

VERIZON  
UP TO SPEED LIVE  
APRIL 30, 2021, 12:00 PM

>> Welcome to Up to Speed live. I'm Diana Alvear and thank you so much for joining us today. Before we get to any -- we need to start with the devastating situation in India. Earlier we recorded a special message with Christy about what we are doing for our V-teamers. Christy, welcome and let us know with the continued impact of COVID-19 throughout India, what do you want our V-teamers to know.

>> First for the V-teamers in India, I want to say we know this is an incredibly challenging and devastating time. First and foremost, my heart goes out to anyone who has been affected by COVID-19. The health and safety of our employees as always is our top priority. And we realize that with the case numbers surging across the country, hospitals and the health systems are overwhelmed. And lack the essentials to care for patients. So to help you and your families, Verizon is mobilizing on multiple fronts to support your well being and health.

>> That's great to hear. And so can you tell us about the resources that Verizon is providing to our V-teamer community there in India?

>> Let me bring down a couple of things that we have first I want to talk about telemedicine. We've arranged for telemedicine services for the V-teamers in India so they can connect with medical professionals from their home and receive care and consultations. Second, we brought supplies. We want our employees to know that we have the right tools for an effective telemedicine visit. So we will be expanding our reimbursement program to help cover the cost of items such as digital thermometers, pulse oximeters and spirometers and more details will be shared shortly and directly with the employees in India. We have a help line. So we have developed this for our V-teamers so they can ask questions and receive support 24/7 and this will give people direct access to information they need to stay safe.

>> Can you tell us a little bit more about the internal support and resources that we have for our V-teamer friends in India.

>> Thank you. Yeah, one of the things we want to highlight is first

we have a care management team. We developed a care management team that provides support to anyone diagnosed with COVID-19. This team can help you submit for your leave, if that needs to be taken care of. Or find a hospital bed or access in-home treatment. In addition, we do have our COVID-19 employee resource page and so we additionally there we have other information and internal resources like our COVID-19 employee resource page which has the latest information so that V-teamers around the world can stay informed and be aware of changes as the situation evolves. The third thing I want to share we have our employee assistance program. We realize the situation is immense and taking a huge mental toll for our employees so we have EAP services available and they are there to provide whatever support our V-teamers may need.

>> It's good to hear how comprehensive our support is for our V-teamer community in India. You know, I know you just got vaccinated. I myself have been vaccinated. We know that vaccine distribution vary from country to country including access. So can you share the latest on how Verizon supporting those vaccination efforts in India?

>> That's a great question. So first obviously very fortunate about a week and a half ago I met the eligibility criteria to be eligible to get vaccinated here -- vaccinated here and that's a great benefit. And I realized many places around the world aren't at that stage in their deployment of the vaccine. So I wanted to speak specifically about India. Right now the Indian government controls access to vaccines and they are in a constrained environment. We are speaking with hospital systems and third party resources to see how we can advocate for our employees and hopefully open up additional distribution opportunities. In addition, we continue to work with regional officials to support larger vaccination efforts. And advocate for greater global response. For example, I was pleased to see that United States is offering 60 million doses of the AstraZeneca vaccine to other countries including India, Brazil and other nations. This is really a step forward to show that we supported and in which ways we are welcome to see happen for the U.S. helping around the world.

>> Yeah, and that is encouraging to see everybody stepping up to help. And once our V-teamer community in India has access to vaccines, what procedures should they follow?

>> Earlier this week we sent a communication that outlined our COVID-19 policies related to vaccines and contact details for telemedicine. Specifically Verizon will reimburse for the COVID-19

vaccine for you and your dependents covered by our medical insurance plan. Employees can take up to four hours leave to attend their vaccination appointment and have the time and the support this they need in that process.

>> Is that fantastic piece of line for our community there because as we know the pandemic is taking a devastating toll on this country. I'm heart broken to see the headlines that are coming out of there. What are we as a company doing to support COVID-19 efforts across the country?

>> You know, Diane, this is a great question because we know our employees in India are concerned and we know our employees around the world in other countries are concerned and they want to know what they can do to help. And we realized and to get to the other side of this crisis it will require a larger societal response. So to support those on the front lines of combating COVID-19, we are making a \$100,000 donation to Red Cross. In addition to that we are offering the two to one match with our employees for up to another \$100,000. So we will continue to advocate and use our voice as a global organization to encourage greater support and engagement from officials. And hopefully this will give V-teamers a way that they can contribute as I know many are interested in doing how they can support people in India.

