

VERIZON
UP TO SPEED LIVE
April 4, 2023 11:30 AM ET

>> HEY V TEAM, HAPPY TUESDAY

AND THANK YOU FOR JOINING US FOR "UP TO SPEED LIVE."

>> WE'VE GOT QUITE THE SHOW FOR

YOU TODAY, PLENTY OF IMPORTANT NEWS AND A SPECIAL LIVE GUEST,
SO BE SURE TO STAY WITH US THROUGHOUT, BUT BEFORE WE GET TO
THAT, WE WANT TO ACKNOWLEDGE THE TORNADOES THIS PAST WEEKEND THAT
LEFT MANY COMMUNITIES IN THE SOUTH AND MIDWEST IN RUIN.

WITH SO MUCH DEVASTATING WEATHER

WE UNDERSTAND THAT WHEN DISASTER STRIKES, FOLKS

NEED TO STAY CONNECTED, AND TO OFFER SOME RELIEF, VERIZON IS
WAIVING POSTPAID CALL/TEXT/DATA USAGE INCURRED FROM APRIL 3RD TO
MAY 3RD, 2023, FOR ARKANSAS

RESIDENTS MOST IMPACTED BY THE SEVERE WEATHER.

>> AND TEAM, IF YOU REMEMBER, IT WAS JUST LAST WEEK WHEN WE TOLD
YOU ABOUT THE ADDITIONAL SEVERE WEATHER AND DAMAGING TORNADOES
IN THE SOUTH.

WE ANNOUNCED THAT WE'RE ALSO WAIVING POSTPAID CALL, TEXT AND
DATA USAGE INCURRED FROM MARCH 26TH THROUGH APRIL 26TH FOR
RESIDENTS OF MISSISSIPPI MOST IMPACTED BY THE SEVERE WEATHER.

POSTPAID CONSUMER AND SMALL BUSINESS CUSTOMERS DON'T HAVE TO
TAKE ANY ACTION TO TAKE ADVANTAGE OF BOTH OF THESE
OFFERS AND ANYONE WHOSE BILL CYCLE HAS ALREADY CLOSED WILL
HAVE OVERAGES AUTOMATICALLY CREDITED BACK.

FOR A LIST OF MISSISSIPPI AND ARKANSAS ZIP CODES COVERED BY
THIS OFFER, JUST HEAD OVER TO TODAY'S STORY.

>> NOW THERE'S OTHER WAYS THAT

OUR CUSTOMERS AND EMPLOYEES CAN HELP THOSE IMPACTED BY THE
RECENT TORNADOES, TOO. VERIZON CUSTOMERS CAN TEXT

"TORNADO" TO 90999 TO MAKE A ONE-TIME \$10 DONATION TO THE
AMERICAN RED CROSS DISASTER RELIEF FUND.

AS FOR EMPLOYEES, DON'T FORGET TO DONATE TO OUR V TO V RELIEF FUND, DURING TOUGH TIMES, THIS FUND HELPS YOUR FELLOW V TEAMERS GET BACK ON THEIR FEET, SO IF YOU CAN, PLEASE CONSIDER MAKING A CONTRIBUTION, YOU CAN FIND MORE DETAILS IN TODAY'S STORY.

>> WELL, TEAM, MOVING ON NOW TO SOME COMPANY-WIDE NEWS BECAUSE APRIL IS A BIG MONTH AROUND HERE.

IN FACT, WE'RE CELEBRATING DIVERSITY MONTH, GLOBAL VOLUNTEERISM MONTH AND FINANCIAL LITERACY MONTH.

A LOT OF CELEBRATION TO GO AROUND!

SO, FIRST LET'S TALK ABOUT DIVERSITY MONTH, HOSTED BY THE UNITED ERG AND THEIR EXECUTIVE SPONSOR, SAMPATH.

UNITED HAS A VARIETY OF MULTICULTURAL EXPERIENCES PLANNED TO ENCOURAGE US TO LEARN, GROW AND SHARE MORE ABOUT OUR UNIQUE EXPERIENCES THAT

SHAPE OUR VIEW OF THE WORLD AND HOW WE WORK TOGETHER.

YOU CAN JOIN SAMPATH ALONG WITH SAM HAMMOCK AND KYLE MALADY FOR A HYBRID EVENT THAT DISCUSSES

DIVERSITY AND VOLUNTEERISM NEXT THURSDAY, APRIL 11TH.

YOU CAN FIND MORE INFORMATION ABOUT THIS AND OTHER EVENTS IN TODAY'S STORY, PLUS BE SURE TO CHECK OUT THE UNITED SIZZLE VIDEO FEATURING ERG MEMBERS WHO SHARE WHAT THIS SPECIAL GROUP MEANS TO THEM.

