

VERIZON
UP TO SPEED LIVE
MARCH 23, 2020
12:00 P.M. ET

CAPTIONING PROVIDED BY:
ALTERNATIVE COMMUNICATION SERVICES, LLC
www.CaptionFamily.com

>> The work we do whenever we see a customer able to communicate back to their loved ones.

>> That's why we do what we do.

>> We're relentlessly committed to the network in times like this America can stay connected to work, school and most importantly to each other.

[Music].

>> Most people think of Verizon as a reliable phone company.

>> But to businesses we're a reliable partner.

>> We're engineers.

>> Proud architects.

>> Developers.

>> Data scientists.

>> We keep companies ready for what's next.

>> We do things like protect their data.

>> With security built right into their business.

>> We virtualize our operations with software-based network technologies.

>> Even build AI into the customer experiences.

>> We also keep them ready for next big opportunities.

>> Like 5G.

>> We're going to make things just incredible.

>> Almost all the Fortune 500 partner with us.

>> Plus thousands of other companies of all sizes.

>> No matter what business you're in digital transformation never stops.

>> Verizon keeps business ready.

[Music].

>> The network has to be prepared to absorb whatever is going to come its way.
>> We're always preparing.
>> Make sure that the network is working all the time.
>> We are constantly looking at it we're constantly monitoring take that responsibility very seriously.

>> The most rewarding thing about the work we do is whenever we see a customer able to communicate back to their loved ones.

>> That is why we do what we do.

>> We relentlessly are committed to the network so in times like this America can stay connected to work, school and most importantly to each other.

[Music].

[Background talking.]

(Standing by).

>> Most people think of Verizon as a reliable phone company.

>> But to businesses we're a reliable partner.

>> We're engineers.

>> Architects.

>> Developers.

>> Data scientists.

>> We keep companies ready for what's next.

>> We do things like protect their data.

>> With security built right into their business.

>> We virtualize their operations with software-based network technologies.

>> Even build AI into the customer experiences.

>> We also keep them ready for the next big opportunities.

>> Like 5G.

>> It's going to make things just incredible.

>> Almost all of the Fortune 500 partner with us.

>> Plus thousands of other companies of all sizes.

>> No matter what business you're in, digital transformation never stops.

>> Verizon keeps business ready.

[Music].

>> The network has to be prepared to absorb whatever comes its way.

>> We're always preparing.

>> Making sure the network works all the time.

>> We're constantly working and monitoring take that responsibility seriously.
>> The most rewarding thing about the work we do is whenever we see a customer able to communicate back to their loved ones.
>> That's why we do what we do.
>> We're relentlessly committed to the network so in times like this America can stay connected to work, school, and most importantly to each other.

[Music].

>> Most people think of Verizon as a reliable phone company.
>> But to businesses we're a reliable partner.
>> We're engineers.
>> Architects.
>> Developers.
>> Data scientists.
>> We keep companies ready for what's next.
>> We do things like protect their data.
>> With security built right into their business.
>> We virtualize their operations with software-based networks.
>> Even build AI into the customer experiences.
>> We also keep them ready for the next big opportunities.
>> Like 5G.
>> It's going to make things just incredible.
>> Almost all the Fortune 500 partner with us.
>> Plus thousands of other companies of all sizes.
>> No matter what business you're in.
>> Digital transformation --

[Background talking].

(Standing by).

[Music].

>> My name is Jonathan and I work for Verizon I totally get how important it is to stay connected.
>> We're connecting with people and offering solutions.
>> Customers can do what they need to do whenever they need to do it online.
>> It gives customers the ability to not come into the store they can simply tap and swipe.
>> Something they can use wherever they are.
>> We care about keeping you safe.
>> At Verizon we are here and we are ready we're open 24/7 online so you can keep managing everything from home and Verizon apps at Verizon.com.
>> Hello everyone our teams continue the work of keeping our customers

connected whether it's the conferencing teams in North Carolina or Iowa or the team of technical field techs and those who support them in the back office we have said it again and again we are here and ready hey there welcome everyone we're live noon eastern 9 a.m. Pacific you'll see we have a little bit of a different setup today but it's so good to be back with you.

