH EVERYONE ELSE BECAUSE THIS WAS ABSOLUTELY A TRUE TEAM WIN.

SO, I APPRECIATE IT.

THANK YOU SO MUCH.

>> TAMI ERWIN: ALL RIGHT, FORWARD TOGETHER.

I'LL TAKE YOUR QUESTION OFFLINE.

BACK TO YOU.

>> ANDY CHOI: JOE WAS SO SPEECHLESS THAT HE WON.

WE GOT HIM REAL GOOD.

HE CAME IN FOR THE QUESTION.

>> TAMI ERWIN: BEAUTIFUL AWARD.

>> ANDY CHOI: THANK YOU TAMI AND THANK YOU GURU AND ALL OF OUR TEAMS THERE FOR THE CREDO AWARD THERE.

BEFORE WE GET TO OUR QUESTIONS THERE, JOE, YOU ARE OFF THE HOT SEAT.

YOU WILL NOT BE ASKING A QUESTION.

CONGRATULATION TO YOU.

WE WANTED TO SHOWCASE OUR PANELISTS HERE.

WE'VE GOT SOME QUESTIONS COMING INTO THE LIVE INBOX.
THAT'S LIVE@VERIZON.COM.
I'LL BE CHECKING THAT INBOX.
BUT WE DO START WITH SOME LIVE QUESTIONS HERE.
BUT WE WANT TO MAKE SURE THAT WE HAVE THE RIGHT LEADERS READY TO GO.
SO, LET'S GO AHEAD AND BRING IN LISA NOLAN WHO IS IN DUBLIN RIGHT NOW.
NO, WE'RE GOING TO GO TO, YOU KNOW, WHAT?
TAMI STAY RIGHT HERE.
WE'RE GOING TO ANSWER THIS QUESTION WITH BARRY.
BARRY IS LIVE WITH US HERE.
AND I BELIEVE BARRY, THERE YOU ARE.
YOU HAVE A QUESTION FOR TAMI.
>> TAMI ERWIN: OKAY.
>> BARRY NICONIENKIO: WE'RE SEEING A LOT OF HEADLINES ABOUT HOW MAJOR COMPANIES LIKE HONEYWELL AND GM ARE USING OUR NETWORK. WHAT ARE SOME OF THE WAYS THEY'RE USING OUR NETWORK AND HOW DO YOU SEE THESE PARTNERSHIPS EXPANDING?
>> TAMI ERWIN: WHAT A GREAT QUESTION.
AND IF YOU DID NOT HAVE A CHANCE TO WATCH HANS' KEYNOTE, I WOULD ENCOURAGE EVERYONE TO WATCH THE CES KEYNOTE.
NOT ONLY WAS IT THE LEAD STORY TO SAY 5G IS IMPOSSIBLE TO IGNORE, BUT IT SHOWCASED HOW WE HAVE MOVED IN TWO SHORT YEARS FROM POWER POINT TO PROOF OF CONCEPT TO SCALABILITY.
YOU SEE COMPANIES LIKE GENERAL MOTORS REDEFINING THE FACTORY OF THE FUTURE.
THEY'RE DOING THAT IN THEIR ELECTRIC CAR PLANTS.
THEY'RE USING TECHNOLOGY TO REALLY TRANSFORM SUPPLY CHAIN.
WITH HONEYWELL, THEY'RE REIMAGINING WHAT DOES THE FUTURE LOOK LIKE AND HOW CAN THEY USE 5G PRIVATE NETWORKS.
VERY EXCITED TO SEE THE WORK THEY'RE DOING.
WE'RE SEEING THIS INCREDIBLE MOMENTUM AS BUSINESSES COME BACK.
HOW CAN YOU REIMAGINE?
WE'RE SEEING IT IN HEALTH CARE.
WE'RE SEEING IT IN THE AUTO SPACE IN A REALLY MEANINGFUL WAY.
WE'RE SEEING IT IN EDUCATION, AR, VR, GAMING.
I'M GOING TO DO A LITTLE TEASE.
WATCH THE SUPER BOWL BECAUSE YOU'RE GOING TO SEE SOME OF THOSE EXAMPLES THAT ARE REALTIME OF HOW WE'RE REALLY TRANSFORMING WITH 5G.
BUT I WOULD TELL YOU WE ARE LIMITED ONLY BY OUR SENSE OF CURIOSITY.
SO, I WOULD ASK EACH OF YOU AS YOU'RE ENGAGING WITH CUSTOMERS, KNOW OUR PRODUCTS AND SERVICES.
BE CURIOUS, DEFINE WHAT'S POSSIBLE, AND THEN RUN HARD AT IT BECAUSE