>> AS RAQUEL MENTIONED, IT'S ALSO GLOBAL VOLUNTEER MONTH, SO V TEAM, IT'S THE PERFECT CHANCE TO MAKE AN IMPACT BY GIVING YOUR TIME.

WE HAVE A GOAL FOR THE MONTH OF APRIL TO COMPLETE 60,000, HOURS OF VOLUNTEERISM THROUGH THE CITIZEN VERIZON PORTAL THIS IS A BIG GOAL BUT I KNOW WE CAN DO

IT, WE'LL HELP KEEP YOU ALL ACCOUNTABLE ON YOUR PROGRESS!

HEAD OVER TO TODAY'S STORY TO FIND WAYS IN WHICH YOU CAN GET STARTED, AND BE ON THE LOOKOUT FOR SOME ECARD INVITATIONS TO JOIN THE FUN.

>> AWESOME.

V TEAM, IN THE SPIRIT OF FINANCIAL LITERACY MONTH, WE WANT TO EMPOWER YOU TO FOCUS ON YOUR FINANCIAL WELL-BEING. WE KNOW THAT MANAGING STUDENT LOAN DEBT OR PLANNING FOR FUTURE EDUCATIONAL EXPENSES CAN BE OVERWHELMING.

THAT'S WHY TODAY WE'RE LAUNCHING A NEW EDUCATION ASSISTANCE BENEFIT FOR U.S. MANAGEMENT EMPLOYEES.

THIS BENEFIT, POWERED BY TUITION.IO, GIVES YOU AND YOUR FAMILY MEMBERS ACCESS TO A SUITE OF STUDENT LOAN AND COLLEGE PLANNING TOOLS, ALL AT NO COST! WHICH IS AWESOME.

CHECK OUT TODAY'S STORY FOR MORE INFORMATION, AND LOOK OUT FOR AN EMAIL TODAY FROM TUITION.IO SO YOU CAN GET STARTED!

>> AND TEAM, WE KNOW IT'S

FINANCIAL LITERACY MONTH, BUT WE'VE ACTUALLY BEEN HELPING V TEAMERS WITH FINANCIAL LITERACY FOR QUITE SOME TIME.

PERHAPS YOU REMEMBER, AROUND THIS EXACT TIME LAST YEAR WE SHARED AN "UP TO SPEED" EPISODE FEATURING V TEAMER EDDIE ERVIN WHO SHARED HOW VERIZON'S TUITION ASSISTANCE PROGRAM HELPED HER PAY FOR HER MASTERS DEGREE AND

ULTIMATELY HELPED HER LAND HER DREAM JOB WITHIN VERIZON.

WELL, RECENTLY, EDDIE HAD THE OPPORTUNITY TO SHARE HER STORY WITH CNBC WHO DID A SEGMENT ON

THE BENEFIT OF FINANCIAL EDUCATION FOR EMPLOYEES.

EDDIE SHARED HOW VERIZON GAVE HER THE TOOLS AND RESOURCES TO MAKE THE BEST FINANCIAL DECISIONS FOR HERSELF.

AND TEAM, IF YOU'RE LOOKING TO FOLLOW IN EDDIE'S FOOTSTEPS, NEXT WEEK ALL U.S., V TEAMERS CAN JOIN A WEBINAR WITH FIDELITY EXPERTS ON CREATING A BUDGET AND BUILDING EMERGENCY SAVINGS.

CHECK OUT TODAY'S INFORMATION -- EXCUSE ME, TODAY'S STORY FOR MORE INFORMATION.

>> SO COOL TO SEE EDDIE ON THE NEWS, MY GOSH.

WE WANT TO THANK HER FOR SHARING THE STORIES.

JEN, IT'S THESE STORIES FROM V TEAMERS HAVE SO MANY BENEFITS.

>> I AGREE. WITH SO MANY WAYS TO EMPOWER THE V TEAM, IT'S NO SURPRISE THAT FOR THE THIRD YEAR IN A ROW, VERIZON WAS HONORED WITH GALLUP'S EXCEPTIONAL WORKPLACE AWARD.

THIS AWARD COMMENDED ITS WINNERS ON JUST THEY MADE ADJUSTMENTS AND BUILT CULTURES THAT THRIVE IN THE NEW WORK ENVIRONMENT, AND PROVED THAT EVEN DURING SOME OF THE MOST CHALLENGING TIMES, STRONG CULTURES ARE RESILIENT. THEY FIND NEW WAYS TO GET WORK DONE AND MEET CUSTOMER NEEDS.

>> ABSOLUTELY.

