

Verizon
Up To Speed Live
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>>> THE NETWORK HAS TO BE PREPARED TO ABSORB WHATEVER COMES ITS WAY.

>> WE'RE ALWAYS PREPARING.

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

>> WE'RE CONSTANTLY LOOKING AT IT, 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.

>> WE'RE RELENTLESSLY COMMITTED TO THE NETWORK.

IN TIMES LIKE THIS, AMERICA CAN STAY CONNECTED TO WORK, SCHOOL AND MOST-IMPORTANTLY, TO EACH OTHER.

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

>> TO BUSINESSES, WE'RE 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 OUR OPERATIONS WITH SOFTWARE-BASED NETWORK TECHNOLOGIES.

>> EVEN BUILD AI INTO THE CUSTOMER EXPERIENCES.

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

>> LIKE 5G.

>> 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 BUSINESS READY.

>> THE NETWORK HAS TO BE PREPARED FOR WHATEVER COMES ITS WAY.

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>> ALL THE TIME.

>> WE'RE CONSTANTLY LOOKING AT IT, CONSTANTLY MONITORING.

TAKE THAT RESPONSIBILITY VERY SERIOUSLY.

>> THE MOST REWARDING THING ABOUT THE WORK WE DO, WHENEVER WE SEE A CUSTOMER ABLE TO COMMUNICATE BACK TO THEIR LOVED ONES.

>> THAT'S WHY WE DO WHAT WE DO.

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>>> HI, THIS IS MS. HINCH AND HOW I TEACH SIXTH GRADE MATH FROM HOME.

MY SCHOOL IS PART OF THE VERIZON INNOVATIVE LEARNING PROGRAM WHICH PROVIDES IPADS FOR ALL OF OUR STUDENTS.

IT'S A REALLY NEAT PROGRAM BECAUSE IT ALSO PROVIDES TEACHERS WITH PROFESSIONAL DEVELOPMENT OPPORTUNITIES TO LEARN MORE ABOUT HOW TO INTEGRATE TECHNOLOGY INTO THE CLASSROOM.

HERE'S HOW I START MY DAY EVERY DAY WHEN I'M TEACHING.

THIS IS A WEEKLY OVERVIEW THAT IS UPDATED EVERY WEEK AND THAT OUR STUDENTS GO IN AND COMPLETE THEIR ENTRANCE TICKET EVERY DAY.

THEN I USUALLY GO TO MY GOOGLE CLASSROOM TO SEE HOW MANY DIFFERENT THINGS I HAVE DONE.

A COWORKER OF MINE CAME UP WITH THIS BRILLIANT IDEA TO POST OFFICE HOURS I HOST EVERY DAY AS A PICTURE IN MY CLASSROOM SO IT'S REALLY EASY FOR THE KIDS TO SEE AND KNOW WHEN THOSE ARE GOING ON.

OFFICE HOURS ARE ABOUT AN HOUR ALONG.

I SET THE EXPECTATION WITH MY STUDENTS THAT I WOULD LIKE TO TRY TO SEE THEIR FACES AT LEAST ONCE A WEEK.

I ALSO USE THOSE OFFICE HOURS FOR TARGETED INSTRUCTION, QUESTIONS IN THE CHAT.

ADD YOUR QUESTIONS TO THE CHAT OR RAISE YOUR HAND.

I'M HOPING, MAYBE, WE CAN GET TWO OR THREE PEOPLE TO SHARE.

MAX?

YOU WANT TO SHARE FIRST?

THANKS FOR WATCHING ME TEACH FROM HOME.

SEE YOU TOMORROW.

>>> AMAZING TO SEE WHAT ALL THE TEACHERS AND FOLKS OF OUT THERE ARE DOING TODAY TO KEEP THEIR STUDENTS CONNECTED, KEEP FAMILIES CONNECTED.

WE'VE BEEN TALKING ABOUT IT FOR AWHILE NOW.

WELCOME TO UP TO SPEED LIVE, WE'RE 12:01 ON THE EAST COAST, IT'S WEDNESDAY, APRIL 29TH, HOW ABOUT THAT?

TOMORROW IS THE LAST DAY OF THE MONTH OF APRIL.

TODAY... WE ARE GETTING AN UPDATE FROM CHRISTY AND HANS.

CHRISTY WILL BE TALKING ABOUT OUR RETURN TO THE NEW BUSINESS AS USUAL.

A LOT OF YOU FOLKS HAVE BEEN ASKING A LOT OF QUESTIONS ABOUT THIS AS STATES AND COUNTRIES SAY THEY'RE REOPENING FOR BUSINESS.

I WANT TO SPEND SOME TIME GETTING THE LOW DOWN FROM THAT.

IF YOU HAVE A QUESTION FOR CHRISTY OR HANS, DROP US AN E-MAIL TO LIVE@VERIZON.COM SO WE CAN GET THAT OVER TO THEM TO ANSWER LIVE AS WE'VE BEEN DOING THROUGHOUT THIS WHOLE PROCESS.

BEFORE WE GET TO CHRISTY, I WANT TO LEAD OFF WITH HANS, HANS... GOOD AFTERNOON, HOW ARE YOU, SIR?

>> FINE... I'M DOING WELL, JEREMY.

HI, ALL V TEAMERS OUT THERE.

GREAT TO TALK TO YOU TODAY, THIS MORNING, EVENING, OR MIDDAY, WHEREVER YOU ARE.

