

Verizon
Up To Speed
Friday, February 26, 2021

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Redefining Communication Access

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>> HELLO AND WELCOME TO UP TO SPEED LIVE.
IT IS FRIDAY AND WE MADE IT THROUGH ANOTHER WEEK.
I'M DIANA ALVEAR AND HAVING A LITTLE BIT OF NEWS, CONVERSATION, AND
INSPIRATION TO CLOSE OUT YOUR WEEK.
SPEAKING OF CLOSING OUT, WE'RE CLOSING OUT NATIONAL ENGINEERS
WEEK HERE.
AND BE SURE IF YOU HAVEN'T ALREADY, WE HAVE THIS GREAT LINE OF
V-TEAM ENGINEER DAY IN THE LIFE OF VIDEOS.
THEY'RE SO GOOD.
IT GIVES YOU A SENSE OF WHAT IT'S LIKE TO BE AN ENGINEER AT VERIZON
AND ALL OF THE COOL THINGS THEY DO.
THEY DESERVE ALL THE LOVE IN THE WORLD.
CHECK THEM OUT.
THE LINK WILL BE IN TODAY'S STORY.
WE'RE ALSO CLOSING OUT FEBRUARY, AND WOW, WHAT A MONTH IT HAS
BEEN IN CELEBRATING BLACK HISTORY MONTH.
WE HAD SO MANY GREAT EVENTS.
SO MANY PEOPLE CAME TOGETHER TO MAKE THIS A TRULY MEMORABLE
MONTH.
WE'RE GOING TO RUN THROUGH SOME HIGHLIGHTS RIGHT NOW STARTING
WITH OUR TWO VERY IMPACTFUL NEXT 20 CONVERSATIONS.
FIRST, WE REAIED OUR CONVERSATION WITH OUR DAVID HUBBARD.
YOU SEE HIM THERE.
AND DR. KHALIL GIBRAN MUHAMMAD.
HE IS PROFESSOR OF HISTORY, RACE, AND PUBLIC POLICY AT THE HARVARD
KENNEDY SCHOOL.

AND THEY SPOKE ABOUT THE IMPORTANCE OF BLACK HISTORY TO DISMANTLE THE SYSTEMIC RACISM THAT WE'RE GRAPPLING WITH TODAY. WE ALSO PRESENTED BLACK WOMEN LEAD AND HOW BLACK WOMEN ARE SUCCESSFULLY LEADING IN MANY AREAS, BUT THEY ARE STILL FACING OBSTACLES TO PROGRESS.

MY PHONE LIT UP WITH PEOPLE SAYING THEY RESONATED WITH THIS. THERE IS MY BUDDY GEORGE KORONEOS.

HE INTERVIEWED TONEE BELL ABOUT HIS PRODUCT THE BARAKA, AS WELL AS WHAT IT HAS BEEN LIKE TO CREATE THE FIRST BLACK-OWNED COMPUTER BRAND AND THIS STORY HAPPENED TO BE PICKED UP BY FORBES.

AND WE LOVED RAQUEL'S EPISODE WITH SOME V-TEAMERS ABOUT WHAT THEY LOVED ABOUT THE RACE AND SOCIAL JUSTICE ACTION TOOL KIT AND THE ELEMENTS THEY FOUND MOST VALUABLE.

WE LOVE INITIATIVE HERE AT VERIZON.

AND TWO V-TEAMERS WHO ARE PART OF THE CORPORATE STRATEGY TEAM, CHRISTIAN DUNCAN AND LAUREN STONEBERG WORKED TOGETHER TO CREATE A WAY TO LEARN ALLYSHIP IN SMALL GROUP EXERCISES USING THE RACIAL JUSTICE LEARNING EXERCISE PLAN.

THEY PITCHED IT TO RIMA AND SHE GAVE IT HER ENTHUSIASTIC SUPPORT. IMAGINE HOW NAY FELT WHEN MORE THAN 20 TEAMMATES SIGNALLED INTEREST IN THIS.

AND RECENTLY THEY SPOKE TO RIMA ABOUT WHAT THEY LEARNED AND EXPERIENCED AND HERE YOU CAN HEAR ABOUT WHAT CHRISTIAN HAS TO SAY.

>> THE LEARNING PLAN IS A SOLID COMPENDIUM OF EXPERTS AND DIFFERENT POINTS OF VIEWS.

