

Verizon
Up To Speed LIVE
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>>> THE NETWORK HAS TO BE PREPARED TO ABSORB WHATEVER WILL COME
ITS WAY.

>> WE'RE ALWAYS PREPARING.

>> MAKE SURE THE NETWORK IS WORKING ALL THE TIME.

>> WE'RE CONSTANTLY MONITORING AND TAKE THAT RESPONSIBILITY
SERIOUSLY.

>> THE MOST REWARDING THING 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 WERE RELENTLESSLY COMMITTED TO THE NETWORK.

AMERICA CAN STAY CONNECTED TO WORK, SCHOOL AND MOST-IMPORTANTLY,
TO EACH OTHER.

>>> MOST PEOPLE THINK OF VERIZON AS A RELIABLE PHONE COMPANY.

>> BUT BUSINESSES ARE A RELIABLE PARTNER.

>> WE'RE ENGINEERS.

>> CLOUD ARCHITECTS --

>> DEVELOPERS.

>> DATA SCIENTISTS.

>> WE KEEP COMPANIES READY FOR WHAT'S NEXT.

>> WE DO THINGS LIKE PROTECT THEIR DATA --

>> WITH SECURITY BUILT INTO THEIR BUSINESS --

>> WE VIRTUALIZE OPERATIONS WITH SOFTWARE-BASED NETWORK
TECHNOLOGIES.

>> EVEN BUILD AI INTO THE CUSTOMER EXPERIENCE --

>> WE ALSO KEEP THEM READY FOR THE NEXT BIG OPPORTUNITY.

>> LIKE 5G.

GOING TO MAKE THINGS 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.

>>> I WORK FOR VERIZON.

I GET HOW IMPORTANT IT IS TO BE CONNECTED.

>> WE'RE CONNECTED WITH PEOPLE, OFFERING SOLUTIONS.

>> CUSTOMERS CAN DO WHATEVER THEY NEED TO DO WHENEVER THEY 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'RE HERE AND READY.

WE'RE OPEN 24/7 ONLINE, YOU CAN KEEP MANAGING EVERYTHING FROM HOME, THROUGH THE VERIZON APPS AND ON VERIZON.COM.

>> WITH EVERYTHING GOING ON WE'VE HAD TO ALTER OUR CLASSROOM SETTINGS.

WE'VE HAD TO TRANSITION INTO VIRTUAL LEARNING.

ON THE NETWORK, WE'VE HAD FEATURES FACE-TO-FACE IN REALTIME.

THEY CAN TYPE QUESTIONS -- WE JUST NEED TO MAKE SURE THAT THE EDUCATION IS CONTINUING.

>> AT VERIZON, WE'RE HERE AND READY TO KEEP STUDENTS AND TEACHERS CONNECTED.

THAT'S WHY VERIZON AND THE NEW YORK TIMES ARE GIVING EVERY HIGH SCHOOL IN AMERICA FREE ACCESS TO TIMES JOURNALISM.

>>> HI... GOOD AFTERNOON, AT NOON ON THE EAST COAST AND HELLO TO ALL OF OUR VIEWERS AROUND THE WORLD.

WHAT YOU JUST SAW THERE IS A NEW PIECE, THIS MORNING, WE INTRODUCED OUR PARTNERSHIP WITH THE NEW YORK TIMES, OFFERING ACCESS TO HIGH SCHOOL STUDENTS, SO... THEY CAN STAY UP ON THE NEWS AND KNOW EXACTLY WHAT'S GOING ON AND STUDENTS CAN LET THEIR SCHOOLS -- STUDENTS CAN LET THEIR SCHOOLS KNOW THAT THEY WANT TO BE PART OF THAT.

IT'S ANOTHER GREAT THING OF HOW WE'RE KEEPING PEOPLE CONNECTED. WE HAVE A LOT OF UPDATES FOR YOU OVER THE WEEKEND, COMING UP. WE'LL GO TO HANS, WE'LL HEAR FROM JOE AND CHRISTY.

HANS, GOOD AFTERNOON.

>> HI, JEREMY, HOW ARE YOU DOING?

VP MERGED ALSO, I HOPE YOU'RE DOING FINE DESPITE THESE TIMES. YOU ALL KNOW WE'VE BEEN VERY COMMITTED FOR A LONG TIME WITH OUR VERIZON INNOVATIVE LEARNING.

THAT WE'RE IN THIS PROCESS AND HAVE INCREASED THE DATA FOR ALL THOSE OF YOU THAT NEED TO WORK FROM HOME RIGHT NOW.

