

VERIZON UP TO SPEED LIVE
March 20, 2024
12:45 PM ET

>> HELLO, EVERYONE.
GOOD TO SEE YOU.
SO MANY OF US HERE.
THANK YOU TO ALL OF THOSE HOW ARE WATCHING.
WE ARE ALL HERE AND I CAN FEEL THE ENERGY IN THE ROOM AND IT IS FOR A GOOD REASON, RIGHT?
IT IS NOT EVERY SINGLE DAY WE GET TO HAVE OUR BOARD OF DIRECTORS IN THE AUDIENCE FOR AN UP TO SPEED.
APPLAUSE FOR THEM.
THEY ARE SITTING HERE IN THE FRONT ROW AND WE WILL LEARN MORE ABOUT THEM LATER ON WHEN I INTRODUCE HANS ON TO THE STAGE.
BEFORE WE GET TO THAT I HAVE A SPECIAL GROUP IN THE AUDIENCE I WANT TO GAVE SHOUT OUT TO.
WE HAVE OUR LATEST RETAIL HIRES FOR THE ATLANTIC AND NORTHERN SITTING IN THIS CORNER.
HELLO, HELLO, HELLO.
WE ARE GOING TO HEAR FROM YOU A LITTLE LATER WITH SAM AND LEARN MORE ABOUT HOW YOU'RE LEARNING ABOUT VERIZON AND YOUR FIRST COUPLE OF DAYS.
I BELIEVE YOU'VE ONLY BEEN HERE ABOUT 30 DAYS, WHICH IS AWESOME.
CAN'T WAIT TO CHECK IN WITH ALL OF YOU.
SHOUT OUT TO ALL OF FROM YOU VIRGINIA.
I'M FROM VIRGINIA SO APPRECIATE THAT.
ALL RIGHT.
NOW, I FOE YOU ALL ARE WAITING FOR HANS TO GET ON, AND HE IS GOING TO TALK ABOUT WHAT HE'S BEEN DOING WITH THE BOARD, SOME BUSINESS UPDATES.
AND, AS PROMISED, WE WILL GET TO SOME OF YOUR QUESTIONS.
SO WITHOUT FURTHER ADO, HANS COME ON STAGE.
[APPLAUSE]
>> THANK YOU, RAQUEL.
HEY, GREAT TO BE HERE.
IF YOU'RE LIVE IN BASKING RIDGE, FANTASTIC.
IF YOU ARE ON THE STREAMING, GREAT THAT YOU'RE VIEWING THE UP TO SPEED TODAY.
WE HAVE A FAIRLY PACK AGENDA TODAY, BUT I'M GOING TO START WITH SOMETHING A LITTLE BIT DIFFERENT.
I'M GOING TO INTRODUCE A COUPLE OF V TEAMERS YOU MIGHT NOT SEE THAT OFTEN, AND THAT'S THE BOARD OF DIRECTORS.

THEY ARE VERY IMPORTANT FOR THE COMPANY AND HOW WE'RE MOVING FORWARD.

I WANT TO INTRODUCE THEM ONE BY ONE.

I WILL START ON THE LEFT HERE.

YOU CAN STAND UP.

MR. MARK BERTOLINI.

[APPLAUSE]

HE IS THE CEO OF OSCAR HEALTH, BEFORE THE CEO OF AETNA.

RODNEY SLATER.

[APPLAUSE]

RODNEY WERE THE SECRETARY OF TRANSPORTATION AND TODAY WORKING AT A LAW FIRM.

VITTORIO COLAO.

[APPLAUSE]

YEAH.

VITTORIO WAS PREVIOUSLY THE CEO OF VODAFONE.

TODAY HE WORKFORCE A COUPLE OF OTHER CHALLENGES BUT HE IS A GREAT ASSET TO THE BOARD, AS WELL.

SHELLYE ARCHAMBEAU.

SHE IS ON MANY PROMINENT BOARDS IN THE UNITED STATES, OURS, AS WELL.

DAN SCHULMAN.

[APPLAUSE]

IF YOU EVER HEARD ABOUT PAYPAL, HE STEPPED DOWN, HE HAS BEEN THE CEO OF PAYPAL FOR MANY YEARS BUT TODAY HE IS ON DIFFERENT BOARDS AND OF COURSE OUR BOARD.

CAROL TOME.

[APPLAUSE]

CAROL IS RUNNING A SMALL CUP CALLED UPS.

THEY ARE DELIVERING STUFF IF YOU ORDER STUFF.

YOU SHOULD KNOW THAT.

NEXT ONE, UPS IN THE LINE IS OF COURSE OUR LEAD DIRECTOR.

[APPLAUSE]

THE LEAD DIRECTOR HAS A SPECIAL SORT OF SITUATION IN THE BOARD. HE'S ACTUALLY OVERSEEING ALL THE DIRECTORS AND OF COURSE OVERSEEING ME SO HE IS VERY, VERY IMPORTANT FOR THE GOVERNING OF THE COMPANY.

LAXMAN NARASIMHAN.

SET CEO OF STARBUCKS.

ANY PROBLEMS, TALK TO HIM.

THAT IS ALL OUR BOARD MEMBERS AND WE HAVE TWO BOARD MEMBERS ON VIDEO TODAY BECAUSE THEY'VE HAD SOME CHALLENGES WITH THEIR HEALTH SO THEY ARE ACTUALLY ON VIDEO.

WE HAVE THE BOARD MEMBERS HERE FOR ACTUALLY THREE DAYS, AND I'M GOING TO TELL YOU A LITTLE BIT WHAT WE'RE DOING.

YESTERDAY START WITH THE WOMEN'S EVENT.
WE HAD OUR DIRECTORS BEING IN A CONVERSATION WITH SAM IN ORDER
TO SEE WHAT THE DIRECTORS ARE DOING AND THEIR VIEWS.
WHAT A GREAT EXPERIENCE TO HAVE TODAY WE HAVE MORE ABOUT THE
COMMITTEE MEETINGS, BUT ALSO WE'RE GOING TO DO A DEEP DIVE EMPTY
CYBERSECURITY AND WE'RE GOING TO DO A DEEP DIVE IN THE
RESPONSIBLE BUSINESS WITH ROSE.

SO THIS IS TWO AREAS.

ULTIMATELY, GOING TO END UP WITH NNT SHOWING OFF ALL THE
TECHNOLOGY.

