

VERIZON
UP TO SPEED LIVE
February 14, 2023 11:30 AM ET

>> HEY, V TEAM HAPPY
VALENTINE'S DAY TO YOU AND HAPPY
VALENTINE'S DAY TO YOU, MY
FRIEND, DO YOU HAVE ALL YOUR
GIFTS IN ORDER? I DO HAVE ALL
MY GIFTS IN ORDER, BUT I HAVE A
FEELING MY VALENTINE MIGHT BE
WATCHING THIS BUT DID YOU GET
THAT SPECIAL VALENTINE'S DAY
GIFT? IF YOU DIDN'T, THAT'S
OKAY. YOU STILL HAVE SOME TIME,
AND WE HAVE THE PERFECT GIFTS,
ALL AT A GREAT PRICE, AND WE'VE
GOT YOU COVERED WITH A BUY ONE
GET ONE OFFER. BUT HURRY
BECAUSE IT'S ONLY FOR A LIMITED
TIME RIGHT NOW, IF YOU BUY ONE
OF OUR 5G PHONES, YOU'LL GET A
SECOND ONE ON US WHEN YOU
ACTIVATE A NEW SMARTPHONE LINE
ON SELECT 5G UNLIMITED PLANS.
PLUS, YOU'LL GET 400 BUCKS WHEN
YOU SWITCH TWO LINES AT
VERIZON.COM.
BUT THAT'S NOT ALL, WE'VE GOT

DEALS ON WATCHES, HEADPHONES,
ACCESSORIES AND MORE, BUT HURRY
THE OFFER ENDS TODAY SO HEAD
INTO A STORE NEAR YOU. CHECK
OUT OUR STORY FOR MORE DETAILS.

>> AND WHY NOT SHARE THESE
GREAT DEALS WITH YOUR FRIENDS
AND FAMILY. IN THE SPIRIT OF
VALENTINE'S DAY, WE HAVE SPECIAL
VALENTINE'S DAY CARDS YOU CAN
SHARE WITH YOUR FRIENDS AND
FAMILY DISCOUNT. AS YOU CAN
SEE, THERE'S A COUPLE TO CHOOSE
FROM. SHARE IT WITH THE ONES
YOU LOVE. NOW REMEMBER FRIENDS
AND FAMILY CAN GET UP TO \$25 A
MONTH OFF NEW UNLIMITED POSTPAID
MOBILE ACCOUNTS AND GIGABIT
CONNECTION PLANS WHEN THEY
SWITCH TO VERIZON ONLINE.

MICHAEL DESENA OUT OF LIKE MARY,
FLORIDA RECENTLY SHARED THE LOVE
OF VERIZON AND EXPLAINS HOW HE
WAS ABLE TO HELP HIS FRIEND
SWITCH AND SAVE ON HIS MONTHLY
BILL. LET'S CHECK IT OUT.

>> MY FRIEND MATT IS FROM MY
HOMETOWN, A BEACH TOWN IN
FLORIDA AND I THINK PEOPLE

UNDERSTAND SERVICE CAN BE SPOTTY
IN THESE LITTLE TOWNS, BUT WHEN
HE WAS DISCUSSING WITH ME HE
JUST HAD HIS SECOND KID, I HAD
MY THIRD KID, HE WAS LOOKING TO
FIND SAVINGS. HE HAD AN AT&T
PLAN AND THE PRICE WAS WAY TOO
HIGH SO I JUMPED ON THAT FRIENDS
AND FAMILY E-MAIL AND IT'S EASY
TO SEND YOUR CODE TO SOMEBODY,
SENT HIM A CODE AND IN UNDER 30
MINUTES HE HAD BUILT OUT HIS
PLAN, HIS TWO LINES, HE NEEDED,
AND HE WAS LOOKING AT AN
ANTICIPATED PRICE FAR BELOW WHAT
HE WAS PAYING. WHAT ALSO
HAPPENED WAS HE WAS ABLE TO
REALIZE THAT WE HAVE DIFFERENT
TYPES OF UNLIMITED PLANS AND ONE
OF THEM HAD A FREE DISNEY+
SUBSCRIPTION SO HE WAS REALLY ON
BOARD WITH THAT. HE RUNS A
SMALL POOL BUSINESS SO WHILE
HE'S DRIVING AROUND TOWN, HE
DOESN'T WANT TO HAVE SPOTTY
SERVICE OR DROPPED CALLS. HE'S
TOLD ME IN THE FEW MONTHS SINCE
HE'S HAD VERIZON, HIS CELL
SERVICE HAS NEVER BEEN BETTER,