WE ALREADY HAVE ISSUES WITH NEW YORK TIMES, WHERE WE'VE BEEN GIVING THAT ALSO TO THOSE HERE.

THIS NEXT STEP IN OUR COMMITMENT FOR, FOR YOU, IS OF COURSE, THAT WE'RE GOING TO OFFER NEW YORK TIMES TO [INDISCERNIBLE] WITH ALL THEIR HIGH SCHOOL STUDENTS IN THE UNITED STATES.

SOME 14 MILLION STUDENTS WHO CAN GET ACCESS DURING THIS TIME.

THERE'S SO MUCH INFORMATION COMING OUT -- WE THINK THIS IS A GREAT WAY TO GIVE THE STUDENTS THAT POSSIBILITY AND TEACHERS, BECAUSE THEY CAN USE THAT CONTENT

SO... IT'S JUST A COMMITMENT TO DO RIGHT THINGS IN THESE TIMES.

BOTH AS A COMPANY, BUT... ALSO WITH OUR PARTNERS THAT WE WORKED WITH BEFORE.

ULTIMATELY... IT'S ALL ABOUT SEEING THAT THE STUDENT ARE CONNECTED AND HAVING THE RIGHT INFORMATION.

REMINDS ME WHAT WE'RE DOING HERE AT NOON.

TALKING EMPLOYEE SAFETY AND HEALTH.

WE'RE CONTINUOUSLY MONITORING INFORMATION, GETTING TWEETS FROM ACROSS THE GLOBE AND WHAT'S HAPPENING HERE.

EMERGENCY OPERATIONS CENTER, WE'RE DOING A LOT TO KEEP THAT TOGETHER AND ANSWERING ALL YOUR QUESTIONS.

AND THEY WILL CONTINUE TO DO SO IN THESE TIMES

NOW THERE'S EFFORTS TO KEEP OUR NETWORKS UP.

I'VE SEEN CALLS WITH THREE COS.

ALL OF THEM ARE THANKING US FOR WHAT WE'RE DOING WITH NETWORKS ACROSS THE GLOBE AND HERE IN THE U.S.

SO... THAT JUST REMINDS ME ABOUT THE FANTASTIC WORK OUR TEAM IS DOING.

THIS IS A TOUGH TIME RIGHT NOW P AND TOUGHER IN THE U.S. RIGHT NOW.

RIGHT NOW, THE PANDEMIC IS THE MAIN FOCUS IN THE UNITED STATES RIGHT NOW.

WHERE THE MAJORITY OF OUR EMPLOYEES ARE RIGHT NOW.

CONCERNS ARE INCREASING, INFORMATION IS INCREASING.

AND THE RECOMMENDATIONS ARE INCREASING.

THAT'S WHY IT'S BECOME SO IMPORTANT TO CONTINUE WITH THESE COMMUNICATIONS.

TODAY... WE WANT TO TALK MORE ABOUT WHAT WE NEED TO DO IN THE U.S. AND OUR NEXT STEPS.

THERE'S A LOT OF THINGS HAPPENING AT THE MOMENT.

JEREMY, BACK TO YOU.

>> HANS, THANKS SO MUCH FOR THAT.

YOU TALK ABOUT OUR EMPLOYEES HERE IN THE STATES, BUT ALSO AROUND THE WORLD DOING A LOT OF GOOD RIGHT NOW.

JUST POSTED TO SOCIAL WITHIN THE LAST 15 TO 20 MINUTES, I THINK IT WAS.

A NEW THANK YOU FOR OUR ENGINEERS, OUR TECHNICIANS, STORE EMPLOYEES, CUSTOMER SERVICE REPS.

WANT TO SHARE THAT WITH YOU RIGHT NOW, THOUGH.

>> TO ALL OUR VERIZON EMPLOYEES.

WE'VE NEVER BEEN SO PROUD OF OUR TECHNICIANS, ENGINEERS, STORE EMPLOYEES, AND CUSTOMER SERVICE REPS, WHO ARE DOING CRITICAL WORK ALL OVER THE COUNTRY.

AT A TIME WHEN THE COUNTRY IS FORCED TO BE APART, YOU'RE HELPING US COME TOGETHER.

OUR CUSTOMERS ARE MAKING AN AVERAGE OF 800 MILLION CALLS AND 8 BILLION TEXTS PER DAY.

YOU KEPT OUR NETWORK RELIABLE THROUGH IT ALL.

KEEPING PEOPLE CONNECTED AND SAFE AT HOME, SO... THANK YOU.

BECAUSE OF YOU, WE'RE HERE AND WE STAND READY.