HOPE YOU'RE HAVING A GREAT COUPLE DAYS IN THE OPENING YEAR, WE DID ALSO TALK ABOUT GOING BACK TO THE NEW NORMAL AND ALL OF THAT.

I JUST WANT TO TELL ALL OF YOU THAT, REMEMBER... THE NUMBER ONE PRIORITY, IS, OF COURSE, IS THE SAFE AND HEALTH OF ALL OF US.

WE NEED TO KEEP UP THE SAFETY RULES THAT WE HAVE, BEING CAUTIOUS IN EVERYTHING WE DO, EVEN THOUGH, IT MIGHT BE LESS.

ALWAYS REMEMBER THAT WHEN YOU'RE OUT AND WHATEVER YOU'RE DOING.

ALSO, GREAT TO TALK A LITTLE BIT ABOUT OUR STRATEGIES FOR REOPENING OFFICES ALL THE TIME.

AND THIS IS A BALANCE WE'LL ALWAYS HAVE.

SAFE AND HEALTHY EMPLOYEES, NUMBER ONE.

AND SEEING THAT WE DO THIS IN AN ORGANIZED WAY.

WE WERE DISCUSSING, WE'RE NOT UNDERSTANDING -- YOU'RE GOING TO SEE A LITTLE BIT MORE ABOUT WHERE WE ARE.

ON THE NETWORK SIDE, THE TEAM IS DOING A GREAT JOB, YOU KNOW?

MANY OF OUR ENGINEERS, THEY ARE DOING FANTASTIC JOB WITH OUR CUSTOMERS.

I HAVE IT THIS WEEK, A COUPLE LARGE ENTERPRISES OR WORK, SO... THEY'RE VERY HAPPY AND PLEASED WITH IT.

A COUPLE NEW STATS COMING OUT OF THE NETWORK.

YOU REMEMBER, THE GAMING IN THE NETWORK WENT UP DRAMATICALLY, OVER 100% IN NETWORK.

WE NOW SEE DECLINES -- COMPARED FROM THE PEAK, WE HAD A PEAK OF GAMING, WE'RE NOW DOWN 45% IN AN EFFORT OF GAMING.

IF IT FEELS LIKE A NEW NORMAL IS COMING BACK AND PEOPLE ARE USING THESE STEPS, DOWNLOAD IS DOWN 65% SINCE THE PEAK.

THEY THINK IT'S GOING DOWN RIGHT NOW.

EVEN THE CUSTOMER CALLS, REMEMBER... I TALKED ABOUT 800 MILLION CALLS AT THE PEAK, THAT'S DOWN 14% RIGHT NOW.

SO... A LITTLE BIT LESS USAGE ON THE NETWORK.

ALSO THE COLLABORATION TOOLS.

UP OVER 1200% SINCE THE BEGINNING OF THIS PANDEMIC.

THAT'S WHAT WE'RE DOING HERE, FOR EXAMPLE.

AND IN FACT, THEY CONTINUE TO GROW WEEK OVER WEEK, A COUPLE PERCENTAGES.

THAT HAPPENING.

THE OTHER THING THAT IS HAPPENING IS WE HAVE A MOBILE HANDOFF.

THE MOBILE HAND-OFFS ARE VERY DIFFERENT IN THE COUNTRY.

WE HAVE, IN UPSTATE NEW YORK, ALMOST 60% DOWN ON HAND-OFFS.

MASSACHUSETTS DOWN 50%, NEW YORK, METROPOLITAN DOWN 55%.

TENNESSEE, THERE IS NO CHANGE.

BASICALLY, AS IT WAS BEFORE THE COVID.

PEOPLE ARE MOVING EQUALLY.

WE SEE A VERY DISPERSED SORT OF PATTERN IN THE COUNTRY RIGHT NOW.

EVEN THOUGH WE'RE LOWER IN THE RECOVERY.

DIFFERENT RULES AND REGULATIONS HAPPENING IN DIFFERENT STATES.

THAT'S WHAT WE DID EVERY DAY, BUT... ALSO, AS WE'RE MANAGING THE WHOLE WORLD AND ALL COUNTRIES.

SO... THAT'S WHAT OUR TEAM IS DOING EVERY DAY.

IT'S IMPORTANT FOR US TO UNDERSTAND THAT WE NEED TO MANAGE THE DIVERSITY OF OUR, OF OUR ORGANIZATION AND... OF THE REGULATIONS WE HAVE AROUND US.

THAT'S THE UPDATE FROM MY SIDE.

>> JEREMY: HANS, THANK YOU SO MUCH, I APPRECIATE THAT.

CHRISTY IS JOINING US NOW TO STEP THROUGH THE PLANS AND THE PATH FORWARD.

CHRISTY, GOOD AFTERNOON.

HOW ARE YOU?

>> CHRISTY: GREAT, THANKS.

GREAT TO BE HERE TO TALK ABOUT THIS.

MANY OF YOU HAVE REACHED OUT TO UNDERSTAND THE TRANSITION PLANS, ESPECIALLY IN MORE COUNTRIES AND STATES HAVE BEGUN TO MAKE ANNOUNCEMENTS ABOUT THEIR PLANS FOR REOPENING.

SO... WE KNOW IT'S TOP OF MIND, WHAT WE WANTED TO DO TODAY IS TALK IN MORE DETAIL ABOUT HOW WE'RE THINKING ABOUT THIS.

I'M GOING TO SHARE A FRAMEWORK AND IT'LL BUILD OVER A SLIDE AND THAT'S GOING TO BE AVAILABLE LATER THIS AFTERNOON ON THE COVID WEBPAGE.