NOW BIG NEWS COMING OUT OF THE VERIZON BUSINESS PUBLIC SECTOR ORGANIZATION. THROUGH A \$2.5 BILLION ENTERPRISE INFRASTRUCTURE SOLUTIONS TASK ORDER AWARDED IN 2020, VERIZON BUSINESS IS TRANSFORMING THE U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES COMMUNICATIONS SYSTEMS.

THIS INCLUDES A TRANSITION TO MORE MODERN TECHNOLOGIES CONVERGING BOTH VOICE AND DATA SOLUTIONS, WHICH OVER THE DURATION OF THE 12-YEAR CONTRACT IS ESTIMATED TO SAVE HHS \$700 MILLION!

>> A LOT OF MONEY.

>> IT IS.

>> AND SPEAKING OF TRANSFORMATION, THE PUBLIC SECTOR TEAM ALSO ANNOUNCED A 15-YEAR, \$2.4 BILLION DOLLAR DIGITAL TRANSFORMATION DEAL WITH THE FEDERAL AVIATION ADMINISTRATION OR FAA. VERIZON IS TASKED WITH DESIGNING, BUILDING, OPERATING AND MAINTAINING THE FAA'S NEXT-GENERATION COMMUNICATIONS PLATFORM.

THIS WORK WILL PROVIDE THE FAA WITH A DYNAMIC NETWORK TO SUPPORT ALL OF THE AGENCY'S MISSION CRITICAL APPLICATIONS ACROSS THE NATIONAL AIRSPACE SYSTEM, WHICH INCLUDES PROVIDING AIR TRAFFIC MANAGEMENT TO, RAQUEL, MORE THAN 45,000 FLIGHTS.

>> THAT IS AMAZING, NOW, JEN, THIS DEAL WAS HIGHLY SOUGHT AFTER AND COMPETITIVE.

A BIG CONGRATS TO THE V TEAMERS WHO MADE IT HAPPEN.

AND IF WE LOOK AT THIS PHOTO HERE, I SEE SOME FAMILIAR FACES FROM THE STUDIO IN OUR TEAM.

GIVE A ROUND OF APPLAUSE TO THE TEAM THAT HELPED BRING YOU "UP TO SPEED" EACH WEEK, WORKED WITH THE TEAM TO ENHANCE THE PRODUCTION VALUE OF ALL OF THE PITCHES PRESENTED TO THE FAA. THIS INCLUDES OUR SATELLITE SOLUTIONS GROUP AND FEDERAL GOVERNMENT PROGRAM MANAGEMENT TEAM WHO ARE BASED IN RICHARDSON, TEXAS, WHO OUR STUDIO WORKED VERY CLOSELY WITH ALONG WITH SEVERAL OTHER GROUPS AROUND VERIZON. THERE WAS A REAL TEAM EFFORT SO CONGRATULATIONS TO ALL INVOLVED.

>> AND LET'S KEEP THE VBG DRUMBEAT GOING, THE VERIZON PARTNER NETWORK HAS BEEN RECOGNIZED BY CRN®, A BRAND OF THE CHANNEL COMPANY, WITH A PRESTIGIOUS 5-STAR RATING IN ITS 2023 PARTNER PROGRAM GUIDE. THE 5-STAR RATING IS AWARDED TO COMPANIES THAT GO ABOVE AND BEYOND THEIR COMMITMENT TO NURTURING STRONG AND PROFITABLE CHANNEL PARTNERSHIPS. VENDORS WERE EVALUATED BASED ON PROGRAM REQUIREMENTS AND OFFERINGS SUCH AS PARTNER TRAINING AND EDUCATION, MARKETING PROGRAMS, COMMUNICATION AND MORE.

>> AT LAST WEEK'S LEADING ENTERPRISE COMMUNICATIONS AND CX TRADE SHOW, ENTERPRISE CONNECT, VERIZON BUSINESS ANNOUNCED MULTIPLE NEW BLUEJEANS PLATFORM CAPABILITIES AIMED TO BETTER SERVE EVEN THE MOST SPECIALIZED BUSINESS NEEDS. TO LEARN MORE ABOUT THE NEW ENHANCEMENTS BE SURE TO CHECK OUT TODAY'S STORY.