>> THOSE WORDS "WE'RE HERE AND WE STAND READY."

THOSE RESONATE FOR A LOT OF OUR NETWORK TEAM.

A STORY ABOUT THAT COMING UP, BUT... FIRST TO JEREMY ROUSSEAU FOR A QUICK UPDATE ON WHAT'S HAPPENING IN HIS NECK OF THE WOODS TODAY.

HOW ARE YOU?

>> I'M GOOD, JEREMY, THANK YOU SO MUCH.

I APPRECIATE THE TIME TO UPDATE THE V TEAM ON SOME IMPORTANT CHANGES THAT ARE HAPPENING THIS WEEK, RELATED TO OUR COVID-19 OPERATING MODEL.

THESE CHANGES, LARGELY, ARE GOING TO IMPACT OUR TEAMMATES WHO ARE UNABLE TO WORK FROM HOME.

THE FIRST THAT I WANT TO HIGHLIGHT IS A SIGNIFICANT ADJUSTMENT TO OUR DISPATCH STRATEGY.

THIS WEEK, WE'LL BE IMPLEMENTING NEW INSTALLATION AND REPAIR PROCEDURES FOR HOMES AND SMALL BUSINESSES.

THAT WILL HEIGHTEN THE PROTECTIONS WE HAVE ALREADY IN PLACE FOR OUR INSTALLATION AND MAINTENANCE TECHNICIANS.

SO... FOR CONSUMER AND SMALL BUSINESS INSTALLATIONS, WE'LL ONLY BE DISPATCHING FOR CRITICAL SERVICES, SUCH AS DESIGNATED TELECOMMUNICATIONS SERVICE PRIORITY CIRCUITS, CRITICAL GOVERNMENT AGENCIES, PUBLIC SAFETY, AND HEALTH CARE FACILITIES.

ALL OTHER HOME AND SMALL BUSINESS INSTALLATION WORK, WILL BE PUT ON HOLD.

FOR CONSUMERS OF SMALL BUSINESS REPAIRS, WITH THE EXCEPTION OF THOSE CRITICAL SERVICES AND MEDICAL EMERGENCIES, WE WILL NO-LONGER BE ENTERING THE PREMISE TO REPAIR.

WE WILL, INSTEAD, BE WORKING TO RESOLVE TROUBLES WHILE STAYING OUTSIDE AND WHERE NECESSARY, WE'LL INTERACT WITH OUR CUSTOMERS VERBALLY TO WALK THEM THROUGH ANY INSIDE TROUBLESHOOTING OR REPAIR STEPS THEY NEED TO MAKE.

THE SECOND CHANGE WE'RE MAKING IS DUE TO SOME NEW GUIDANCE WE RECEIVED FROM THE CDC ON FRIDAY.

ON FRIDAY, THE CDC RECOMMENDED WEARING CLOTH-BASED COVERINGS IN PUBLIC SETTINGS, WHERE OTHER SOCIAL DISTANCING MEASURES ARE DIFFICULT TO MAINTAIN AND ESPECIALLY IN AREAS THAT HAVE SIGNIFICANT COMMUNITY-BASED TRANSMISSION.

READ THAT AS LOTS OF COVID CASES.

WE HAVE ALREADY SEEN SIMILAR ORDERS FROM AROUND THE WORLD.

YOU CAN FIND MORE INFORMATION ABOUT THIS NEW GUIDANCE ON OUR CORONAVIRUS RESOURCE PAGE.

WE POSTED IT LATE LAST NIGHT.

U.S.-BASED V TEAMERS NOT WORKING FROM HOME SHOULD FOLLOW THE CDC RECOMMENDATION.

THE CDC HAS STRESSED THAT THEY ARE NOT RECOMMENDING THE USE OF M95 RESPIRATORS OR SURGICAL MASKS, BUT RATHER CLOTH-BASED FACIAL COVERINGS AND THEY WOULD LIKE US TO RESERVE THOSE RESPIRATORS AND SURGICAL MASKS FOR OTHER SPECIFIC USES

IN ANTICIPATION OF THIS CHANGE, LAST WEEK, WE PLACED ORDERS FOR BANDANA-STYLE AND REUSEABLE CLOTH FACE COVERINGS.

WE EXPECT THESE SUPPLIES TO ARRIVE EARLY THIS WEEK AND WE'LL BEGIN TO MAKE SEVERAL TYPES OF FACE COVERINGS AVAILABLE TO OUR EMPLOYEES, STARTING WITH FIELD TECHNICIANS TOMORROW AND OTHER EMPLOYEES LATER IN THE WEEK.