Like a lot of you we are now working from home, as well.

Why is that?

Well here in New Jersey the Governor has issued a stay at home order so we're staying out of the way of the essential work that needs to be done here as they are saying stop -- stay home, stop the spread.

Save lives like I said we are looking a little different today we're all working from home I have Hans and Christy on the line with me here I've set up a new studio here in the basement of my home working from home doing it different ways and thank you to all who continue to serve our customers let's get right to the updates we'll go to Hans first Hans good afternoon sir.

>> HANS VESTBERG: Good afternoon Jeremy hi all V Teamers out there as Jeremy said with new restrictions in New Jersey we're working from home today which is working fine with all of the connectivity and everything we have.

Quick update from me.

First of all, we continue to work through this situation, which will continue for a while as we all know the safety and health of all of you the employees is the most important we have but you'll also have a very big task to keep the networks up and seeing we are actually performing because there's so many people, especially in this nation of the United States that are relying on our network but also globally we're doing enormous work with the Verizon Business Group globally to support customers and the Verizon Media Group don't forget also doing enormous work to communicate around the new COVID-19 which is also very important.

There's been quite a lot of development during the week and as well we have more of our employees that have been diagnosed with the COVID-19.

Christy will come back to that.

We also have seen very strong measures from many of the governors in the United States.

But also in the rest of the world which of course are impacting us.

But in general we were prepared for it.

So request the enormous job that all of us have done with work from home and all of that, we've actually been coping with it so that's very good.

When it comes to the network we will have the network data update tomorrow.

But in general the whole team is doing it fantastically.

The network holds up in a good way.

The traffic is moving quite dramatically in between different places.

Of course a lot of people are working from home and doing WebEx and conferencing and changing that pattern but we're doing that well and Kyle and the whole Network Operations Centers and the force are doing a tremendous work to continue to see we have capacity across our network and of course doing priority for the First Responders. But we will also do more right now because we understand our important communication needs.

So we will later today come out with a press release talking about that we will waive overage charges and late fees to support customers who may be financially affected by the COVID-19 crisis.

We will also announce two months waive the Internet shortage services for customers and a new affordable Internet options for low-income households so we're really trying to see that everyone has tough times to get access.

We will help them and actually have new services.

We'll also add 15 gig of high speed data for wireless consumers and small business customers to be automatically applied with no customer action necessary.

You will see that -- we will see customers are getting the extra 15 gig.

And we will as we said before provide First Responders with priority and preemption ability for voice and data, if needed.

And as always, our FiOS and DSL Broadband Internet clients have no caps at the moment so we're doing this to see that everyone affected on this -- in these tough times will also get access to the technology that is so important either for business or for education or in many cases many people are staying home regardless where you are so that will come out later on and we don't -- we want our customers to -- we want to eliminate the worry that they have during these tough times so that we will do today -- that's due later on today but I will come back tomorrow and talk more about the network but in general the team is doing a great job.

For all of you in the field, in the stores, the few -- if you're -- the few that are out there you're doing an extremely important work and I spoke to seven CEOs this morning and on Friday and all of them are extremely thankful for what Verizon is doing so they can uphold their business so it's a balance.

We're balancing every day and I think the team is doing a great job of doing it.

So thank you very much again.

Back to you, Jeremy.

>> JEREMY GODWIN: Thanks so much Hans and thanks for the reminders out in the field who continue to do that work they do let's bring in Christy now for an update as well Christy I know you have a lot of things that have happened over the weekend and as we are halfway through this Monday on the East Coast if that's our new normal for going by those hours now so Christy take it away, please.

>> CHRISTY PAMBIANCHI: Thanks Jeremy and Hans and all of the V Teamers watching around the world a couple of things I want to start off first you heard Hans

mention one of the most important things we want to make sure people know is we care deeply about our V Teamers who have contracted the Coronavirus.

And we feel it's important to be very transparent with you about that so you have received letters or notifications as we have been remediating buildings and quarantining groups of employees but at this point we have just over 50 V Teamers around the world that have the virus and we're working closely to make sure they are getting the care they need and they have contact with the Benefits Team and we have a way to help them get resources as they need it and we'll continue to share information with you on that and I would ask all of our fellow employees to have compassion and care for those of us that in our V Team system any of our folks who contract the Coronavirus.