ALSO HAVE MATERIALS COMING OUT TO MANAGERS HELPING WITH YOUR QUESTIONS.

WE'VE BEEN MANAGING THIS IN THREE PHASES.

TO RECAP, WE STARTED IN JANUARY AND PUT TOGETHER OUR CRISIS RESPONSE TEAMS AND WE'VE BEEN BUILDING AND CREATING OUR RESPONSE AS THE CITE CONTINUES TO EVOLVE.

WE RESTRICTED TRAVEL, WE ESTABLISHED OUR WORK FROM HOME PROCEDURES AND POLICIES.

WE REDUCED OUR RETAIL FOOTPRINT.

WE DID REDEPLOYMENT AND TRAINING OF EMPLOYEES TO SERVE OTHER BUSINESS-CRITICAL NEEDS.

WE ALSO CHANGED OUR DISPATCH PROCEDURES.

AND WE HAD CAREFUL MANAGEMENT OF ANY OF OUR COVID-19 CASES OR EXPOSURE OF PEOPLE OR OTHERS ENTERING OUR WORKPLACES TO COVID-19 AND WE HAVE MANY, MANY MORE COMMUNICATION VEHICLES, SUCH AS OUR UP TO SPEED AND RESOURCE WEBPAGE FOR ALL OF YOU.

THEN WE MOVED INTO PHASE TWO, WHICH IS WHERE WE'VE BEEN RIGHT NOW, OUR CURRENT PHASE.

HERE, WE'VE BEEN FOCUSED ON HOW WE CAN CONTINUE TO WORK IN THIS ADJUSTED STATE AND MEET OUR CUSTOMER'S NEEDS.

WE'VE BEEN WORKING ON RETURN TO BUSINESS AS USUAL, EVEN WITH THESE NEW WORK ARRANGEMENTS.

WE INCREASED PRODUCTIVITY FROM WORKING FROM HOME WITH ADDITIONAL TRAINING AND SUPPORT.

WE CONTINUE TO INNOVATE WITH MANY OF YOUR IDEAS AND SUPPORT FOR WAYS WE'RE DOING IN-STORE AND ONLINE PROCEDURES TO SERVE OUR CUSTOMERS IN VERY CREATIVE WAYS.

AND SIMILARLY, WE BROUGHT THAT CREATIVITY AND INNOVATION TO THE INSTALLATION AND MAINTENANCE PROCEDURES TO KEEP OUR CUSTOMERS CONNECTED.

WE ALSO INCREASED HOURS OF OPERATIONS IN OUR CALL CENTERS TO MEET GROWING DEMAND.

AND SO... NOW, MANY OF THE QUESTIONS ON YOUR MIND IS WHERE ARE WE GOING FROM HERE?

THAT'S WHAT I WANT TO TALK ABOUT IN MORE DETAIL TODAY.

WE'RE ENTERING PHASE III, WHICH IS WHERE WE'RE THINKING ABOUT HOW DO WE RETURN TO OUR "NEW" BUSINESS AS USUAL?

WE'VE GOT A LOT OF WORK UNDERWAY TO FIGURE OUT HOW TO DO THAT.

WE ANTICIPATE BEGINNING IN JUNE WITH THIS SET OF CHANGES.

THE FIRST THING I WANT EVERYBODY TO HEAR AND KNOW IS THAT AS WE DO THE WORK TO MOVE INTO THIS NEXT PHASE, WE WILL CONTINUE TO HAVE COMMUNICATION WITH ALL OF YOU AND PROVIDE YOU NOTICE AND SUPPORT, JUST LIKE WE HAVE SINCE JANUARY.

AND HANS AT THE VLC ARE DRIVING THIS WORK, EMPHASIZING LIVING VERIZON VALUES, OUR CREDO AND PRINCIPLES WE HAVE AND HOW WE RUN THE COMPANY IT'S IMPORTANT TO REMIND YOURSELF OF THAT AS WE ENTER THIS PHASE.

WE'LL HAVE A LEVEL OF UNCERTAINTY.

THAT CREATES STRESS AND CONCERN FOR ALL OF YOU.

A FEW THINGS TO HIGHLIGHT THAT WE'RE WORKING ON.

FIRST, WE HAVE TO UNDERSTAND WHICH OFFICES ARE WE GOING TO REOPEN?

SOME WILL BE DRIVEN BY GOVERNMENT POLICIES.

WHICH COUNTRIES, WHICH STATES, MUNICIPALITIES, CITIES AND COUNTIES ARE ALL MAKING DIFFERENT RULES ABOUT WHETHER OR NOT THEY'RE IN AN EMERGENCY STATE OR WHETHER OR NOT THEY HAVE A SHELTER IN PLACE OR STAY AT HOME RESTRICTION.

AS THOSE ARE BEING LIFTED THROUGHOUT THE WORLD AND THROUGHOUT DIFFERENT CITIES AND COUNTIES, WE'RE PREPARING TO RESPOND TO THAT.

WE'RE ESTABLISHING THE RIGHT PROCEDURES FOR COMING ON-SITE TO A VERIZON LOCATION.

WE'LL HAVE TO THINK ABOUT WHAT SOCIAL DISTANCING LOOKS LIKE IN THE WORKPLACE BEYOND WHAT WE'VE DONE WITH TOUCHLESS RETAIL AND BRING THAT INTO OUR OFFICE AND OUR ADMIN CENTERS.

