

**VERIZON
UP TO SPEED LIVE
MARCH 18, 2020
12:00 A.M. ET**

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>> JEREMY GODWIN: Good day you are seeing what a central members of our V Team Verizon employees are doing right now to continue helping our customers wiping down surfaces in our stores.

They are taking all the precautions they need to keep serving our customers but that's not all.

It's also our techs who are out in the field keeping customers of all sizes connected I'm sure a lot of folks are thankful for actions now Internet and TV vital even Call Centers still keeping customers connected when they need it most smiling team members and also connecting from home connecting via the Internet all with a smile because when we say we run to a crisis we mean it our teams have moved response vehicles into position so at testing sites our customers and First Responders are staying connected welcome back everyone here we are it's noon on the East Coast 9 a.m. on the Pacific. Happy to have you all with us today as we're getting the latest updates as we are continuing to go through Coronavirus.

So we want to get right to it this morning.

We're starting with a loaded agenda really today we'll hear from Hans, Christy, the EOC and Ronan Dunne the consumer leader out in the field at one of our stores let's get right to it Hans to you for an update out of the Emergency Operations Center, good afternoon.

>> HANS VESTBERG: Thank you, Jeremy, hello, all V Teamers.

First of all, I'm going to repeat our main mission.

The main mission is to see that all of us, all of the employees, are safe and healthy in these times and that we keep the network up.

That's our main mission and that's what we work with 24 by 7 and managing all of our stakeholders.

The last 24 hours I got so much feedback from customers, partners, that we're working with.

And they are coming back and saying that we are really being there for them when the networks are really so important to them.

And I actually want to do a real shoutout for all of you in the frontline today and if you

are in a store serving customers or if you're in the field operation, you're doing a tremendous job I don't even have words for thanking for doing that and how important it is for our company.

And also for you all in the Call Centers even though some of you now are working remotely, that's so critical.

But I also want to shoutout to all others working in this company.

Working remotely and still continuing to drive this company forward.

This is going to be a new normal for a while.

We know that.

And so we just need to find that way of working.

And I really would love to thank you all for that and how important it is for our customers and for us ourselves to continue to do that.

When it comes to the network, Kyle was here yesterday talking about that I will give you some stats that Kyle and his team sent out yesterday.

We don't see much growth in the network or we see minor increase in data usage but we see of course a total shift on how the network is used and we see on a week-by-week basis gaming up 75%, VPN connection up 30%, web traffic up over 20% and the VPN and web traffic is telling that more and more corporations are working from home and that's of course how we need to support them right now to be able to do the work.

The gaming is sending the message that a lot of children are home from school.

And actually have some more time for that.

We really want to support them for eLearning but they also have something to do at the same time.

So Kyle and his team is monitoring this 24 by 7 it's so important for us to understand that because we don't want to have any congestion in our network so far our network is really working well and it has to continue to be so in these critical times lastly before I hand it back to Jeremy I just want to send my regards and condolences and support to everyone in Salt Lake City that had an earthquake this morning.

In these times there are many things happening at the same time.

So our minds are with you, support is going to be there with all of you, colleagues, friends, partners in Salt Lake City.

So back to you, Jeremy.

>> JEREMY GODWIN: Hans thank you for that and thanks for the update on Salt Lake City.

Certainly our thoughts are with the folks there after that big earthquake that they had this morning.

One thing Hans talked about as we're transitioning over to Ronan now who is joining us via an iPad from outside one of our stores is thanking our employees but also thanking our customers we got this message we'll go and put it up for you on social media from

Karen I believe she's in the Rochester, New York area she said kudos to the Verizon store on Jefferson Road for fixing my phone and not charging me anything they are only allowing two people in at a time not touching anyone's phone will walk you through what you need calm collected got the job done way to go thank you Ronan is joining us from our store in Union, New Jersey out on Route 22 Ronan what's the latest with the stores the Call Centers and across the Consumer Group today.

>> RONAN DUNNE: Well all of us V Teamers I feel like a cub reporter on their first day as I stand out our store here in Union, New Jersey practicing social distancing as we're recommending all our colleagues today let me give an update on what's going on in retail and Customer Service the first thing to say is we're encouraging our customers to move to our online and telesales channels to give the important things that need to be done, the essential things that need to be done inside our business in retail specifically we have made four or five key actions first thing is we have reduced the number of stores that are open.

