

**VERIZON  
UP TO SPEED LIVE  
MARCH 25, 2020  
12:00 P.M. EST**

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- >> Most people think of Verizon as a reliable phone company.
- >> But to businesses we're a reliable partner.
- >> We're engineers.
- >> Proud architects -- cloud 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 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 a business ready.

[Music].

- >> The network has to be prepared to absorb whatever this will come its way.
- >> We're always preparing.
- >> Making sure the network works all the time.
- >> 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's why we do what we do.

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

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[Music].

>> I'm Marcy Bryant I work for the Family Justice Center of Erie County in Buffalo, New York we are a service provider for victims of domestic violence and relationship abuse.

And when we started hearing about the Coronavirus situation, we knew that there was probably some changes that we needed to make to the way we provide services to our clients.

Up to this point we have done everything in person for our entire existence.

So the thought of moving into a digital and virtual realm was a little bit new and scary for us and also knowing that we had to do it pretty quickly.

I went to my local Verizon store where I worked with the business account manager.

And they were just super helpful and friendly in walking me through a lot of my different options.

And getting us set up with a couple new phones so that our domestic violence advocates could work remotely during this time.

Being able to our clients is very -- accessible to our clients is importantly we were set up with a couple new cell phones the advocates were able to take home to them not only helping them to reach out to clients we have worked with in the past but also reachable

to new clients that might present during this time while working remotely and also helps for our staff to keep safety that they are not using their own personal cell phone numbers and knowing we had a personal contact we could reach out to if we did have a problem sometimes you just want to talk to a person it's nice to know I have his contact information and I can reach out to whenever we need and he'll be there to help us so that was very reassuring.

>> JEREMY GODWIN: Good afternoon, good evening and good morning to folks around the world.

As you are tuning in here we are going for another Up to Speed live coming to you from the Morristown basement you can't see her we have our dog Pearl nearby and furry friends helping us during this time the reminder for folks watching every day the best viewing experience for you I've gotten this question a lot go to your mobile device and pick up it go to VZ Up to Speed on Twitter you don't have to get a Twitter account you can tune in for a great viewing experience.

Seeing a lot of people using this as their lunch hour to stay connected with what they are doing.

But it is so important what a great video to start us out this morning or this afternoon reminding us the work we're doing in these stores that are open for critical needs, emergency needs like you heard there.

A special shoutout to folks in Amherst, New York store as they were able to help that nonprofit last week when they came in so they can keep people connected when they need it most we are talking more about retail today we have Krista Bourne joining us from the retail side of the house giving us updates but first as we always do let's start with Hans for the update Hans good afternoon how are you.

>> HANS VESTBERG: Good afternoon, good morning, good night, wherever you are, V Teamers.

Great to speak to you again.

It feels like it was recently we spoke.

But let me talk a little bit what's happened in the last 24 hours because this situation is evolving all the time and we have to take the decision on this situation all the time which is always typing in these type of crisis, first of all, we continue to see that we employees are safe and healthy that's the most important and I think Christy will talk more about it how we work with that and how many people are connecting to us and asking questions and that's so important.

It's usually almost 30, almost 40,000 people on this live webcast every day which is just amazing and sending a lot of questions and that's so important to us because it gears us where we see challenges in the system and also clarifies a lot of questions you might have.

But continue to ask questions, continue to attend the live webcasts.

As said, we have an enormous audience on this one so we'll continue with that.

Secondly the network, of course, cannot talk enough about the network.

Yesterday I released all of those data points from Kyle's organization about how the network is performing.

The different things very much of course picked up on all news outlets because people want to understand what are the impacts of this Coronavirus.

Of course its impacts on our society as it comes to health, et cetera but also impacting how we work and how we deal with it.

I get a lot of questions about what do you think will happen when this is over will people change their way of living and behaving?

My answer yesterday was very much around I think if it's going to go for a long time, I think we're going to see different behaviors, how people are thinking about using technology.

As a more sustainable way.

To dealing with their businesses or their families.

But I think that can happen.

On the customer side, the most recently 24 hours a lot of outreach to large corporations. Helping them by moving capacity between the home and offices.