It's highly contagious and obviously no one does something like this on purpose so we really want to have all of our V Teamers out there knowing that if this happens to you we want you to tell us and I have a whole team of people personally following up and managing the cases so you have what you need in that time.

Another thing I wanted to highlight one of the things you heard from Hans and Jeremy we have continued to move at speed with all of your assistance to find new ways to get people able to work at home so when we started this journey we didn't think it was possible.

Last week folks pushed through barriers and found a way to get about 70% of our folks working from home and as I hear this morning folks worked through the weekend and now have almost 90%, just over 90% of our V Teamers working from a home environment and we have only been able to do that with the great collaboration of our leaders and our employees throughout the world.

So for that we're very grateful.

The retail employees we've now taken down the majority of our footprint with a letter to all of the customers that Hans highlighted Ronan has sent out really directing them to web-based services to get their needs met unless critical reasons only for coming into the store and we are stacking those with bare bones skeleton crew we have gone to geographic hub centers and tried our best to communicate that to the customers.

And the team that's out there for us, we thank you very much.

Also with regard to VBG, the team has pivoted we have over 90% of folks from home many of these jobs previously not work-at-home roles so lots of training this week and work to get both equipment and skills up for how to do all of the support that we do for our customers in VBG from a home environment.

Similarly for our GN&T organization we have had great collaboration from our leaders from our employees and our partners at the IVW so we have home garaging and work at home provisioning we previously didn't have because we care deeply about having all -- keeping our people safe and we're grateful for that support at this time so continuing to work through with the technicians how to keep them safe and we have reduced all of our calls for dispatch to really the most critical and urgent of cases so I would like all of

the V Teamers to know this is constant, multiple calls a day I'm on an open bridge about 20 hours a day myself and I can't thank you all for being with us and for the leaders that are helping balance our need to keep the world connected with keeping our folks safe. So I have -- I'll flip it back to Jeremy.

I know people have questions for Hans or myself and if few other things I'll close with.

>> JEREMY GODWIN: Good Christy thanks so much.

And I've got the live questions up here if anyone has any they can email those to live@Verizon.com like I said along this path we're taking your questions along the way and seeing what are the ones we can answer that really apply to a lot of folks that are clicking in to watch this but before we get into questions, last week Tami mentioned this story about an employee from our VBG group Amanda Lee who went above and beyond to keep a major customer connected I want to play you a quick clip from Amanda about what she did to keep that major automotive company going.

>> I'm a client partner of mobile solutions for the VBG group on the wireless side. And I'm in Dallas, Texas.

Everything is going well here.

I've got five-year-old twins and my husband is a coach so he's home and juggling that has been a little bit of a task but we're getting along.

I reached out to all of my customers nationwide in application that people would have to be working from home potentially.

And I had my largest customer call me and ask if we could get 200 MiFis for them.

Of course the inventory was not there.

I contacted a third party company who told us that they could secure 200 for the customer.

Unfortunately the third party company had a problem with their warehouse and they did not get the shipment.

So I text messaged my customer and I said we're looking at alternatives and she said she could hold off anybody else until the shipment came in if I could just help her to get ten.

I found in the Fort Worth office which is about an hour away from me that there were ten devices exactly what I needed.

So I delivered the MiFis and my customer was extremely grateful for that.

They did eventually receive the MiFis because of what we did and went the extra mile my customer did also activate yesterday 36 SmartPhones and she did all of those on Verizon so I was really grateful for that in these uncertain times it's so rewarding to be part of a company that can connect people when we can't be physically connected. It really makes a difference and makes you feel really good about your company and the strength of the network and everything that we work for every day to see people benefit from that is really important and really rewarding.

>> JEREMY GODWIN: That's from -- Amanda Lee from our VBG team down in Texas and some amazing things that she did to keep her customers connected I think these are the stories we like to keep reminding people of our folks even if they are working from home or have to figure out ways to do it differently they are still doing it great reminder there Amanda great job we'll continue bringing you voices from the field as this rolls on so let's get to some questions here first.