Then we reduced the store hours in each store.

And then we have introduced new operating procedures in those stores.

The combination of those things we have significantly reduced our employee's exposure to consumers while at the same time providing an essential service.

So we closed on Sundays and now working from 10 to 5 in the stores over 300 stores closed so far.

But particularly in the stores our new procedures meaning we are doing one-to-one.

Specifically we're reducing the number of employees in a store.

And the number of people who can come into the store at any one time.

So that our employees are only exposed to one customer.

And we're below that social gathering ten recommendation at all times.

So that's really important.

On the Customer Service side, we have been building our capability to do home working so we now have the majority of our Customer Service agents who are working from home.

And we hope within the next week or ten days to get to close to 90 to 95% of those people being able to work from home where their circumstances allow.

But if your circumstances don't allow or your store has been closed, the reassurance is that we're making sure that you're financially protected.

You will have seen the updates from Christy yesterday but also if you're on reduced hours, don't worry, we're making that up and making sure we're making you whole.

So all in all what we're doing is we're running to a crisis.

We're building new capabilities.

And we're responding to customers and to employees in a way that puts our employee's safety first but also makes sure we can be there at this critical time for our customers.

Back to you, Jeremy.

>> JEREMY GODWIN: Hey Ronan thanks so much.

I appreciate that and what the power of our network and our technology there on display for us this morning or this afternoon rather we'll come back to Ronan with some of your questions shortly if you have questions send them to live@Verizon.com so now we're going back to the New Jersey operations center to our HR -- Emergency Operations Center to Christy, Christy you sent that note yesterday what's the latest update you want employees to know about today.

>> CHRISTY PAMBIANCHI: Thanks Jeremy and great to be talking again to the V Teamers all over the world.

Couple of things first great response to all of the news we gave yesterday.

I want everybody to know we're updating the Coronavirus webpage a couple of times a day as we get your questions so that it's easier for you to find the answers so we have clarified.

You can go to the Coronavirus webpage and you can look for what would be your pay treatment in various scenarios.

I just want to emphasize if you don't see it there, it's not easy to find send us a message or send a note under the live@Verizon.com and we're continuing to use that for feedback.

So so far great response.

We're going to make it easier for people to find the answers on the webpage.

Things I also want to note, I know it's high on employee's minds, how is the Coronavirus affecting us.

So yesterday I shared we had a number of cases.

As of this morning, we have ten confirmed employees who have Coronavirus.

Contracted it around the world.

They are obviously quarantined and we're helping support them in their time of medical need.

And then we have also been notifying any co-workers in the facilities and then we're remediating those facilities.

Many of the facilities have already moved to a work-at-home model so that's a really positive thing and the containment strategy to help curtail the spread of Coronavirus.

And we want all of you to know, please come forward, tell us so we can help you get the help you need.

If you think you've got Coronavirus, we can help you find where you might be able to get tested.

I do think we'll see real relief in the pending few days as the governments around the world have helped improve testing capacity.

We know this has been a real issue for our employees.

Many of you have told us that.

And so that's kind of a couple of key updates for us this morning.

And then really I think we're in the new normal as Hans highlighted in this working from home environment, just a week ago on Thursday which is tomorrow we started talking about the need to really mobilize work from home and here less than four business days later we've got over 70% of our V Teamers working from home in ways we never thought possible we still have folks on the frontline as you heard from Hans and Ronan and we're taking a lot of precautions to assist them.

Lastly Tami will be here tomorrow and she's got some great updates on everything VBG is doing to support the world in this crisis now more than ever with the work from home and school from home push the conferencing capabilities are enabled by our Verizon products and so really just a shoutout to the team that's helping keep that up and running for all of us here at Verizon.

And all of our customers, people around the world that are relying on us for this new normal for new.

Then the team is really running on all cylinders to create key solutions for our partners and customers around the world and really essential in the public sector you saw this in the opening video we're helping to support the driveup test centers and also working to support the Verizon response team which is 24 by 7, 365 to help support emergency response centers worldwide as well as partnering with many Government many have reached out to our -- every Government many reached out to our leaders recently also VMG continuing on the media to have a go-to place for truth on the Yahoo site and also donated free advertising to the World Health Organization to promote facts for citizens around the world.

