

VERIZON
UP TO SPEED LIVE
MARCH 27, 2020, 12:00 A.M.

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- >> The network has to be prepared.
- >> We are always preparing.
- >> Make sure the network is working all the time.
- >> We are constantly looking and monitoring and take that responsibility very seriously.
- >> Most rewarding things --
- >> That is why we do what we do.
- >> We relentlessly committed to the network. America can stay connected to work, school and most importantly to each other.
- >> Most people of Verizon as a reliable phone company.
- >> As a business we are reliable partner.
- >> We were engineers.
- >> Proud architect.
- >> 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.

>> Virtualize their operations with software based technologies.

>> And even build AI into the customer experience.

>> We keep them ready for the next big opportunity.

>> Like 5G.

>> It's going to make things incredible.

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

>> Thousands of other companies of all sizes.

>> No matter what business you are in.

>> Digital transformation never stops.

>> Verizon keeping business ready.

>> My name is Jonathan and I work for Verizon. I get how important it is to stay connected.

>> We are connecting with people. We are offering them solutions.

>> Customers can do what they need to do whenever they need to do it on-line.

>> Because it gives customers the ability to not come into the store. They can simply tap and swipe.

>> We care about keeping you safe.

>> At Verizon we are here and we are ready. We are open 24/7 on-line. Keep managing everything from home and through the Verizon apps and Verizon.com.

>> After a long day of work in these new settings, we could use a few more ways to give our minds a break. With that in mind let's unwind with old friends we haven't seen in awhile. Hey, George.

>> Hey, everybody. I'm back at least virtually. We miss you so much. Glad to be back.

>> We have Marie, here.

>> Hey, so great to be with you today. And the team and a shout out to our team.

>> If there is anyone that can show us the entertainment power of our devices it's the device guys.

>> The big thing I'm doing is listening to pod casts and creating podcasts. I feel boast listening to shows with what people who are experiencing what we are experiencing. People like the host of reply all, we are all in the same situation, working remotely and talking about why we are in this situation and an incredible way what the world is doing and just connect. Everything is about connections here. That's what matters the most for me and those around me, especially when we can't connect anyway other than virtually.

>> Music is big in your life, Maria. How is music helping you.

>> We are a huge music family. We have a 14-year-old who is a aspiring broad way actress. And the cool thing is that she open to other types of music. We have introduced her to artists like Dave Matthews. My husband are big Dave Matthews fans. He is a great live artist. And I was excited to hear that Verizon was partnering with him to our pay it forward hunger series which is offering small businesses another artist who is really cool is Derek Jones who goes by the name DJ be nice. He is hosting this cool Instagram live parties. Going to a party where people like Michelle Obama, Mark Zuckerberg, Becky prat. All in the same room and connecting to music that you grew up with. That's what the world is relating to right now.

>> Finally we love hearing from you. Keep sending us your updates and keep sharing how you and your family are finding new ways to smile and be happy. Here is a little jam from one of our VZ connect teammates in New Zealand.

🎵 [MUSIC] 🎵

Have a great weekend, everyone.

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

>> We are doing incredible preventive maintenance work in our central offices to ensure network reliability and we are continuing to build our network.

>> 95% of our telesales professionals are working from home and what is very, very impressive about that is one week ago this wasn't even

an option.

>> We are going to discuss several different topics including parenting, mental health, keeping yourself -- look out for yourself and each other, until next time. You are up to speed.

>> We are here and it is Friday, some incredible images and stories this week of our teams doing whatever it takes to keep our customers connected. It will be essential work. Can't forget in times like this our friends and family supporting us around the globe. Look at those smiling faces of our stores remain open. Some of our stores with critical issues and pie friends showing up. Bobby and jillion are coming on to keep folks connected. Look at these folks working from home. Good to see you. Here we are, it's 12:01 on the East Coast right now and I hope everyone is having a good Friday so far. We are live again today. We have our normal crew, Hans and Christy and our business continuity team with important updates. Hans is joining us and let's get to the updates with Hans. Good afternoon, sir. How are you?

>> Hey, all teamers, it's great to see those pictures and seeing the work you are doing out there in this company is actually doing such a contribution to our society. It's just amazing. You get moved when you see it and thank you for all of the mail and all of the communication we get from all of you. It's so important in these times where each and everyone has that communication. So I don't have words for it. Just grateful. So grateful.

