

VERIZON
UP TO SPEED
FRIDAY, MARCH 5, 2021

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>> DIANA ALVEAR: HELLO!
WELCOME TO FRIDAY'S UP TO SPEED.
I'M DIANA ALVEAR.
WE GOT SO EXCITED TO SHOW YOU THERE WAS A POST RIGHT THERE
BECAUSE IT'S HAPPY EMPLOYEE APPRECIATION DAY.
LET'S SEE THOSE POSTS AGAIN ONE MORE TIME.
WE'RE CELEBRATING EMPLOYEES OUT THERE WHO ARE WORKING REALLY,
REALLY HARD.
WE'RE SHOWING SOME EXTRA GRATITUDE TO OUR V-TEAM.
YOU CAN SEE RIGHT THERE THERE'S SO MUCH LOVE GOING ON.
WE HOPE YOU'RE A PART OF IT.
JUST LET THE PEOPLE IN YOUR LIFE WHO YOU WORK WITH AND WHO WORK
FOR YOU HOW MUCH YOU ARE APPRECIATIVE OF THEIR HARD WORK AND
THEIR EFFORTS TO SUPPORT THE TEAM.
WE ALSO WANTED TO HIGHLIGHT SOME RECENT EXCEPTIONAL TECHNICIANS
THAT HAVE BEEN GOING ABOVE AND BEYOND WHILE SERVING OUR
CUSTOMERS.
SO, PERFECTLY APPROPRIATE FOR TODAY.
LET'S LOOK AT THE NOTES OF APPRECIATION FOR V-TEAMERS.
WE'RE GOING TO START WITH DAVID JONES.
HE'S A CABLE SPLICING TECHNICIAN IN ROCKVILLE, MARYLAND.
SOMEONE WRITES TO TELL US DAVID WAS THE BEST TECHNICIAN I'VE EVER
HAD.
HE EXPLAINED EVERYTHING TO ME.
I AM NOT VERY TECH SAVVY.
HE MADE SURE TVS AND ALEXA WERE WORKING WITH A NEW PASSWORD.

HE DESERVES A RAISE.
HE WAS THE BEST.
SOMEONE OUT THERE REALLY LOVES YOU.
THANK YOU.
AND LET'S TAKE A LOOK AT KWASHELLA MORRISON.
THIS LADY IS A TECHNICIAN IN NEW JERSEY.
SOMEONE WROTE IN ABOUT HER.
SHE WAS AWESOME.
SOLVED PROBLEMS QUICKLY.
BEST TECHNICIAN I'VE WORKED WITH AND I'VE MOVED SIX TIMES IN TEN YEARS.
WHATEVER YOU DID KWASHELLA WAS MAGIC.
AND TREVOR FARMER JUST POSTED THIS TWEET ABOUT HER AMAZING EXPERIENCE.
THIS WAS ADDED TO THE SHOW AN HOUR BEFOREHAND.
WE WANT TO THANK JANE FOR MOVING OUT TO US.
AND ALSO TAGGING RONAN DUNNE.
SMART MOVE.
OUR THANKS TO DAVID, TREVOR, AND KWASHELLA.
SO GREAT TO RECOGNIZE THEIR HARD WORK ON EMPLOYEE APPRECIATION DAY.
YOUR FEEDBACK MATTERS.
SO, WAVE NINE JUST STARTED WITH 184 NEW PARTICIPANTS SPANNING RETAIL, INDIRECT, TELESALLES, AND CUSTOMER SERVICE.
AND SOME OF THE PROGRAM'S MOST RECENT WINS INCLUDE OUR WORK WITH THE GO TO MARKET TEAM ON THE DESIGN AND LAUNCH OF DISCOVER DAILY.
REALLY GREAT STUFF, VERY IMPRESSIVE.
AND WE'RE SO HAPPY THAT WE'RE DOING THIS TODAY.
OKAY.
SO, AS USUAL, WE HAVE SOME BUSINESS FOR YOU TODAY.
THEY'RE ALWAYS DOING AWESOME THINGS AND GIVING US AWESOME WINS.
ALL RIGHT.
HARD TO BELIEVE, BUT THE SUPER BOWL WAS A MONTH AGO AND IT'S MARCH, WHICH I KEEP WRITING FEBRUARY DOWN AND THEN I THINK TO MYSELF, NO DIANA, IT'S MARCH.
IT'S REALLY JUST FLYING BY THIS YEAR.
HOWEVER, WE ARE STILL MAKING NEWS THANKS TO THAT SUPER BOWL.
SO, VERIZON WAS THERE FOR OUR CUSTOMERS, ESPECIALLY THOSE THAT GOT TO GO TO THE SUPER BOWL.
GET THIS?
THEY GOT TO ENJOY THE FIRST 5G AND MOBILE EDGE COMPUTING ENABLED MOBILE GAME IN STADIUM THIS YEAR.
WE TEAMED UP WITH THE NFL AND AWS.
THEY WOULD GET A PUSH NOTIFICATION DURING THE SECOND QUARTER AND