IS THAT TRUE, JOE?

ABSOLUTELY.

[APPLAUSE]

AT THE END OF THE DAY, WE'RE GOING TO HAVE A COMMUNICATION WITH
MANY OF OUR PART PERS, OUR CEOS FROM THE REGION BUT ALSO MANY
OF THE BANKS AND TECHNOLOGY CEOS COMING.

THAT'S WHAT WE'RE GOING TO DO ON THE OTHER SIDE OF THE RIDGE
HERE.

TOMORROW WE WILL HAVE A BIG DAY, ALL OUR FUNCTIONS AND ALL
SUPPORTED OVER ALL COMPANY.

THAT'S WHAT WE DO EVERY YEAR WHEN WE HAVE OUR YEARLY STRATEGY
REVIEW, A FULL DAY FROM MORNING TO END OF THE DAY.

IT IS GOING TO BE A LOT OF THINGS.

IT IS GOING TO BE GREAT.

I THINK.

[LAUGHTER]

SO, ALL OUR OPERATING UNITS, VBS, VBG, VCG, ALL OF THEM WILL
GO THROUGH THE STRATEGIES AND ALSO THE BRAND PART OF IT.

SO THAT'S WHAT WE WANT TO DO TOMORROW.

THEN, ON FRIDAY, WE WILL HAVE, I WOULD SAY, THE FINAL BOARD
MEETING.

SO IT IS ACTUALLY THREE FULL PACKED DAYS FOR THE BOARD AND THEY
ARE EXTREMELY IMPORTANT FOR THE SUCCESS OF THE COMPANY.

AND, AS YOU HEAR WHEN I PRESENT, BECAUSE I WANTED TO GIVE YOU
A FEELING FOR THE DIVERSITY AND THE STRENGTH WE'RE HAVING IN
THE BOARD AND THE COMPETENCE WE HAVE AND WHERE THEY COME FROM.

VERY DIFFERENT CONSUMER, HEALTH, SO BASICALLY REFLECTING
EVERYTHING WE'RE DOING IN THE COMPANY, AND THAT'S VERY
IMPORTANT FOR EVERYTHING DO YOU TO HAVE DIVERSITY OF THOUGHT
IN ORDER TO DO THINGS BETTER.

SO I'M EXTREMELY PROUD TO HAVE THEM HERE.

WE'RE SPENDING TIME IN BASKING RIDGE.

WE'RE GOING TO BE ON THE RIDGE ALL THESE THREE DAYS AND MANY
OF YOU HAVE BEEN PART OF PREPARING THAT, SO THANK YOU, EVERYONE.

WE'RE LOOKING FORWARD TO THE NEXT THREE DAYS.

[APPLAUSE]

BUT, THERE ARE HAPPENING OTHER THINGS IN THE COMPANY SO I HAVE TO DO SOME UPDATES, AT LEAST.

SO YOU REMEMBER WE TOOK A GREAT FAREWELL OF JIM LAST WEEK AND ALSO IN THE BEGINNING OF THE YEAR, AND I TOLD YOU WE'RE GOING TO HAVE SOMEBODY REPLACING HIM SOON.

WE HAVE ANNOUNCED THE REPLACEMENT, AND ACTUALLY GOING TO CALL UP THE REPLACEMENT ON STAGE.

SHE PROBABLY HAS NO IDEA BUT WE DO ANYHOW.

STACEY, PLEASE.

STACEY IS THE LATEST HIRE AT LEAST IN MY GROUP, I THINK OF A WEEK.

>> THIRD WEEK.

>> THIRD WEEK, WOW.

AND NORMALLY WE ALWAYS BRING UP THE NEW PEOPLE REPORTING TO ME HERE IN THE BEGINNING TO SAY A COUPLE WORDS ABOUT THEIR FEELINGS, WHERE THEY COME FROM.

>> FIRST I THINK THAT IS GOING TO CHANGE, WE WILL HAVE HANS FOLLOW THE SCRIPT.

>> THAT IS GOING TO BE THE HARDEST PART OF THE COMMUNICATION STRATEGY, I WILL TELL.

>> I WILL SHARE TWO THINGS.

ONE IS THANK YOU TO ALL OF THE V TEAMERS ACROSS THE GLOBE.

FEBRUARY 1st, 2024, IS A DAY I WILL HOLD IN MY HEART AND WILL FILL ME FOREVER, AND THAT WAS THE DAY, CHANCE, THAT YOU TOLD V TEAMERS THAT I WOULD BE JOINING THE COMPANY IN MONTH.

AND THE AMOUNT OF LOVE AND PASSION FOR THIS COMPANY AND COMMITMENT FROM V TEAMERS FROM FORMER V TEAMERS, FROM EVERYONE WHO ARE PART OF THE V TEAM COMMUNITY JUST POURED SO MUCH INTO ME, AND I AM SO GRATEFUL FOR THAT.

WHEN WE SHOW THAT PASSION TO OUR CUSTOMERS WE LIVE INTO THAT MANTRA OF UNSTOPPABLE.

SO THANK YOU FOR THAT.

[APPLAUSE]

>> THAT'S GOOD.

>> THE FIRST THING I ASKED FOR BASS THE UNSTOPPABLE T-SHIRT. THE SECOND AND LAST THING I WILL SHARE IS NOT ONLY CAN YOU FEEL THAT PASSION, BUT THIS TEAM PUTS THAT PASSION INTO ACTION.

AND, YOU ALL, IF YOU HAVE NOT SEEN ONE OF THE LATEST UP TO SPEEDS, WHERE JENINE AND HER CO-WORKER CLEO, JENINE, FOR OUR BOARD MEMBERS, GAVE HER KIDNEY TO ONE OF HER COLLEAGUES THAT NEEDED A KIDNEY TRANSPLANT.

I MEAN, THAT IS --

[APPLAUSE]

>> AMAZING.

>> IF THAT DOESN'T DEMONSTRATE HOW CONNECTED THIS ORGANIZATION IS.

AND, THEN, HOPEFULLY YOU'VE ALL SEEN THAT WE ARE ONE OF THE MOST INNOVATIVE COMPANIES BY FAST COMPANY BECAUSE OF THE WORK OF VERIZON FRONT LINE.

[APPLAUSE]

>> YES.

