

**VERIZON**  
**UP TO SPEED LIVE**  
**April 4, 2024 12:15 PM ET**

>> HEY, V TEAM.

LOOK AT THIS.

[CHEERS AND APPLAUSE]

GOT A NICE LITTLE AUDIENCE HERE.

VERY NICE.

WELL, FOR A GOOD REASON, BECAUSE TODAY WE ARE KICKING OFF DIVERSITY MONTH WITH OUR UNITED GRD AND WE'RE GOING TO HEAR FROM SAMPATH AS WELL ON SOME CONSUMER UPDATES.

SAMPATH JUST HAD HIS CONSUMER ALL HANDS, SO I KNOW HE'S GOT LOTS OF GREAT NEWS TO SHARE WITH US.

BUT WE'RE GOING TO HEAR FROM BRIAN ADAMEK WHO IS THE GLOBAL LEAD OF UNITED, AND WE'RE ALSO GOING TO HEAR FROM SAMPATH WHO'S THE EXECUTIVE SPONSOR.

SO WHY DON'T WE WELCOME THEM TO THE STAGE.

[APPLAUSE]

>> WHERE'S MY JACKET?

I DIDN'T GET THE MEMO ON THE JACKET.

>> YOU GOT THE SHIRT.

>> I GOT THE SHIRT, OKAY.

WE'RE MATCHING.

WELL THANK YOU BOTH FOR JOINING.

>> THANK YOU FOR HAVING US.

>> YEAH.

GREAT TO BE ABLE TO KICK OFF DIVERSITY MONTH.

I'M GOING TO START WITH YOU, SAMPATH, ON WHAT DIVERSITY LOOKS LIKE HERE AT VERIZON.

>> THE UNITED ERG IS BRINGING PEOPLE WITH DIVERSE RELIGIONS, GEOGRAPHY, ORIENTATION, DIVERSE ABILITIES.

WE ALL ARE VERY DIFFERENT HUMAN BEINGS.

WE COME FROM DIFFERENT PLACES, DIFFERENT INFLUENCES IN OUR LIFE. SOME MORE DOMINANT THAN THE OTHER, AND YOU CAN SEE THAT.

AND WE AT UNITED, WE BRING THOSE ALL TOGETHER TO CELEBRATE.

AND THROUGH THE SPIRIT OF BRINGING IT TOGETHER FOR EACH OTHER, ALIGNING WITH EACH OTHER, MAKING ALL OF US BETTER.

WE HAVE TECHNOLOGY IN DIVERSITY, WE HAVE TECHNOLOGY THAT CAN BRING [AWAY FROM MIC] TO THE WORKPLACE AND THE BUSINESS ALWAYS IMPROVES.

>> YEAH.

>> THAT'S WHAT IT IS.

WE WANT TO CELEBRATE THIS MONTH.

WE HAVE OUR HUGE PROGRAMMING LIST LINED UP FOR THAT.

BUT FOLLOWING DIVERSITY IS FOLLOWING WHAT WE DO.

>> ABSOLUTELY.

WE'RE GOING TO GET INTO THE EVENTS A LITTLE LATER.

BEFORE WE DO THAT, BRIAN, LET'S TALK ABOUT THE THEME.

IT'S UNITED AS PURPOSE.

TELL US HOW YOU GOT TO THAT THEME.

>> I CAN'T TAKE THE CREDIT FOR THAT.

IT WAS DURING THE Q1 KICKOFF WHERE YOU WERE RALLYING THE TROOPS AND TALKING ABOUT BEING UNITED BY PURPOSE AND ACHIEVING OUR GOALS. THE GROUPS COME TOGETHER TO HIT NET POSITIVE, REVENUE, AND CUSTOMER EXPERIENCE.

UNITED NAMES DO JUST THAT.

UNITING PEOPLE TOGETHER, CREATING A SPACE SO PEOPLE CAN BE THEIR TRUE AUTHENTIC SELF AND SUPPORT THEIR COMMUNITIES AS WELL AS SUPPORT THEIR FELLOW V TEAMERS TO MAKE VERIZON TO CONTINUE TO BE THIS GREAT PLACE TO BE.

>> SEEING A COMMON THEME OF BEING SUPPORTING, CONNECTED, WE'VE GOT ERG MEMBERS HERE IN THE AUDIENCE AND UNITED MEMBERS.

[CHEERS AND APPLAUSE]

TALK ABOUT BEFORE, ANYONE IN THE AUDIENCE, YOU KNOW WE LOVE TO DO THIS.

WE LOVE TO HEAR FROM YOU.