Hans I want to start with you.

Last week there was the FCC you know did some things with spectrum to keep Americans connected and gave us Verizon some more access there folks want to know what that means and what that enables.

>> HANS VESTBERG: Yeah, thank you, Jeremy.

That's a good question.

I mean all carriers got additional spectrum last week.

Basically lending or borrowing spectrum that was unused either from -- those who are not using the spectrum or FCC so we are getting that.

And of course the good thing of getting more spectrum is we can add more capacity on top of the network.

And make it available to more customers.

So we got a spectrum on the frequency that is the normal frequency where we have the majority of our handsets.

So this is good.

If you have a congestion area, things like that.

So you can add some spectrum.

And we are borrowing that for 60 days right now to see if something changes we can actually use that spectrum.

So it's all good.

And I think it's how the industry is coming together in moments like this and sharing assets in order to serve the communities.

And the most vulnerable in these situations.

So I think it's really good.

And it's going to add to our robust network new possibilities for us to continue to act.

>> JEREMY GODWIN: That's great and you mentioned the extra data capacity and that information is going out here shortly for consumers.

>> HANS VESTBERG: Yeah.

>> JEREMY GODWIN: And customers.

So Christy, I want to switch over to you for a quick question here obviously over the weekend New Jersey Governor Phil Murphy issued the stay at home in New Jersey and that's extending out how long we'll be in this work from home environment.

I want to talk about essential services.

Are there specific groups or departments within Verizon that are considered essential?
And I'm guessing they probably know at this point.
But just want to clear that up.

We have a couple of questions about that.

>> CHRISTY PAMBIANCHI: Great thanks for that question.

Yeah the situation continues to evolve very rapidly both here in the United States and abroad in countries around the world like India, Germany, a number of other countries in Europe, Italy, Spain, France, continuing to change movement standards similarly in the Philippines.

So we're monitoring that around the world.

And I'm sure I didn't issue a complete list there because it's changing so rapidly.

So of course no matter what we comply with any of these rules around the world.

And then in the United States in particular given the questions from the V Teamers, governors are issuing mandates for sheltering in place, sheltering at home.

And then they are saying unless you're covered by critical industry or an essential service that the operation needs to be closed and the communications network is considered critical infrastructure.

And required to support key things in society, even in an emergency.

So our industry is exempt from that.

But the Legal Team with Craig's guidance is going through all of the various operations that we have to make sure we're really restricting what we have operational to the confines and the purposes of the critical infrastructure and essential for business.

Then where we do have employees in those spaces operating and we feel they fall into a position that requires us to be present at work we're giving those employees a specific letter that explicitly states why they are working so if they were to be stopped by law enforcement or inquired as to what their movement was driven by, they would be able to show support for that.

And so we're trying to make sure everybody has that information.

And as I mentioned on the retail footprint side, we've gone to a geographic consolidation so there's a point of entry for people if they urgently have to pick up something related to getting connected for business or work at home, school at home and otherwise we're directing people to the Internet to do our online services and similarly with our calls and dispatch, Kevin Service and the other leaders in Kyle's organization have gone to really sort of emergency calls to keep connectivity up.

And in many cases we're not going into homes at all due to restrictions in the state.

>> HANS VESTBERG: And maybe I'll say Christy Ronan will probably comment on it later on this week but we see clearly much more traffic on the digital journeys for our consumers and small and medium businesses.

Actually you've seen that our I.T. group has actually done a terrific job to see that we cope with that.

Because of course more people are actually using the digital way of ordering stuff or upgrading or getting accessories or whatever it might be.

So it's a whole team effort.

Everyone is involved.

But I just want to shout out because I know a lot of the teams working in I.T. need to ramp up the capacity in order to handle that and I think Ronan will come back later this week and tell us how much that has shifted from store visits to actually working through digital.

But it's clearly that traffic has moved quite dramatically.

>> JEREMY GODWIN: Yeah and Hans, interesting you're mentioning that, we've been looking at the numbers on the network and how we saw gaming in use are you surprised at all in the voice usage on the network and people staying connected more?