IT'S CHANGING FASTER THAN WE COULD HAVE EVER IMAGINED.
THANK YOU FOR A GREAT QUESTION AND THANK YOU FOR IMAGINING WITH US.

ANDY, BACK TO YOU.

>> ANDY CHOI: THANK YOU VERY MUCH, TAMI.

QUITE A TEASE THERE FOR THE SUPER BOWL.

WATCH THE SUPER BOWL AND YOU'LL SEE ON UP TO SPEED SOME OF THE STORIES THAT WILL BE SHAPING IN THE VERIZON 5G SPACE THERE.

BARRY, THANK YOU SO MUCH FOR YOUR QUESTION.

I WANT TO BRING RONAN UP HERE.

I HAVE A QUESTION HERE.

THIS IS SOMETHING I'VE BEEN SEEING IN PUBLICATIONS HERE.

A TOUGH ONE, BUT STILL SOMETHING WE SHOULD BE THINKING ABOUT CRITICALLY RONAN, NET ADDS FOR THE QUARTER DOWN YEAR OVER YEAR. BUT WITH ALL WE'VE BEEN TALKING ABOUT AND ALL THE WAYS WE'VE BEEN PASSIONATE ABOUT 5G, HOW DO WE STRUCTURE THE NARRATIVE SO WE CONTINUE THAT NARRATIVE OF GROWTH AND MAKE SURE OUR CUSTOMERS KNOW THERE'S LOTS OF LOVE HERE WHEN IT COMES TO VERIZON?

>> RONAN DUNNE: THANK YOU, ANDY.

THE FIRST THING IS A RETURN TOLL SER VIS REVENUE GROWTH CRITICALLY IMPORTANT.

BUT REALLY IT'S BALANCED GROWTH AND THAT'S WHAT I'M PARTICULARLY PLEASED ABOUT IS THE QUALITY OF THE BUSINESS WE WROTE IN THE FOURTH QUARTER.

YES OUR NET ADDS WERE DOWN YEAR OVER YEAR AND YOU'LL RECALL THAT WE DISCLOSED THE FACT THAT WHERE OTHERS MADE PROVISIONS AGAINST. WE MADE THOSE ADJUSTMENTS IN THE FOURTH QUARTER.

A SLIGHT ADJUSTMENT LIKE FOR LIKE.

WE EXCEEDED OUR OWN EXPECTATIONS FOR 5G HANDSET PENETRATION IN THE BASE AND THAT WAS DESPITE THE APPLE IPHONE COMING TO MARKET LATER THAN WHEN WE PUT OUR PLANS TOGETHER AT THE BEGINNING OF THE YEAR.

WE SAW MORE OF OUR CUSTOMERS TAKE UNLIMITED AND GROW IN THE STEPS.

SO, WHEN WE THINK ABOUT 2021 AND WE THINK ABOUT WHAT WE BUILT IN 2020, WE WANTED TO BUILD THE BEST QUALITY BASE AND ENGAGE CUSTOMERS WITH THE PROSPECTS OF 5G AND USE THAT AS A PLATFORM FOR THE BEST QUALITY OF BALANCED GROWTH IN THE MARKETPLACE IN 2021.