WHAT SCREENING PROCEDURES WILL WE HAVE FOR ENTERING THE WORKPLACE?

ALL OF THESE THINGS ARE THINGS TEAMS ARE WORKING ON NOW THAT WE DON'T HAVE ANSWERS TO TODAY.

AS WE HAVE THOSE ANSWERS, WE'LL HAVE TRAINING AND SUPPORT AND COMMUNICATION SO THAT YOU ALL CAN FEEL SAFE AND UNDERSTAND WHAT THOSE PROTOCOLS ARE.

A NUMBER OF OUR JOBS HAVE CONTINUED TO BE CONDUCTED ON-SITE.

WE'RE LOOKING AT WHICH CAN CONTINUE FROM HOME AND WHICH WILL MOVE INTO A HYBRID STATUS.

FINALLY, WE'LL UPDATE ALL OF OUR COVID POLICIES.

I'LL JUST LEAVE YOU WITH, BEFORE WE GO INTO A BIG RAPID FIRE QUESTION SESSION WITH HANS AND I FACILITATED BY JEREMY, OUR FIRST AND PRIMARY FOCUS IS OUR -- KEEPING OUR EMPLOYEES SAFE AND HELPING KEEP SOCIETY AND CUSTOMERS CONNECTED.

WE'RE GOING TO UPDATE ALL OF OUR POLICIES TO REFLECT EVERYTHING THAT WE KNOW AND ALSO... THE SITUATION IS NOT STATIC.

THERE ARE THINGS WE KNOW TODAY, THERE ARE THINGS THAT WILL EVOLVE AND WE'LL KNOW A MONTH FROM NOW AND OUR POLICIES WILL CONTINUE TO BE UPDATED TO REFLECT THAT.

FINALLY... WE WILL CONTINUE TO DEVELOP AIDS AND TOOLS TO SUPPORT YOU IN THIS TRANSITION.

SO... AS WE DECIDE WHICH EMPLOYEES WE NEED TO HAVE RETURN TO THE OFFICE OR WHICH ONES NEED TO RETURN AND STAY AT HOME, WE'LL BE DEALING WITH EQUIPMENT, ACCESS, ALL OF THOSE PROTOCOLS AND... WE'RE WORKING ON TOOLS TO SUPPORT THAT.

WE'RE WORKING ON TECHNOLOGY AND WORK FLOW, SO... THIS CAN BE READILY AVAILABLE TO ALL EMPLOYEES THROUGH OUR VZ WEB AND EMPLOYEE TOOLS THAT WE HAVE.

THERE'LL BE MORE TO COME ON THAT.

JEREMY, I KNOW THERE'S LOTS OF QUESTIONS OUT THERE.

LET ME SHOOT IT BACK TO YOU TO LEAD US OFF WITH SOME QUESTIONS AND THE LAST POINT I WANT TO MAKE SURE I SHARE, WE DO HAVE STRONG COMMUNICATION AND PARTICIPATION WITH OUR UNION AND THE WORK FROM HOME AGREEMENTS WE HAVE HAVE BEEN EXTENDED THROUGH JUNE 30TH.

>> JEREMY: CHRISTY, THANK YOU SO MUCH.

YOU COVERED AN AWFUL LOT THERE.

TO BE CLEAR ABOUT THE UNION AGREEMENTS THROUGH JUNE 30TH, THANKS FOR SHARING THAT, THAT'S A QUESTION THAT COMES OUT PRETTY REGULARLY, THROUGH OUR QUESTIONS THERE.

SO... CHRISTY, THIS NEXT QUESTION, FIRST QUESTION, WILL WE CONTINUE TO OPERATE THIS WAY THROUGH THE END OF MAY?

WHEN WILL WE KNOW THE NEXT STEPS AND WHAT THE PLAN IS FOR FOLKS, SPECIFICALLY?

>> CHRISTY: WHAT PEOPLE SHOULD KNOW.

WE WILL LIKELY BE TALKING TO FOLKS MID- TO LATE MARCH -- MAY, AS WE HAVE A CHANCE TO DECIDE WHICH JOBS NEED TO BE DONE ON SITE AND WHAT PROTOCOLS ARE FOR BRINGING PEOPLE BACK INTO THE WORKPLACE THAT AREN'T CURRENTLY WORKING ON PREMISE.

WE'LL HAVE TIME FOR COMMUNICATION WITH ALL OF YOU AND YOU'LL HAVE TIME TO WORK WITH US, THE HR TEAM AND YOUR MANAGERS ABOUT THAT.

>> JEREMY: GOOD TO KNOW.

HANS, THIS QUESTION IS FOR YOU.

OBVIOUSLY, YOU'RE CONNECTED WITH OTHER BUSINESS LEADERS AROUND THE WORLD, WHAT'S ON THE MINDS OF THE OTHER CEOS AS THEY'RE DEALING WITH THIS CURRENT SITUATION?

>> HANS: I THINK THERE'S MANY COMMONALITIES BETWEEN LARGE CORPORATIONS, THINKING THROUGH THESE TIMES, YOU KNOW.

I THINK THE WORK WE HAVE BEEN DOING WITH CHRISTY AND I SHARING IS WELL-ADVANCED.

WE ARE, HAVING A VERY GOOD FRAMEWORK, HOW WE'RE DEALING WITH THIS.

AND... THE OTHER THING I HEAR FROM MANY IS THAT SOME OF THEM ARE HUGEY IMPACTED BY THIS PANDEMIC, FINANCIALLY.