Thanks Jeremy back to you.

>> JEREMY GODWIN: Thanks so much Christy so much happening there and you can join us tomorrow at noon as we talk to Tami Erwin who leads the Verizon Business Group I'll jump into questions now starting with Ronan out in the field you talk about stores being open, Ronan, Jillian out in mobile internet wants to know, what are the determinations that are being made as to which stores stay open and which stores should close?

>> RONAN DUNNE: Great question what we're doing is we're looking at customer response the first thing I want to repeat we're directing customers online into telesales wherever possible and the great news is we have our first telesales home-based agents up and running this morning so that's great so we're looking there.

We are looking at clusters of stores so we can identify an area where we can give coverage with a reduced number of stores open. What we will do is continue to respond to the practical issues of employees do need to be at home because of child care or other caring responsibilities.

So we have a flexible model that can respond to all of the needs of our employees while at the same time ensuring we have a residual essential service available to customers.

>> JEREMY GODWIN: Good Ronan thanks so much.

Next and great reminder about all of the options there for folks to be able to call in or go on to the Website or use the My Verizon app for the various services they need Christy this question is coming to you from Patrick in New Jersey around mental health.

Patrick wants to know, what are we going to do to have our employees ready for this? What resources will we have for employees as they are dealing with this new normal as we keep calling it of working from home maybe they are not seeing as many folks as they used to and adjusting to in some cases isolation.

>> CHRISTY PAMBIANCHI: Thanks so much for that question.

And I think this is on a lot of peoples' minds.

The pandemic is creating a lot of stress and anxiety around the world for not just employees, citizens, our children, our elders, our employees.

And so I think now more than ever is a really important time if people feel like they need help to support themselves in this time.

We have Employee Assistance Program.

We have the opportunity to provide individual or group support.

Leaders can call us and we can help find a solution for our employees.

Also through our medical benefits.

There's support for mental health and anxiety and other concerns that people may have.

And some of these capabilities can also be delivered via telemedicine.

I know you're hearing a lot about that on the news.

That's the capability we have with our providers here in the United States.

And we're working with our benefit teams around the world to make sure we can provide not only medical support but also mental health and wellness support for our employees.

Thanks for that question.

>> JEREMY GODWIN: Thank you, Christy.

Now next we'll go to Hans for a question about the impact on society and how that we can better help society.

I know we made announcements last week through Verizon Innovative Learning.

But what more or what -- what is Verizon doing and what else can we do to help schools at this time?

We know so many are doing the teleschooling and whatnot.

But what else can we do, Hans?

>> HANS VESTBERG: I think at the moment we're of course working with many organizations that really need support in these times.

We have prioritized in the beginning here clearly First Responders as well as hospitals and caretakers in the hospital areas and nurses and doctors.

That becomes for us very important.

In the next stage of course we have our -- we'll help the VIL students to see they

continue and donate money to them as well both to the First Responders but also to the No Kid Hungry.

I think the next way right now we get a lot of asks about doing things.

We will do much more and support more.

But we also want to see how the network is working and seeing that we're really -- we really give the support to the most vulnerable if it's from a network point of view we need to do something we also have the pledge on Keep America Connected which is an importantly one because these -- it's an important one because it's addressing residential consumers as well as small and medium businesses that we keep them whole through this process, both with the network up and we don't disconnect them, we don't charge them for late fees and things like that.

So we are doing that.

But we constantly are monitoring all of that we get a lot of requests we have a team up we work 24 by 7 and every evening when we gather the Executive Team we discuss what inbound we have and how we're going to prioritize them so you will see more of that what we do going forward.

I just want to come back a little bit to the question that Christy got.

And I appreciate the answer she gave and what support we have.

I think in times like this, many of us will work from home.

We will be alone.

Usually we go to the workplace where we meet all of our colleagues.

It's more important than ever that we connect with each other.

It can sometimes be an SMS, a short call or just connect with people.

And we are V Teamers.

Remember that.

Remember all of your colleagues that you meet normally in the workplace.

And now you are not meeting them.

You need to reach out to them every day.