ANOTHER EXAMPLE OF PUTTING OUR PASSION INTO ACTION TO HELP FIRST RESPONDERS AND THE PEOPLE THEY SERVE.

SO I'M THRILLED TO BE HERE, THREE WEEKS IN, AND LOOK FORWARD TO MANY, MANY YEARS TO COME.

>> THANK YOU, STACEY.

[APPLAUSE]

A COUPLE OTHER THINGS.

IT'S BEEN A PACKED QUARTER SO FAR.

IT IS ALSO, AS YOU KNOW, A LOT OF THING DO AND REMEMBER THE BEGINNING OF THE YEAR WITH THE KICK OFF, WENT OVER ALL THE PRIORITIES, THEY ARE THE SAME.

WE NEED TO HAVE RELENTLESS IMPROVEMENT CONSTANTLY AND WE NEED TO DO IT SEQUENTIALLY.

WE HAVE A COUPLE OF IMPROVEMENT BUS WE'RE FAR AWAY FROM WHERE WE WANT TO BE.

I'M NOT GOING TO REITERATE THE TARGETS BECAUSE I KNOW YOU HAVE DONE THAT IN ALL THE UNITS, SUBSEQUENT THE KICK OFF IN THE BEGINNING OF THE YEAR.

I JUST WANT TO REMIND YOU THE SUCCESS FOR US IS TO CONTINUOUSLY IMPROVE RIGHT NOW.

NOT EVEN THINKING ABOUT SLOWING DOWN.

WE NEED TO KEEP UP THAT SPEED WE HAVE RIGHT NOW.

SO THAT'S VERY IMPORTANT.

A COUPLE OTHER THINGS THAT HAPPENED IN THE QUARTER.

LAST TIME I WAS ON THE BIG NAME FRONT OF THE UP TO SPEED, THEY ONLY BRING ME UP NOW AND THEN BECAUSE THEY THINK I'M TOO, TALK TO TOO MUCH, THAT WAS MY WORRY IN LAS VEGAS.

REMEMBER THAT, WHAT HAPPENED IN LAS VEGAS, IT WAS THE SUPER BOWL.

THE GAME, WE LEAVE THAT ASIDE BUT I THINK I HAVE TO THANK SO MANY PEOPLE FOR OUR SHOWING.

ALL THE WAY FROM THE TECHNOLOGY WE BUILT, AN AMAZING PERFORMANCE ON OUR NETWORK AND WAY MORE THAN 50% IN THE STADIUM ABOUT VERIZON CUSTOMERS AND I CAN TELL YOU THERE WAS NO PROBLEMS TO UP LOAD THE TIKTOKS OR WHATEVER THEY WERE DOING.

AMAZING PERFORMANCE.

A LOT OF CONVERSATIONS, THE VERIZON HOUSE.

SOME OF YOU MIGHT HAVE SEEN WE HAD THE AD SPOT.

HAVE YOU SEEN IT?

IT WAS AMAZING.

THE SUPER BOWL SPOT THAT WAS PROBABLY ONE OF THE BEST WE'VE HAD, AND I HAVE TO THANK THE COMMUNICATION AND MARKETING DEPARTMENT THAT WORKED TOGETHER WITH THE CONSUMER GROUP TO GET THAT OUT. WE WERE PROUD TO HAVE IT CLOSE TO OUR BRAND.

IT WAS JUST AN AMAZING EVENT.

SO I HAVE TO THANK SO MANY PEOPLE.

AT THE SAME TIME, WE ALSO RELEASED OUR CONNECTION CONSUMER REPORT.

NO, THAT'S THE WRONG NAME.

IT IS THE NAME OF THE CONSUMER REPORT WE'RE DOING.

AND THAT WAS THE FIRST ONE.

I THINK YOU SHOULD START THIS BECAUSE IT TELLS YOU HOW MUCH USAGE IS ON THE NETWORK.

WE HAD A COUPLE OF DEEP DIVES.

ONE WAS NFL, WE COMPARE DIFFERENT FANS AND DIFFERENT TEAMS, HOW MUCH THEY WERE USING THE NETWORK.

IT IS STAGGERING TO SEE HOW MUCH THEY'RE USING THE NETWORK DURING THE GAME.

HOWEVER, THEY'RE USING 100% MORE DATA BEFORE HALF-TIME THAN AFTER HALF-TIME.

IN THE BEGINNING, YOU SEND PICTURES AND STREAMS TO THE YOUR FAMILY AND IT IS GETTING A LITTLE MORE EXCITING, YOU STOP DOING IT.

OUR NETWORK IS WORKING ALL THE TIME SO VERY HAPPY FOR THAT.

ULTIMATELY, WE ALSO HAD A BIG SHOWING AT CONGRESS, THE BIGGEST GATHERING ON WIRELESS TECHNOLOGY IN THE WORLD.

I THINK JOE AND HIS TEAM CAME THERE WITH A LOT OF NEW INNOVATION AND WE CONTINUE TO EVOLVE OUR TECHNOLOGY.

AT THE SAME TIME, I THINK JOE AND HIS TEAM GOT JD POWERS AWARD FOR THE 17th CONSECUTIVE YEAR OR SOMETHING LIKE THAT.

[APPLAUSE]

AND I'M PROBABLY FORGETTING HALF WHATEVER YOU'VE DONE THIS QUARTER, ALL OF YOU, BUT IT IS IMPORTANT TO REMEMBER OUR PRIORITIES WHERE WE'RE GOING AND WHAT WE'RE DOING.

AND I'M THANKFUL FOR WHATEVER YOU HAVE DONE SO FAR, BUT THERE IS MORE TO BE DONE.

WITH THAT, I'M GOING TO BRING A FRIEND UP ON STAGE.

I THINK THIS FRIEND AT LEAST KNOWS THAT I'M GOING TO BRING HER UP.

SO SAM.

[APPLAUSE]

>> THANKS, HANS.

SHOUT OUT AGAIN BECAUSE THE ENERGY OVER HERE TO OUR NEWEST NEW

HIRE CLASS UNDER RETAIL IS OUTSTANDING.

[APPLAUSE]

OUTSTANDING.

SO I'M GOING TO INVITE THREE OF MY FRIENDS UP HERE IN JUST A SECOND, BUT LET ME TELL YOU A LITTLE BIT ABOUT THIS.