So today just to know I'm in this morning and I was busy for quite a long time talking about the network, talking about what we are doing as a company and I can tell you it's a huge curiosity how we are actually doing this work and keeping up the network as good we are doing with the numbers I shared with you yesterday with the 9 billion messages, 50% more VPN and 107% more gaming. I understand how we do it. I think people around it is amazed the work we are doing and serving all of the critical infrastructure across this country. I'm grateful for all of you.

Talking about the communication we are getting from you. I think -- the mission is stay healthy for all of us and please that's so important. As I said yesterday, the VP -- the COVID-19, our thoughts are with you. The support is with you and Christy and Joe will talk more about that. We also when it comes about all of this communication, I want to say that we are going to launch a quick pulse and Christy will talk more about this. Get even more structure and

the feedback with all of you of what's happening. As usual, it's critical that you feel the -- it's just a couple of questions. It's more for us to get the pulse and cadence. We are two, three, four, five weeks in the pandemic. A little bit depending where you are in the world and you understand how this is working because as I said so many times before, this is nothing that's going to go away very quickly. We are going to be working from home. Some of us for a long time and some in the field in different ways where we are working in the field. We will come back on the pulse survey and Christy will talk about it.

My thoughts with customers the last 24 hours I -- six, seven, eight large corporations. The team and technology on the Verizon group are doing fantastic work to keep the networks up and supporting the customers with urgent needs of equipment, capacity. I was just talking to one of the bigger banks in the world which talks about how we were fixing circuits between UK and India with third parties. It's amazing how we rally. I have so many other stories and I wanted to share some of them that is coming to me so you feel the work we are doing is incredibly important.

I want to end by talking about pay it forward. Yesterday we talked about it and yesterday night, Dave Matthew had this live performance. We pulled together all of the platforms and cross from Verizon book from our marketing team. Over 3 million people viewed it live. 3 million. And across different platforms. Very important platform and the whole Yahoo! team was import it and they did some tweaking in other places. It shows how we can connect our purpose together how we are actually interacting with technology. This is ongoing. And I think it's twice a week from now on and it's even easier to part of donating and pay it forward to small businesses because they are so critical in this moment that we maintain them.

Other than that, you can see that I'm on my second day of board V.P. so I jumped out from the board meeting right now, but as these meetings are WebEx, our board meetings are on WebEx and it seems like it's working. The new normal. Now back to you.

>> What a great time to step away last night to see Dave Matthews perform on pay it forward live. We have a weekly game night we are doing virtually. Watching that and being with them and all of that was a nice reminder as to the good stuff that's happening out in the world and how we are helping small businesses.

Up next is the continuity team and doing a lot of things. Joe,

give us an update how you are helping employees around the world.

>> Absolutely, thanks, Jeremy. Hello, V-teamers out there I know this is a stressful time and I want to make sure that you have a little bit of an understanding how the emergency operations team are making sure that you are safe, that you are well informed and we are serving our customers. I'm going to start with a little bit of a special thanks to our crisis management teams around the world. Especially our Asia-Pac team who was activated in January. They are two months in to managing this crisis. Our AMEA team that activated a few weeks after that and to the teams here in the United States, including the emergency operation team that I work with every day. I'm so proud to work with a group of people that really cares about the safety, well being of our employees and our customers. And that is the heart of our business continuity program. So today I wanted to just share some of the teams that are working to make sure that we are all connected and business continuity is running. The first team that we have up and running every day is in contact with the World Health Organization, the CDC, other companies, monitoring state, local and national information to ensure that we are connected with them and we are following their guidelines and rules and often working with them to get clarification on how they want Verizon to work and serve our customers. And then we get that information out to all of you, definitely on the Covid resource page.

The second team we have is really managing our cases. So when we see a case of an employee with COVID-19, making sure we are caring for that employee first and foremost and you heard Christy talk about the team that is in contact with those employees. Then we are also working to make sure that anyone who was in close proximity with that person is also notified and takes appropriate measures and quarantines if appropriate. That we are closing and cleaning the buildings or the garages or the central offices or the trucks that they may have been in to make sure that we are keeping everyone else safe as well. And then following up, when appropriate, opening up those buildings if need be.