ANYONE WANT TO TALK ON THEIR EXPERIENCE ABOUT BEING IN UNITED, MAYBE A LITTLE BIT OF AN ALLY, BEING ABLE TO CONNECT WITH BEING IN YOUR ERGS?

ANYONE?

OKAY.

COME ON TO THE STAGE.

YEAH, WELCOME.

>> YEAH.

>> I'M GOING TO HAND YOU A MIC.

EXCUSE ME, BRIAN.

YES, GET A SPECIAL MIC.

WHY DON'T YOU TELL US YOUR NAME, THE TEAM THAT YOU'RE ON AND WHO AT WORK IS YOUR ALLY.

>> MY NAME IS TERRY, I'M AN ASSOCIATE DIRECTOR IN THE PARTNER SUCCESS ORGANIZATION.

I HAVE THE PRIVILEGE OF HAVING BRIAN BY MY SIDE EVERY DAY WHO SERVES AS AN ALLY.

>> AWE.

>> ANOTHER ALLY OF MINE IS MY FORMER VP TONYA JOHNSON.

ADVOCATE/MENTOR BUT ALLY IN TERMS OF OFFERING SUPPORT, PROTECTION, CHALLENGING US, MAKING US BETTER PEOPLE.

SO DEFINITELY A HUGE ALLY THERE, SUPPORTIVE IN EVERYTHING BOTH PROFESSIONALLY AND PERSONALLY.

SO AMAZING ALLY.

>> ABSOLUTELY.

THANK YOU.

[APPLAUSE]

VERY IMPORTANT TO HAVE AN ALLY AT WORK.

SO WE TALKED A LITTLE BIT ABOUT THE EVENTS, WE PREVIEWED THAT.

I KNOW YOU'RE GOING TO BE AT AN EXCITING EVENT CALLED WHERE I CALL HOME.

>> IT'S AN INTERESTING QUESTION, WHEN PEOPLE ASK YOU WHERE ARE YOU FROM, IT'S A VERY LOADED QUESTION IN MANY CASES, WHERE ARE YOU FROM?

MY IMMEDIATE ANSWER IS NEW JERSEY.

LITERALLY THAT'S WHERE I LIVE AND THAT'S WHERE THE KIDS GO TO SCHOOL, THAT'S THE EASY ANSWER.

BUT WHERE ARE YOU REALLY FROM?

AND THEN MY WHOLE HEAD STARTS ROTATING.

I GREW UP IN INDIA AND I CAME HERE FOR WORK AND THEN I CAME HERE FOR COLLEGE AND I'M INDIAN-AMERICAN.

AND WE ALL HAVE A STORY LIKE THAT.

>> YEAH.

>> SO WHEN PEOPLE ASK YOU WHERE YOU'RE FROM, WHERE IS HOME, IT'S A VERY DEEP-ROOTED QUESTION.

SO WHAT I'M GOING TO DO IS ON THE 15TH, BETWEEN 2:00 AND 3:00, LINKEDIN, GET TOGETHER WITH A COUPLE OF FOLKS, MAYBE THREE, FOUR, FIVE FOLKS, AND TALK ABOUT THIS.

WHAT DOES THIS QUESTION MEAN TO THEM.

WHAT DOES HOME MEAN.

AND HOME IS NOT JUST ONE THING.

HOME IS MANY THINGS.

BECAUSE EVERYONE THINKS HOME IS WHERE THE PHYSICAL PART OF WHERE YOU LIVE.

BUT THAT'S NOT IT.

IT COULD BE WHERE YOU GREW UP.

THE FOLKS YOU GREW UP WITH, WHERE YOU ARE RIGHT NOW.

>> YEAH.

>> IT'S A VERY DEEP QUESTION AND IT ALSO BRINGS UPON OUR DIVERSITY AND WHERE WE COME FROM.

SO WE'RE GOING TO TALK ABOUT THAT AND TALK ABOUT ANSWER THE QUESTION WHERE I CALL HOME AND WHERE WE ARE FROM.

>> THEY KEEP TELLING ME I'M NOT FROM NEW JERSEY, I'M STILL FROM CALIFORNIA.

>> IT'S VERY LAYERED.

I'M LIKE, AM I FROM NEW JERSEY?

I'VE BEEN HERE FOR A COUPLE YEARS NOW.

>> I KNOW, RIGHT?

>> WHAT'S THE --

>> I DON'T KNOW.

I'VE BEEN TRYING TO FIGURE IT OUT.

>> THAT'S PART OF THE QUESTION, YOU KNOW.

YOU SAY YEAH, BUT I'M FROM VIRGINIA THAT'S A COMPLETELY ACCEPTABLE ANSWER.