AND YOU ALL PERFORMED OUTSTANDINGLY IN THE QUARTER AND IN THE YEAR TO GIVE US THAT PLATFORM.

I COULDN'T BE MORE PLEASED WITH THE QUALITY AND QUANTITY OF THE BUSINESS THAT WE WROTE, BUT HOW IT SETS US UP TO DRIVE A MULTI-VECTOR GROWTH STRATEGY WITH THE BEST BALANCE OF OPPORTUNITY OF ANYONE IN THE MARKETPLACE.

THANK YOU FOR THE QUESTION, ANDY.

>> ANDY CHOI: THANK YOU VERY MUCH, RONAN.

A LOT TO LOVE.

IF YOU WERE ON UP TO SPEED YESTERDAY, YOU WERE ON A QUIZ IN WHICH OUR MAN BILL O'NIEL WON THIS QUIZ.

AS A TOKEN OF APPRECIATION FOR ACING THIS TEST, BILL JOINS US LIVE AND WE GAVE HIM AN OPPORTUNITY TO ASK THIS QUESTION.

BILL, ARE YOU THERE?

>> BILL O'NIEL: YES, ANDY.

>> ANDY CHOI: CONGRATULATIONS ON THE QUIZ AND YOU'VE GOT A QUESTION FOR GURU.

HOW DOES IT FEEL?

YOU BEAT OUT 3,000 PEOPLE?

>> BILL O'NIEL: IT'S INCREDIBLE.

IT'S A LOT OF FUN.

>> ANDY CHOI: ALL RIGHT, BILL.

GURU IS READY FOR YOUR QUESTION.

>> BILL O'NIEL: HEY, GURU.

HOW WILL THE PRODUCT PORTFOLIO CHANGES BE A GAME CHANGER IN 2021?

>> GURU GOWRAPPAN: THANK YOU FOR THAT QUESTION.

I'LL PIGGY BACK ON WHAT I WAS TALKING ABOUT.

THE FOUR BUCKETS I WOULD CALL OUT FIRST WOULD BE ON TRUSTED CONTENT.

IF YOU LOOK AT THE ECOSYSTEM TODAY THERE IS SO MUCH NEED FOR CREATING THE TRUSTED CONTENT AND WE WILL REALLY LAY THE FOCUS ON CREATING THAT BUT ALSO BUILDING A LOT OF 5G EXPERIENCES ON THAT. YOU HEARD ABOUT AR EARLIER.

KIND OF CREATING A LOT OF THOSE EXPERIENTIAL TRUSTED CONTENT USING 5G, USING OUR PLATFORM.

YAHOO AND TECH CRUNCH AND THOSE OTHER BRANDS HOW WE CAN CREATE EXPERIENTIAL CONTENT.

A SECOND BUCKET IN TERMS OF CREATING, I WOULD SAY IN THE CONNECTIONS BUCKET.

WHEN WE TALK ABOUT CONNECTIONS, WE TALK ABOUT CREATING A MUCH DEEPER RELATIONSHIP WITH OUR CUSTOMERS.

LET THAT BE YAHOO FINANCE PREMIUM.

LET THAT BE FANTASY SPORTS OR LET THAT BE ADVERTISERS CONNECTING TO THEIR CUSTOMERS AND CREATING THOSE NICHE, VERY DEEP CONNECTIONS BETWEEN BOTH SIDES, PUBLISHERS, ADVERTISERS, AND WHEN YOU THINK ABOUT CONSUMERS.

AND IN THE NEXT BUCKET, WHAT YOU THINK ABOUT IS TRANSACTIONS.

AGAIN, WE TALKED ABOUT COMMERCE EARLIER.