>> MOVING ON NOW TO SOME VERIZON GLOBAL SERVICES NEWS, CONGRATULATIONS ARE IN STORE FOR OUR, GLOBAL TECHNOLOGY SOLUTIONS CHIEF INFORMATION OFFICER OF CORPORATE SYSTEMS, JANE CONNELL. JANE WAS RECENTLY HIGHLIGHTED IN THE "FORBES" 2023 CIO NEXT LIST, WHICH RECOGNIZED 50 TOP TECH LEADERS WHO ARE LEVERAGING TECHNOLOGY TO TRANSFORM THEIR COMPANIES AND THE ROLE OF THE CIO. ACCORDING TO "FORBES," THE LIST WAS FORMED AFTER REVIEWING HUNDREDS OF NOMINATIONS AND APPLICATIONS, GETTING SUGGESTIONS FROM

COLLEAGUES, INDUSTRY EXPERTS AND PEERS ON WHO IS MAKING A DIFFERENCE IN THE AREAS THAT MATTER MOST. THE HONOR IS CERTAINLY WELL-DESERVED, ANOTHER BIG CONGRATULATIONS TO JANE!

>> SHOUT OUT TO GAIN. AND NOW ON TO SOME GN&T NEWS. TEAM, YOU'RE LIKELY FAMILIAR WITH OUR MAJOR EMERGENCY RESPONSE INCIDENT TEAM ALSO KNOWN AS M.E.R.I.T. THE TEAM CONSISTS OF MORE THAN 40 ENGINEERS WHO DEPLOY WHEN NECESSARY TO PROTECT VERIZON'S NETWORK ASSETS AND FACILITIES DURING NATURAL DISASTERS OR HAZARDOUS MATERIALS INCIDENTS. WELL, CHECK THIS OUT, LAST WEEK, M.E.R.I.T. CONDUCTED A TRAINING IN RICHARDSON, TEXAS, AS PART OF THEIR 80 HOURS OF ANNUAL TRAINING. NOW, THE EXERCISE SIMULATED A CATEGORY 3 HURRICANE THAT MADE LANDFALL, CAUSED MAJOR FLOODING AND KNOCKED OUT LOCAL POWER, INCLUDING A VERIZON NETWORK FACILITY. THESE TWICE-YEARLY EXERCISES ENSURE THAT VERIZON IS READY TO TAKE ON ANY LIFE SCENARIO TO PROTECT NETWORK ASSETS AND KEEP OUR CUSTOMERS CONNECTED WHEN IT MATTERS MOST.

>> ALRIGHT TEAM, LET'S PIVOT NOW TO SOME FUN TECH NEWS. WE'VE GOT GEORGE FROM "GEORGE TALKS TECH" WITH US TODAY TO SHOW OFF THE LATEST ADDITION TO SAMSUNG'S GALAXY A-SERIES.

>> HELLO, GEORGE. WE COULDN'T THINK OF ANYONE ELSE THAN YOU TO BRING US AND TALK TO US ABOUT THIS NEW PHONE.

>> THANK YOU SO MUCH GUYS. I HAVE A LOT OF EXCITING NEWS TODAY. I'M HERE TODAY TO SHOW OFF THE BRAND-NEW SAMSUNG GALAXY A54 5G, WHICH WILL BE AVAILABLE FROM VERIZON STARTING THURSDAY, APRIL 6TH FOR AS LOW AS \$10 A MONTH FOR 36 MONTHS, WITH A NEW LINE. THE GALAXY A54 5G HAS MANY OF THE GREAT FEATURES THAT YOU'LL FIND IN SAMSUNG'S FLAGSHIP SMARTPHONES, INCLUDING ENHANCED NIGHT PHOTOGRAPHY, ADVANCED PHOTO EDITING TOOLS, AND A HUGE 6.4" AMOLED DISPLAY AND, OF COURSE, FULL ACCESS TO VERIZON 5G ULTRA WIDEBAND. THE GALAXY A54 IS GREAT FOR VERIZON BUSINESS CUSTOMERS, TOO.

IT'S BUILT WITH SAMSUNG KNOX TO SECURE YOUR IMPORTANT DOCUMENTS
AND IT'S RATED FOR WATER AND DUST PROTECTION.

IT'S AN ALL-AROUND AWESOME, AFFORDABLE 5G PHONE WITH
EVERYTHING YOU LOVE ABOUT SAMSUNG BUILT IN.

VISIT VERIZON.COM THIS THURSDAY FOR MORE INFORMATION OR TO ORDER
YOUR NEW A54 5G.

I LOVE IT, CHEAP, AWESOME AND POWERFUL, THIS IS THE PHONE FOR YOU.

>> LOVE IT, PERFECT.

>> THANK YOU SO MUCH, GEORGE.

>> YES.

>> FOLKS, WHAT A PACKED SHOW WE HAD FOR YOU TODAY.

THANK YOU SO MUCH FOR TUNING IN.

>> WE'LL SEE YOU RIGHT HERE NEXT TUESDAY FOR "UP TO SPEED LIVE."

AND GEORGE, YOU KNOW THE DEAL.

>> UNTIL NEXT TIME --

>> YOU'RE "UP TO SPEED."