COMPETED USING THEIR SMARTPHONES TO TOSS A FOOTBALL INTO THE BACK OF A PICK UP TRUCK LOCATED IN THE MIDDLE OF THE FIELD, ALL VIRTUALLY.

IT ALLOWED FOR THAT IMPRESSIVE MASSIVE MULTIPLAYER EXPERIENCE IN STADIUM.

OBVIOUSLY, WE'RE BREAKING THE MOLD AS USUAL.

CAN'T WAIT TO SEE WHAT WE HAVE UP OUR SLEEVES NEXT YEAR.

ALL RIGHT, SO, A QUICK TRIVIA QUESTION FOR ALL OF YOU OUT THERE.

WHAT VERIZON LEADER TOOK ON THEIR NEW ROLE IN DECEMBER AS CHANNEL CHIEF.

AND HELLO, ALREADY MAKING NEWS AS ONE OF CRN'S TOP CHANNEL CHIEFS OF 2021.

THEY HAVE BEEN WITH THE COMPANY FOR MORE THAN 20 YEARS.

A HUGE FAN OF LA LAW, AMAZING COOK, AND GREW UP IN THE BRONX.

IT COULD ONLY BE THE ONE AND ONLY WENDY TACCETTA.

YES, WENDY TACCETTA, I LOVE HER.

SHE RECENTLY SAT DOWN TO TALK ABOUT HER NEW ROLE, THE EMPHASIS ON MAKING IT EASY FOR OUR CUSTOMERS TO DO BUSINESS WITH US, AND HOW SHE CREATES JOY.

IT IS A FABULOUS CONVERSATION.

YOU'RE GOING TO WANT TO CHECK OUT THE FULL INTERVIEW THAT IS LINKED ON TODAY'S STORY.

ON A PERSONAL NOTE, I JUST ADORE WENDY.

SHE SPOKE AT SOMETHING THEY PUT TOGETHER, AND I WAS TAKING NOTES BECAUSE SHE KEPT DROPPING TRUTH BOMB AFTER TRUTH BOMB AFTER TRUTH BOMB.

I WAS LIKE WENDY, SLOW DOWN, STOP THROWING SO MUCH KNOWLEDGE AT US.

I LOVE WENDY.

ONE OF THE BEST FOLLOWS ON TWITTER.

IF YOU MISSED WATCHING UP TO SPEED ON TWITTER, WELL, WE'RE BACK.

BUT BEFORE WE COME BACK LIVE ON MARCH 11TH, WE'RE GOING TO TEACH YOU HOW TO TWITTER.

>> TWEET, TWEET, TWEET.

>> HEY, JESS, WHAT YOU DOING?

>> HEY, ANDY.

WELL A LITTLE BIRDIE TOLD ME THAT UP TO SPEED LIVE IS GOING BACK ON TWITTER, SO, I'M GETTING USED TO TWEETING.

>> SO, JESS DOES HAVE ONE THING RIGHT.

NEXT THURSDAY, MARCH 11TH, WE ARE BACK ON TWITTER, 12 P.M. EASTERN, FOR A SPECIAL UP TO SPEED LIVE WITH HANS AND KYLE.

NOW THE QUIET PERIOD WILL BE OVER.

WE'RE BACK ON TWITTER AND THAT MEANS V-TEAMERS CAN ONCE AGAIN INTERACT WITH LIVE COMMENTS AND EVEN START SENDING THOSE BUBBLY HEARTS AGAIN.

I DO LOVE THOSE HEARTS RISING UP ON THE SCREEN.

>> THAT'S COOL.

FOR THOSE MAYBE NEW TO TWITTER, IT'S A SOCIAL PLATFORM FOR LIVE EVENTS.

>> THAT AND MUCH MORE.