I THINK IT ALSO GOES BACK TO OUR ROOTS AND IT DEEPENS JOURNEY THAT DIFFERENT THINGS THAT ARE HIGHLIGHTED AT DIFFERENT POINTS.

RIGHT NOW I'M IN JERSEY BUT IF I TALK TO SOMEONE FROM INDIA, I'M FROM CALCUTTA AND HOW WE HAVE THESE CONVERSATIONS AND WHAT IT MEANS.

>> THAT'S GOING TO BE AN EXCITING EVENT.

I'M TUNING IN.

MAYBE I'LL GET THE ANSWER ON WHERE I'M ACTUALLY FROM.

OKAY.

WELL, BRIAN, I KNOW THERE'S A LOT MORE IN STORE, WHAT ELSE DO WE HAVE TO LOOK FORWARD TO?

>> WE HAVE A LOT OF EVENTS WE'RE PARTNERING WITH OUR OTHER ERGS ON THIS MONTH THAT WE'RE EXCITED ABOUT.

THIS ONE COMING UP, GOING TO BE A GREAT CONVERSATION, WE TALKED ABOUT THIS A LOT OVER LAST QUARTER, NOT ONLY PROFESSIONALLY IN HOW YOU'RE UPBRINGING AND WHERE YOU CALL HOME, BUT ALSO WITH YOUR KIDS, RIGHT?

WE TALKED ABOUT US BOTH BEING PARENTS AND TALK TO OUR CHILDREN AND THINGS LIKE THAT.

IT'S GOING TO BE A GREAT CONVERSATION THERE.

THEN WE HAVE OUR MARQUEE EVENT ON THE 16TH THAT'S MYSELF, KEN, SHIV, TRACI THERE TALKING ABOUT DIVERSITY AND HOW IT PLAYS A SIGNIFICANT ROLE IN WHAT MAKES US SUCCESSFUL HERE AT VERIZON.

THAT'S HERE IN BASKING RIDGE, HOPE TO SEE ALL OF YOU HERE.

IT'S GOING TO BE A GREAT EVENT, SO LOOK FORWARD TO THAT AS WELL.

AS WELL AS A NUMBER OF VOLUNTEERING EVENTS, I KNOW YOU'RE GOING TO TALK VOLUNTEERING THIS MONTH AS YOU CELEBRATE THAT AS WELL.

>> YOU SPEAK OF VOLUNTEERING, IT'S ALSO GLOBAL VOLUNTEER MONTH, SO TEAM, GET OUT THERE, DO AN HOUR, IT'S ALL TOWARDS CITIZEN VERIZON.

WE'RE MOVING THE ROAD FORWARD.

THERE'S SOMETHING FOR EVERYONE.

MAKE SURE YOU CLICK THE LINK IN TODAY'S STORY, WE'VE GOT ALL THE THINGS YOU CAN GET INVOLVED IN THERE.

BRIAN, THANK YOU SO MUCH.

SAMPATH, I KNOW YOU'RE STAYING ON TO TALK CONSUMER NEWS.

BRIAN, APPRECIATE YOU COMING ON TO TALK ABOUT DIVERSITY MONTH.

>> THANK YOU FOR HAVING ME.

APPRECIATE YOU GUYS.

[CHEERS AND APPLAUSE]

>> ALL RIGHT.

SO I'M EXCITED BECAUSE I HEARD THAT YOU HAVE AN EXCITING DEAL FOR EMPLOYEES.

I WANT TO START THERE.