THAT'S A BIG DIFFERENTIATION FOR US WITH AN INBOX AND HOW WE'RE BRINGING VALUE TO A LOT OF OUR CONSUMERS ACROSS NOT JUST THE

E-MAIL PORTFOLIO, BUT ALL THE 900 MILLION MONTHLY ACTIVE USERS WE HAVE GLOBALLY.
TIED TO TRANSACTION IS NOT JUST COMMERCE BUT ALSO SPORTS BETTING.
TODAY WE ARE LIVE IN SIX STATES ON SPORTS BETTER.
WE'RE GOING TO BE LAUNCHING THREE MORE BY THE END OF THIS QUARTER.
A LOT OF FOCUS ON BUILDING ON THIS MOMENTUM ON SPORTS AND SPORTS BETTER, AS WELL.
AND THE LAST BUCKET I WOULD CALL OUT IS MORE AROUND SOCIETY AND HOW WE GIVE BACK.
THERE IS A BIG DIFFERENTIATOR FOR US.
YOU HEARD ABOUT CITIZEN VERIZON.
HOW WE GIVE BACK TO A LOT OF SOCIETY WORK.
ONE OF THE FOCUSES WE'VE BEEN WORKING ON IS MENTAL HEALTH AND HOW WE BRING THAT NOT JUST TO OUR EMPLOYEES BUT ALSO TO OUR CUSTOMERS.
WHETHER THERE IS YAHOO LIVE AND A LOT OF WORK HAPPENING AROUND MENTAL HEALTH.
AND I SEE THAT WILL WE'VE BEEN LEADING THAT THE LAST YEAR AND THE YEAR BEFORE AND WE'LL CONTINUE TO FOCUS ON THAT.
THAT'S HOW WE'RE GOING TO BRING THE ENTIRE ECOSYSTEM DIFFERENTIATING OURSELVES AND CONTINUING TO ADD VALUE TO ALL OUR STAKEHOLDERS.
THANKS AGAIN, BILL, FOR THE QUESTION.
THANK YOU, ANDY.
>> ANDY CHOI: GURU, THANK YOU VERY MUCH.
CONGRATULATIONS, BILL.
WE'LL SEE YOU ON THE NEXT TRIVIA QUIZ ON UP TO SPEED THERE.
WE HAVE A TAPED QUESTION FROM JR ROMERO.
THIS QUESTION IS FOR DIEGO.
DIEGO JOINS US VIRTUAL HERE.
LET'S RUN THE QUESTION STRAIGHT FROM IRVING, TEXAS.
>> J.R. ROMERO: 2020 BROUGHT A LOT OF CHALLENGES THAT VERIZON' ADDRESSED HEAD ON.
THE GLOBAL PANDEMIC, REMOTE LEARNING, SOCIAL JUSTICE.
HOW IS THIS PAST YEAR SHAPING HOW THE BRAND IS APPROACHING 2021?
>> DIEGO SCOTTI: THANK YOU FOR THE QUESTION.
IT'S A GREAT QUESTION.
FIRST I WANT TO SAY AMAZING YEAR, CONGRATULATIONS TO ALL.
OUR BRAND IS STRONGER THAN EVER AND THAT IS THE RESULT OF ALL YOUR EFFORTS.
I REALLY, REALLY APPRECIATE IT.
IT'S IMPORTANT TO SAY THAT WE HAVE TWO PRIORITIES IN 2021.
ONE IS CONTINUING OUR LEADERSHIP IN 5G AND THE SECOND ONE IS LEADING IN BUSINESS RESPONSIBILITY, MEANING A FORCE FOR GROWTH