SO, I THINK CONTINUING TO LEVERAGE THE CONTENT THAT OUR TEAMS ARE PUTTING TOGETHER FOR USE AT VERIZON IS SUPER IMPORTANT.

AND I THINK ALSO JUST, YOU KNOW, LOOKING AT IF WE'RE ALL ABOUT FORWARD TOGETHER, LIKE THIS IS SOMETHING THAT MAY FEEL DIFFICULT, BUT I CAN SAY WITH PURE CONFIDENCE THAT I'M CLOSER TO MY COLLEAGUES.

I FEEL EVEN MORE COMFORTABLE AT WORK AND, YOU KNOW, EVEN THOUGH WE ALL DIDN'T START IN THE SAME PLACE OR END IN THE SAME PLACE, WE MADE SOME STEPS FORWARD.

>> DIANA ALVEAR: I WANT TO CONGRATULATE THEM ON THIS CONVERSATION BECAUSE, YOU KNOW, WHEN YOU MAKE ROOM FOR PEOPLE TO BRING THEIR WHOLE SELVES TO WORK AND REALLY OPEN UP ABOUT THEIR LIVES, LET'S FACE IT.

LIKE WORK LIFE HAS BLENDED.

AND KNOWING WHO WE ARE AND OUR TEAMMATES BETTER, IT JUST GENERATES MORE EMPATHY.

SO, OUR THANKS TO ALL OF THEM FOR CREATING THIS REALLY AWESOME PROGRAM.

AND WE WILL LINK TO THAT FULL CONVERSATION IN TODAY'S STORY.

SO, CONGRATULATIONS TO EVERYONE WHO HAD THEIR PART IN MAKING BLACK HISTORY MONTH SUBSTANTIVE AND INCLUSIVE.

ALL RIGHT.

SO, LET'S PIVOT TO THE PANDEMIC.

NOW WHILE CITIZEN VERIZON SERVES AS OUR FRAMEWORK TO EXPAND OUR IMPACT AND KEY COMMITMENTS TO DRIVE ECONOMIC, ENVIRONMENTAL, AND SOCIAL ADVANCEMENT, SUPPORTING INITIATIVES LIKE THE AD COUNCIL'S COVID-19 AWARENESS CAMPAIGN.

VERIZON IS THE FIRST SUPPORTER TO SIGN ON TO THE VACCINE AWARENESS INITIATIVE.

WE'RE INVITING OTHER BRANDS TO JOIN IN.

CHECK IT OUT.

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>> DIANA ALVEAR: WASN'T THAT BEAUTIFUL?

OH MY GOSH.

I WAS LOOKING AT THAT THINKING I CAN'T WAIT TO HUG MY MOM.

I CAN'T WAIT TO MEET MY TEAMMATES IN PERSON.

(CHUCKLING) IT'S BEEN A LONG YEAR.

AND IF YOU'RE FEELING A LITTLE WORN OUT, IT'S TOTALLY OKAY.

EVERYBODY FEELS THAT WAY.

WE'RE GOING TO GET THROUGH IT TOGETHER.

YOU CAN CHECK MORE OUT ABOUT THIS ON THE WEB AS WELL AS OUR COVID-19 RESOURCE PAGE FOR MORE INFORMATION ABOUT THIS CAMPAIGN.

AND SOONER THAN LATER I'M HOPING WE CAN ALL GET THOSE HUGS IN.

HOW ABOUT THIS?

ONE OF OUR VERY OWN V-TEAMERS, ABID SHEIKH IS NOT ONLY PART OF THE VERIZON CONSUMER FINANCE TEAM, BUT HE'S ALSO THE CAPTAIN OF HIS EMT SQUAD AND HE GOT THE VACCINE BECAUSE HE'S A FIRST RESPONDER. HERE IS ABID DESCRIBING THE VERY MOMENT HE RECEIVED IT.

>> I KNEW IT WAS HISTORIC, BUT AT THE SAME TIME IT WAS A VERY ROUTINE PROCEDURE.

THERE WERE PEOPLE WAITING BEFORE ME, EMTs, AND PEOPLE AFTER ME.

THE DOCTOR WAS GIVING THE SHOTS AND THE NURSE WAS NICE ENOUGH.

SHE WAS TAKING PICTURES OF EVERYONE.

IT WAS IN AND OUT.

>> YOU MENTIONED HISTORIC THERE.

DID THE GRAVITY OF THAT MOMENT STRIKE YOU IN THE MOMENT THE NEEDLE HIT YOUR ARM?