HE HAS FASTER SPEEDS AND HE'S NEVER DROPPING CALLS AS HE CONDUCTS HIS BUSINESS. OUR FRIENDS AND FAMILY TYPICALLY THEY COME TO YOU FOR ADVICE, THEY COME TO YOU FOR KNOWLEDGE. THEY KNOW YOU WORK FOR THE COMPANY AND IT FEELS GOOD EVEN BEING IN FINANCE THAT I'M ABLE TO EXPLAIN AND GO OVER OUR NETWORK, THE STRENGTHS, THE RELIABILITY, BECAUSE THOSE ARE THINGS THAT WE'RE TAUGHT EVERY DAY AS WE WORK HERE. WHAT DROVE ME TO THE FRIENDS AND FAMILY E-MAIL SPECIFICALLY WAS THAT I COULD HELP NOT ONLY HELP SOMEONE BUT GIVE THEM A CODE TO DIRECTLY SAVE MONEY AND I FELT LIKE I WAS HELPING MY FRIENDS AND FAMILY AT THE SAME TIME AS HELPING MY COMPANY.

>> THAT'S AWESOME, MIKE. WAY TO BE A BRAND AMBASSADOR. V TEAM, TO FIND YOUR FRIENDS AND FAMILY CODE, VISIT THE FRIENDS AND FAMILY STORY.

Jen: AND SPEAKING OF LOVE, DID YOU KNOW THIS WEEK MARKS THE

START OF NATIONAL RANDOM ACTS OF
KINDNESS WEEK? ALL WEEK LONG,
WE'RE SETTING OUT IN COMMUNITIES
ACROSS THE COUNTRY TO SPREAD
SOME JOY. THIS WEEK IN NINE
CITIES ACROSS THE COUNTRY, WE'RE
SURPRISING CUSTOMERS AT LOCAL
CHOCOLATE AND FLOWER SHOPS WITH
FREE TREATS FOR THAT SPECIAL
SOMEONE ALL WHILE SPREADING THE
NEWS AND VALUE THAT COME WITH
BEING ON VERIZON AND OUR RETAIL
FOLKS ARE JOINING IN ON THE FUN
HERE BY GIVING OUT CHOCOLATE AND
FLOWERS.

Raquel: LET'S KEEP THIS LOVE
TRAIN GOING, WE'RE STILL
THINKING ABOUT OUR HEARTFELT
SURPRISE TO SUPER BOWL SUPER FAN
DON CRISMAN FEATURED ON
YESTERDAY'S UP TO SPEED. IF YOU
MISSED IT, CHECK OUT HOW VERIZON
AND VISA TEAMED UP TO KEEP DON'S
STREAK OF ATTENDING EVERY SUPER
BOWL IN HISTORY AND LAST WEEK,
WE CONTINUED TO CELEBRATE BY
FILLING UP THE FRIDGES WITH
GOODIES AT OUR PHOENIX-AREA
RETAIL STORES AT AVONDALE

GATEWAY, PEORIA CROSSINGS AND
ARCADIA.

KELLEY KURTZMAN, SENIOR VICE
PRESIDENT OF CONSUMER FIELD
SALES, JOINED UP TO SPEED'S OWN
ANDY CHOI AT PEORIA CROSSINGS
TOE CONTINUE HYPING UP OUR V
TEAM, AND JACKSONVILLE JAGUARS
QUARTERBACK TREVOR LAWRENCE WAS
AMONG THE PLAYERS WHO TOOK
PHOTOS WITH OUR FANS THROUGHOUT
THE WEEK.

Jen: VERIZON ENTERPRISE AND
BUSINESS MARKET CUSTOMERS
ENJOYED A PANEL DISCUSSION
HOSTED BY MASSIMO PESELLI. WE
ALSO GAVE BACK TO THE COMMUNITY,
WE TEAMED UP WITH UNITED WAY AT
ARIZONA STATE UNIVERSITY FOR A
DIGITAL INCLUSION STEM EVENT FOR
DOZENS OF UNDERRESOURCED
STUDENTS AND WE SUPPORTED
VISIBLE'S COLLABORATION WITH
LOCAL NONPROFIT GOODR FOR A
GROCERY STORE POP UP EVENT
HELPING MORE THAN 1,000 LOCAL
FAMILIES IN NEED AND DON CRISMAN
WASN'T THE ONLY LUCKY FOOTBALL
FAN TO SCORE TICKETS TO THE BIG