>> WE HAVE A DEAL.  
SO LET ME SEE IF THIS WORKS.  
SO WE HAVE THESE THINGS --  
>> YEAH.  
>> IT'S CALLED --  
>> I LIKE THIS.  
>> AND FOR THE FIRST TIME EVER, WE HAVE A 25% EMPLOYEE DISCOUNT ON THESE THINGS.  
[CHEERS AND APPLAUSE]  
>> PRETTY GOOD.  
>> PRETTY COOL.  
YEAH.  
AND THEY NEVER SELL ON DISCOUNT.  
THIS IS AN EXCLUSIVE JUST FOR VERIZON APPLE SAID HEY, WE'LL DO THIS JUST FOR VERIZON EMPLOYEES.  
>> VERY NICE.  
>> IT'S IN THE ACCESSORIES, YOU GO WITH YOUR EMPLOYEE DISCOUNT, THEY'LL SHOW UP.  
I DON'T THINK THEY'RE LIMITED.  
BUT ENOUGH OF THEM.  
THEY'RE VERY COOL.  
FOR THE FIRST TIME MY KIDS THIS MORNING SAID WHOA, THAT'S SOMETHING I COULD BORROW.  
BUT ALMOST NOTHING I HAVE THEY WANT TO BORROW.  
BUT THIS IS SOMETHING THAT IS COOL.  
BABY BLUE IS THE HOT COLOR.  
>> OKAY.  
>> THEY HAVE A BABY PINK AS WELL, BUT BABY BLUE IS THE HOT COLOR.  
THERE YOU ARE.  
JUST FOR VERIZON EMPLOYEES, SO GO LOG ON AND YOU CAN GET IT IF YOU WANT.  
>> WE SHOULD ALL BE FEELING VERY SPECIAL.  
I REALLY LIKE THE BLUE.  
I HEARD THERE'S A POP-UP IN THE BACK IF YOU HAVEN'T SEEN THAT, MAKE SURE YOU CHECK IT OUT.  
YOU CAN SEE THE DIFFERENT COLORS, GET A FEEL FOR IT LIKE SAMPATH DID, AND THEN WE'LL LINK THAT ONLINE AS WELL SO YOU CAN GET EASY ACCESS.  
GOT TO GET ON THAT.  
THERE'S A LOT MORE PEOPLE WITH KIDS WHO ARE LIKE, I COULD BORROW THAT.  
>> I TELL THEM THE EASTER BUNNY GOT ME THIS.  
>> WHAT ELSE IS TOP OF MIND, SAMPATH?  
>> THERE'S ANOTHER INTERESTING MILESTONE THAT WE'RE GOING TO CELEBRATE.  
>> OKAY.  
>> VERIZON CREDIT CARD.

LET ME TALK A LITTLE.

VERIZON CREDIT CARD IS AWESOME BECAUSE YOU GET A 2% REWARD ON EVERYTHING YOU SPEND AT VERIZON AND YOU CAN PUT IT BACK IN VERIZON DOLLARS THAT YOU CAN USE, COUPLE HUNDRED DOLLARS A YEAR FOR PEOPLE.

AND FOR VERIZON, WHEN A CUSTOMER HAS VERIZON CREDIT CARD, THE CHURN IS SO LOW.

LIKE THEY ALWAYS STAY WITH US.

SO IT'S GOOD.

THERE YOU GO, 4% ON REWARDS ON EVERYDAY PURCHASES, \$480 IN VALUE. IT'S INCREDIBLE VALUE.

IT'S ONE OF THE BEST CREDIT CARDS OUT THERE ON THE MARKET.

AND GUESS WHAT?

WE'VE HIT THE MILLION MARK.

>> THAT'S AMAZING.

THAT'S AWESOME.

[CHEERS AND APPLAUSE]

>> I WOULD RECOMMEND ALL OF YOU GO CHECK IT OUT, GOOD CREDIT CARD, IT PAYS OFF YOUR VERIZON BILL.

AND YOU CAN USE IT FOR OTHER THINGS THAT YOU BUY.

AGAIN, A MILLION -- LOOK, THE NEXT TIME I'M GOING TO BE BACK, I WANT TO SEE THE 5 MILLION MARK BECAUSE IT'S GOOD FOR CUSTOMERS, IT'S GOOD FOR VERIZON.

IT'S AN AMAZING MIX.

I'M SUPER PROUD OF THE TEAM, IT'S A NEW CONCEPT THAT WE WORK TOGETHER ON, NEW VALUE PROPS, KUDOS TO THE WHOLE TEAM.

YOU CAN GET IT IN THE STORE, ONLINE, OF COURSE THROUGH THE EMPLOYEE PORTAL AS WELL.

LET'S GO HARD AND AGAIN, THE VERIZON CREDIT CARD, I'M HERE TO PUSH FOR THAT.

>> WE NEED TO BE ASKING PEOPLE, ARE YOU USING YOUR VERIZON VISA TODAY?

MAKE SURE YOU'RE USING IT.

>> WHAT'S IN YOUR WALLET?

>> WHAT'S IN YOUR WALLET, I LOVE IT.

WELL, SAMPATH, I APPRECIATE ALL OF THESE UPDATES?

ANYTHING ELSE OR DID WE COVER EVERYTHING WE NEEDED TO?

>> THE CONSUMER QUICK, QUICK UPDATE FROM THERE.

WE'RE HAVING REALLY STRONG MOMENTUM IN OUR BUSINESS RIGHT NOW.

ALL THE ACTIONS WE'VE PUT IN PLACE ARE LAST YEAR, EARLY THIS YEAR, ARE PAYING OFF THERE.