UNTIL WE ARE ABLE TO SOURCE AND SUPPLY YOU WITH A FACE COVERING, WE'RE ABSOLUTELY FULLY SUPPORTIVE OF YOU OBTAINING YOUR OWN OR MAKING YOUR OWN AND WEARING IT TO WORK.

I KNOW THIS IS GOING TO FEEL STRANGE FOR MANY OF US, BUT THE CDC DETERMINED THIS IS ANOTHER IMPORTANT STEP TO REDUCE THE SPREAD OF THIS VIRUS.

IT DOESN'T, HOWEVER, REPLACE ANY, IN ANY WAY, THE SOCIAL DISTANCING AND ON THE ENHANCED HYGIENE GUIDANCE THAT WE'RE ALREADY WORKING UNDER.

I WANT TO MAKE SURE FOLKS UNDERSTAND THIS IS NOT A REPLACEMENT FOR THOSE THINGS.

SO... ONCE AGAIN, I LOVE THAT VIDEO.

SPECIAL THANKS TO ALL THE V TEAMERS OUT THERE TAKING CARE OF THEMSELVES, THEIR FAMILIES, THEIR TEAMS AND... OUR CUSTOMERS.

BACK TO YOU, JEREMY.

>> THANKS.

I HEARD ABOUT THIS STORY LAST WEEK AND WANT TO BRING IT TO YOU ALL TODAY.

THE WIRELESS NETWORK TEAM IN PORTLAND, OREGON, DOING SOME SITE SURVEYS WHEN ALL OF THIS STARTED AND REALIZE THERE'S A HOSPITAL THERE THAT CAN USE A BIT MORE COVERAGE.

SO... TAKE A LOOK AT THIS AND SEE HOW THEY QUICKLY SPRUNG INTO ACTION.

>> WE GOT THIS INFORMATION MID-MARCH AND JUMPED ON IT IMMEDIATELY.

THE MAIN BUILDING, ITSELF HAD ABOUT NINE FLOORS.

THE TOP SIX FLOORS.

>> LOOKING AT OUR PARTICULAR HOSPITAL, ONE SECTOR COVERS THE HOSPITAL AND... ANOTHER SECTOR COVERS A FREEWAY.

>> WE REALIZE THAT FOR THE SECTOR, MOST OF THE TRAFFIC CAME FROM THE INTERSECTION OF TWO MAJOR HIGHWAYS, WHICH ARE [INDISCERNIBLE] -- WE REALIZED WITH EVERYBODY STAYING AT HOME, THIS WAS AN OPPORTUNITY TO DIRECT THIS SECTOR TO WORK WHERE IT'S NEEDED AND THE SWING MADE SENSE.

WHEN WE DO A SECTOR SWING, WE SWING A SECTOR FROM POINT A, WHERE THERE IS LESS TRAFFIC TO POINT B, WHERE THERE'S MORE TRAFFIC, WHERE OUR CUSTOMERS NEED US.

>> WE INCREASED THE SIGNAL BY ABOUT 10DB, IN TERMS OF OUR SIGNAL STRENGTH, THAT'S A VERY LARGE INCREASE.

AND... THAT PROVIDES MUCH HIGHER QUALITY SIGNAL INSIDE THE HOSPITAL.

>> AS PLANNED, THE CONNECTIONS INCREASED AND NOW WE CAN ACTUALLY USE THE SIGNAL TO CONNECT.

ALL THIS TAKES ON A NORMAL DAY OR WEEK OF PLANNING TO DEPLOYMENT -- IN THIS SITUATION -- WE GOT IT DONE IN ONE DAY.

>> DEFINITELY HAVE AN URGENCY TO THIS PROJECT.

WE KNEW THAT THIS HOSPITAL WAS RIGHT AT THE FOREFRONT OF GETTING MORE CASES.

WE COULD ACTUALLY SEE THE TRAFFIC INCREASING ON THIS HOSPITAL.

>> IT GIVES AN IMMENSE SENSE OF JOB SATISFACTION.

YOU FEEL AN ESSENTIAL OF BELONGING, YOU FEEL YOU'RE PART OF THE TEAM.

YOU FEEL YOU'RE PART OF THE COMMUNITY.

I'M HONORED I WAS GIVEN THE OPPORTUNITY.

>> THAT'S INCREDIBLE, THE QUICK WORK THEY DID THERE.

YOU HEARD THEM SAY, IT TOOK, USUALLY IT WOULD TAKE WEEKS -- THEY DID IT IN A DAY TO MAKE SURE THE HOSPITAL WAS CONNECTED.