AND... OF COURSE, HAVING A VERY, VERY CRITICAL SITUATION.

AND THEN... THAT, OF COURSE... ON TOP OF THE HEALTH ISSUE, MAKES SOME OF THEM EXTREMELY STRESSED AT THE MOMENT AS LEADERS AND AS ORGANIZATIONS, SO... YOU NEED TO UNDERSTAND THAT, AT THE SAME TIME, I JUST WANT TO COME BACK TO WHAT CHRISTY WAS SAYING.

UNDERSTAND, OF COURSE, THE MORE OF WHAT WILL HAPPEN, WE WERE GOING TO USE ALL THE COMMENTS AND ALL OUR VALUES.

WE'RE GOING TO SEE THAT WE GET INFORMATION WELL IN ADVANCE, AS WE'RE DOING ALL THE TIME.

THEN, OF COURSE, WE'RE GETTING INTO A PART OF THE PROCESS WHERE IT'S GOING TO BE, THE MORE DEDICATED INFORMATION, BECAUSE... WE'RE SUCH A GLOBAL COMPANY, WE'RE IN SO MANY DIFFERENT PLACES AND SO MANY DIFFERENT STATES AND WE NEED TO UNDERSTAND THERE'LL BE MORE DEDICATED INFORMATION PER SITE, PER FUNCTION, ET CETERA, WHEN THIS IS GOING TO HAPPEN.

WITH CHRISTY SHARING THIS, WE WANT TO KEEP THIS TOGETHER AS A HOLISTIC FRAMEWORK AND MOSTLY NEED TO UNDERSTAND THAT FOR EACH INDIVIDUAL, IT'LL BE THE INFORMATION AND YOU'LL ALL HAVE TIME TO REACT AND THINK ABOUT IT.

>> JEREMY: I THINK THAT'S KEY.

WHAT I'M HEARING FROM A LOT OF FOLKS, MAKE SURE THAT EVERYTHING IS RIGHT AND MAKE THE RIGHT CALLS THAT ARE RIGHT FOR PEOPLE.

AND... I DO WANT TO CALL OUT, REAL QUICK -- A LITTLE HICCUP ON TWITTER, WE'VE GOT THAT FIXED NOW.

THANKS FOR STICKING WITH US ON THE STREET OR VZ WEB.

CHRISTY, FROM JENNIFER IN TULSA, OKLAHOMA.

SHE WANTS TO KNOW IF THE PLAN IS TO EVENTUALLY RETURN TO THE OFFICE, WHAT WILL HAPPEN IF HER CHILD'S SCHOOL REMAINS CLOSED?

>> CHRISTY: THIS IS ON THE MINDS OF A LOT OF V TEAMERS.

WE'RE HEARING THAT SUPPORT SYSTEMS HAVE TO BE OPENED THAT ARE A KEY COMPONENT OF COMMUNITIES, SUCH AS CHILD CARE CENTERS, SCHOOLS, AND OTHER FACILITIES THAT ARE KEY TO ENABLING THE ECONOMY TO REOPEN.

THAT ASIDE... WE ALSO HAVE GREAT HORIZONS AND BENEFITS THAT ALLOW EMPLOYEES TO FIND ALTERNATIVE DAYCARE SOLUTIONS AND WE'RE LOOKING AT ANYTHING WE CAN DO TO AUGMENT THAT OR POTENTIALLY EXPAND FOUR OFFERINGS.

>> JEREMY: WHEN WE DO RETURN TO THE OFFICE, A LOT OF FOLKS WANT TO KNOW "WILL WE ALL GET TESTED?"

>> CHRISTY: THIS IS A GREAT QUESTION.

HANS AND I HEAR FROM OTHER COMPANIES, FOLKS THAT ARE DEVELOPING AND THINKING OF TESTING.

WHAT WE'D SAY RIGHT NOW, IT'S NOT OBVIOUS THAT A TESTING SOLUTION IS AVAILABLE AT SCALE OR ACCURATE ENOUGH OR WITH RAPID ENOUGH RESPONSE TIMES TO BE USEFUL TO MANAGE FACILITY ENTRY AND ON-SITE PROTOCOLS.

IT IS POSSIBLE, OVER THE NEXT NUMBER THE WEEKS AND MONTHS, WITH THE, THE EFFORT TO COME UP WITH SOLUTIONS FOR RAPIDLY IDENTIFYING WHO HAS COVID AND BEING ABLE TO, THEN, SUPPORT CONTACT TRACING, THAT THAT WILL BECOME AVAILABLE AND SOMETHING THAT WE IMPLEMENT IN OUR ON-SITE PROTOCOLS.

MORE TO COME, BUT WE DON'T HAVE AN IMMEDIATE LINE OF SIGHT TO TEST ALL EMPLOYEES AND WE'RE NOT PLANNING ON DOING THAT RIGHT NOW.

>> JEREMY: GOOD TO KNOW.

THAT'S ON THE MINDS OF A LOT OF FOLKS.

I SEE A LOT OF QUESTIONS COMING INTO THE LIVE MAILBOX ABOUT THAT.

DISPATCH PROTOCOLS, TOUCHLESS RETAIL, WILL THOSE REMAIN THE SAME?

WHAT ABOUT SOCIAL DISTANCING WITHIN OUR OFFICE LOCATIONS AS WELL?