GAME. OUR UNSTOPPA-BOWL TEAMERS WHO WERE AWARDED SUPER BOWL TICKETS FOR THEIR HARD WORK, CELEBRATED IN SPECTACULAR FASHION. AND THANK YOU TO ALL WHO SENT IN A SUBMISSION TO WIN A \$75 NFL GIFT CARD. HEAD OVER TO THE PAGE TO SEE IF YOU WON. WE CONTINUED TO DOMINATE IN PHOENIX. ATTENDS WERE ABLE TO WIN SOME GREAT PRIZES WHEN THEY PLAYED OUR PLUG PLAY WIN GAMES.

Raquel: And here's an event you'll want to tune in to join me today from 3:30 to 4pm Eastern for a Women's CoLab conversation with Krista Bourne on LinkedIn Live.

THIS PAST SATURDAY WAS INTERNATIONAL DAY OF WOMEN AND GIRLS IN SCIENCE. VERIZON PARTNERED WITH ROSIE RIVETERS TO DESIGN AN EVENT FOR YOUNG WOMEN IN 11TH AND 12TH GRADES TO NETWORK, ENGAGE IN WORKSHOPS AND DISCUSS STEM CAREER PATHWAYS. HERE'S A FEW PICTURES FROM THE EVENT. SPEAKERS INCLUDED WOMEN IN VARIOUS STAGES OF THEIR

CAREERS IN CYBERSECURITY,
COMPUTER SCIENCE AND SAFETY
ENGINEERING AND RISK MANAGEMENT.

JESSICA CHAIT AND MARIO
ACOSTA-VELEZ CHAMPIONED THE
EVENT WITH THE GOAL TO FAMILIAR
USE YOUNG WOMEN WITH STEM
CAREERS.

Jen: BY NOW YOU'VE LIKELY HEARD
ABOUT THE DEVASTATING 7.8
MAGNITUDE EARTHQUAKE THAT
RECENTLY STRUCK TURKIYE. THE
DEVASTATION HAS KILLED MORE THAN
34,000 PEOPLE.

VERIZON IS WAIVING INTERNATIONAL
LONG DISTANCE CHARGES FOR CALLS
FROM ITS CONSUMER AND BUSINESS
CUSTOMERS, AS WELL AS ITS
RESIDENTIAL LANDLINE CUSTOMERS,
TO TURKIYE THROUGH FEBRUARY
19TH.

THERE'S PLENTY OF WAYS YOU CAN
HELP BY UTILIZING OUR MATCHING
INCENTIVE PROGRAM, DONATING TO
THE V TO V FUND AND MORE. JUST
HEAD OVER TO OUR STORY FOR ALL
OF THE DETAILS.

VERIZON IS EXCITED TO ANNOUNCE
THE WINNER OF THE INAUGURAL 2022

VERIZON PARTNER NETWORK
RECOGNITION PROGRAM, FROM SMALL
AND MEDIUM SIZED BUSINESSES, THE
NETWORK HAS A FIVE STAR RATING
FROM CRN, BUILDS MODELS THAT ARE
SIMPLE AND EASY TO USE. THE
WINNERS INCLUDE CONNECTED
SOLUTIONS GROUP FOR OPERATIONAL
EXCELLENCE, CONECTUS WIRELESS
FOR CUSTOMER BUSINESS AND MORE.
CONGRATULATIONS ARE ALSO IN
STORE FOR NATIONWIDE SMALL
BUSINESS AND CHANNEL CHIEF FOR
VERIZON BUSINESS WENDY TACCETTA.
SHE WAS VOTED THE 2022 TOP 50
MOST INFLUENTIAL CHANNEL CHIEFS.
SHE SAYS THIS ACCOMPLISHMENT IS
A TESTAMENT TO THE
FORWARD-THINKING MOMENTUM OF
VERIZON.

Raquel: LET'S SWITCH GEARS TO
ARTIFICIAL INTELLIGENCE. IT'S
LITERALLY ALL OVER THE NEWS
THANKS TO CHATGPT. IN FACT,
THIS MORNING, YOU MAY HAVE SEEN
AN E-MAIL EXPLAINING HOW VERIZON
IS APPROACHING USAGE OF PROGRAMS
LIKE CHAT GPT.

TODAY, VANDANA, CHIEF LEGAL

OFFICER, IS JOINING US LIVE TO
GIVE US MORE INFORMATION AS
WELL AS NASRIN REZAI, CHIEF
INFORMATION SECURITY OFFICER.