THERE IS NOTHING MORE IMPORTANT TO THIS COMPANY THAN OUR CUSTOMERS, BAR NONE.

WE NEED TO OBSESS OVER OUR CUSTOMERS, OVER THE EXPERIENCE THAT WE STRIVE TO DELIVER EVERY SINGLE DAY WITH EVERY SINGLE CUSTOMER.

BUT NOBODY DOES THAT MORE THAN OUR FRONT LINE.

SO, HUGE THANK YOU TO ALL OF OUR FRONT LINE IN THE STORES, IN THE FIELDS, IN THE HOMES, OUTDOORS, CHECKING OUR EQUIPMENT. THAT IS WHAT MAKES THE HEART OF THIS COMPANY AND IT'S WHAT TRULY DELIVERS TO US, TO OUR CUSTOMERS AND THE EXPERIENCE OF ALL OF US AT THE V TEAM.

SO THANK YOU FOR THAT.

SO LET ME TELL YOU A LITTLE BIT, THOUGH ABOUT WHAT THIS PARTICULAR CREE HAS BEEN DOING.

THEY HAVE BEEN HERE JUST OVER FOUR WEEKS, SO SORRY, YOU'RE STILL THE NEWBIE, NOW VETERANS ARE JUST OVER A MONTH.

BUT THEY HAVE SPENT THE FIRST COUPLE WEEKS IN THE STORE IN IMMERSIVE PROGRAMS ON THE FLOOR TRAINING, VIRTUAL TRAINING. THEY ARE NOW HERE.

WE CALL THIS V EVENT.

THEY'RE ON SITE IN THE HUB LOCATIONS DOING THE EVENT.

TONS OF MORE TRAINING WHERE THEY CAN DO SECURITY, LOTS OF IN DEPTH -- LOOKING AT THE TECH, HOW DO WE UNDERSTAND, DEEPLY UNDERSTANDING OUR CUSTOMERS.

SO, I'M SUNNY EXCITED.

I THOUGHT IT WOULD BE AN AMAZING OPPORTUNITY FOR US TO HEAR FROM THEM.

SO JEREMY, CASSITY, ASHTON, COME ON UP.

[APPLAUSE]

WELCOME.

HEY, ASHTON.

HEY, CASSITY.

HEY, JEREMY.

GOOD JOB FALLS OVER THE EDGE.

WELCOME.

WELCOME.

WE ARE THRILLED TO HAVE YOU.

I THOUGHT IT WOULD BE, YOU KNOW, WE HAVE THIS THING HERE WE DO 60 SECONDS AND IT IS A LITTLE BIT OF GET TO KNOW PEOPLE AND WE FILM THEM AND WE AIR IT.

IT IS A LITTLE BIT OF A VERIZON THING.
I THOUGHT WE WOULD DO 60 SECONDS WITH EACH OF YOU.
SO SHARE WITH US A LITTLE BIT OF YOUR STORY AND WHAT CAN WE LEARN
FROM YOU AND WHAT YOU'VE LEARNED SO FAR IN THIS LAST MONTH.
THERE'S NO RULE, RIGHT, SO JUST LET IT FLY.
FEEDBACK IS A GIFT.
SO LET'S START WITH INTRODUCE YOURSELF.
WHERE ARE YOU FROM WHAT'S YOUR FAME, WHAT STORE.
>> HOW IS EVERYBODY DOING TODAY?

[CHEERING]

I LOVE THAT ENERGY.

I LOVE THAT ENERGY.

MY NAME IS JEREMY FLORES, I'M CURRENTLY AT THE WASHINGTON
HEIGHTS LOCATION.

THE UPPER NYC AREA.

>> GREAT.

AMAZING.

CASSITY.

>> MY NAME IS CASSITY CANNON AND I AM FROM THE LYNCHBURG,
VIRGINIA LOCATION.

>> BEFORE I START I WANT TO SAY THANK YOU FOR THE OPPORTUNITY
IN HAVING ALL OF US HERE.

THE EVENT HAS BEEN AMAZING SO FAR.

I'M ASHTON JERIMILO FROM THE MANSFIELD, NEW JERSEY, LOCATION.
I WANT TO SHOUT OUT MY MANAGERS THERE BECAUSE THEY CREATED A
FANTASTIC EXPERIENCE FOR ME, LEAH, RYAN AND DANIEL, THANK YOU
GUYS FOR WHAT YOU'VE GIVEN ME SO FAR.

>> I'M GOING TO ASK EACH ONE OF THIS QUESTION.

I WILL START WITH YOU, ASHTON, AND WE WILL KIND OF GO DOWN WHY
VERIZON?

WE'RE SO LUCKY THAT YOU CHOSE US BUT WHAT GUIDED THAT CHOICE.

>> I WOULD SAY MY BIGGEST DECIDING FACTOR WAS, ONE, I HAD THE
SERVICE WITH YOU GUYS AND I LOVED HOW IT WAS, EVERY EXPERIENCE
I HAD IN STORES WERE ALWAYS FANTASTIC SO IT KIND OF INSPIRED
ME TO BE THERE I WAS ALSO INVOLVED WITH SALES PRIOR TO, SO IT
WAS JUST A VERY, WHAT'S THE WORD FOR IT SOMETHING THAT IS JUST
VERY EASY TO YOU BECAUSE YOU'RE ALREADY GONE IN THAT FIELD.
SO THAT WAS A BIG THING FOR ME AND IT KIND OF LED ME TO GO TOWARDS
WHERE I WAS AND WHERE I AM NOW AND I'M REALLY THANKFUL FOR THAT.

>> LOVE IT.

AMAZING

[APPLAUSE]

>> CASSITY, WHAT BUT?

>> THE COMMUNITY.

IT IS ALL FAMILY HERE.

THE MINUTE I WALKED INTO THE DOORS, MY MANAGERS, THEY ALL TREAT IMMEDIATE LIKE I WAS ONE OF THEM ALREADY AND I CANNOT THANK THEM ENOUGH.

>> I LOVE THAT.

AMAZING.

[APPLAUSE]

>> HOW BUT, JEREMY.

>> WELL, FOR ME I CHOSE VERIZON FOR A LOT OF DIFFERENT REASONS BUT THE MOST IMPORTANT REASON I WOULD SAY WOULD BE JUST TO BE A PART OF THE MOST POWERFUL WIRELESS COMPANY.