AND ALSO A FORCE FOR GOOD.
LAST YEAR WAS INCREDIBLE.
AS YOU SAID, WE RESPONDED TO THE PANDEMIC IN AN UNPRECEDENTED
WAY.
WE ALSO PUSHED FORWARD IN TERMS OF OUR RESPONSE TO SOCIAL
JUSTICE.
WE LAUNCHED CITIZEN VERIZON.
AND THEN WE'RE STARTING TO USE ALSO 5G AS A FORCE TO MOVE SOCIETY
FORWARD.
THERE ARE TWO THINGS WE LEARNED THAT ARE IMPORTANT.
NUMBER ONE IS IT'S NOT ABOUT WHAT WE SAY.
IT'S ABOUT WHAT WE DO.
SO, LEADING WITH ACTIONS.
AND SECOND, AND ALSO MOST IMPORTANTLY IS THAT TAKING OUR ACTIONS
BASED ON THE UNIQUE PURPOSE THAT WE HAVE AS OPPOSED TO JUST
CREATING GENERIC RESPONSES.
AND WE'RE TAKING ALL OF THIS INTO 2021.
SO WHAT YOU'RE GOING TO SEE US DOING IS DOUBLING DOWN IN OUR
EFFORTS AROUND CITIZEN VERIZON IN THREE KEY AREAS.
NUMBER ONE, AND I THINK PROBABLY THE BIGGEST ONE IS OUR EFFORTS
AROUND THE DIGITAL DIVIDE.
THIS IS NOW ONE OF THE KEY ISSUES IN SOCIETY AROUND THE HAVES AND
THE HAVE NOTES.
VERIZON HAS A UNIQUE PERSPECTIVE AND RESPONSIBILITY IN THIS AREA.
A SECOND KIND OF PROTECTION AROUND OUR EFFORTS TO BECOME
CARBON NEUTRAL BY 2035.
AND THIRD, HOW DO WE HELP PEOPLE AND BUSINESSES HAVE THE SKILLS TO
SUCCEED IN THE NEW DIGITAL ECONOMY?
I KNOW THAT TAMI JUST MENTIONED THIS, BUT IN THE SUPER BOWL, YOU'RE
GOING TO SEE SOMETHING REALLY, REALLY SPECIAL THAT WE'RE
LAUNCHING TO SUPPORT STRUGGLING SMALL BUSINESSES THAT HAVE BEEN
HIT VERY HARD BECAUSE OF THE PANDEMIC.
SO, WE'LL BE LAUNCHING A NEW PROGRAM THERE THAT WILL OFFER BOTH
ECONOMIC SUPPORT IN THE SHORT-TERM, BUT ALSO THE LONGER TERM
SUPPORT THEY NEED TO SUCCEED IN THE NEW BUSINESS ECONOMY.
SO, OVERALL, I'M VERY EXCITED ABOUT 2021 AND I CAN'T WAIT TO GET ALL
THESE PROGRAMS UNDERWAY.
BACK TO YOU, ANDY.
>> ANDY CHOI: DIEGO, THANK YOU VERY MUCH.
BEFORE WE GET TO OUR NEXT LIVE QUESTION, A CONGRATULATIONS TO
MR. CHRISTOPHER PAGANO AND HIS WIFE NICKI.
BOTH OF THEM V-TEAMERS AND THEY'RE WELCOMING IN THEIR SECOND
DAUGHTER, EVERLY AND BIG SISTER ELLIANNA.
LOOK HOW PICK CUTE THAT PICTURE IS.
CONGRATULATIONS TO YOU AND I UNDERSTAND YOU HAVE A LIVE QUESTION.

>> CHRISTOPHER PAGANO: YES, THANK YOU VERY MUCH.
CERTAINLY A CRAZY DECEMBER AND END OF THE YEAR.
THIS QUESTION IS FOR KYLE.

KYLE, DURING THE APPLE EVENT, HANS ANNOUNCED DURING ON 5G
NATIONWIDE.

SO, HOW DOES OUR NETWORK CONTINUE TO GROW TODAY AND WHAT'S THE
BEST WAY TO TALK ABOUT AND SHOWCASE THE DIFFERENCE BETWEEN US
AND OUR COMPETITORS?

>> KYLE MALADY: AH-HA, EXCELLENT QUESTION.

I APPRECIATE THAT.

WE HAVE THE BEST TECHNOLOGIES.

YOU SEE THE CAPABILITIES OF ULTRA WIDEBAND 5G.

WE'RE THE FASTEST IN THE WORLD.

IT'S THE CUTTER EDGE TECHNOLOGY.