UP NEXT, CHRISTY IS JOINING US FOR UPDATES AS WELL.

CHRISTY, GOOD AFTERNOON, HOW ARE YOU?

>> I'M GREAT, JEREMY, THANKS SO MUCH.

LOOKING FORWARD TO TALKING WITH ALL THE V TEAMERS AROUND THE WORLD TODAY.

JUST WANT TO BUILD ON A COUPLE UPDATES YOU HEARD ALREADY FROM HANS AND JOE ON THIS BROADCAST.

JOE AND I AND THE CRISIS RESPONSE TEAMS ARE CONSTANTLY MONITORING CHANGING SITUATIONS, FACTORS, AS WELL AS GUIDANCE FROM THE CENTERS FOR DISEASE CONTROL -- THE CDC AND WORLD HEALTH ORGANIZATION.

SO... TODAY, WE CAME WITH SOME IMPORTANT UPDATES RELATED TO THAT.

WE WANT YOU TO KNOW, YOU CAN ALSO LOOK AT THE COVID EMPLOYEE RESPONSE PHAGE ON OUR WEBPAGE TO GET THE MOST UP TO DATE INFORMATION.

AND WE PROVIDED EVERYTHING YOU'RE HEARING FROM JOE AND I TODAY ON THAT PAGE ALREADY.

SO... YOU COULD GO THERE AFTER THIS BROADCAST AND FOLLOWUP ON THAT OR... DROP US YOUR QUESTIONS IN THE ASK CHRISTY BOX.

KNOWING THIS WILL DRIVE A LOT OF QUESTIONS, WE CREATED A FREQUENTLY-ASKED QUESTIONS SECTION ON THE PAGE.

YOU SHOULD BE ABLE TO READ THROUGH THOSE, SEE IF YOUR QUESTIONS ARE ANSWERED.

FIRST, I WANTED TO HIGHLIGHT THAT AND REMIND EVERYBODY, THIS IS REALLY JUST TOP OF MIND FOR US, IN A REALLY, EVER-CHANGING MOBILE SITUATION.

ANOTHER THING, IT'S A REALLY BIG DAY FOR US AND CONSUMERS.

WE HAVE A PROCESS WE RAN WITH V TEAMERS AND THE CUSTOMER SERVICE TEAM.

COLLEAGUES WILL JOIN THE TEAM THAT'S BEEN HELPING KEEP THE STORES OPENED ON A LIMITED, DISTRIBUTED FOOTPRINT WE HAVE AVAILABLE RIGHT NOW AND WE ALSO HAVE A NUMBER OF FOLKS THAT'LL BE GETTING EQUIPMENT SENT TO THEIR HOMES AND ONLINE TRAINING TO CONTRIBUTE TO THE ADDITIONAL ROLES WE HAVE FOR FOLKS MOVING IN TO SUPPORT OUR CUSTOMERS.

REALLY EXCITED, A GREAT EXAMPLE OF ALL THE WAYS EVERYBODY AS A V TEAM IS COMING TOGETHER TO PLAY WHATEVER ROLE THEY CAN TO HELP US DO OUR GLOBAL MISSION OF KEEPING PEOPLE CONNECTED.

FINALLY, AT THE END OF THE WEEK, ON FRIDAY AFTER THE BROADCAST, THEY TRANSITIONED TO A DIALOGUE AND DEEPAK CHOPRA AND A WHOLE SESSION ON MINDFULNESS.

WE HAVE SO MANY POSITIVE MESSAGES FROM EMPLOYEES ABOUT THAT SESSION THAT WE WANTED TO BUILD ON THAT.

THROUGHOUT THE WEEK, THIS WEEK... WE WILL BE HAVING MINDFULNESS WORKSHOPS, TEN MINUTES IN LENGTH.

YOU CAN FIND THE SIGN-UP FOR THOSE ON THE EMPLOYEE RESOURCE PAGE FOR COVID.

THEY'LL BE OFFERED THROUGHOUT THE WEEK IN MULTIPLE LANGUAGES AND THEY'RE OFFERED LIVE.

PLEASE LOOK FOR THOSE, TUNE IN AND SIGN UP, IT'S ANOTHER WAY WE'RE TRYING TO KEEP OUR EMPLOYEES SAFE AND HEALTHY, AS WELL AS HELPING CARE AND FEED FOR EVERYBODY'S WELL-BEING AND MINDFULNESS.

>> THANK YOU, CHRISTY.