The team, the technology team, the VBG team are doing an outstanding job.

I get a lot of feedback from large corporations thanking us.

For how quickly we are solving the problems.

But of course, on the consumer side, it's the same thing.

A lot of things we're doing.

And yesterday of course we talked about how important our frontline people in the field are, doing a lot of important work.

On the society side I haven't talked so much about it yesterday we came out with a lot of new stuff.

We are waiving the late fees and overage to all customers that have problems in these Financial Times.

We also added 15 gigabit on the wireless network for all consumers and small businesses that are on unlimited and we do that automatically for everyone.

Huge feedback, positive feedback, on that one.

We also have our Wireline customers where we're coming with new type of offerings as well as we will reduce the prices on this so more people can have it.

And I also talked about us connecting a lot of schools.

And especially in the School District in California yesterday.

Today in the morning we're also launched a new thing for our society which is Pay It Forward.

Pay It Forward is a live entertainment that with Sirius each week we'll have live entertainment and we're working with an organization called local initiative support corporation that is going to see that a lot of this money that we can raise is going to

small businesses.

So this is to support small businesses.

The first live streaming is on Thursday 8 p.m. Eastern Time.

And it's Dave Matthews that's going to perform for 30 minutes.

It can be music.

It can be gamers.

It can be other type of entertainment.

But it's a way for us to actually use our platforms, Yahoo platform and all of our consumer platform to get out to our audience and raising money for small businesses.

So we do a lot of these type of things and I will try to highlight so you know it but I think all of you should tune in on Thursday 8 p.m.

Then to listen to Dave Matthews.

And it's going to be a weekly Sirius which starts this week and it's called Pay It Forward which is about supporting small businesses in these tough times.

That's a little bit update from the last 24 hours.

Jeremy, back to you.

>> JEREMY GODWIN: Thank you so much, Hans.

And Dave Matthews is always a great concert so it will be a nice change for tomorrow night when I've expended all of my Netflix binging that I can I can't do it anymore tomorrow night 8 p.m. I want to bring in Krista Bourne she leads our retail channel and has a lot of employees asking questions about what's happening there so Krista going to you quickly for an update on the status there and what you want your employees to know today.

>> KRISTA BOURNE: Thank you, Jeremy and I am very happy to be on today's Up to Speed and I really want to start with thanking everyone in the field and all of our customer-facing groups.

These are tough times.

And I know that we're dealing with situations that are sometimes uncomfortable and unfamiliar.

But we are doing it as a team.

We're doing it together.

I want to make sure that we all understand that from a telesales standpoint let me start there 95% of our telesales professionals are now working from home.

And what is very, very impressive about that is one week ago this wasn't even an option.

So within one week, a very short window, we saw Customer Service, GPS, finance, learning and development, supply chain, everybody come together to make sure that we equip our professionals so that they can work from home and continue to service our customers during this incredible time.

The other areas to focus on would be indirect and residential.

They also are in a work-from-home status and they are doing things differently they are doing virtual visits they are staying connected, they are doing their training. We're making sure that we're still available to answer questions from our customers and our partners.

And that is a lot of good work that needs to happen right now.

Because the way we communicate, the way we share information, the way we keep everybody connected, it absolutely makes a difference in the choices we make each day.

So our indirect and residential teams are still very much working at home and helping us do just that.

Then it brings us to our retail teams.

70% of our corporate doors are closed.

And we are keeping the 30% open with an essential staffing model that is being led by our field leaders.

So we have over 1500 retail leaders that are working in our stores today and this week to make sure that we're there for those critical things.

We are trying to get the word out that the critical services we want to provide in our stores include critical equipment replacement, critical accessories, critical troubleshooting.

And team, I want you to know that we hear your feedback.

I know that not every customer experience feels critical.

But we're there for the group.

We're there for all of our community.

And every one person needs our assistance.

And we're trying to make sure we do the right thing, giving them options to go online, making sure you're available for those critical services and making sure we think differently about how we extend our reach to customers through our mechanisms that our Marketing Team is working very hard to help us with.

There's so much more for us to do but I'm very proud of the way that our leaders are showing up.