I tried to do it with my team to actually talk to them every day but I don't see them much to be honest because we are actually spread out and we work from home many of us so I think each and every one of us needs to think about that as well because that touch of communication is so important in these times.

>> JEREMY GODWIN: That is a wonderful reminder Hans that we can all pick up and adopt and I think about my parents my inlaws all over the country.

Let me send them a text.

It only takes a couple of seconds or even pick up the phone so great reminder there thank you for that and of course my wife at home who is following along with all of this, as well.

So Ronan, question for you about self-serve.

How are we proactively or more putting -- putting it out there more for our customers to

know about the options and what they can get online or over the phone from us.

>> RONAN DUNNE: So we've been working very closely with Diego's team, Frank's team to make sure that the messaging that we're delivering, whether that be our digital messaging or increasingly now as we rotate what we're talking to customers about above the line in our TV advertising we're focusing them down on the opportunity to be served online.

We have waived fees in the online environment as an extra incentive for people.

Also within the app.

So that the comprehensive program which is directing people towards how they can self-serve and we have also been putting out various video clips and others and showing people the practical ways that people can do which they may not have otherwise been aware of so it's a comprehensive program from how do you transact to all the way through I didn't need to do this before how do I keep my phone clean things like that.

So we're there for our customers in a very digital virtual way.

>> JEREMY GODWIN: Good to know, Ronan thanks next we're going to Christy back down in the Emergency Operations Center obviously the other side that we have to balance on this are our technicians out in the field doing essential work like we have been saying all along.

What are the communications that are happening there and the process they need to follow at this point?

>> CHRISTY PAMBIANCHI: Thanks and some of you have written that question to me so I appreciate Jeremy that's come Up to Speed again this morning we are working with Kyle's leaders and Kevin Service and a number of leaders there in partnership with leaders on Ronan and Tami's team so we can prioritize all of the dispatchers our No. 1 goal is to make sure that our customers and our employees are safe.

So the team has worked on and is finalizing some prioritization protocols.

Our main look if people call us for dispatch is to see is the home or small business connected and we want to do work to get the home or small business connected.

If we're starting to deal with upgrades or video or some other things that are not the same as keeping the home connected, we're going to push that lower on the prioritization.

And really try to reduce the amount of times any of our field techs have to actually go into a premise and interact with other individuals.

This is something we're building.

We started yesterday.

It may take you know 48 to 72 hours for this to roll through all of our operational systems.

But we're working at speeds to keep our people safe.

>> JEREMY GODWIN: Good Christy thank you so much I know I've gotten that question a lot from folks, as well so good to know we can give them that update. Back out to Ronan now and talking about extending data for hotspots and prepaid. I know the VLC and folks are meeting around the clock to talk about what the options are, are we looking to extend data on data plans and what about prepaid customers, anything more we can do for them?

>> RONAN DUNNE: Great questions and the first thing we can say is we're very focused working closely with Kyle and his team to make sure we prioritize access to the network for the people who need it most.

So what are the things we have done?

We have given priority access to all First Responders.

We've supported those schools that are in our Verizon interactive learning program with additional data access.

So what we're now doing is looking at this evolving pattern of usage and understand where are those places we can reasonable start to lift the gap in certain areas without connection and having prejudice to the network to do its primary point to be there as an essential Point of Contact for those who need it most one of the interesting things in data the way the network is being used actually the use of voice on the network is up significantly and that's the key priority for a lot of people it's the only way they can keep in contact so continue to watch this space.

Recognize that we want to deliver as much flexibility to the broadest number of customers as possible.

But what we won't do is do that at the prejudice of the essential services that everybody is relying on at this time.

We're also looking at how we can facilitate for our prepaid customers in exactly the same manner.

So detailed analysis being done and working really tightly with the updated data that's coming from the Network Team as this new pattern of new normal starts to evolve.

>> JEREMY GODWIN: Certainly Ronan I'm going to stick with you thank you for that answer Kevin in New Jersey wants to know this as well thank you for the measures taken so far through the process question for the stores remaining open are employees supposed to exclusively stay at their home store location or are they to work at other locations if they are short staffed?

What's your answer to that.

>> RONAN DUNNE: Great.