I'M VERY COMPETITIVE

[APPLAUSE]

I'M VERY COMPETITIVE AND THAT IS JUST MY NATURE, AND I ALWAYS WANT TO WIN AND VERIZON OFFERS ME THAT.

LIKE ASHTON, I'VE HAD VERIZON, TOO, AND I'VE ALWAYS LOVED THE EXPERIENCES THAT I'VE HAD WITH THEM AND I WAS ABLE TO COMPARE, AS WELL, THROUGHOUT MY LIFE JUST USING SERVICES AND I ALWAYS FELT LIKE EVERY TIME I WENT INTO ONE OF THEIR STORES THEY TOOK THE TIME WITH ME AND I ALWAYS VALUED THAT BECAUSE THAT'S VERY IMPORTANT WHEN YOU'RE SPENDING YOUR MONEY.

>> I LOVE IT.

[APPLAUSE]

I LIKE COMPETITIVE PEOPLE.

YOU'RE IN THE RIGHT PLACE.

ANOTHER THING YOU MENTIONED TO ME THAT ATTRACTED TO YOU VERIZON WAS THE OPPORTUNITY GROW YOUR CAREER SO I THINK YOU'RE IN THE RIGHT SPOT FOR THAT, AS WELL.

>> DEFINITELY.

EVEN COMING TO THE EVENT REITERATED WHAT I ALREADY THOUGHT BECAUSE I FELT LIKE YOU GUYS POURING INTO US, IT MEANS A LOT BECAUSE NOT EVERY COMPANY REALLY DOES THAT.

FOR US I CAN'T SPEAK ABOUT MY TEAMMATES BUT FOR ME THIS IS LIKE I REALLY FEEL VALUED, I REALLY FEEL LIKE THEY ARE REALLY TAKING THE TIME OUT TO POUR INTO THE NEXT GENERATION OF VERIZON BECAUSE IF YOU GUYS ARE HERE RIGHT NOW AND YOU GUYS HAVE A LONG TENURE FROM WHERE YOU DO MOST OF YOU, BUT US, WE'RE BRAND NEW AND WE DON'T KNOW WHERE THIS IS GOING TO TAKE US AND YOU MAKE US FEEL LIKE WE COULD END UP WHERE YOU ARE ONE DAY.

>> I LOVE IT.

[APPLAUSE]

AMAZING.

WE'VE ALREADY ESTABLISHED YOU'RE VETERANS.

ONE WORD THAT DESCRIBES VERIZON SO FAR.

>> FAMILY, ALWAYS.

>> I WOULD HAVE TO GO WITH INTEGRITY.

SO JUST HOW WE WORK.

>> LOVE IT.

>> I WILL HAVE TO GO WITH INNOVATION.

>> AMAZING.

WHAT'S ONE OF THE BIGGEST -- START WITH YOU, ASHTON IS ANYTHING SURPRISING IN YOUR FIRST FEW WEEKS AND ON BOARD EXPERIENCE.

>> I WOULD SAY BEING HERE, MEETING HANS.

PRIOR TO MY ONE MONTH MARK, I WOULD SAY THAT WAS PRETTY CRAZY. JUST THE OVERALL EXPERIENCE OF HOW IT IS HERE HAS BEEN LIKE AMAZING.

COMPARED TO ANYWHERE ELSE I'VE BEEN, THIS TRAINING EXPERIENCE HAS BEEN SOMETHING THAT WHEN I H I WAS TOLD ABOUT IT IN THE BEGINNING, I WAS LIKE WHAT?

THAT'S NOT HOW THAT WORKS.

I USUALLY SIT ON A COMPUTER IN THE BACK.

THAT'S NOT HOW IT IS HERE AND I REALLY APPRECIATE THAT BECAUSE IT HELPS US LEARN AND BE WAY MORE HANDS ON AND HELPS US BE MORE SUCCESSFUL.

>> AMAZING.

CASSITY.

>> THERE IS SO MUCH PROVIDED TO US FOR OUR SUCCESS, AND THAT WAS REALLY SURPRISING BECAUSE NOT A LOT OF COMPANIES DO THAT. YOU GUYS WANT TO SET US UP FOR SUCCESS AND SO WE CAN BE SUCCESSFUL, YOU SET US UP SO WELL.

>> I LOVE IT.

I DON'T THINK I MENTIONED BUT IN LESS THAN EIGHT BEAKS YOU'RE PERFORMING AT THE SAME AS OUR MOST TENURED THING IT IS A REALLY FAST EXPERIENCE TO GET YOU OUT WITH OUR CUSTOMERS, WHICH IS WHERE YOU WANT TO BE.

JEREMY, WHAT ABOUT YOU?

ANY SURPRISES.

>> CAN YOU REPEAT THE QUESTION.

>> IS THERE ANY BIG SURPRISE, LIKE IN THIS FIRST FEW WEEKS FOR YOU.

>> THE BIGGEST SURPRISE I WOULD SAY IS THE ACCESS TO ALL THESE BEAUTIFUL PEOPLE THAT WE HAVE.

YOU KNOW, WE'RE NEW AND SOMETIMES COMPANIES TRY TO HIDE THE NEW PEOPLE BUT NOT YOU GUYS.

WE'RE ALL TOGETHER HERE AND I LOOK FORWARD TO MAYBE HAVING SOME SMALL TALK WITH SOME OF YOU AND MEETING SOME OF YOU GUYS.

>> AMAZING.

[APPLAUSE]

ALL RIGHT.

JEREMY DID SHARE TO ME, YOU'RE GOING TO HAVE THAT SMALL TALK, ASK HIM WHERE HE CAME FROM AND WHAT HE THINKS OF HIS FIRST FEW

WEEKS HERE.

SOME GOOD INTEL.

COMPETITIVE EDGE THERE.

SO MY LAST QUESTION IS, AS YOU THINK ABOUT KIND OF THIS EXPERIENCE AND GOING FORWARD, I THOUGHT I WOULD GIVE YOU A LITTLE BIT ABOUT THIS FAMILY, THIS V TEAM.

WE HAVE SOMETHING THAT IS GOING TO BE COMING TO YOU IN THE NEXT MONTH HERE WHERE WE DO AN EMPLOYEE ENGAGEMENT SURVEY.

ONE OF THE QUESTIONS THAT WE ASK IS, DO YOU HAVE A BEST FRIEND AT WORK?