The third team we have working is really responding to all of you out there. Working the ask Christy line and all of the other ways you communicate with us to make sure that we are hearing you and we are taking that feedback and then working any of those issues that we see to make sure that we resolve them or communicate back to you or the broader group.

Then the fourth team is my business continuity team. And we have

a longstanding business continuity program. We have 214 plans that manage the individual business units. 212 of those are active right now. Pretty much the whole business is on business continuity with all of the people working from home or the various ways we are working and they are not only dealing with today but they are planning for the future as well and trying to prepare for what's ahead so that team is critically important to this operation.

And then finally as my core emergency operation team, this is led by Christy and connected to Hans and his direct reports, we meet every day. We determine policies like our work from home policy, our care giver leave policies. We stay connected so we make sure that we understand what we have to do today and how we plan for the future. So I hope everyone feels confident that we are keeping the business and all of you informed and safe during this crisis.

>> So thank you for everything you are doing and what your team is doing. Around the clock and around the world. Thank you for that.

Christy, let's go to you for your daily updates, please. Good afternoon

>> Good afternoon, V-teamers. Thank you so much Jeremy and Joe. I have five updates for the group today. First I want to build on what you heard from Joe and Hans and just give a giant thank you and a shout out to everybody. We are for sure demonstrating that we can work on the edge and adopt our new ways of working and be agile. That's very exciting and we are proving that from all that you have heard. Many of you were asking me what are we doing as we get to the end of March? Obviously early next week is the 31 of March. What we want you to hear today is we will continue through the operating model through next week and as the situation changes every day, Hans and I will be update for the V-teamers next week. Everybody should feel comfortable that this is how we will continue operating next week. That's my first update.

The second update I want to share that we are going to be adding to our VZ up to speed page and health tips in our new work from home environment we put out virtual working webinars and fitness web casts that you can join but now we are adding health tips to up to speed every day. So go check those out and we hope to get a great response from all of the V-teamers.

Third, I want to highlight a number of you were asking how can I volunteer? So Rose Kirk heads up our sustainability and volunteers

efforts, she is getting the virtual ways in which we can volunteer to help with the COVID-19 response. And so look for an announcement on that very early in the week. And you also heard from Hans and Jeremy and others about this great pay it forward series to really help some of the small businesses that have been hard impacted by the social distancing and shelter in place measures that are so critical for society right now to get ahead of the COVID-19 virus.

Another update is that I want to share a couple of operational updates that are coming in from leaders that have asked me to share. A couple of big changes starting on Monday in the retail consumer business. Important to note. So first we will be doing retail in-store pickup only. And so we will be providing all of our other support for our customers through on-line support. And our customers through the VZ staff can schedule an appointment and this will allow us to continue to practice the social distancing efforts that we think are so important to allow us to both keep our people safe as well as be present in the communities where we need to be for consumer. This is on the reduced footprint. Remember, we have 70% of our stores closed right now. 30% of operational and it will be implementing these operating practices starting on Monday.

In addition, you heard from Kevin Service earlier this week. We have a lot of questions in from folks that appreciate all we are doing to help to mitigate dispatches so we are working hard to make sure that our technicians in the field are being dispatched for essential services. Really focus on when we have to drive connectivity for our customer or a business in this time of need when people want to stay connected. So we know these things are top of mind.

In my last update, we will do a poll survey. If you are in Asia you will receive that Monday morning Asia team or in the Europe or America time zone Monday. So there are three days for you. A couple of quick questions, scale of one to five. And then next Friday Hans and I will be able to be here and report out the answers to those questions. And another agile in action V-teamer coronavirus story. Thank you so much, Jeremy

>> Thank you for all of those updates and those are questions that we see that continue to come in so thank you for handling those as well.

We mentioned these folks that are adjusting to the new normal as we talk about it. You have our folks in retail stores where they

are open serving our customers out in the field and continuing to serve critical dispatches, some of our central office technicians have figured out a way of how to work remotely and how to work from home so they continue to serve their customers. I want to introduce you to one of those from Baltimore, Maryland. Joseph Rosito.