>> HANS VESTBERG: No, maybe not.

I think that as the word has moved you know with the other types of means of communication of course I see the growth on VPN.

I think it's the most important.

And I think we saw almost a 30% increase on VPN when we messaged last week.

We'll come out with something later this week.

I think that is just the start of it as we are speaking to many large corporations they have like us a big majority of all of their employees working from home.

And just as we know the whole Verizon Business Group are working relentlessly to see that we can move capacity, we can add I.T. sort of connections and of course devices for many employees of corporations to work from home.

So I think Tami already talked about hotspots and things like that are in shortage and we're doing everything we can to see that we're delivering that as quickly as possible because so many companies are working a different way right now.

I'm not super surprised.

Of course 75% up on gaming.

(Chuckles).

>> HANS VESTBERG: I guess at least for us it has some change you know.

We're not super surprised over that.

We see it happening all the time at home.

>> JEREMY GODWIN: I can tell you definitely in the Godwin household in Morristown we've been going through Netflix lately to find out what's new so a lot of stuff out there I'll tell you that much so thanks for that, Hans.

Christy a question for you and one we have seen coming up time and time again now this one from Irving, Texas from Prakash the technology and Network Team wanting to know if you're in a spot where the business needs volunteers where they can chip in

and help in other parts of the business and how they can do that.

>> CHRISTY PAMBIANCHI: Thanks for that question from Irving, Texas.

Really appreciate it.

We are hopefully in the next day or so going to have put online through what we would -- where would normally be where you look for job postings we'll have on there assignments so people will be able to go there and find out where they might be able to sign up an assignment it might take a couple of hours or days or might be something they can fill in when they have some downtime and then also we're looking where we are job classifications that normally you can only -- that can only be done in the field such as retail store associates and many of our field and our network roles, we may be able to launch new roles where people can be outfitted to handle calls and services from home.

As Hans mentioned we will see ticket increases and wait times as we completely shifted our delivery model and we also know that all of are in this together so many of us have kids at home or elders we're taking care of at the same time.

So we're also looking for ways that everybody can contribute or stay productive.

So stay tuned we're hoping to have that up by midweek and I'll trigger it on the webpage when we get that going.

>> JEREMY GODWIN: Good Christy thanks for that and a quick reminder on this overall for folks who are in an impacted center or a store, what's the leave policy? People are still asking some questions around that, Christy, and how pay works in this time?

They just want to be reassured as to what we're doing.

>> CHRISTY PAMBIANCHI: Thanks for that question.

I would say a couple of things just like Hans said I think people are really nervous.

I watched the Governor yesterday do a webcast.

I think he hit it really well.

Times are really uncertain and when we have no control over the things that are happening around us it makes us really anxious and I think our jobs which have all been upended and we're doing them in a completely different way and our kids are home or our elders are needing our care and we can't get to them a nursing home we can't visit all of these things give a lot of uncertainty and anxiety a couple of things I would say first all of our policies are on the Verizon COVID webpage we have completely overhauled the employee facing portion of that it's really user friendly you can click on I have COVID or I'm quarantined or I have a caregiver issue and it will take you to the content specific to the circumstances you face also there's an ask Christy button so if you don't see the answer readily or you don't see something write me I have a whole team of people working with that we had 250 emails last week and we have been able to respond them within 24 hours and a lot of them have that tone which I found the answer to my question but if I do this I'm nervous I don't want to lose my job can you

document it so I want our V Teamers to know that we are really as a company and Leadership Team trying to find ways that everybody can stay connected if you're working with us we're working with you and all of our policies have really been designed if you have COVID you're getting paid or quarantined you're getting paid or working from home you're getting paid or stores are closed and you can't be at the store we'll give you compensation and we'll ask you for things to do from home even in those circumstances and ultimately if you have caregiver requirements we have an application for compensation.

We received over 2,000.

I think we found only about 25 that we felt didn't meet the standard to what we were trying to accomplish and even then we're following up with those individuals to see how to help them.

>> JEREMY GODWIN: One more quick hit -- go ahead, Hans.

>> HANS VESTBERG: Maybe I can say something there.