>> It's incredible to hear just the scope of things that we are doing on the ground there. And from afar to help our community there. And it really makes you think about how this health and humanitarian crisis is making our purpose so clear that we are here to move the world together and that means caring for one another and holding one another up during hard times. Christy, I want to offer you a moment to share some final thoughts.

>> I think it's really important in times like this that we remember the strength is in our network and our community. And all of the V-team is here for the V-team on the ground in India and we remain dedicated to supporting you and your health and your well being and your family's. As the situation unfolds we will continue to meet with your leaders and offer additional support to help you and your family get to the other side of this crisis. We are actively engaged in benchmarks with other large employers and staying on top of what are the latest developments so we constantly make sure we have the right support and offer things for our team there in India.

>> And finally, please reach out to your managers, the COVID-19

hotline I mentioned or your HR team members to get more information or have your questions answered.

>> Christy, thank you so much for taking the time to talk to us about this response and just hearing about all of the things that we are doing is so encouraging for everyone. And to our V-teamers in India and across the globe, we are just going to have to continue those safety protocols. The hand washing and the social distancing and the wearing of masks. It feels like we have gone through so much but we can get through this. We just have to stay vigilant. To all of you out there in India, especially, we hold you in our hearts and we stand with you and we will get through this together. Thank you so much.

>> So that was a special message recorded earlier for our Indian teammates and to let all of you know everything that is going on that Verizon is doing to support our teammates there. So Christy, thank you so much for walking us through our comprehensive response. And we want to re-iterate that we are making a \$100,000 donation in support of the Indian Red Cross and keep in mind that we are proud to have that match program to double the impact of your donation of \$25 or more. So employees are eligible for a match of \$1,000 a year to eligible non-profits and this is one way that you can directly help our friends in India on the ground there at a time of crisis.

Now our beloved friend and Up to Speed teammate Sravya has a personal connection to the crisis. She spoke with the V-team to share how things are.

>> It's heart breaking to see what's happening and to know that even more than a year into the pandemic we are seeing new surges and variants around the globe. Well, I have been checking in with my own family on a daily basis. I wanted to check in with our Verizon family in India. Here is Mubin Sultan. Hey, Mubin.

>> Hey Sravya.

>> How are you doing?

>> I'm okay. Thank you so much for checking in. It's not easy staying motivated in these times, but I'm trying.

>> What is your family doing?

>> Some relatives of mine are very badly affected by the virus, and

it's been 13 months since I last saw my husband who is a doctor in Spain through all of the dis-- is it comforting to know my parents are vaccinated which they got both the doses of the vaccine. And the best news for today is that my grandmother is back home after a week in critical care. So it's a mix of emotions.

>> I have been reading in the news and seeing the images and being born and brought up in India it's horrifying what's happening there. And I was telling a colleague yesterday every time the phone rings, I'm just -- the entire family is scared to hear news or hear what's going on. How are you responding to that? How are you confronting what's happening right now?

>> It's very difficult, Sravya. My -- three major hospitals and I hear an ambulance siren every five or ten minutes and that is very difficult. So I think we are all a little shocked and overwhelmed by how fast and hard the second wave of the pandemic hit us. And we are all experiencing a wide range of emotions and that can be very exhausting. I think we are also eagerly waiting to be vaccinated.

>> Yeah, and I know summer is such a festive time in India. It's Ramadan season right now. Mango season which is one of my favorite season and it's wedding season. There is a lot of things to do. So I think like everyone is just what I'm sensing with family or friends in India right now they are just exhausted and they are just -- they don't know how to handle everything.

What are you hearing from your colleagues or your friends and family? How are they dealing with it?

>> The first summer or the second summer where we have not spoken of mangos, the best mangos, where they are coming from or weddings or organized things. There is no excitement about Ramadan. It's a very, very silent affair. So this is very different. Most of our conversations and who is affected, how can we help them? What help can we offer to people who are already suffering, talking to friends and just taking care of our mental health by just keeping in touch and most of the conversations that are around this and getting vaccinated.

>> You're just talking about mental health. How are you taking care of your mental health during this time?

>> Sravya, I'm afraid I'm not able to do as much as I like about my mental health. It's a very difficult time. I have not -- the

anxiety before, so all I'm doing is talking to friends, talking to family, trying to take it really slow. One day at a time. Breathing and just staying positive and hoping everybody tests negative and keeping in touch with family, I think, is the biggest help I'm receiving.