>> I KNEW THAT I AM ONE OF THE FORTUNATE ONE WHO IS ARE GETTING IT, YOU KNOW, FIRST AND OFTENTIMES WE DON'T THINK ABOUT OUR ROLE, BUT THAT MADE ME REALIZE THAT I MAY NOT THINK WHAT I'M DOING IS EXTREMELY VALUABLE, BUT SOMEBODY THOUGHT THAT OH, THESE ARE THE PEOPLE WHO SHOULD GET IT FIRST.

>> ISN'T THAT AWESOME?

OUR THANKS TO YOU FOR BEING A FIRST RESPONDER AND FOR HELPING OTHERS OUT AND BEING THE KIND OF V-TEAMERS THAT WE CAN BE PROUD OF.

AND WHAT A CONVERSATION.

I JUST HAVE TO TELL YOU THAT WHEN MY MOM GOT HER SECOND SHOT, I CRIED.

WOW, OH MY GOSH, THIS IS AMAZING.

SO GREAT TO SEE PEOPLE OUT THERE GETTING THEIR VACCINES AND HOPEFULLY SOON AGAIN WE CAN ALL BE TOGETHER.

OKAY, WE HAVE SOME AWARDS TO SHARE.

WE HAVE THE BLUEJEANS BY VERIZON AWARDS.

THEY JUST ANNOUNCED THEIR 2021 CUSTOMERS AWARD WINNERS.

COMPANIES AROUND THE WORLD WHO DEPLOY BLUEJEANS TO DRIVE THEIR BUSINESS AND SOCIETY FORWARD ESPECIALLY DURING THE PANDEMIC.

HERE ARE THE TOP DOGS.

I WISH I HAD A DRUM ROLL.

MOST INNOVATIVE USE CASE AND THE WINNER IS THE PHOENIX SUNS.

HOW ABOUT THAT?

THE PHOENIX SUNS USING OUR BLUEJEANS SYSTEM.

THE BIGGEST BUSINESS TRANSFORMATION, STANDARD CHARTERED.

CONGRATS TO THEM.

BEST USE OF EVENTS.

ADOBE.

AND BIGGEST IMPACT, ABB.

ALL THE DETAILS WILL BE LINKED IN TODAY'S STORY.

SPEAKING OF UTILIZING BLUEJEANS, DID YOU KNOW YOU ARE UTILIZING BLUEJEANS RIGHT NOW TO WATCH UP TO SPEED LIVE?

YOU GET A SENSE OF HOW AWESOME IS SYSTEM IS AND IT'S NICE TO TALK TO ALL OF YOU ON VIDEO AND IT'S ALL BECAUSE OF BLUEJEANS.

YESTERDAY WE SAW FIVE YOUNG EUROPEAN ENTREPRENEURS BATTLE IT OUT TO BE CROWNED THE VERIZON/UNLOC YOUNG ENTREPRENEUR OF THE YEAR AND RECEIVE 10,000 POUNDS.

AS WELL AS A BUSINESS MENTOR AND A TECHNOLOGY PACKAGE.

AND ROWAN ARMSTRONG PROCURED THE GRAND PRIZE FOR A GLOVE THAT HELPS STRENGTHEN GRIP WITH THOSE SUFFERING FROM HAND WEAKNESS AS A RESULT OF ARTHRITIS OR MS.

WE HAVE MORE DETAILS ON THE WEB, AND BY THE WAY, THAT WAS JEREMY THAT WE SAW THERE.

WE MISS HIM.

EARLIER THIS WEEK WE ANNOUNCED WE'RE INCLUDING THE GENESYS CLOUD PRODUCT AS PART OF OUR CUSTOMER EXPERIENCE SALES PORTFOLIO.

THIS SERVES CONTACT CENTERS AND THEY'RE GOING TO BE ABLE TO LEVERAGE THE POWER OF VERIZON'S NETWORK. REALLY GREAT NEWS THERE.