SO, HAVE YOU FOUND YOUR WORK BESTIE?

>> I WANT TO ALSO TAKE THIS OPPORTUNITY TO SHOUT OUT MY LEADERS, JENESSY IN WASHINGTON HEIGHTS, BRANDON AND EMILY, YOU HAVE DONE AN AMAZING JOB IN POURING INTO ME EVERY SINGLE DAY, I KNOW IT IS NOT EASY WITH THE TASKS YOU GUYS HAVE ON A DAY-TO-DAY BASIS BUT ALSO KEEPING ME IN MIND AND MY GROWTH IN MIND, BUT IS FUNNY BECAUSE MY FIRST DAY EVER AT VERIZON, I WENT TO ANOTHER LOCATION AND I DID MEET SOMEBODY THERE THAT WE RECONNECTED HERE AT THE TRAINING, SO IT WAS REALLY NICE AND SHE IS OVER THERE, SHY.

[APPLAUSE]

>> I LOVE IT.

>> I'VE DEFINITELY MADE SOME FRIENDS HERE.

BRI, CLAUDIA.

BUT AT MY HOME STORE, LATRICE AND CHELSEA ALL THE WAY.

>> I LOVE IT.

ASHTON?

>> SO, HERE I'VE DEFINITELY MET A BUNCH OF PEOPLE, I'VE POINT TO ALL YOU GOOS.

I HAVE ATTAIN TIME TO INTRODUCED MYSELF AND SPEAK WITH YOU. I'VE BEEN HANGING OUT WITH EVERYBODY, ESPECIALLY WHEN WE GET BACK HOME TO THE HOTEL, WE WANT TO TALK AND INITIATE WITH EACH OTHER.

WE DID THIS TOGETHER AND THAT'S THE BIGGEST THING.

BUT NOT ONLY THAT, I WANT TO THANK ALL MY CO-WORKERS I HAVE AT MY HOME LOCATION, BECAUSE THEM PUTTING UP WITH MEAN ASKING QUESTIONS EVERY TWO MINUTES FOR THAT FIRST TWO WEEKS, SO I KNOW THAT LUCAS, JIM, JOSH, ALL YOU GUYS THAT I MISS YOU AND I CAN'T WAIT TO BE BACK HOME AND WORKING WITH YOU GUYS AGAIN.

>> I LOVE IT.

AMAZING.

THANK YOU.

HUGE ROUND OF APPLAUSE.

THANK YOU TO ALL OF YOU.

AMAZING.

[CHEERING AND APPLAUSE]

GREAT.

AND I WOULD JUST -- I WANT TO SUM IT UP WITH A BIT OF A CALL TO ACTION FOR ALL OF US.

GET OUT TO YOUR STORE.

GO AND CHEER THESE PEOPLE ON, FIND OUT WHAT THEY'RE WORKING ON. SEE THE EXPERIENCE.

AND GET CLOSE TO THEM AND CLOSE TO OUR CUSTOMERS.

SO THANK YOU.

THANK YOU AGAIN, JEREMY, ASHTON, CASSITY.

I WENT THROUGH ALL THE EMOTIONS.

>> THANK YOU, GUYS.

SPREADING THE LOVE AND THE COMPASSION WITH THE COMPANY, HERE A SHORT TIME AND ALL IS GREAT.

GREAT TO SEE.

THANK YOU SO MUCH.

I'M GOING TO CHANGE THE SCRIPT AGAIN, YOU KNOW.

>> OKAY.

>> SO I GOT THE QUESTION WHEN I WAS WALKING UP HERE WHAT IS A LEAD DIRECTOR REALLY DOLL.

AS A LEAD DIRECTOR IS DONE DOING, CLARENCE, CLARENCE OTIS IS THE LEAD DIRECTOR.

HE CAN ANSWER PERFECTLY BECAUSE HE WAS LISTENING.

I ASKED CLARENCE, THE LEAD DIRECTOR, WAS THE CEO OF DARDEN GROUP BEFORE.

EXPLAIN HOW HE IS KEEPING CONTROL OVER ME.

>> FIRST, I THINK I WOULD SAY IS YOU ALL KNOW THAT IS NOT EASY. BUT THE SECOND THING IS REALLY, WE ARE DELIGHTED TO BE HERE. IT IS TERRIFIC TO STAND IN FRONT OF YOU AND BE ABLE TO SHARE THIS ENERGY.

WE DON'T ALWAYS GET TO DO THAT, AND SO THANK YOU FOR THAT. WE APPRECIATE IT.

SECONDLY IN TERMS OF LEAD DIRECTOR, IT REALLY IS ABOUT THE BOARD OF DIRECTORS ACTING AS A TEAM.

AND SO WE'RE IN A MEETING, HANS CAN HEAR FIVE OR SIX DIFFERENT COMMENTS ABOUT A PARTICULAR SUBJECT, SEVEN OVER EIGHT ON SOMETHING ELSE, AND MY JOB IS TO SYNTHESIZE ALL OF THAT AND MAKE SURE THAT I'M COMMUNICATING WHAT WE REALLY MEAN TO HANS. BEYOND ALL THE DIFFERENT VOICES.

SO THAT'S A BIG, BIG PART OF IT.

AND THE OTHER PART OF IT IS REALLY JUST TO CONTINUOUSLY REINFORCE TO HANS HOW MUCH THIS IS A CONSUMER COMPANY.

IT IS ALL ABOUT THE CUSTOMERS OUT THERE THAT RELY ON US FOR SOMETHING THAT IS INTEGRAL TO THEIR LIVES.

SO WE GET A LOT OF THINGS THAT WE GET INVOLVED IN.

FINANCE AND TECHNOLOGY, BUT WE CAN NEVER FORGET THAT ULTIMATELY

IT IS ABOUT DELIVERING FOR THE PEOPLE THAT COUNT ON US AND THAT MEANS UNDERSTANDING THEIR NEEDS.

AND SO WE'RE CONSTANTLY REMINDING YOU OF THAT.

AND I CERTAINLY REINFORCE THAT IN OUR ONE-ON-ONE CONVERSATIONS.

>> THANK YOU SO MUCH, CLARENCE.

[APPLAUSE]

OKAY.

LET'S GET BACK TO THE SCRIPT.

RAQUEL.

>> GET BACK TO THE SCRIPT, HANS.