IF YOU MISSED THAT CONVERSATION ON FRIDAY, YOU CAN GO DOWNLOAD THE INSIDE VERIZON APP RIGHT NOW AND GIVE THAT A WAY.

A LOT OF GREAT THINGS SHARED THERE.

WANT TO JUMP INTO SOME QUESTIONS NOW.

JOE, GOING TO START WITH YOU.

YOU TALKED ABOUT THE CDC RECOMMENDATIONS AND THE CHANGE IN THE DISPATCH STRATEGY.

ARE WE ALSO RECOMMENDING VENDORS OR OTHER PARTNERS TO WEAR FACE COVERINGS IF THEY HAVE TO GO INTO ANY OF OUR LOCATIONS?

>> GREAT QUESTION.

EARLIER THIS MORNING, WE DROPPED A LETTER TO ALL OF OUR PARTNERS, SUPPLIERS AND VENDORS THAT WE WORK AROUND TO MAKE SURE THEY KNEW ABOUT THE NEW GUIDANCE AND WE ARE ALSO RECOMMENDING THAT IF THEY'RE WORKING IN OUR FACILITIES OR... OUT IN PUBLIC... ON BEHALF OF VERIZON... THAT THEY'RE ALSO FOLLOWING THE CDC GUIDANCE.

>> GOOD TO KNOW, JOE.

AND REAL QUICK CLARIFICATION ON THE OTHER PIECE TOO... IF YOU'RE WORKING FROM HOME -- IS THERE A NEED TO WEAR A MASK IF YOU'RE DOING THE THINGS WE'RE DOING RIGHT NOW?

>> YEAH... NO... THE CDC GUIDANCE IS REALLY, WHEN YOU'RE OUT IN PUBLIC.

SPECIFICALLY HIGHLIGHTING AREAS WHERE SOCIAL DISTANCING IS HARDER TO MAINTAIN.

THINK ABOUT A GROCERY STORE, WHERE YOU'RE PASSING PEOPLE IN THE AISLES.

THEY'RE ENCOURAGING AMERICANS TO COVER THEIR NOSE AND MOUTH WITH THESE CLOTH FACIAL COVERINGS TO REDUCE THE POSSIBILITY THAT WE COULD BE SPREADING THE VIRUS.

>> JOE, THANKS SO MUCH.

CHRISTY, I KNOW YOU MENTIONED THE TRAINING FOR THE RETAIL REDEPLOYMENT, WHAT TYPE OF WORK WILL THAT ENTAIL NOW?

IF SOMEONE DIDN'T TAKE THE SURVEY, IS THERE A CHANCE FOR THEM TO STILL BE PART OF THAT, QUESTIONS ABOUT THAT HAVE COME IN.

>> THANKS SO MUCH FOR THAT -- SO... FIRST, OF COURSE, THROUGHOUT THE WHOLE COMPANY, WE WANT EVERYBODY TO HAVE A WAY TO STAY CONNECTED AND CONTRIBUTE.

WE'LL ALSO BEGIN TO POST THROUGH OUR BUSY CAREERS, OPPORTUNITIES FOR PEOPLE TO SEE ROLES THAT ARE GOING TO BE OPEN.

WE HAVE A LOT OF OPPORTUNITIES, STILL, FOR PEOPLE TO TRANSFER ROLES INSIDE THE COMPANY.

SECOND... OUR RETAIL TEAM MEMBERS ARE GOING TO START TAKING ON ROLES PROVIDING ADDITIONAL CUSTOMER SUPPORT -- TELESales, OUTREACH TO CUSTOMERS AND HELP WITH VBG CONFERENCING SERVICES.

WE'RE ALSO ENGAGING WITH OTHER LEADERS ACROSS THE ENTIRE VLC TO SEE OTHER WAYS OUR V TEAMERS CAN CONTRIBUTE IN THIS NEW WAY OF WORKING.

THAT WE'RE ALL ADAPTING TO, TO KEEP DOING AS WELL AS WE CAN IN THIS TIME.

>> GOOD TO KNOW, CHRISTY.

HANS, SAW YOU ON GOOD MORNING AMERICA THIS MORNING, TALKING ABOUT THE DEAL WITH THE NEW YORK TIMES.

WHY ARE THINGS LIKE THAT SO IMPORTANT?

HOW DID THAT COME TO LIFE?

I KNOW WE HAD A LONG-STANDING PARTNERSHIP WITH THEM.

GIVE US SOME OF THE INSIDE BASEBALL ON THAT ONE.