I think that you're hitting on something so important, Christy.

In these times there are no questions that are stupid or strange.

Ask the questions.

We have teams up, Christy and her team and Emergency Operations Center, they basically answer questions all the time.

So I think ask the questions you have.

It doesn't really matter what question it is.

It's better you know than don't know and going and being worried.

Here we have the team up doing it.

So I couldn't reinforce that enough and I think Christy and her whole team responding are doing excellent jobs and you will get an answer within 24 hours, whatever particular questions you might have that might not be the general one that we have out there.

So it will probably help others as well and it will help Christy and the team okay this is a common question let's address it.

So please ask any question.

>> JEREMY GODWIN: Good reminder.

Thank you for that Hans.

And Christy one other piece you know -- for both of you before we wrap up today.

A reminder that as this thing goes on it looks like this working from home and where we are right now is the new normal until otherwise said is that correct.

>> HANS VESTBERG: Yeah I think that we understand that it's uncertain times and we don't know how long it will go on and affect us.

So as the situation evolves we'll come back.

But right now we continue as-is and work from home, the ones that can.

And we will give a good heads-up when we see that we're going to change that.

So people have time or employees have time to adjust.

And now we're going to be in the office.

It's not going to be like from a Friday to a Monday.

We're going to adjust this and it can also be different for different places in the world and even in the U.S.

So too early to say right now.

But we continue to work as-is.

And we will continue to communicate.

But there's no set dates on when this will end.

We just continue as-is.

>> JEREMY GODWIN: Christy, any final thoughts today.

>> CHRISTY PAMBIANCHI: Just a quick heads-up for our employees.

The Coronavirus webpage we will be moving it to the Verizon -- inside Verizon publicly accessible webpage to make it even easier for V Teamers to find the information that they need.

And then I just want to thank all of you that are out there working hard to balance your personal and professional duties in this trying time.

And all of our care is going out to our V Teamers that have Coronavirus.

>> JEREMY GODWIN: Thank you, Christy.

Hans, over to you for final thoughts.

>> HANS VESTBERG: I think that the important -- it's important in these times to stay close I talked about the leader leading in these times that's what we're trying to do. We also talked a lot about communication if that's between colleagues, family, friends, whatever, these times are actually a test for many of us.

So just remember that.

I also think it's important to remember that we have very loyal staff that is doing work out there.

That's actually needed for our society to see that our networks are up.

And I cannot thank them enough for the great work they are doing.

For the ones working from home, I just want -- would like to say now we're getting into the week, maybe some of you even longer working from home.

I think it's important to get into a process of running the business as usual.

Because we're going to continue with this for a while.

But of course with some exceptions your children home and all of that we understand it and people will be very understanding for it.

But it's also important to get back to the normal rhythm of meetings, et cetera.

Because this is so important to keep the company going.

But it's also well-being for all of us that we continue to communicate and do our daily work.

So I just ask with that we're coming into the second or third week.

It's going to be important.

So once again, great to be here and talk to all of you.

We're going to come back tomorrow probably more Q&A, new things happening.

But in general, thank you for all you're doing out there.

It's an important time we're living in.

And this is when we're sticking up as a leader.

>> JEREMY GODWIN: Hans, Christy thank you so much and reminder don't forget to reach out to those folks to say hello and check in to see what they are doing I got more interesting things don't forget working from home stand up and stretch and walk around you're free to do that Hans -- folks might not see this at home but Hans just did that thank you Hans but feel free to do that it's important to keep yourself physically strong and mentally through all of this but wrapping it up for today if you're available later for today you can join Guru on Verizon Instagram 2 p.m. Eastern he's going to talk about COVID-19 and talking about those things important to keep that going and talk about it and as we try to end every day thank you to our team out there working so hard if you have a great story please send it our way and post it on social with #VZtogether. I'll see you back tomorrow at noon thanks everybody.

>> I want to say thanks to our retail teams over the weekend my father-in-law who is almost 70 his phone stopped working he went into a store you were able to fix the problem I'm working from home which has its own challenges.

But you are there serving our customers like him every day and keeping us connected. Thanks for all that you do.