>> CHRISTY: WE PLAN TO KEEP ALL OF THE INNOVATIONS WE'VE LEARNED IN RETAIL AND SUSTAIN THOSE IN RETAIL, AS WELL AS IN DISPATCH, UNTIL SUCH TIME AS WE HAVE REASON TO BELIEVE THEY'VE -- THEY'RE NO LONGER NECESSARY.

FOR THE REAL ESTATE TEAM AND WHAT WILL HAPPEN ON SITE, THERE'LL BE SOCIAL DISTANCING IN THE WORKPLACE.

WE'RE WORKING THROUGH WITH OUR SAFETY AND HEALTH TEAMS, WHAT THE PERSONAL PROTECTIVE EQUIPMENT REQUIREMENTS WILL BE AND ALSO, WHAT WE'D LIKE EMPLOYEES TO DO IN TERMS OF ENGAGEMENT WITH EACH OTHER.

WE WON'T, PROBABLY, HAVE LARGE GROUP MEETINGS.

WE WON'T, PROBABLY, HAVE ON-SITE SERVICES LIKE WE HAVE TODAY.

ALL OF THAT IS BEING DEVELOPED RIGHT NOW.

>> JEREMY: HANS, THIS IS A BUSINESS QUESTION HERE.

FOLKS WANT TO KNOW "HOW DO YOU SEE THE COMPANY CONTINUING TO GROW IN LIGHT OF ALL OF THIS, ESPECIALLY THE 5G BUILDOUT, WHILE

DEALING WITH HOWEVER LONG THE PANDEMIC MAY STRETCH ON."

>> HANS: SO FAR, AS I REPORTED LAST WEEK, WE'RE PERFORMING ACCORDING TO OUR PLANS ON OUR BUILDOUT OF 5G AND FIBER AND THE TEAM IS DOING GREAT WORK FINDING NEW WAYS AND PROCESS TO DELIVER THEIR, THE BUILD THAT WE'RE DOING.

SO... WE HAVEN'T SORT OF, RELAXED ON OUR TARGETS WHAT WE WANT TO ACHIEVE.

I THINK, FOR ME, IN THE LAST COUPLE WEEKS, JUST ACCELERATING THE IMPORTANCE OF THINGS WE'RE BUILDING.

IT'LL BE MORE IMPORTANT GOING FORWARD.

CONNECTIVITY, BROADBAND, 5G, SO... WE'RE NOT HOLDING THAT -- THERE MIGHT BE PROBLEMS DOWN THE LINE, OF COURSE.

IF THIS CONTINUES FOR A LONG TIME, BUT... RIGHT NOW, WE'RE NOT CHANGING ANY OF OUR PRIORITIES, NOR OUR STRATEGIES.

AND... AS A LEADERSHIP TEAM, WE NOW SPEND MUCH MORE TIME ON SORT OF, THE BUSINESS AS USUAL, AS WELL AS SPENDING A LOT OF TIME ON OPPORTUNITIES, AS WHAT ARISES FROM THIS PANDEMIC.

HOW WE CAN SERVE OUR CUSTOMERS EVEN BETTER.

THAT'S WHERE WE SPEND THE MAJORITY OF OUR TIME RIGHT NOW, AS A LEADERSHIP TEAM.

CHRISTY AND HER TEAM SPENDS A LOT OF TIME ON THE CRISIS MANAGEMENT AND... THE NEW BAU OR THE NEW NORMAL.

AND... THE LEADERSHIP TEAMS TAKE PART OF THOSE CONVERSATIONS FOR HALF AN HOUR, 45 MINUTES, EVERY DAY.

WE REALLY TRY TO RUN THIS COMPANY AT LEAST -- WE NEED TO DO IT -- ALSO, FIND NEW OPPORTUNITIES.

AS I SAID BEFORE, I WANT TO COME OUT ON THIS CRISIS, AS A STRONGER COMPANY.

THAT WILL BE EVEN BETTER AND... HANDLING ALL OUR STAKEHOLDERS IN A BETTER WAY.

I REPEAT MYSELF -- IT'S IMPORTANT THAT WE TAKE THIS SIDE OF BALANCED ACTIONS FOR THE LONG-TERM THAT IS CONTEMPLATING ALL OUR FOUR STAKEHOLDERS.

THAT'S HOW I THINK, EVERY MORNING, I COME INTO THE MEETINGS.

WE DO DECISIVE AND BALANCED, BASED ON LONG-TERM POSITIVE IMPACT FOR ALL OF OUR FOUR STAKEHOLDERS.

WE'RE NOT, SORT OF, NEGOTIATING IN BETWEEN THEM.

WHEN YOU THINK ABOUT ACTUALLY DOING IT FOR OUR MAIN STAKEHOLDERS.

>> THANK YOU, HANS.

CHRISTY, QUESTIONS STILL COMING IN, I'M GOING TO RAPID FIRE THESE TO YOU.

IF AND WHEN WE RETURN TO THE OFFICE, WILL WE BE REQUIRED TO WEAR FACIAL COVERINGS?

>> CHRISTY: TO BE DETERMINED.

>> JEREMY: FOR THE -- BE CLEAR ABOUT THE DIFFERENCE BETWEEN --

>> CHRISTY: THE CDC CONTINUES TO CHANGE OUR POSITION ON THAT -- SO... WE ANCHOR OUR POLICIES AND GUIDANCE FROM THE WORLD HEALTH ORGANIZATION AND CDC.

WE CONTINUE TO ANCHOR TO THAT.