>> My name is Joseph Rosito. My role with Verizon is I'm a central office technician. On Tuesday my supervisor Mr. Terry and so he gave me a call and explained what we were doing and asked me to come in and support the group because everybody was going to be working from home. At the end of the day I gathered up all of my gear. And this kind of stuff is second nature to me. I try to bring all of the tools with me so it makes me more efficient and effective. There are challenges. Kids running around in the background and a cat floating around here. When you get down to it it's seamless. The importance is pretty obvious. Everybody right now that is quarantined themselves and going home and trying to stay home connectivity and speed is going to be most important to them. Being able to talk to their family members. It reaches every corner of society. I will reflect what I heard from my fellow employees and that is exactly what we have done as we rushed to the emergency. We rushed away from the office, we took our equipment and everybody has done really the same thing I've done here. I think there is a lot of lessons to be learned here. I hope we are able to carry some of this ongoing forward even after this coronavirus issue.

>> Thank you for sharing your story with us. Joe, you see that and you have been around in the field for awhile. You have been with the company for awhile. How does that make you feel when you see our folks that continue to support our customers?

>> As I said before, the culture here at Verizon of running to a crisis really shines in these times and I love the fact that my team, when I'm not doing business continuity, I run network operations and my team, I heard from a lot of them, they are home, they are managing the network every day just like Joseph you heard from to make sure that all of our customers stay connected. Our field technicians, I know, it's very difficult for them because they are out interfacing with customers and I just so proud of the work that everyone is doing to balance during this crisis.

>> Quick question there for you, Joe, that have come in and thanks for saying that. People are asking about the VPN and how that's working. Hans was talking about traffic on our network. How is our VPN doing and what do you want our employees to know about it today?

>> Yeah, sure. So we have gotten a bunch of these questions. First thing I want people to know is we very quickly scaled our VPN when we knew we were going to start working from home and our teams under Greg. We normally have 80,000 ports available. We now have 180,000 ports available on an average day we are seeing about 60 to 70,000 connections. So we have a lot of head room. We've also added bandwidth into those data centers where those connections are made. The back bone of the VPN network is performing really, really well. When we heard complaints, largely what we have found is that it's with the local ISP that you are connected to -- that you are connected to. I would ask that everyone be a little patient. With each other. I know when I was on the board meeting with Hans yesterday, my connection had a little bit of trouble. It's okay. And I would say that we are well prepared. I know we are monitoring our FiOS network really well and making minor corrections if we have any problems. The networks are performing quite well and I would ask everyone to have a little bit of patience with each other as we are all connected virtually.

>> Good, thank you for that. Now Christy, this is a question that seems to come up a couple of times for locations where one of our fellow V-teamers has tested positive for COVID-19. What's the process to re-open but before you get to that point to clean the facility before it gets to that point?

>> Thank you so much, Jeremy. A couple of things. I think we were leaders in this area and myself and Joe worked hard with the response teams to figure out with real estate and our mediation practices would be. The CDC has a recommended set of cleaning products as well as regiment they recommend for situations like this that we have been following those. That's really an important thing I want everybody to hear. The second thing is if we have a case where an employee tests positive for coronavirus, we personally interview and talk with them live. We try to understand the last day that they were in a Verizon premise. We then go -- and we tried to -- the first time they felt they displayed symptoms could be before the last time they were in a facility and we go back 48 hours from the first time they displayed symptoms to have an abundance of caution. We work with them personally to identify what individuals they might have come in contact with and we look at and help if they have a digital calendar and we also go through and look at what parts of the facilities they entered. We actually then send a Verizon emergency notice via text to any of those individuals registered in that work -- registered in that work area or came up in that list process to notify them of the

48 hours, the absolute earliest day date and the premise date and 14 days from there if you had contact with that individual please self-quarantine.

In addition to that we remediate the building because we are in the work at home construct, we are asking people to stay home. We recognize with some of the garages and some of the COs, people have to come in, but we are working to reduce that as well. Those are the practices we are using and so you may have received multiple notices if you are in a facility where we had a number of individuals over the last period of time be diagnosed with coronavirus.

We also now are having a circumstances where our employees are contacting us because they have been notified from another source that maybe within their personal life or another area in which they have been quarantined because they came in contact with the location, a business, a public location that may have had a contamination and we have answered those questions to let us know that you should quarantine and we have compensation support for you. We want to be here for everybody and make sure that they tell us they get the help they need.