I want to shoutout Mike in Arizona he had a great comment on Instagram.

He said, this is the time where we're not only showing our communities but the world what it means to be a V Teamer and together we do great things and I think that's a sentiment that we all share so thank you for leading us through this time.

The last thing I want to make sure everybody knows is we're working hard on a redeployment program.

You've heard Christy and the teams talk about this.

We know we have incredible talent.

Our skill set, our assets in the field are incredibly valuable to the communities.

And so we're working on options.

What are some of the things that we can do to connect you to the opportunities we have so you can each contribute from the work-from-home status so please stay tuned and make sure that your about you information is updated because that's how we'll reach out to you and make sure you know what you can do to help contribute to moving our business forward and living and serving our purpose every day on behalf of myself and our Leadership Team I want to again say thank you for being on the front lines and doing what you do every single day.

Back to you, Jeremy.

>> JEREMY GODWIN: Wow, Krista thank you so much for that I feel fired up and hopefully the folks out there watching us understand the critical need the critical places that we're serving and thanks to all of our folks who continue to work over to Christy now our HR leader for an update on what's new in her world, Christy, how are you doing this afternoon?

>> CHRISTY PAMBIANCHI: Thanks, Jeremy, and great to be here today with Krista and Hans and you and talking to all of the V Teamers out there. First, I want to say really important message from Hans and all the members of the Leadership Team, myself included, our support goes out personally to any of our V Teamers that have COVID-19 I want all of you to know that we've got a whole nursing support and case management system we have activated so we're actively reaching out to those V Teamers and talk to them answer questions that they have from medical professionals and also make sure they are getting the support they need and access to the medical system.

On behalf of Leadership Team on the daily call this morning they all felt it was very important to make sure you heard that from not just myself and Hans and Krista but from the rest of the Leadership Team so please contact us if you're concerned at all and we have teams here ready to help you.

Second I do want to say thanks for those who took time to ask me questions in the ask Christy box we had over 600 in the last two days I've been responding to some I have a team of people helping me what's very clear is you've got a lot of questions and sometimes you've got the answer but you're just anxious or nervous about something and in some cases you're apologizing to me for writing me a question I want you to know that's why we're here that's why we have the COVID webpage that's why we have all of the access to the leaders that we have here because we know this is a time of instability for folks and we're doing the daily webcast and we have the webpage so you can seek answers and hopefully know what's on your mind so we adjust every day based on what you're telling us.

And finally I think I just want to reflect back a week ago Hans and I were here talking about the fact that we wanted to get to a work-at-home model where we could and begin to restrict our services to the public as you heard from Krista and Kevin Service

yesterday and to think here we are, we have over 110,000 V Teamers working from home and that's up from 4,000 when we started this process a week ago so this is just an amazing change and shows the power of what we can accomplish at Verizon when we work together and we have been in addition to the work you heard Krista highlighting we have actually run over 25,000 employees were trained so far just this week on how to do a new role or take a job that they were doing on-prem and doing it from their home we have implemented home garaging, our technicians are learning new ways of working so we will just continue to push the envelope of how we keep Verizon moving forward together while we work through this crisis and continue to support the public so we look forward to the questions and the dialogue with you today, thanks Jeremy.

>> JEREMY GODWIN: Thank you Christy and always drop those emails to us at live@Verizon.com before we get into questions I want to bring up funny Krista mentioned the team giving great kudos I have another video to share with you today from a retail manager out in Tucson, Arizona Nicole I want to make sure I got her name there she's sharing for customers who do come in for critical and essential things this is how they are taking care of them.

[Music].

>> We are very busy.

We have the pleasure of being such a big store and we're excited to be here for our customers right now.

Every issue that a customer comes in for is critical to them on some level because this is the way that they communicate.