>> And I know we had just about this time last year when your husband was in Spain and they were having an incredible surge in that area and you were saying almost the same exact words. You are terrified for your husband to be miles away. Hundreds and thousands of miles away. How is it seeing that and then immediately experiencing something like this in your own country?

>> We didn't expect this. We were reading about the second wave and third wave and fourth wave in some of the other countries. Like in Spain I think they came out of the fourth wave of the pandemic. And in India we were very happy about being close to flattening, and we did not expect this. We were not prepared. There was no news about any preparation for the second wave. And everything escalated really fast. So two weeks ago it felt like things were normal and we could go out and see family, but now things are really different. Now we are having to stay indoors. Take precautions. Maybe even wear a mask at home if there is somebody that is COVID positive or exposed to a COVID positive patient. So this is very different from what it was like last year.

>> So Mubin, what's your message for the V-team.

>> My main message is that everyone gets the vaccine and that we are all vaccinated. It is our only tool and weapon to fight the pandemic. So my hope and prayer is that we all get vaccinated very soon.

>> Like Mubin said the pandemic is far from over. Stay smart, be responsible, mask up, socially distant. If you can get vaccinated. We are all in this and we will move forward together.

>> Wow. Wow. That was really impactful and to hear Mubin explain how things really are on the ground. I mean, news is one thing but to hear that you are hearing sirens every five minutes, it brings home how difficult this is. And we specifically want to let all of you watching know that we have heard you asking about what you can do to help India and I want to re-iterate again you can donate to support the Indian red cross, Verizon will match it up to \$1,000. My thanks to both of you ladies for opening up and telling us the truth about how things are there. And to my friends in India, we

see you. We were with you and we are praying for you and we will do everything we can to help.

So we are going to move to some news. We will start with this week's highlights. Starting on Monday we had Christy on the show about the why and the how of work forward and what this means for all of us as V-teamers. It really substantive stuff there. Tuesday we explored the Verizon story, the moments and milestones that made us what we are today and yesterday we checked the good mailbox for great stories about tree planting, volunteering and kindness. So we will stick with the kindness theme since that's a big one these days. So after the tragic mass shooting in -- at the Fed Ex distribution center in Indianapolis about two weeks ago, our local team wanted to do something. This is amazing. Solution specialist Tyler Morton, general manager Jasmine Shelton and the rest of the 350 Massachusetts avenue team put together snacks and treat bags as a thank you to show support for their local Fed Ex and UPS partners. We want to thank you Tyler, Jasmine and team for doing such good at such a tough time.

So we will turn to the business news now. We are kicking off small business days and I'm sure you have seen the posting every day about the run down letting us know how much time is left until this kicks off. Well, Aimee Novak spoke to our Andy Choi about what it all means.

>> All right, let's get excited for Verizon small business days. Aimee, let's jump into it. Tell us more about Verizon small business days.

>> Well, thank you for asking, Andy, I would love to talk about Verizon small business days. Verizon small business days runs through May 7 and it's an opportunity for our business team and consumer team to formally invite our small business customers back into our retail stores where we can have really robust conversations. We are offering personalized complimentary security evaluation. We have awesome offers that will go throughout the entire event and I have to tell you the team is super excited about working with small businesses in their local communities, not just to help them recover, but to help them thrive.

>> It's all about supporting communities from a holistic standpoint here and this is what it does. So let's talk about some of those small businesses who obviously have been through a lot. There may be some who may not be comfortable coming into the store. How are

we supporting those small businesses?

>> Yes, a great question. First of all, Andy, the customers that are -- I want to address very quickly our Verizon consumer team has spent the last 14 months focused on safety protocols. If you come into our store you have to wear a taste covering, we disinfect the service areas frequently and practice social distancing and implemented touchless retail standards. They did this over the last 12 months to make sure our employees were cared for and that our customers are safe. But specific to your question for those customers who are not comfortable sitting face to face yet, that's perfectly fine. We have small business account specialists that will be as happy to meet virtually as they would be to meet face to face. We make it super simple for our customers to set up an appointment if a business Custer wants to set an appointment, they can go on to the Verizon.com site, select business sales appointment and they do this and they have two options. They can either go into the store or select a virtual meeting. When they select a virtual meeting we get in contact with them and make sure that we have a time that works for both of us and set up a video meeting over our world class BlueJeans video platform. Get a plug in there for BlueJeans. The bottom line is we are ready to meet customers whether it's in the store or virtually. We are super excited. We want them to feel safe and comfortable regardless of the choice of setting. My foal V-teamers I will ask for your help am spreading the word about Verizon small business days. Let's take to social media, Instagram, Twitter, Linked-in and use the hashtag, I will make it super simple, small business days. So Andy, with resumer excited to make this a success not just for Verizon, but for the small business customers that have come throughout the United States. Thank you for the questions and thank you V-teamers for your support.