>> Thank you. I want to share this kind of thank you to one of our fellow employees as well and Hans, I will come to you after this for your take on it and what you are hearing out there in the market. Let's go and pop this slide up if you can to thank Lewis Franco who is member of the about is and government customer operations team. Last weekend the American medical response ambulance company called and he sprung into action to help them activate 61 connections. How they are using one talk at this point is to find the next available nurture or other public safety personnel to help folks so I want to give Lewis a thanks for everything he did. And truly saving lives out there and I should know that Luis is working from home with his wife and four daughters right now.

So Hans as you continue to talk to other companies and even the board, how deep does the appreciation go for our employees right now and the jobs that they are doing?

>> It's hard to describe. And we do material or significant -- I cannot find the word, impact on how they are able to operate. I can go over all of this, how many in the command centers we are supporting in the hospitals, how many education, children doing education and homework they are doing. Everyone I talk to are -- and I hear from consumers that are calling into the call centers because of their problems with payments. They want to change their plan and our team

there is 24/7 for them as well. It's hard to put to words on it. As I said in the beginning and you are so proud of how we stand up as an organization in these times and thinking how we serve the customers in this great need when we are already in this situation which is totally unprecedented and difficult. Now I hear a lot about it and I receive a lot of great things and I try to pass it on to all of you on these live web casts. I also try to call the different individuals and leaders that have been involved in order to tell them what I hear from people because sometimes this work is relentless and don't feel you are appreciated. I can tell you, you are very appreciated.

>> Thank you for that, Hans. And a quick note before we wrap up with Hans today. Thanks to Joe and Christy and speaking of Christy, Christy will be joining the build series today at 3:00 p.m. eastern. It's widely popular series to figure out how to do things in the new normal. How we are caring for our employees and talks about everything from changing how she is working and helping her four kids who are at home. I'm excited to watch that. It is 4:00 p.m. -- or 3:00 p.m. this afternoon and she also talks about an important thing she does with her family on Sunday nights so you don't want to miss that. Hans, over to you for final thoughts, please, sir.

>> I will not miss the 3:00 p.m. with Christy. That means that 24/7 with her. Thank you. Couple of things as we head into this week. Some of our employees in Asia already have an end to the week and in Europe as well and the U.S. we are in the middle of the day. If you don't have a work that requires you to work this weekend, I ask you to actually take some -- to take it easy this weekend. It has been very different times and different ways of working. Everything is different. And the constant flow of new information that is tiresome. Take care of your family, friends this weekend and that's not only a good idea, it's basically an order from the CEO of the company. Just so you know. And for the ones that are on the front line and they will continue to fight for us, I say all of the support for you guys as well. It's very important work you are doing and hopefully you can hear that from all of us that we thank you.

I just want to remind you of the extreme important work that Christy and Joe is doing. Going through all of this every day and reaching out to all of our employees that have impact or have questions. That work is so important so we are -- the information and we are an enormous company. We are 135,000 employees. We are across the globe and we have customers all over the place. And to have that enormous operation across the globe that is gathering information for decisionmakers and actually for each and every

individual employee in these times becomes very important.

Lastly, as I said, it's also a way to go into a new normal, continue to work. Some of you are getting into the third week as I mentioned yesterday. This is the way we want to work. We want to be commuting or being telecommuting using virtual means like this that we are using today. You see that get into that rhythm and reach out to colleagues, friends to see that we actually getting back to normal and working environment even though this is very unprecedented time. As I said so many times already today and last week. So once again, all V-teamers, thank you for being with us as Christy has already announced, my agenda is clear. Next week around noon the central eastern time I will be on this program and I will talk about development and there are some 40, 50,000 every day that understand it's important and we want to continue to run this with a graceful help from the up to speed team and Jeremy.

So back to you, Jeremy.

>> Thank you so much. Hans. I want to end the week on an upnote and some video we got in. Chris, you start rolling that. What you will see is a birthday celebration. 100 years old. Planned a big thing but couldn't do it the man you see there in the middle is one of our managers out of the city. A Boy Scout. His family there and see the neighborhood all coming together to wish Mr. Julian a happy birthday. So this is how we are making a difference for folks. I will take this time to wish him a happy birthday. If it's your birthday today, happy birthday to you. And I want to thank the communications team that I get a lot of e-mail every day thanking me for what I'm doing, but wouldn't be possible without my co-workers. Thank you so much, until next time, you are up to speed.