SOUNDS LIKE YOU NEED SOME REINING IN SOMETIMES.

WE'VE GOT SOME CONSUMER QUESTIONS.

WE WILL HAVE SAMPATH COME UP FOR THIS.

COME ON UP, SAMPATH.

STARTING WITH YOU.

ALL RIGHT.

SO, SAMPATH, WE'RE GOING TO HAVE --

>> READING.

READING THE QUESTIONS.

>> OKAY.

SO WE'RE IN OUR WIRELESS SPACE, WHAT IS VERIZON'S GROWTH ENGINE IN THE LONG RUN OUTSIDE THE FULFILLMENT ADDS AT SWA.

>> THE PHONE BUSINESS IS ALL DEPENDENT ON US HAVING THE PHONE CONNECTIONS BECAUSE THAT IS THE GATEWAY TO THE RELATIONSHIP. IF HAVE YOU THE PHONE, YOU GET THE TABLETS.

IF YOU HAVE THE TABLETS, YOU GET THE WATCH AND THE OTHER SERVICES.

PHONE IS THE GATEWAY.

YOU CANNOT WIN THIS BUSINESS WITHOUT POSITIVE PHONE, THAT'S ONE.

THE SECOND THING IS FWA AND FIOS BID.

THE THIRD IS SERVICES WHICH WE TEND TO DO A REALLY GOOD JOB OF. OUR WARRANTEE PRODUCT, ALMOST A \$4.5 BILLION PRODUCT FOR US AND GROWING.

STREAMING SERVICES, GETTING MORE OPERATION IN THE HOME AROUND SECURITY AND OTHER THINGS.

THERE IS A HUGE AMOUNT OF GROWTH IN THAT.

BUT, THE END OF THE DAY, WE WANT TO INCREASE THE SIZE OF OUR AVERAGE REVENUE PER ACCOUNT, ARPA.

WE HAVE GOOD MOMENTUM THERE, BUT WE HAVE TO KEEP CONTINUE GROWING THAT BACK ON THESE THREE VECTORS.

>> ALSO IT IS IMPORTANT BECAUSE WHEN IT COMES TO THE CONSUMER WIRELESS MARKET, IT IS COMING TO US SO RETENTION BECOMES A LITTLE BIT MORE IMPORTANT THAN HAS BEEN PREVIOUSLY AND WORKS A LOT WITH RETENTION AND ACQUISITION AND THAT COMBINATION

BECOMES EXTREMELY IMPORTANT WHEN YOU WANT TO GET EVEN MORE SERVICE ON TOP OF IT.

>> IT IS A SATURATED MARKET.

THE SECOND THING IS PEOPLE KEEP ASKING US WHY DON'T YOU OFFER EVERYTHING YOU OFFER, NEW CUSTOMERS TO A BASE.

PEOPLE WANT TO GO OPRAH STYLE AND YOU GIVE A NEW CAR TO EVERYONE. YOU GET A FLU PHONE.

WHY DON'T WE DO THAT.

THE QUESTION IS PERSONALIZATION.

THERE ARE SOME CUSTOMERS THAT DON'T WANT AN UPGRADE.

MY WIFE HAS AN iPhone 12, PLEASE GET OUT OF MY BUSINESS, I'M HAPPY WITH IT.

SO WE ARE DOING A LOT OF PERSONALIZATION TO ENSURE WE CAN TARGET CUSTOMERS AT THE SEGMENT ONE LEVEL.

SOME CUSTOMERS GET AN UPGRADE MUCH FASTER, SOME LOWER BUT IT COMES TO MANAGING ECONOMICS, COST OF ACQUISITION, WE MONITOR THAT EVERY BEAK.

>> IT GOES TOGETHER WITH THE DESEGMENTALIZATION, YOU NEED TO BE MORE LOCAL, WHICH YOU DID LAST YEAR WHICH I THINK EVERYTHING HERE IS MORE THAN AWARE OF.

GOOD.

GOOD ANSWER.

>> THANK YOU, SAMPATH.

ALL RIGHT.

WELL, IT LOOKS LIKE WE HAVE ONE MINUTE LEFT.

>> ONE MINUTE LEFT.

>> YOU WANT TO ASK ANOTHER QUESTION?

>> ASK ONE MORE.

WE ALWAYS HAVE MORE TIME.

>> WE HAVE A COUPLE OF QUESTIONS ABOUT 5G STRATEGY.

>> TAKE JOE.

JOE!

>> COME ON, JOE.

[APPLAUSE]

YOU SEE THAT?

HE LOOKS GOOD AND HE'S MUCH QUICKER THAN BEFORE.

>> THESE SHOES DON'T FIT WONDERFUL.

>> BUT YOU'RE MUCH QUICKER, YOUR KNEE IS BETTER.

>> NOT AS FAST AS SAMPATH.

I ASPIRE.

>> ALL RIGHT, JOE, YOUR QUESTION IS ABOUT HOW OUR 5G STRATEGY IS EVOLVING AND MOVING TO STAND ALONE.

DO YOU SEE IT MOVING IN THAT DIRECTION?

AND HOW ARE WE GOING TO TAKE ADVANTAGE OF ALL EIGHT CURRENCIES IN THAT 5G PROVIDENCE.

>> THAT IS A GOOD QUESTION.

>> EXCELLENT QUESTION.

>> YEAH, YEAH.

LET ME GIVE A LITTLE CONTEXT TO EVERYBODY OUT THERE ON THE V TEAM.

SO, FIRST, OUR 5G STRATEGY, WE ARE FULL STEAM AHEAD.

WE'VE BEEN TALKING ABOUT DEPLOYING OUR ULTRA WIDE BAND NETWORK AGGRESSIVELY ON OUR CUSTOMERS ARE SUPER EXCITED AND RESPONDING. WE SEE STEP UPS, WE SEE BETTER GROSS ADS, WE SEE BETTER TURN WHEREVER WE DEPLOY OUR C BAND WIDE BAND NETWORK.

I'VE BEEN SAYING IN THE NEXT FEW MONTHS WE WILL BE CROFTING 250348 CUSTOMERS THAT HAVE ACCESS TO THAT.

NOW WE'RE DOWN TO BEAKS AND DAYS.