>> THE INSIDE BASEBALL, AS THEY SAY IN THE U.S., YOU TALK TO LOCAL REPORTERS, OF COURSE, IN THOSE CONVERSATIONS, WE'RE ALWAYS ASSESSING WHAT'S BEST FOR SOCIETY.

THIS WAS, OF COURSE, FROM OUR PARTNERSHIP THAT WE ALREADY HAVE FROM THE NEW YORK TIMES.

THAT WE THOUGHT THIS WOULD BE A GREAT IDEA TO EXTEND THAT, THE CONTENT FROM THE NEW YORK TIMES, BUT... BECAUSE WE ALL KNOW THAT

TEACHERS WANT TO GET THE LATEST INFORMATION AND... IF SUBSCRIBER-BASED CONTENT FROM THE NEW YORK TIMES SAYS YOU WOULDN'T GET IT, WE'LL DO THAT FOR FREE.

THAT'S HAVING DISCUSSIONS WITH OTHER CEOS, WHAT THEY'RE DOING.

THIS IS A TIME WHEN YOU'RE, YOU NEED TO COME TOGETHER AS A COMMUNITY, AS A SOCIETY.

I THINK THAT MANY OF THE PEOPLE I TALKED TO FEEL A HUGE RESPONSIBILITY FOR DOING RIGHT FOR SOCIETY AS WELL.

SOMETIMES IT'S HARD TO FIND THINGS, IF YOU COME TOGETHER AND HAVE CONVERSATIONS ABOUT THE ROLE, COME UP WITH THINGS WE CAN DO TOGETHER.

I EXPECT US TO -- I EXPECT THEM TO SEE MORE OF THESE TYPES OF COLLABORATIONS, THAT IS BENEFITING IN SOCIETY WHERE A GLOBAL COMPANY IS COMING TOGETHER.

>> THAT'S A GOOD POINT THERE.

AND ALSO... OVER THE WEEKEND, YOU HAD A CHANCE TO DO A RUN WITH HANS WITH YOUR SON, SO... IT'S IMPORTANT TO PRACTICE SOCIAL DISTANCING, BUT FINALLY HERE, IN THE NORTHEAST --

[TALKING SIMULTANEOUSLY]

>> IT DIDN'T GO ALL THAT WELL, BY THE WAY, BUT THAT'S ANOTHER STORY.

[LAUGHTER]

>> I WASN'T GOING BRING THAT UP, THAT'S ALL ON YOU, BUT... THESE ARE THE SPORTS WE CAN TALK ABOUT RIGHT NOW.

CHRISTY, YOU AND HANS TALKED ABOUT THE PULSE SURVEY AND ACTION ITEMS YOU'RE TAKING OUT THERE -- WHAT'S THE NEXT PIECE THAT EMPLOYEES SHOULD KNOW ABOUT.

>> THANKS FOR THAT -- FOR THE V TEAMERS THAT TOOK THE PULSE SURVEY -- WE APPRECIATED IT.

WE HEARD FROM ALMOST 100,000 OF YOU.

OUR KEY ITEMS THAT WE'RE ROLLING -- ACTIONS THIS WEEK -- MAKING SURE THAT WE CONTINUE TO COMMUNICATE WITH EVERYBODY.

SO... WE'VE GOT PEOPLE JUST LOCATED IN A LOT OF DIFFERENT SETTINGS.

NEWLY WORKING FROM HOME, EVEN IF FOLKS ARE OUT, WHILE WORKING IN THE RETAIL LOCATIONS ARE ON THE DISPATCHES AS YOU HEARD FROM MYSELF OR JOE.

THESE ARE MODIFIED WITH THE WAYS WE'RE INTERACTING WITH CUSTOMERS OR SERVICES AND DISPATCHING TO ACCOUNTS.

ONE OF THE MOST-IMPORTANT THINGS THAT EMPLOYEES TOLD US; KEEP COMMUNICATING WITH ME FOR HOW YOU WANT ME TO BE WORKING WITH ALL THE NEW WAYS THAT MY JOB IS IMPORTANT OR TAKING ON NEW ASSIGNMENTS.

THAT'S ONE OF OUR KEY PRIORITIES THAT WE'RE FOCUSED ON.

AND SECOND... YOU KNOW, ALL OF THE EFFORTS TO KEEP MAKING SURE PEOPLE KNOW HOW TO STAY SAFE AND EMPLOYEE WELLNESS PRACTICES IN THAT TIME.

WE'LL DOUBLE DOWN ON COMMUNICATION AND FOCUS ON THOSE TWO THINGS.

HOW DO PEOPLE FEEL LIKE THEY KNOW WHAT TO DO IN THEIR JOB AND HOW TO STAY SAFE.