NOW I LOVE USING IT TO SHOW THE LATEST NEWS FROM VERIZON, KEEP UP WITH TECH INFLUENCERS AND CURRENT TRENDS, NOT TO MENTION FOLLOWING CELEBRITIES AND ATHLETES.

>> I FOLLOW HIM IN REAL LIFE, BUT I PARK WAY FAR FROM HIS HOUSE.

>> I SUGGEST YOU STOP DOING THAT AND START USING TWITTER.

>> I DON'T KNOW WHAT A TWEET IS.

>> IF YOU HAVEN'T SIGNED UP FOR TWITTER YET, YOU'LL SEE A FEATHER ICON ON THE BOTTOM RIGHT OF YOUR HOME PAGE.

JUST CLICK ON IT, WRITE OUT YOUR SHORT POST AND CLICK TWEET.

IT'S AS EASY AS THAT.

>> YOU CAN MAKE THEM MORE NOTICEABLE BY USING HASH TAGS AND THE @ SYMBOL TO MENTION OTHER USERS.

AND USE EMOJIS.

YOU CAN ENGAGE WITH OTHER ACCOUNTS.

LIKING TWEETS, RETWEETING IF YOU WANT YOUR FOLLOWERS TO SEE THAT TWEET AND REPLYING WITH YOUR OWN COMMENT.

>> I'LL WORK MY WAY UP TO THAT.

>> THE POINT IS SIGN UP FOR TWITTER.

FOLLOW UP TO SPEED OF COURSE.

ALL OF OUR EXECUTIVES, HANS, CHRISTY, RONAN, GURU, TO SEE WHAT THEY'RE TWEETING AND FOLLOW THE EXCITEMENT.

MAKE SURE YOU USE THE HASH TAG, #IAMVZ TO SPREAD THE WORD.

BY THE WAY, YOU DON'T REALLY FOLLOW AARON ROGERS AROUND, DO YOU?

>> DEFINE FOLLOW?

>> I DON'T WANT TO KNOW.

>> I MEAN HE NEVER SEES ME.

>> BYE JESS!

>> DIANA ALVEAR: I LOVE ANDY AND JESS.

THEY ARE THE BEST.

AND BY THE WAY, ANDY, VERY WELL PLAYED THERE IN YOUR PLEA FOR MORE FOLLOWERS.

I'M GOING TO WANT TO KNOW HOW MANY YOU ADDED AFTER THIS EPISODE OF UP TO SPEED.

NOW I HAPPENED TO BE ON TWITTER, AS WELL.

AND ONE OF MY FAVORITE FOLLOWS, I REALLY LOVE TO FOLLOW THE LEADERS AT VERIZON.

THEY'RE ALWAYS TWEETING ABOUT THEIR PRIORITIES AND THE THINGS THAT ARE IMPORTANT TO THEM.

I LOVE SEEING HANS TAKING HIS WALKS AND, YOU KNOW, I'VE SEEN RONAN HIKING.

IT'S REALLY GOOD STUFF.

AND OF COURSE I FOLLOW MY FAVORITE, DIEGO.

AND I'M EXCITED TO HOST A NEW PODCAST SERIES THAT FOCUSES ON ALL THINGS BRAND AND MARKETING AND PEELING BACK THE LAYERS TO SEE WHAT WENT INTO THESE BIG BRANDING DECISIONS AND ALL SORTS OF REALLY COOL THINGS LIKE THAT.

THIS PARTICULAR EPISODE IT WAS DIEGO AND HIS FRIEND AND FORMER COLLEAGUE, LESLIE BERLAND, WHO IS NOW THE CMO AND HEAD OF PEOPLE AT TWITTER.

YOU CAN IMAGINE THIS WAS JUST A FANTASTIC, SUBSTANTIVE CONVERSATION.

WE WERE TALKING ABOUT EVERYTHING FROM HOW YOU GET INSPIRED, WHO INSPIRES YOU, WHO DO WE NEED TO BE TAKING A LOOK INTO?

WHAT BOOKS THEY HAVE ON THEIR NIGHT STAND.

AND LESLIE WENT INTO CONTROVERSIAL PRESIDENTIAL TWEETING AND THINGS THEY HAD TO DEAL WITH.

2020 WAS A BIG YEAR FOR TWITTER.

YOU CAN FIND THE DETAILS ON THE WEB.

I LOVED HOSTING.

IT WAS FANTASTIC.

I WOULD APPRECIATE IF YOU GUYS TOOK A LISTEN.

OKAY.