RIGHT NOW, WE'RE PROVIDING FACIAL MASKS AND COVERINGS TO OUR EMPLOYEES THAT ARE WORKING IN ESSENTIAL ON-SITE ROLES AND... WE THINK ABOUT RETURNING TO THE OFFICE, WE'RE LOOKING AT WHAT THOSE GUIDELINES ARE.

>> JEREMY: GOOD.

WANT TO BE CLEAR ON THIS -- WORK FROM HOME FOR OF THOSE US THROUGH MAY -- THE AGREEMENTS WITH THE UNIONS HAVE BEEN EXTENDING THROUGH JUNE FOR THEIR TYPE OF WORK?

>> THOSE TYPES THAT WE HAVE SPECIAL AGREEMENTS FOR, THEY'VE BEEN EXTENDED UNTIL JUNE 30TH.

>> JEREMY: ONE LAST QUESTION -- THIS TALKS ABOUT THE CAREGIVER LEAVE, WHAT WOULD PEOPLE DO IF THEY CAN'T RETURN BECAUSE OF THEIR FAMILY SITUATION?

>> CHRISTY: TWO THINGS WILL HAPPEN.

WE'LL DESIGNATE A SET OF ROLES THAT HAVE TO BE DONE ON SITE AND THOSE THAT WE BELIEVE WILL BE BEST-SERVED BY CONTINUING FROM HOME.

THEN WE'LL ENGAGE WITH THE EMPLOYEES AND THERE'LL BE CIRCUMSTANCES WHERE SOME EMPLOYEES CANNOT COME TO THE OFFICE DUE TO A VARIETY OF THINGS.

COULD BE UNDERLYING HEALTH CONDITION, COULD BE OTHER CIRCUMSTANCES AND THEIR PERSONAL SITUATION.

AND SIMILARLY, THERE COULD BE PEOPLE THAT WE ASK TO STAY WORKING FROM HOME, THAT MAY HAVE EXTENUATING CIRCUMSTANCES, SOME OF WHICH, WE ASK YOU TO FILL OUT THE POLLS.

SOME SAY "I DON'T HAVE ENOUGH SPACE IN MY HOME OR CONNECTIVITY OR EQUIPMENT."

WE HAVE A TEAM WORKING ON WHAT TO DO IF THIS DOESN'T LINE UP, UNTIL WE GET THROUGH WHERE WE HAVE VACCINES AND FULL OPENING OF SOCIETY AGAIN.

THAT'S WHY WE'LL DESIGN THE PROCESS AND WHAT WE'D LIKE TO HAVE DONE LATER AND COMMUNICATE WITH EMPLOYEES AND HAVE A PERIOD OF TIME WHERE WE CAN WORK OUT WITH INDIVIDUALS, HOW TO MAKE THIS BE SUCCESSFUL, LIKE WE HAVE WITH EVERYTHING WE'VE DONE SO FAR.

>> JEREMY: CHRISTY, SO MUCH INFORMATION FROM YOU TODAY.

I WANT TO HIT SOME OF THE HIGH LEVEL THINGS AS WE'RE LOOKING TO PHASE II AND PHASE III, WHERE WE ARE NOW, BEGINNING IN JUNE.

HOME GARAGING WILL CONTINUE FOR OF THOSE US WHO ARE WORKING FROM HOME.

WE'LL CONTINUE TO DO THAT THROUGHOUT THE MONTH OF MAY AND... YOU AND THE LEADERSHIP TEAM ARE CONSTANTLY LOOKING AT WAYS TO, TO BRING US ALL BACK TOGETHER WHEN IT'S SAFE FOR EMPLOYEES.

I THINK THAT'S WHAT BOTH YOU AND HANS HAVE HIT ON SO MANY TIMES.

THE HEALTH AND SAFETY IS PRIORITY, NUMBER ONE.

APPRECIATE THAT, AS CHRISTY SAID.

ALL OF THIS INFORMATION WILL BE HITTING THE RESOURCE PAGES LATER THIS AFTERNOON.

AND... IT LOOKS LIKE, CHRISTY, YOU HAVE ONE MORE THING TO SAY?

>> CHRISTY: LOTS OF QUESTIONS ABOUT, ARE WE TRAVELING AGAIN AND WHAT DO I DO IF MY CUSTOMER IS ASKING ME TO WORK AT THEIR LOCATION?

ALL OF THOSE POLICIES ARE BEING DESIGNED IN THIS AS WELL, SO... WE'LL HAVE SIMILAR GUIDANCE FOR ANY OF VERIZON EMPLOYEES AND BEING ASKED TO SHOW UP AT THE LOCATION OF A CUSTOMER OR WHOSE PRIMARY WORK LOCATION IS A CUSTOMER'S LOCATION AND SIMILARLY, WE HAVE A WHOLE TEAM WORKING ON TRAVEL AND TRAVEL GUIDANCE.

GOVERNMENTS HAVE VALUE RESTRICTIONS, EVEN WITHIN COUNTRIES, THEY HAVE TRAVEL RESTRICTIONS, WE'RE STARTING TO UNDERSTAND THAT.

HANS AND THE BLC AND I WILL TAKE RECOMMENDATIONS FROM THAT, THAT WILL COMMUNICATE WITH MANY OF YOU, ALL TO BE AVAILABLE ON THE COVID WEBPAGE.

>> JEREMY: CHRISTY, THANK YOU SO MUCH FOR THAT.

HANS, AS WE'RE ENTERING THE END OF THIS UP TO SPEED LIVE, FINAL THOUGHTS FROM YOU TODAY, PLEASE, SIR?