WE PUT ON OVER 14,000 SITES LAST YEAR.

WE'RE GOING TO DO THE SAME AGAIN.

WE'RE NOT GOING TO SLOW DOWN.

WE'RE GOING TO KEEP EXPANDING THE NETWORK.

WE'RE ALSO GOING TO KEEP BRINGING NEW TECHNOLOGIES IN BOTH
NATIONWIDE AS WELL AS ULTRA WIDEBAND.

BUT WE'RE GOING TO PUT IN NEW CELL SITES, MORE COVERAGE, WORK ON
RELIABILITY.

I THINK IT FUNDAMENTALLY COMES FROM ALL THE THINGS WE HAVE DONE
FOR YEARS AND YEARS AND YEARS TO BE THE BEST NETWORK.

YOU WANT TO BE RELIABLE.

YOU WANT TO HAVE SUPERIOR PERFORMANCE.

AND WE WANT TO HAVE TECHNOLOGY LEADERSHIP.

WE'RE GOING TO CONTINUE TO PUSH ALL OF THOSE AND WE'RE GOING TO
SPEND A LOT OF MONEY AND CAPITAL TO IMPROVE OUR NETWORKS EVEN
MORE IN 2021 FOR THE BENEFIT OF OUR CUSTOMERS.

SO, 2021 IS GOING TO BE A FANTASTIC YEAR FOR US.

OUR CUSTOMERS ARE GOING TO SEE GREAT IMPROVEMENTS AND, YOU
KNOW, IT'S GOOD FOR THEM, IT'S GOOD FOR SOCIETY, IT'S GOOD FOR US.

WE'LL JUST KEEP PUSHING.

>> ANDY CHOI: ALL RIGHT, KYLE, THANK YOU VERY MUCH.

AND TO CHRISTOPHER AND NICKI, CONGRATULATIONS ON YOUR BABY GIRL.

OUR NEXT QUESTION IS FROM DENVER, COLORADO FROM MARK AND THE
QUESTION IS FOR RIMA.

LET'S PLAY MARK'S QUESTION.

>> MARK PERSIKO: HI RIMA.

WE SAW OUR PARTNER WITH UPS BECOME CENTER STAGE AT CES.

WITH DRONES BECOMING MORE POPULAR, HOW DO WE SEE DRONES FITTING
INTO OUR OVERALL STRATEGY?

>> RIMA QURESHI: THANK YOU FOR THE QUESTION, MARK.

IT WAS GREAT TO SEE QUESTIONS FEATURED SO PROMINENTLY AT CES AND

TO ALSO SEE ALL THE INTEREST IN THE ANNOUNCEMENT THAT WE DID WITH UPS.

I THINK DRONES IS A GREAT EXAMPLE OF WHAT WE REFER TO AND WHAT HANS REFERRED TO AS TRANSFORMATIONAL BUSINESS OPPORTUNITIES. AND AS MUCH AS WE ARE LOOKING TO PRESERVE AND STRENGTHEN OUR EXISTING AND NASCENT BUSINESSES, WE ARE ALSO LOOKING AT NEW TRANSFORMATIONAL BUSINESSES AND DRONES DEFINITELY FALLS INTO THAT CATEGORY BECAUSE IT'S AN EXAMPLE OF A BUSINESS THAT TRULY BENEFITS FROM THE BEST NETWORK AND THE BEST CONNECTION. THIS YEAR, OBVIOUSLY, WE WILL HAVE WHAT WE'VE ANNOUNCED IN THE LOGISTICS USE CASE.

BUT WE WILL ALSO BE LOOKING AT OTHER DRONE USE CASES AND THEN DEFINITELY AS SOON AS WE ARE ABLE TO LAUNCH OUR 5G CONNECTED DRONE, I WOULD SAY STAY TUNED.

LOTS MORE TO COME IN THE ROBOTICS SPACE AND ALSO IN OTHER TRANSFORMATIONAL OPPORTUNITIES LEVERAGING OUR 5G NETWORK. THANK YOU AND BACK TO YOU ANDY.