>> Wonderful. Once again small business days goes until May 7. It is an all of our Verizon stores across the country. I'm looking forward to using the hashtag small business days just like you said, Aimee, and truly help deliver the passion that you brought to this conversation. We know that it's reflected in all of our V-teamer's work when it comes to supporting the small businesses. Thank you for joining us today.

>> Thank you, Andy.

>> And Andy rocked for small business days. You have me pumped and ready to amplify on social media.  
Thank you so much.

By the way, today is a very big day. It is our first ever release of a human capital report. What is that? Detail the programs and practices that help our employees thrive at work and in life from recruiting the best talent to creating an inclusive culture this report is a reflection of our longstanding commitment to be the best place to work it was a huge undertaking and congrats to my teammates Rebecca and Jennifer and Christine. So many more who worked so hard on this report. This is fantastic.

Let's talk 5G. We always want to talk 5G. Verizon and snap launching the second AR landmarker experience from their 5G innovation partnership. Verizon 5G Ultra Wideband along with Snapchat augmented reality technology transformed this mural in Venice beach in the Los Angeles area into an immersive experience about the national wildlife federation hashtag save la cougar campaign. Develop the largest urban wildlife crossing. And Verizon is working with GE to bring 5G Ultra Wideband to the GE research lab in New York. With 5G on the premises, will be exploring how 5G can transform health care, aviation and energy through monitoring, wireless of realtime control of wind form and predictive maintenance of connected aircraft engine. Bet you didn't know that 5G can do that.

So if you need a new tablet and I have two small children so I always need a new tablet, there is good news. Beginning today customers can order the new iPad pro. Yes, the one that was blowing up on everybody's time line and Twitter feed. It features the break through M1 chip and 5G with availability in the second half of May and you can also get up to \$200 off with an eligible trade-in. And you can now order iPhone 12 and iPhone 12 mini with 5G in purple. So prince fans this is your chance.

In addition to the all new AirTag you have been hearing so much about. Both are available in stores and on-line today. Treat yourself.

We love Verizon swag. We have good news on that front. You want to check out the new Verizon brand shop. A one top shop for brand and Verizon gear from our approved vendor and with each purchase our vendors are giving about aic to organizations we support like VtoV, the national urban league and digital undivided. Each month we will have a new featured item on the site and for our international V-teamers you can get your swag, too. The international shop will be live in June.

So talk a little bit about emergency Broadband. We are talking about our commitment to help vulnerable communities and bridging the digital divide. So beginning May 12, Verizon customers affected by the COVID-19 pandemic can sign up for the emergency Broadband benefit program through the government. Qualifying customers will temporarily receive monthly discounts up to \$50 a month or up to \$75 per month on tribal land and for more detail and to check eligibility you can head over to [get emergency Broadband.org](https://www.getemergencybroadband.org).

It is so nice to be outside these days. Here is super windy in jersey today. It's been fantastic, 70s, awesome. We have something that you can do outside in June. We are hosting a national virtual 5G from June 5 through 13 for mental health awareness outreach partnering with find your anger. We are encouraging those who are interested to sign up now. We will have all of the details linked in today's story.

And finally we always like to leave you with inspirational stories about our most inspirational V-teamers and today is no different. This is really beautiful. U.S. paracycle open. Kyle Pitman raised and brought home two gold medals. As a result he has been invited to race with the U.S. team in the paracycling world cup held a few weeks from now in Belgium. His performance at that race and upcoming time trials are all that remain to be invited to raise -- our V-teamers are amazing. Always doing awesome things. Kyle, we are so excited for you. We are rooting for you.

Again, I want to circle back to how we started this. Talking about the situation in India. We care so much about all of our friends there and we want to let you know that yes, Verizon has a comprehensive response to it but also that you can do your part as well. And we want to encourage you to donate to support the Indian Red Cross. Verizon will match it two to one up to \$1,000.

We can do a good deed today. Go into the weekend. And be with your loved one virtually or otherwise and feel like you have done something to move the world forward together. I'm so grateful to have all of you here with me today. I'm Diana Alvear. Thank you so much for watching and until next time, you are Up to Speed.