Every issue we're taking you know and making it the most serious and important thing we do or if we need to find some sort of solution for a customer that's outside of the box for this current situation we're making sure we're going above and beyond for that it's definitely a difficult time they are going through right now so we're making sure we're listening to their concerns and making sure that if there's a concern we can't address immediately we're bubbling that up to our HR business partners we're also making sure that after a customer leaves, we're wiping down the entire workstation we're not allowing them to touch the doors we're helping them, empowering them, to use their devices and instead of us taking the phone using the phone we're showing them how to do it, walking them through that process and then we're also ensuring the team after every customer no matter how long their wait is they are going to wash their hands after each customer we have so many stores that are separated and we are a band of Brothers, we're together no matter what.

We're all going to get through this together and I'm just proud to work with this great group of people.

>> JEREMY GODWIN: We hear those types of stories I'm so proud to be able to bring those to everyone Krista folks couldn't see you during -- you were -- I don't know

the best way to describe it but you're excited and happy to see what the folks are doing out there tell me the sense in the stores a lot of people want to know how do we decide what stores are open or closed and the feeling you're getting from your folks.

>> KRISTA BOURNE: Yeah thank you Jeremy I was cheering you on because I think again that's exactly why we're there we're there as leaders to make sure we keep people connected including our employees connected to the facts so when you think about what we're doing in terms of reopening and closing stores we're working on a week-by-week plan then we look at that plan basically hour by hour throughout the day so we can make adjustments each day as we go we know there are a lot of states and a lot of local counties issuing orders we want to make sure we comply and keep our employees safe at the same time so it's a day-by-day, hour-by-hour experience. My team and I we meet every day at the end of the day to make sure we lock arms on what the plan will be for tomorrow. And we'll continue to do that as long as we need to so that we're thoughtful and we're respectful with our actions.

>> JEREMY GODWIN: Follow up there for the stores that are closed folks want to know when will you be able to decide when do you return to the stores and what does that process look like for our employees?

>> KRISTA BOURNE: Yeah so I think more than anything we're going to take it week by week. So we have a plan that gets us through this coming Saturday. And then we'll create the plan for next week. But I think what's really going to be different is when we do the redeployment program that Christy and I have talked about. That will give customers -- I'm sorry; that will give our employees the options that are out there for them to consider so we understand their preference and we can match them to other opportunities we have within the workplace. I don't know that we have a hard date on when all of our stores will come back online. But we'll look at it every week and we'll open up stores as we can. The plan is flexible enough that it can adjust with the days as they go by.

>> JEREMY GODWIN: That's one of the biggest things I've heard through this whole process it's so flexible because you may get a separate order in a state or something else we have to work with so thank you for that. Christy a question for you a lot of folks still asking about the working from home as many governors now are issuing and continuing their stay-at-home orders. What's the latest on that.

>> CHRISTY PAMBIANCHI: Thanks for that question. We know it's on a lot of V Teamers' minds how long is there suspected -- will you give us direction on how long we can expect to be working from home and what we would

like you all to know is that for the VLT, Hans and others we've talked about this, we really just do not have a line of sight into how the situation will evolve. And so what we would like to say and what we shared earlier in the week was really kind of an until further notice and this is really our new operating model and then as various countries or jurisdictions have had the COVID virus potentially on the downside of the slope and are reopening their markets and they are taking away shelter at home requirements that we'll be able to move along with that.

And so we want to -- our folks to know we'll give everybody advanced notice and our main focus right now is to try to keep everything operational and keep everybody safe. And so I believe you know I think I'll pass this over to Hans, as well, to give perspective from his seat.

And so for employees to know we want you to get up, get efficient, find ways to be productive.

We're working with you closely to make that possible.

And then Hans can talk about how we're thinking about it from a company perspective.

>> HANS VESTBERG: I think you covered it really good but I also want to shout out because we're so different in places here.

There are some markets where we are operating like in Southeast Asia for example we have been working from home for quite a long time.

In some places here in the U.S., we're basically a couple of days into it.

So it's very different also.

So I think what Christy is saying for us what's going to be important, it's going to be gradual and it's going to be different jurisdiction different countries it's really hard to answer hey when will we go back so I think that's important when we speak to all of our 135,000 people out there right now, all of our employees, all of you on the call, it's different circumstances.

But we are actually coordinating that together or Christy and her team is coordinating that with every market, et cetera.

And of course Krista talking about the stores here in the U.S.

But we have very different circumstances in many places.