>> ANDY CHOI: RIMA, THANK YOU VERY MUCH.

FINALLY, WE HAVE A TAPED QUESTION HERE FROM NEHA.

AND THIS IS A QUESTION FOR CHRISTY.

LET'S GO AHEAD AND ROLL THAT QUESTION.

>> NEHA CHOUDHARY: GREAT.

CHRISTY, A BIG THANK YOU FOR YOU AND YOUR TEAM LEADING THE WAY AND ALL OF THE COMMUNICATIONS THROUGHOUT THIS PANDEMIC.

I DID HAVE A QUESTION FOR YOU.

LAST YEAR YOU HAD MENTIONED A FEW TRANSFORMATION PROJECTS FOR HR.

WHAT CAN YOU TELL US ABOUT THAT AND WHAT WE CAN EXPECT FOR 2021?

>> CHRISTY PAMBIANCHI: THANK YOU.

THANKS FOR THAT QUESTION.

IT'S GREAT TO BE HERE TALKING TO ALL OF THE V-TEAMERS TODAY.

WE'VE GOT A VERY EXCITING 2021 PLANNED ON THE EMPLOYEE FRONT TO AUGMENT ALL THE EXCITING THINGS YOU HEARD FROM ALL THE OPERATING LEADERS.

STARTING OFF IN Q1, WE'RE GOING TO HAVE ANOTHER STOCK TOGETHER GRANT.

STAY TUNE.

MORE COMING.

WE LAUNCHED THAT LAST YEAR.

WE ALSO HAVE SOMETHING COMING THIS YEAR CALLED TALENT GPS, WHERE WE'RE GOING TO UNVEIL ALL OF THE SKILLS AND COMPETENCIES SO EMPLOYEES CAN WORK ON THEIR DEVELOPMENT PLANS AND USE OUR LEARNING PORTAL FOR GROWTH.

AND WE JUST LAUNCHED YESTERDAY SOMETHING CALLED PROJECT AURORA.

WE'RE GOING TO MOVE ALL OF OUR HR SYSTEMS TO THE CLOUD.
IT'S GOING TO TAKE US INTO THE FIRST QUARTER AND SECOND QUARTER OF
2022, BUT WE'RE REALLY EXCITED TO BEGIN TO BRING TO LIFE A
CONSUMER-GRADE EXPERIENCE FOR OUR EMPLOYEES AND OUR MANAGERS.
SO, LOTS MORE TO COME.

>> ANDY CHOI: ALL RIGHT, CHRISTY, THANK YOU VERY MUCH.
AND THANK YOU, OF COURSE, TO ALL OF OUR PANELISTS.
KEEP THOSE QUESTIONS TO LIVE@VERIZON.COM.

OF COURSE WE DIDN'T GET TO ALL THE QUESTIONS.
OUR V-TEAMERS ARE EXCITED ABOUT THE NEW YEAR AND AS YOU SAW IN
THE PANEL, OUR V-TEAMERS WANT TO WIN AND SHARE THAT KNOWLEDGE
WITH YOU.

WITH, THAT WE'RE GOING TO SEND IT BACK TO HANS FOR ONE FINAL WORD
AND A LITTLE BIT OF DINNER TABLE TALK.

>> HANS VESTBERG: EXACTLY.
WE CAN'T MISS THAT.

IF THERE'S SOMETHING THAT WE KNOW THAT'S HAPPENING ON THE
EARNINGS CALLS OR THIS STUFF, I WILL TELL YOU WHAT TO SHARE AT THE
DINNER TABLE WITH YOUR FAMILY.

IT'S SIMPLE THIS QUARTER.

I THINK YOU SHOULD TELL THEM THAT 2020 WAS AN UNPRECEDENTED YEAR.
WE PERFORMED WELL WITH ALL OUR STAKEHOLDERS.