>> HANS: FIRST OF ALL, IT'S GREAT WE HAVE THIS ENGAGEMENT AND THE QUESTIONS COMING, AS YOU HEAR, WE'LL CONTINUE TO HAVE A VERY OPEN DIALOGUE AND IT'S A FLUID SITUATION.

ALSO... GEOGRAPHICALLY DISPERSED ACROSS THE GLOBE FOR US IN SO MANY COUNTRIES.

IT HAS TO BE PRECISE FOR EACH AND EVERY EMPLOYEE... WHAT IT MEANS.

WE WILL CONTINUE TO WORK ON GENERAL AND OF COURSE, HAVING SPECIFIC, THAT WILL SEEM VERY HELPFUL IN THESE TIMES THAT, THAT, TO BE TRANSPARENT AS WE ARE RIGHT NOW.

AND THE LEADERSHIP TEAM TOGETHER, IN CRISIS, EMERGENCY OPERATIONS CENTER, ARE BASICALLY, DISCUSSING THIS EVERY DAY WITH NEW INPUTS AND WE WILL ALWAYS LISTEN TO THE HEALTH GUIDELINES AND SEE THAT WHATEVER EXTRA WE NEED TO DO.

THAT'S HOW WE THINK ABOUT THE IMPORTANCE OF KEEPING ALL OF US, EMPLOYEES, HEALTHY AND... HEALTHY AND SAFE.

THAT'S IMPORTANT.

A COUPLE HIGHLIGHTS AS WELL.

AS WE SAW IN THE BEGINNING, THE FEATURE HERE, DOING VERIZON INNOVATE AND LEARNING.

IT'S GREAT WHEN YOU SEE WHAT WE'RE DOING FOR SOME OF THE MOST VULNERABLE IN SOCIETY.

YESTERDAY, YOU HEARD ALSO FROM RONAN, THAT WE'RE EXTENDING OUR PLEDGE TO KEEP AMERICA CONNECTED.

THE PAY IT FORWARD IS JUST AN ENORMOUS SUCCESS THAT THE TEAM HAS DONE.

THERE ARE SO MANY, SMALL AND MEDIUM ENTERPRISES THAT HAVE BEEN PART OF THE MOVEMENT RIGHT NOW.

SO... TO SAY, THAT'S JUST A COUPLE THINGS WE'RE DOING.

AND... I ALSO SEE THE VOLUNTARY NEGOTIATIONS COMING UP.

I HAVE TO THANK ALL OF YOU FOR DOING THAT, AT THE SAME TIME, AS WE'RE RUNNING THIS COMPANY FORWARD AND SEEING THAT WE'LL COME OUT STRONGER FROM IT.

SO... CONTINUE TO ASK YOUR QUESTIONS.

WE TALKED ABOUT THE RESOURCE PAGE -- WE'LL BE ANSWERING QUESTIONS, BECAUSE... THERE ARE MANY QUESTIONS OUT THERE, FOR WHATEVER WE CAN DO TO REASSURE THAT WE THINK ABOUT THEM.

THAT'S IMPORTANT, SO... ONCE AGAIN, THANK YOU ALL, V TEAMERS AND BACK TO YOU, JEREMY.

>> JEREMY: THANK YOU, SO MUCH, HANS AND CHRISTY.

CHRISTY WILL BE BACK WITH US TOMORROW AS WE GO MORE IN DEPTH ON SOME OF THE QUESTIONS THAT CONTINUE TO COME IN.

THANKS FOR THAT, WE'LL GET ALL OF YOUR QUESTIONS ANSWERED.

I KNOW THERE WERE A COUPLE TECHNICAL ISSUES TODAY, WE'LL SEND OUT THE REPLAY LINK ONCE THAT'S AVAILABLE.

GIVE THAT A WATCH SO YOU KNOW WHAT WAS DISCUSSED.

CHRISTY BACK WITH US TOMORROW AND LOOKING AHEAD TO FRIDAY, WE'LL HAVE UPDATES, THE PULSE SURVEY, BUT... GURU WILL BE JOINING US WITH ABBY AND GLENNON.

THEY'LL TALK ABOUT PARENTING, HOW THEIR FAMILIES ARE ADJUSTING TO THE NEW NORMAL.

THAT'S AFTER OUR UP TO SPEED LIVE.

SO EXCITED ABOUT THAT.

AND AS WE LOOK FORWARD TO TOMORROW NIGHT, PAY IT FORWARD LIVE ON THURSDAY NIGHT.

SET YOUR CALENDARS, REMIND YOU, THIS ONE, 8:00 P.M., PACIFIC ON VERIZON'S TWITTER FEED.

AN ARTIST JOINING US FOR PAY IT FORWARD LIVE, THAT'LL BE A LOT OF FUN.

WE'LL BE BACK WITH YOU AGAIN TOMORROW.

WITH CHRISTY, SO... WE'LL SEE YOU THEN, UNTIL NEXT TIME, YOU'RE UP TO SPEED.

>> THE BEST THING IS LOOKING AT THE GOODNESS, ITSELF, AND SAYING "WHAT WILL THIS DO OVER TIME?" I BOUGHT MY FIRST DOG WHEN I WAS 11 YEARS OLD.

THE PARTNERS HAVE BEEN INCREDIBLE AND THAT WON'T STOP.

BE SURE TO WATCH THE BERKSHIRE HATHAWAY ANNUAL MEETING LIVE STREAMED ON YAHOO FINANCE.