So what we're doing is we're taking this opportunity to pool resource and for those who are available to come to work and their store has been closed, then they are able to be

on the roster and available within other stores.

That creates two opportunities.

One is it reduces the overall exposure of each employee to customers while at the same time delivering the essential service.

It also provides flexibility where a store might be open but somebody has a caring need and therefore needs to be at home.

That way we may be able to keep that store open by using colleagues from other stores.

So Chris and the team are working that very closely both the interplay with our own stores and also our agent stores where just to share we have also worked very closely with the agent principals to make sure they have what they need to be able to support customers and their business.

They are many of them small businesses essential support at this critical time.

>> JEREMY GODWIN: All right.

Ronan thanks so much and thanks for being out at that Union store today.

Wave to the fine folks who are coming into the store and keeping it running during this time.

Christy, one final question for you, any updates on those testing sites?

I know you mentioned something earlier and we're still I guess waiting word when more of the testing sites will open and how we play into that.

>> CHRISTY PAMBIANCHI: Thanks for that.

We know this is really on a lot of employee's minds so we're tracking this hourly and updating our Coronavirus webpage for where we are knowing of Testing Centers being made available and we'll do everything we can to help employees understand where is the best place for them to go if they feel that they have to go get tested.

Then we also know a couple of other employees have asked just for clarity on will they be compensated I know people are really concerned with the economies and their financial security we want you to know we're trying everything we can to keep people able to work and giving them work-at-home assignments which is really important if someone contracts Coronavirus they will be compensated if they are quarantined because of Coronavirus they will be compensated if they are working from home they will be compensated if they have an underlying health condition and they can't come to work they will be compensated and finally if additionally they are a caregiver and can't work but work from home we will compensate you we want you to know we're going above and beyond what we have seen any other companies or requirements be to make sure our V Team understands we're with you and that we know you're going to be with us as we look to keep our network up and running, our customers connected and all of our people safe.

>> JEREMY GODWIN: Christy thanks so much we'll be back with you tomorrow for other updates and anything else that we may need.

So as we're wrapping this up I want to head back to Hans for his final thoughts as we are winding this down I saw you on Bloomberg just a few minutes ago before this. What's your message to the V Team, to investors, to customers and to society at this point?

>> HANS VESTBERG: Jeremy, I think in general I'm responding both to the market and to the employees and to customers it's very equal. I have the same story for Bloomberg as I have here and when I talk to CEOs of large corporations so I think again it's all about our employees safety and healthy and keeping the networks up and continue to have the great dialogue and communication. I think that's what it's all about. Then there are different areas which we are catering for and of course from Bloomberg there were questions about that we actually increase our Capex which is unique in this market that somebody is increasing investments in times like this. So that's -- then of course I got some questions here on the web, as well, about our impact, the financial impact of this Coronavirus. And Matt and the team basically have said it's too early to say. It's really hard to judge. It could be material but it's too early to say so we're going to see that in the weeks to come. And just for summary, I will not rehash everything I've said but again thank you for all communication coming in to Christy to me to the team, Jeremy, because that creates sort of what we're doing in this sort of live event we do every day. So we know what question we're going to answer. So keep it flowing. And I just want to remind you about the question we got about communicating with friends, with family, with colleagues in these times. I urge you to do it. And Jeremy is a good example. He thought immediately of people he's going to communicate with. And I think we all know people that we want to send a message or maybe make a call today if it's colleague, partner, family, whatever. Do that. In these times, that's more important than you can ever believe. So once again, V Teamers, thank you very much for being with us and continue the work out there. And see you very soon again.

>> JEREMY GODWIN: Thanks so much for that, Hans and Christy and Ronan. Now tomorrow if you have questions, you can send those questions to

live@Verizon.com.

Our guest will be the leader of our Verizon Business Group, Tami Erwin.

Now, ahead of that Tami will be doing a live Instagram today at 3 p.m. Eastern on our Verizon news Instagram handle go over there to learn about working in the age of COVID-19 the purpose is to allow business partners, customers to really get a one-on-one dialogue with our leaders as we're going through this we'll be back with you again tomorrow at noon at eastern I hope you have a great day don't forget about all of the resources we have for you on the web.

Stay healthy, stay safe.

And until next time you're up to speed.