WE HAVE GOOD ACTION ON THE PHONE SIDE, WE ARE GROWING QUITE WELL. ON THE BROADBAND SIDE, FIXED WIRELESS AND FIOS, WE'RE SEEING GOOD TRACTION.

THE VALUE BUSINESS HAS STARTED AN AMAZING TURNAROUND PROCESS.

IT'S GOING TO TAKE A COUPLE MORE QUARTERS TO GET BACK TO WHAT WE WANT.

BUT YOU CAN SEE THAT, NOT JUST CUSTOMER EXPERIENCE, WE ARE INVESTING SO MUCH MONEY, TIME, ENERGY ON GETTING OUR CUSTOMER EXPERIENCE RIGHT.

THE TEAM'S ON FIRE, WE'RE LASER FOCUSED.

WE'RE JUST STARTING THE SECOND QUARTER, WE'VE GOT A GOOD START BUT WE'VE GOT A LOT OF QUARTER LEFT IN IT.

>> I'M LOOKING FORWARD TO IT.

>> THANK YOU.

>> THANK YOU, SAMPATH.

OKAY.

BEFORE WE GO, I DO WANT TO SAY SOMETHING EXCITING IS HAPPENING ON APRIL 8TH.

DOES ANYONE KNOW WHAT'S HAPPENING?

YES, THE ECLIPSE.

AND IT'S NOT HAPPENING AGAIN UNTIL 20404.

SO MAKE SURE THAT YOU GET YOUR PHOTOS, YOU DEFINITELY WANT TO MAKE SURE YOU CHERISH THESE MOMENTS.

AND WE'VE GOT A COUPLE OF TIPS FOR YOU.

WE'VE GOT OUR VERY OWN CHRIS WITH SOME TIPS.

LET'S PLAY THAT RIGHT NOW.

>> HEY, V TEAM, IT'S CHRIS AND I'M SO PSYCHED FOR THE SOLAR ECLIPSE. YOU KNOW WHO ELSE IS READY FOR IT?

VERIZON.

THE TRIPLE NETWORK SPECTRUM IS ONE OF THE REASONS WHY WE ARE MORE PREPARED THAN EVER FOR LARGE GROUPS TO GATHER AND ENJOY THIS CELESTIAL EVENT OF THE YEAR.

LIKE YOU SAY, HOW DO I TAKE A PICTURE OF THIS AND HAVE IT COME OUT, LIKE, BEAUTIFULLY?

GLAD YOU ASKED THAT.

FIRST OF ALL, YOU WANT THE LATEST AND GREATEST SMARTPHONE.

THE HIGH-RESOLUTION WILL MAKE SURE THAT THAT PHOTO IS CRISP AND CLEAR.

SECOND OF ALL, YOU'RE GOING TO WANT A LENS COVER LIKE THIS ONE JUST SO YOU CAN ACTUALLY POSSIBLY CATCH YOUR SUN SPOTS AS YOU'RE CAPTURING THE ECLIPSE.

THIRD, BURST MODE.

IF YOU HOLD YOUR THUMB DOWN IN BURST MODE, YOU'LL HAVE A BUNCH OF REALLY GREAT PHOTOS FROM WHICH TO CHOOSE INSTEAD OF TRYING TO NAIL IT IN THE TIME.

IT'S VERY DIFFICULT TO DO.

LAST BUT NOT LEAST, THESE ARE THE OG CAMERAS, YOU WANT TO PROTECT THOSE TOO.

EVEN THOUGH IT'S NOT YOUR SMART FOPPE, MAKE SURE YOUR CE OR ISO CERTIFIED GLASSES ARE WILL ONLY ONES YOU HAVE WHILE YOU'RE STARING IN THE GENERAL VICINITY OF THE SUN, MAYBE NOT THE SUN.

>> LOVE THAT, CHRIS.

ALL OF THOSE LINKS WILL BE IN TODAY'S STORY AND YOU'LL HAVE AN ARTICLE ON HOW TO CAPTURE THE BEST PHOTO THAT WILL LAST FOR YEARS.

MAKE SURE YOUR TAG US AN INSIDE VERIZON AND SEND US YOUR PHOTOS AT GOOD@VERIZON AND WE'LL BE FOLLOWING THAT ON UP TO SPEED.

WE WANT TO SEE THAT.

THANK YOU ALL FOR JOINING.

THANK YOU FOR EVERYONE HERE IN THE ROOM.

WE'LL SEE YOU NEXT WEEK.

UNTIL NEXT TIME, YOU'RE UP TO SPEED.

[CHEERS AND APPLAUSE]