IN THE NEXT FEW WEEKS I SUSPECT WE WILL CROSS THAT 250 MILLION MARK AND THAT IS ABOUT A YEAR AHEAD OF WHERE WE ANTICIPATED TO BE SO SHOUT OUT TO THE NETWORK TEAM.

[APPLAUSE]

BUT THIS NOTION OF STAND ALONE YOU JUST HEARD IN THE QUESTION, LET ME DESCRIBE THAT.

SO TODAY OUR 5G NETWORK IS IN WHAT WE CALL NON-STAND ALONE MODE, WHICH MEANS OUR 5G ULTRA WIDE BAND IS STILL ANCHORED TO OUR 4G NETWORK, WHICH WORKS GREAT, THERE IS NO ISSUE WITH THAT, BUT THIS ORDER TOWN LEASH THE NEXT PART OF 5G, THE ADVANCED APPLICATIONS, THINGS LIKE SLICING AND MORE IOT AND AUGMENTED REALITY, WE NEED TO MOVE TO SEPARATE OUR 4G NETWORK AND OUR 5G NETWORK AND THAT'S THE STAND ALONE VERSION.

SO WE ALREADY HAVE CUSTOMERS IN STAND ALONE AND WE WILL BE AGGRESSIVELY DEPLOYING THAT THROUGHOUT THE COUNTRY THIS YEAR WITH THE ANTICIPATION BY THE END OF THIS YEAR THAT A SIGNIFICANT PORTION OF THAT 250 MILLION WILL HAVE ACCESS TO NOW STAND ALONE. AND OBVIOUSLY, OUR GOAL IS TO GET THAT TO ALL OF OUR ULTRA WIDE BAND CUSTOMERS OVER THE NEXT COUPLE OF YEARS, WHICH UNLEASHES ALL SORTS OF NEW 5G CAPABILITIES AND USE CASES FOR ENTERPRISES, FOR CONSUMERS, ET CETERA.

SO WE ARE ALREADY UNLOCKING A LOT OF THOSE EIGHT CURRENCIES WITH FIXED WIRELESS ACCESS WITH OUR PREMIUM PLANS ON ULTRA THAT WIDE BAND BUT THERE IS A LOT MORE TO COME AS WE CONTINUE TO DEPLOY THOSE ADVANCED FEATURES.

>> THANK YOU, JOE.

GOOD ANSWER.

[APPLAUSE]

>> WE WRAP UP NOW.

TIME IS UP.

WHAT I ALWAYS DO AT THE END OF THESE SESSIONS, THE BOARD DOESN'T KNOW IT BUT THEY'RE GOING TO LEARN.

SO YOU ARE THE BIGGEST AMBASSADOR OF OUR BRAND, ALL OF YOU V TEAMERS WHAT YOU SAY AND HOW YOU TALK IS IMPORTANT, SO I ALWAYS GIVE YOU THE ADVICE WHAT YOU SHOULD DO AT THE DINNER TABLE OR WHEN YOU ARE OUT WALKING WITH FRIENDS, WHAT ARE THE THINGS YOU ARE GOING TO TALK ABOUT THIS TIME.

THIS COULD AND LONG DINNER.

IN MY FAMILY IT WILL TAKE HOUR BECAUSE I WILL START TO TALK ABOUT THE BOARD OF DIRECTORS, HOUR IMPORTANT IT IS FOR THE COMPANY SUCCESS THAT DIVERSITY AND IT WAS IMPORTANT TO ME AND THE LEADERSHIP TEAM TO SHOW ALL THE V TEAMERS HOW WE WORK WITH THEM AND HOW IMPORTANT THEY ARE FOR SUCCESS.

SO THAT HE IS THE FIRST.

THAT SHOULD TAKE A LONG TIME GO THROUGH ALL OF THEM SO I WOULD SHOT SHORTEN IT UP A LITTLE BIT.

THE SECOND PIECE, I WOULD ASK YOU TO TALK ABOUT OUR OFFERINGS, OUR PLAN OR ACCESS OR SEGMENTATION AND PERKS AND GET YOUR FEEDBACK FROM FRIENDS AND FAMILY AND IF THERE ARE THINGS WE CAN DO EVEN BETTER AND BRING THEM BACK.

YOU HAVE IN YOUR CIRCLE OF COLLEAGUES PEOPLE THAT CAN IMPACT THAT AND I WANT YOU TO TALK ABOUT IT AS A BRAND AMBASSADOR FOR US.

AND ULTIMATELY, I THINK YOU SHOULD TALK ABOUT WHAT YOU'RE DOING WHAT IS IMPORTANT IN YOUR DAILY WORK BECAUSE PEOPLE AROUND YOU WOULD VERY MUCH CARE ABOUT IT.

AND I THINK THAT'S WHAT I WANT YOU TO DO.

SO THOSE THREE THINGS, NEXT DINNER, CAN BE LONG, SHORT, ONE DIFFERENT, 14 DISHES, WHATEVER, BUT THINK ABOUT YOU ARE THE BRAND AMBASSADOR OF THIS COMPANY.

WHAT YOU SAY AND HOW YOU CONVEY IT AND HOW YOU BRING BACK FEEDBACK FROM YOUR CONSTITUENCY IS SO IMPORTANT AND THAT MAKES OUR COMPANY BEING BETTER.

SO THANK YOU IN ADVANCE FOR THAT LONG DINNER OR FOR THE FRIENDS WALK YOU'RE GOING TO DO.

PLEASE DO IT.

RAQUEL.

>> YES.

AND CAN I ADD A QUICK DESSERT DO THAT MEAL, MAYBE.

IT WOULD BE TO FOLLOW US ON INSIDE VERIZON ON SOCIAL.

I KNOW THAT YOU HAVE YOUR SOCIAL ACCOUNTS.

>> THAT IS FOLLOW ME ON INSTAGRAM.

>> IT IS A GOOD WAY TO BE A BRAND AMBASSADOR TO STAY INFORMS AND YOU CAN RE-SHARE, AND THAT'S THE MOST ORGANIC WAY NOW WE SHARE CONTENT WITH OUR FRIENDS AND FAMILY ON SOCIAL MEDIA.

THAT IS A GOOD DESSERT, RIGHT?

>> A GOOD DESSERT.

>> THIS WAS FUN.
>> THAT'S A WRAP.
>> THANK YOU, EVERYONE.
>> THANK YOU.
>> YOU'RE UP TO SPEED.
[APPLAUSE]