And we are very much aware of that.

And some of you have actually been working from home for quite a while right now.

>> JEREMY GODWIN: That's a great reminder, Hans.

What's your day like today?

I know when we checked in last you were talking to leaders around the world.

What's it like now for you?

Still the same conversations or are you seeing a change?

>> HANS VESTBERG: So I try to do what I tell everybody else to do first 8:00 o'clock every morning I start one hour with my Executive Team and Christy.

We are going over what's happening and what things are coming up during the day what actions and decisions we need to take that we do between 8 and 9 every morning the rest of the day basically I go back to normal and I try -- I'm not sure this is normal on the webcast every day 30 minutes but everything else is fairly normal.

So I've done today two of our biggest suppliers, we have had conversations with their CEOs.

And talking what they are doing, how we are supplying 5G equipment.

How are we rolling out fiber.

So meet together with Kyle and Craig.

We're just heading up the supply chain.

We have talked to them.

In the afternoon I have two CEOs of the two largest banks in the world that are going -- I'm going to talk to.

And then I have some internal meetings after that.

So I try to have a normal day as possible but of course attending these at the same time.

And that's also what I'm trying to preach for everyone that we need to get productive in this environment.

We don't know how long it will take and how long we will be in this.

We just need to have business as normal.

It's good for our minds.

It's good for a company that we're doing that so that's what I'm asking.

>> JEREMY GODWIN: Good thank you and I think a good reminder I got a couple of emails yesterday a lot of us are now working from home don't forget the folks we share houses with, our roommates our loved ones our partners thank you to my wife Alex as we're now working in two separate floors so she can stay sane I can keep doing my work but so important to recognize those folks who are doing that for us, as well. I also want to share this, Chris, if -- if we can pop up the next graphics some thank yous we have gotten from customers it's important to stay grounded in the work we do these are emails we got from customers thanking us to go the extra mile to keep us all connected and less stressed in these ground breaking moments thank you for stepping up to the plate bless your employees and all of the companies that are going the extra mile and being one of the helpers as Craig Rogers used to say that's so important and a tweet this morning folks like some of our teams are out there helping other companies get set up -- helps getting set up in Tennessee we helped a nursing hotline set up a Call Center social distancing but still helping people and then finally this last tweet we got in from the Verizon handle from a truck driver saying thank you so much for keeping me connected.

He needs his phone.

His wife is having some hours and money is tight.

So all good reminders there as to what we do.

I just want to remind people and share that with people today I want to go to Hans for final thoughts and we'll go from there.

>> HANS VESTBERG: Thank you, Jeremy.

And thank you very much for everyone who attended this live webcast today.

Again, I want to reinforce it's so important about communication these days.

The flow of questions coming to Christy or attendance on this is just telling us that this is a very important thing in these times.

Then I just want to say like Krista said, thanks everyone out in the frontline supporting our customers.

It's so important.

With the balance of course safe and healthy as we heard from the stores about how they are dealing with that.

The same goes for our frontline employees working in the field solving technology problems.

So I can just reinforce a big thank you from all of us and the leadership around this.

And again, I just want to tell you, remember, communicate, communicate with partners, with friends, with families and with colleagues in these times.

And try to get back to the normal cadence for the ones working from home.

Have their normal meetings.

I think all of that is very important because mentally it's good that you actually have something to do.

But also it's really important for the company that we continue to work through this crisis as we don't really know how long it's going to be.

So I think that's the message from today.

So Jeremy, back to you.

>> JEREMY GODWIN: Thank you, Hans and Christy and Krista, as well, we'll continue these updates every day at noon.

Hans will be on the Verizon news Instagram 3:30 this afternoon talking about leadership during COVID-19.

So catch him there.

And as we're wrapping up today, I also want to -- as he mentioned it earlier Pay It Forward series one way we're helping small business owners music is important I know when I'm not hear I have music playing just to keep me grounded but we want to bring some sort of light to communities when they need it most so starting tomorrow night we're introducing Pay It Forward a live Twitter series with Dave Matthews so enjoy this video.

Have a great day.

And we'll see you again tomorrow.

[Music]

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