AND ESPECIALLY ON THE FINANCIALS.

YOU CAN GO OVER THAT BECAUSE TODAY IS THE EARNINGS DAY.

REMEMBER THE NUMBERS THAT RONAN AND TAMI AND GURU TALKED ABOUT.
AND OF COURSE, MATT.

I THINK THAT'S IMPORTANT.

SO, NUMBER ONE, TALK ABOUT 2020 AND THE FINANCIAL PERFORMANCE WE
HAD IN A YEAR LIKE THIS.

SECONDLY, I THINK WE SHOULD TALK ABOUT THE PROSPECT OF GROWTH IN
THE FUTURE.

AND HOW WE ARE SET UP OURSELVES.

THE FIVE GROWTH VECTORS.

YOU CAN CHIP IN WHEREVER YOU ARE EITHER IN THE NETWORK, THE
BUSINESS SIDE, THE MEDIA SIDE, THE CONSUMER SIDE.

ALL OF US ARE ADDING TO THE GROWTH THAT WE'RE ASPIRING TO RIGHT
NOW AND WE HAVE BEEN GEARED UP FOR A VERIZON 2.0.

THAT'S THE SECOND.

THE THIRD ONE I THINK IS ABOUT YOU AND ABOUT HOW YOU FEEL WORKING
AT VERIZON OVER THIS YEAR AND TALKING ABOUT THE IMPORTANCE OF
COMMUNICATION AND THE IMPORTANCE OF STAYING SAFE AND HEALTHY IN
THESE TIMES.

THAT'S IS AN ONGOING AND VERY IMPORTANT TOPIC.

WITH THAT YOU CAN SPEND HOURS ON DINNER.

ALL THE WAY FROM THE STARTER TO LONG AFTER THE DESSERT AND

COFFEE.

I CAN TELL YOU.

I FOUND IT AS USUAL AND I FOUND IT TO BE VERY LENGTHY AND GREAT CONVERSATION WITH MY FAMILY AND FRIENDS.

SO, WITH THAT, AGAIN, I WOULD LIKE TO THANK YOU FOR A GREAT 2020.

NOW WE STEER THE FOCUS TO 2021 WITH THE STRATEGY WE HAVE.

WE'VE ALREADY DEPLOYED OUR TARGETS.

WE ARE USED TO A VERY START OUT THERE FROM THE BLOCK.

THANK YOU ALL.

THANK YOU FOR 2020.

THANK YOU FOR BEING V-TEAMERS.

SEE YOU SOON.

>> WE BELIEVE.

¶¶

>> WE BELIEVE IN THE POWER OF TECHNOLOGY.

AND CONNECTION.

AND EXPERIENCES.

>> WE BELIEVE THAT EVEN IN THE FACE OF ADVERSITY, WE HAVE A RESPONSIBILITY.

AND SO EVERY DAY WE WAKE UP AND WE ASK OURSELVES HOW DO WE MOVE FORWARD?

WE MOVE FORWARD BY FOCUSING OUTWARD, NOT INWARD, MAKING IT EASY FOR OUR CUSTOMERS BY LISTENING, ANTICIPATING, RESPONDING.

BY KEEPING OUR COMMITMENTS TO OURSELVES AND TO THEM.

WE MOVE FORWARD BY EMBRACING DIVERSITY, BY SEEING CHANGE AS AN OPPORTUNITY, BECAUSE CHANGE ENERGIZES US.

WE MOVE FORWARD BY WORKING HARD.

TAKING ACTION.

TAKING PERSONAL ACCOUNTABILITY FOR GETTING THINGS DONE.

AND ALWAYS RUNNING TO THAT CRISIS.

WE MOVE FORWARD THE SAME WAY WE ALWAYS HAVE.

BY BELIEVING IN VALUES THAT WE ALL SHARE.

THAT IS OUR CREDO.

MORE IMPORTANT NOW THAN EVER IS HOW WE WILL ALWAYS MOVE FORWARD TOGETHER.