I FEEL LIKE WE'RE ALWAYS TELLING YOU THIS AWESOME STUFF THAT OUR VERIZON BUSINESS GROUP IS DOING.
YOU ALL HAVE YOUR VERIZON PRODUCT.
YOU'VE GOT YOUR FIOS OR VERIZON UNLIMITED.
YOU GOT TO SHARE THE LOVE HERE.
REMEMBER THE FRIENDS AND FAMILY COMPETITION THAT WE ANNOUNCED?
YOU CAN STILL ENTER THE CONTEST.
ALL YOU HAVE TO DO IS SHARE YOUR FRIENDS AND FAMILY CODE WITH YOUR NETWORK OF LOVED ONES FOR A CHANCE TO WIN POWER PACKS, VERIZON GIFT CARDS, SMART WATCHES, TABLETS, EVEN A 5G PHONE.
THIS IS SERIOUS SWAG FOR THE PEOPLE YOU LOVE.
ONE WINNER IS PICKED EACH WEEK AND EMPLOYEES WHO GET 3 OR 4 OF THEIR FAMILY MEMBERS TO SWITCH IN FEBRUARY CAN WIN AN ICONIC DEVICE.
WE WANT TO ALWAYS LEAVE YOU ON A HIGH NOTE AND YOU CAN BE THE HIGHLIGHT OF SOMEONE'S DAY.
I LOVE THIS STORY BECAUSE IT COMES TO US FROM ONE OF OUR UP TO SPEED TEAMMATES, ALI STEVENS.
SHE HAPPENED TO BE RUNNING ONE DAY AND HER RUNNING APPLE ASKED HER A QUESTION AT THE END OF EACH RUN.
AND ONE DAY IT WAS WHO NEEDS A CALL.
THAT GOT HER THINKING ABOUT THAT QUESTION.
WHO NEEDS A CALL IN YOUR LIFE?
HOW CAN YOU PICK UP THE PHONE AND ADD LOVE AND HAPPINESS TO SOMEBODY'S LIFE.
IT'S A GOOD QUESTION FOR YOU TO CONSIDER TODAY.
YOU KNOW, MAYBE MAKE A CALL AT THE END OF THIS NEWSCAST.
PERSONALLY, I LOVE HEARING PEOPLE'S VOICES.
I TEXT ALL THE TIME, BUT WHEN IT COMES TO THE PEOPLE I LOVE, I NEED TO HEAR THEIR VOICES BECAUSE IT'S SO GOOD.
SO, WHY DON'T YOU PICK UP THE PHONE AND MAKE A CALL TODAY.
AND LAST, BUT NOT LEAST, LOOK WHAT CAME IN THE MAIL FOR ME YESTERDAY.
I WAS SO SURPRISED.
WE HAVE TALKED ABOUT THIS V-TEAMER IN PREVIOUS NEWSCASTS.
CRYSTAL.
OUT OF THE BLUE SHE ASKED FOR MY ADDRESS.
SURE.
NOW I HAVE MY VERY OWN BE KIND SIGN.
AND I JUST HAVE TO TELL YOU MY HEART JUST FILLED UP.
TO KNOW THAT SOMEBODY CARED ENOUGH ABOUT ME TO SEND THIS KIND OF SIGN.
ALL SHE ASKED ME TO DO WAS PAY IT FORWARD.
I'M ASKING YOU TO PAY IT FORWARD AND BE KIND.
THANK YOU, CRYSTAL.

THAT IS GOING TO DO IT FOR US ON FRIDAY.
WHAT A LOVELY NOTE TO END ON.
AND ON MONDAY I'LL BE BACK.
WE'RE STARTING WOMEN'S HISTORY MONTH WITH AN EPIC LINEUP OF
WOMEN LEADERS, SUPER COOL WOMEN WHO HAVE SO MUCH TO TEACH US.
AND WE'RE ALSO GOING TO TELL YOU HOW YOU CAN DO YOUR PART TO HELP
A WORKING WOMAN PROFESSIONAL.
THESE DAYS IT MEANS A LOT WHEN YOU KNOW THAT YOUR WORK MATTERS
TO IMPROVE SOMEBODY ELSE'S LIFE, THAT'S A VERY POWERFUL THING.
PLEASE JOIN ME ON MONDAY.
WE HAVE A LOT TO CELEBRATE AND THAT'S GOING TO KICK OFF A WHOLE
MONTH OF AWESOMENESS.
THANK YOU SO MUCH FOR HANGING OUT WITH ME TODAY, HEARING THE
NEWS, GETTING INSPIRED, HAVING A CONVERSATION WITH ME.
I HOPE YOU HAVE A WONDERFUL WEEKEND, A SAFE WEEKEND, PICK UP THE
PHONE, CALL THOSE LOVED ONES, AND SPREAD JOY.
THANKS FOR JOINING ME TODAY.
I'M DIANA ALVEAR.
UNTIL NEXT TIME, YOU'RE UP TO SPEED.