CAN YOU GIVE US BACKGROUND ON
WHAT CHAT GPT IS AND OTHER
SIMILAR PROGRAMS LIKE IT?

>> OF COURSE. THINK OF CHATGPT
AS A SYSTEM THAT PROVIDES HUMAN
LIKE RESPONSES TO QUESTIONS.

IT'S WIN OF MANY IN THE MARKET
BUT IT HAS GAINED POPULARITY IN
RECENT MONTHS. HERE'S THE WAY
IT WORKS. IT HAS A CHAT
INTERFACE BACKED BY MACHINE
LEARNING THAT USES LARGE AMOUNTS
OF DATA TO STREAM WORDS TOGETHER
IN A MEANINGFUL WAY. SO AS A
RESULT, YOU CAN ASK A QUESTION,
YOU CAN GET AN ANSWER BACK, YOU
CAN HAVE A FOLLOWUP QUESTION,
ALL OF THAT IN A CONVERSATIONAL
WAY.

>> NASRIN, WHAT MAKES THIS
DIFFERENT? CHATGPT THE SAME AS
ARTIFICIAL INTELLIGENCE?

>> CHATGPT IS NOT SYNONYMOUS
WITH AI? IT USES MACHINE
LEARNING AS A KEY COMPONENT OF

ITS NATURAL LANGUAGE MODELING.
THINK OF AI AS A MUCH BROADER
SCIENCE AND DISCIPLINE REALLY
INVOLVING USING COMPUTERS THAT
TRADITIONALLY REQUIRE HUMAN
INTELLIGENCE. WE HAVE AN AI
ORGANIZATIONS FOR SOME OF THE V
TEAMERS WHO DON'T KNOW ABOUT
THIS. THIS ORGANIZATION SITS IN
GTS AND DEVELOP SOLUTIONS THAT
USE AI TO ASSIST OUR CUSTOMERS,
TO OPTIMIZE OUR BUSINESS
OPERATION AND ALSO ASSIST WITH
DEPLOYMENTS WITHIN OUR NETWORK.
WE ALSO PRODUCE AND LEVERAGE AI
IN MANY OF OUR PRODUCTS. IT'S A
MUCH BROADER CONVERSATION BUT
IT'S A TOOL IN THE TOOL BOX
THAT'S GAINED A LOT OF
POPULARITY.

>> THANK YOU. ANY THOUGHTS ON
OUR APPROACH TO CHATGPT?

>> YEAH, I THINK THERE'S A
POTENTIAL POSSIBILITY HERE WE
SHOULD NOT IGNORE BUT IT COMES
WE RISK. WIN IS HOW WE USE
THESE PLATFORMS AND I THINK
NASRIN WILL TALK ABOUT
INFORMATION SECURITY RISK. THIS

IS AN EVOLVING AREA. I THINK WE USE THIS IN A LOT OF WAYS. KIDS ARE USING IT TO WRITE ESSAYS WHICH ARE CAUSING PROBLEMS IN SCHOOLS BUT FOR US AS AN ORGANIZATION, IT'S IMPORTANT THAT WE USE IT TO SERVE OUR STAKEHOLDERS, OUR COMMUNITIES, OUR CUSTOMERS, OUR INVESTORS AND SHAREHOLDERS AND OBVIOUSLY SOCIETY AND GOVERNMENT REGULATION IN THIS AREA IS LIKELY TO COME. SO IT'S IMPORTANT THAT WHAT WE DO HERE IS WE'RE VERY, VERY THOUGHTFUL. AS OF RIGHT NOW, CHATGPT IS NOT ALLOWED TO BE ACCESSED FROM OUR CORPORATE SYSTEMS AND THE REASON FOR THAT IS VERY SIMPLE. IT'S BECAUSE ANYTHING WE PUT ON THESE SYSTEMS OR OTHER SIMILAR AI PLATFORMS BECOMES THE PROPERTY OF THOSE PLATFORMS AND THEY CAN USED IT IN A LOT OF DIFFERENT WAYS SO WE HAVE A REASON TO NOT USE SOURCE CODE AND THINGS LIKE THAT BECAUSE WE LOSE CONTROL OF THAT ONCE IT GETS OUT THERE. I'M GOING TO LET NASRIN SPEAK TO

THE INFORMATION SECURITY RISKS,
BUT WHAT I DO WANT TO END HERE
WITH IS CERTAINLY YOU CAN USE
THIS ON YOUR PERSONAL TIME, SO
IT'S GREAT. USING THE
VALENTINE'S DAY THEME, WRITE A
LOVE NOTE TO YOUR SWEETHEART,
BUT NOT FOR PUTTING SOURCE CODE
OUT, NASRIN?