WE'LL BE BACK IN THE SHORT-TERM WITH THIS TOPIC.

ALL OUR LEADERS HAVE THIS INFORMATION.

IF THERE'S SOMETHING THAT STICKS OUT IN THEIR GROUP THAT THEY WANT TO HIGHLIGHT, TEAMS MIGHT HEAR MORE ABOUT THAT.

>> GOOD... THANK YOU FOR THAT.

AND AS ALWAYS -- IF YOU FOLKS HAVE QUESTIONS -- YOU HAVE THE ASK CHRISTY PAGE TO GET THOSE TO CHRISTY AND TEAM.

YOU CAN ALSO SEND THEM TO US AT LIVE@VERIZON.COM AND SEE IF ANYTHING NEEDS TO BE ADDRESSED.

WITH THAT, HANS, LET'S START THE WRAP-UP AND OUR FINAL THOUGHT FROM YOU TODAY, PLEASE?

>> YEAH... I JUST WANT TO REMIND EVERYONE, THIS CRISIS IS EXTREMELY CRITICAL RIGHT NOW AND... YOU CANNOT REMIND PEOPLE ENOUGH ABOUT THE IMPORTANCE OF STAYING SAFE DURING THESE TIMES.

I THINK WHAT JOE TALKED ABOUT, WE HAVE BREAKTHROUGHS FOR PEOPLE, WHY YOU'RE TAKING THAT UP RIGHT NOW, AND IT'S SO IMPORTANT TO RELEASE THESE UPDATES AND GET THE INFORMATION.

WE WILL DO EVERYTHING TO SAVE FOR ALL OF OUR EMPLOYEES IN THIS PROCESS AS WELL AS KEEPING THE NETWORKS UP.

IT'S A CRITICAL AND HARD SITUATION.

WE NEED TO REMEMBER THAT.

WHEN IT COMES TO -- CHRISTY TALKED ABOUT.

IT'S IMPORTANT.

WE, AS LEADERS, NOW HAVE A RESPONSIBILITY TO COMMENT ON THAT FEEDBACK AND TAKE OUR ACTIONS.

TWO ACTIONS WE THINK WE NEED, WORK FROM HOME, MORE INFORMATION AND CONTINUE WITH THESE COMMUNICATIONS.

IT'S SO INVOLVING -- THINGS THAT HAPPEN ON FRIDAY.

YOU KNOW... IT'S TODAY, EXTREMELY IMPORTANT COMMUNICATION.

WE'LL BE SEEING MORE IMPORTANCE.

WE'LL CONTINUE TO COMMUNICATE AROUND THAT.

AND FINALLY, I'M THANKING ALL THE V TEAMERS AGAIN, FOR THE WORK THEY'RE DOING AND... ALL THE HARD, TOUGH DECISIONS WE TAKE EVERY DAY TO BOTH SEE THAT WE'RE STAYING SAFE IN THESE TIMES, BUT... ALSO CONTINUING AROUND THIS COMPANY TO SUPPORT OUR CUSTOMERS AND THERE ARE SO MANY CUSTOMERS STORIES AND SO MANY CUSTOMERS I TALKED TO -- THEY'RE 100%, I'M PROUD TO TALK TO THE V TEAMERS, WE JUST NEED TO KEEP IT UP, YOU NEED TO THINK ABOUT YOUR HEALTH -- SO... BY THAT, I GUESS I'LL HAND IT BACK TO YOU, JEREMY AND I'LL SEE YOU TOMORROW.

>> AWESOME, HANS, THANKS, LOOKING FORWARD TO THAT, WE'LL BE BACK HERE TOMORROW, NOON EASTERN, 9:00 A.M. PACIFIC.

A REMINDER, WE CAN'T SAY ENOUGH -- DON'T FORGET HOW IMPORTANT THESE DEVICES ARE RIGHT HERE.

IT'S IMPORTANT TO CONNECT WITH THOSE YOU LIVE WITH, THOSE, MAYBE YOU HAVEN'T TALKED TO IN AWHILE, YOUR OLD FRIENDS.

I KNOW WE HAVE A LOT OF FOLKS WHO DON'T HAVE A PARTNER, SO... THEY DO HAVE OTHER FRIENDS THEY CAN BE SURE TO TALK TO AND KEEP THOSE CONNECTIONS GOING.

IT'S IMPORTANT WE DO THAT NOW.

WE'LL BE BACK WITH YOU AGAIN TOMORROW, UNTIL NEXT TIME, YOU'RE UP TO SPEED.