BEFORE WE GO, I DO WANT TO POINT OUT THAT A VERY INSPIRING LETTER WENT OUT THIS MORNING FROM TAMI, RIMA, AND CHRISTY AND IT'S ALL ABOUT INTERNATIONAL WOMEN'S DAY.

THEY ALSO ARE BAKING SOME BIG NEWS, BY THE WAY.

THEY ANNOUNCED THE WOMEN'S COLAB.

IT'S A NEW INITIATIVE TO ALLOW WOMEN TO SUCCEED TO EMPOWER WOMEN TO OWN THEIR CAREERS.

THE LETTER IS HOW WE CAN CHOOSE TO CHALLENGE THE STATUS QUO WHEN IT COMES TO WOMEN, ESPECIALLY WHEN SO MANY OF US ARE SUFFERING FROM PANDEMIC-RELATED STRUGGLES.

A LOT OF WOMEN LOST THEIR JOBS.

THERE'S BEEN RELATED STRUGGLES IN THIS ARENA.

THESE LADIES ARE CALLING ON US TO DO OUR PART.

THEY'RE SENDING US A SPECIAL MESSAGE.

I WANT TO QUOTE FROM THE LETTER.

THEY SAID TO ALL OUR V-TEAM WOMEN OUT THERE, WE SEE YOU, YOU ARE VALUED, YOU ARE ENOUGH, YOU ARE INCREDIBLE, AND WE WILL MOVE FORWARD TOGETHER.

OKAY?

WHAT A LOVELY NOTE TO SEND YOU GUYS OUT ON.

SPEAKING OF INTERNATIONAL WOMEN'S DAY, ON MONDAY, I WILL BE BACK AND I WILL BE HOSTING AN EPISODE DEDICATED TO ALL THAT WE'RE DOING AT VERIZON.

LOTS OF EVENTS AND SUPER COOL CONVERSATIONS WITH THE PEOPLE YOU WANT TO BE HEARING FROM.

I HOPE YOU JOIN ME ON MONDAY.

WE'VE GOT A VERY SPECIAL EPISODE FOR YOU.

AND ON TUESDAY, WE'VE GOT SOME GOOD STUFF COMING UP FOR YOU, AS WELL.

BEFORE WE GO, WE HAVE SOME FRIENDS THAT ARE GOING TO HELP US WITH THE SIGN OFF.

YOU HEAR US SAY UNTIL NEXT TIME YOU'RE UP TO SPEED.

WE WANT TO SEE YOUR BEAUTIFUL FACES.

SEND YOUR VIDEO TO GOOD@VERIZON.COM.

AND YOU NEVER KNOW, YOU MIGHT SEE YOURSELF ON UP TO SPEED LIVE. ALL RIGHT.

I'M DIANA ALVEAR.

THANK YOU SO MUCH FOR SPENDING YOUR FRIDAY LUNCHTIME WITH ME OR WHATEVER TIME IT IS WHEN YOU'RE WATCHING.

I WANT TO THANK ALL OF YOU FOR HANGING OUT WITH ME AND I WANT TO CHALLENGE YOU.

AND ALL I WANT YOU TO DO IS JUST REACH OUT TO THE WOMEN IN YOUR LIFE RIGHT NOW WHO ARE EMPOWERING AND UPLIFTING AND SUPPORTING YOU AND LET THEM KNOW WHAT A DIFFERENCE THEY MAKE IN YOUR LIFE.

IF YOU HAVE EMPLOYEES, REACH OUT AND LET THEM KNOW HOW MUCH THEY'RE APPRECIATED.

SPREAD THE LOVE, SPREAD THE JOY.

THAT'S WHAT WE NEED MORE OF IN THE WORLD AND YOU CAN MAKE ALL THE DIFFERENCE.

SO, THANKS AGAIN FOR JOINING ME.

UNTIL NEXT TIME, YOU'RE UP TO SPEED.

>> SUNNY SANTA BARBARA, CALIFORNIA.

ALWAYS A GREAT TIME WITH VERIZON.

>> I'M FROM THE TELESales DEPARTMENT.

>> AND I'M MATT.

>> WE'RE SAYING HI FROM MAINE.

>> I'M OUT OF TUCSON, ARIZONA.

>> THIS IS SARAH FROM ANCHORAGE, ALASKA.

>> ALOHA.

>> WE'RE AT A STATE PARK IN HONOLULU, HAWAII.

>> UNTIL NEXT TIME.

>> UNTIL NEXT TIME.

>> YOU'RE UP TO SPEED!