>> THAT'S GREAT, I LOVE IT.

THERE ARE THREE PRIMARY SECURITY
ISSUES. ONE IS SOCIAL
ENGINEERING. ONE IS
CONFIDENTIALITY AND THE FACT
THAT THE TOOL CAN GENERATE CODE,
SO TAKE THE FIRST ONE. THE BAD
GUYS CAN EQUALLY USE CHATGPT TO
GENERATE VERY CONVINCING
PHISHING MESSAGING AND WE ARE
VERY GOOD AT DETECTING SOME OF
THESE PHISHING E-MAILS AND WE'RE
BETTER THAN INDUSTRY AVERAGE SO
BE ON THE LOOKOUT AND KNOW THAT
THIS CAN GET SOMETHING THAT THE
BAD GUYS CAN USE. ANOTHER THING
IS USING IT AS VANDANA SAID,
LOOKING AT THIS VERY
SYSTEMATICALLY, WITH THE USE OF
THE TOOL, YOU CAN GENERATE CODE.

SO USED IMPROPERLY, THIS CAN
INTRODUCE VULNERABILITIES TO
VERIZON'S ENVIRONMENT AND LASTLY
IS THE NOTION OF
CONFIDENTIALITY. YOU CAN USE IT
ON YOUR OWN PERSONAL DEVICE AND
FOR PERSONAL USE, BUT WITH THE
WAY THAT THE TOOL IS STRUCTURED,
YOU CAN SUBMIT A LARGE VOLUME OF
DATA AND SOMETIMES
CONFIDENTIALITY OF VERIZON
BUSINESS IS SOMETHING WE CANNOT
SUBMIT TO THE TOOL SO THE TOOL
SHOULD NOT BE USED IN SITUATIONS
WHERE CONFIDENTIAL OR PERSONAL
OR VERY SENSITIVE INFORMATION IS
OF CONCERN. WHAT WE HAVE DONE
IS WE HAVE ACTUALLY CREATED A
TICKET FORM FOR THOSE WHO HAVE A
NEED FOR THIS FROM A
WORK-RELATED PERSPECTIVE. WE'RE
REVIEWING SOME OF THESE THAT
HAVE JUSTIFY BUSINESS CASES AND
WE GO FROM THERE. I WANT TO
JUST SAY SOMETHING TO EVERYBODY.
AS THIS TOOL EVOLVES AND OTHER
COMPLEMENTARY TECHNOLOGY IS
DEVELOPED, THERE'S GOING TO BE
NEW CREATIONS, THAT'S ALWAYS THE

LIFE CYCLE OF TECHNOLOGY BUT
IT'S IMPORTANT FOR V TEAMERS TO
ONLY CONSIDER USING IT IF YOUR
WORK REQUIRES IT. WE WANT TO
EMBRACE EMERGING TECHNOLOGY BUT
WE WANT TO BE SAFE IN THAT
REGARD.

>> THANK YOU, VERY IMPORTANT
CONVERSATION. THANK YOU SO
MUCH, THANK YOU FOR JOINING US
TODAY. AI IS STILL INTEGRAL TO
HOW WE'RE MOVING THE FORWARD
HERE AT VERIZON. ALL RIGHT V
TEAM, THANK SO MUCH FOR TUNING
IN TODAY.

>> LET'S TAKE ANOTHER LOOK AT
OUR LATEST AD AGAIN REMINDING
EVERYONE HOW OUR NETWORK WILL
CONTINUE TO WIN LONG AFTER THE
LAST FAN WENT HOME. UNTIL NEXT
TIME. YOU'RE UP TO SPEED.

>> AFTER THE SUPER BOWL ENDS
AND THE LAST FAN LEAVES, OUR
TEAM AT VERIZON STAYS BUILDING A
PRIVATE NETWORK FOR FAST AND
SECURE NETWORK FROM STADIUM TO
STADIUM SO EVERYONE WHO LOVED
THIS GAME CAN LOVE IT EVEN MORE.
WE KNOW THIS ISN'T JUST

FOOTBALL, THIS IS FOOTBALL ON A
NETWORK AMERICA RELIES ON.
VERIZON, THE OFFICIAL 5G NETWORK
OF THE NFL.