

VERIZON  
UP TO SPEED LIVE  
April 30, 2024 12:00 PM ET

>> HEY V TEAM, OOH, YEAH, WE LOVE THE APPLAUSE.

HAPPY TUESDAY, APRIL 30TH!

CAN YOU BELIEVE THAT APRIL'S BASICALLY OVER?

WELL, IT IS, AND TOMORROW'S THE START OF MAY, WHICH MEANS IT'S ALSO THE START OF MILITARY APPRECIATION MONTH.

IT'S A SPECIAL MONTH TO COME TOGETHER AND RECOGNIZE AND HONOR THE SERVICE AND SACRIFICES OF OUR MILITARY MEMBERS, THEIR FAMILIES, VETERANS, AND LOST LOVED ONES.

AS YOU KNOW, HERE AT VERIZON WE LOVE THEMES, AND THIS YEAR'S MILITARY APPRECIATION MONTH THEME IS "HEROES AMONG US: CELEBRATING THOSE WHO SERVE" - A VERY FITTING TITLE.

AND THE ONLY THING WE LOVE MORE

THAN TEAMS AT VERIZON IS GETTING THE V TEAM INVOLVED IN THESE CELEBRATIONS.

AND SO TODAY I HAVE TWO SPECIAL GUESTS TO HELP ME SHARE HOW YOU CAN GET INVOLVED THROUGHOUT THE MONTH.

V TEAM PLEASE HELP ME WELCOME THE EXECUTIVE SPONSOR OF THE VERIZON VALOR ERG AND CEO OF VERIZON BUSINESS, KYLE MALADY AND VALOR GLOBAL OPS LEAD, DAVID CARUTH!

HELLO, GENTLEMEN. THANK YOU FOR BEING HERE.

>> IT'S OUR PLEASURE.

>> ABSOLUTELY.

SO LET'S START OFF WITH ONE THAT WE CAN TAKE FROM THE HEART.

WHAT DOES THE MILITARY MONTH MEAN TO YOU, KYLE?

>> LISTEN, I MEAN, WE TAKE MAY, WE'VE SET UP MAY TO BE MILITARY APPRECIATION MONTH AND FOR ME I THINK IT'S REALLY THREE THINGS.

FIRST, I'VE HAD A LOT OF FAMILY AND FRIENDS WHO SERVED, GOING BACK A LONG, LONG TIME, UNTIL PRESENT DAY.

WE HAVE A LOT OF GREAT V TEAMERS, OVER 8,000 V TEAMERS WHO HAVE SERVED AND CONTINUE TO SERVE AS WELL AS THEIR FAMILIES IN THE V TEAM AND SO THAT'S SUPER, YOU KNOW, THAT'S REALLY SUPER IMPORTANT.

AND THEN ALSO YOU KNOW, WE, VALOR.

I'M REALLY HONORED TO BE THE EXECUTIVE SPONSOR OF VALOR, AND SO I TAKE THIS -- IT'S SO MEANINGFUL FOR ME, REALLY DEEP DOWN IN MY HEART, SO I REALLY, REALLY -- I REALLY GRABBED THIS OPPORTUNITY TO REALLY PLAY UP ALL OF THE CONFER AND SACRIFICE THAT ALL MY FRIENDS, FAMILY AND CO-WORKERS HAVE DONE OVER THEIR LIFETIME. SO IT'S A FANTASTIC MONTH FOR ME.

>> ABSOLUTELY, THANKS FOR SHARING THAT. HOW ABOUT YOU, DAVID?

WHAT DOES THIS SPECIAL MONTH MEAN TO YOU?

>> IT'S A MOMENT AND TIME TO

HONOR AND ACKNOWLEDGE THOSE THAT ARE CURRENTLY SERVING, ACTIVE DUDY.

WE HAVE ARMED FORCES DAY IN MAY AND MILITARY SPOUSE APPRECIATION DAY, THEY' SERVING ALONG WITH THEIR SPOUSES.

>> OF COURSE.

>> IT'S ON YOUR TO HAVE-TO-HONOR PAST WHILE SERVING, THINK OF MEMORIAL DAY.

AS THE GLOBAL OPS LEAD OF VALOR, I GET AN OPPORTUNITY AND PRIVILEGED WITH ERG TO GET TO PULL TOGETHER ALL OF OUR PROGRAMS WITH OUR GLOBAL CABINET

AND PUT TOGETHER STUFF LIKE YOU'RE SEEING TODAY.

FROM A PERSONAL PERSPECTIVE, I SERVED IN THE PENNSYLVANIA ARMY NATIONAL GUARD AND BOTH OF MY GRANDFATHERS SERVED IN THE ARMY.

IT GIVES ME AN OPPORTUNITY TO HONOR MY GRANDFATHERS WHICH HAVE BOTH SINCE PASS.

>> THANK YOU SO MUCH FOR YOUR SERVICE.

THAT'S AMAZING.

THAT'S GREAT.

KYLE, HOW DOES VERIZON HONOR OUR MILITARY COMMUNITY?

I KNOW THAT'S A A WHOLE DIFFERENT ADDITION.

>> COME ON TO VALOR'S WEBSITE AND LOOK AT THE GREAT THINGS THE TEAM DOES.

I COULD TELL YOU ONE THING, TOO.

THEY'RE SO ORGANIZED, AS YOU WOULD IMAGINE FROM A BUNCH OF MILITARY FOLKS, UNBELIEVABLY ORGANIZED AND IT'S JUST A PLEASURE TO LEAD THEM BECAUSE THEY'RE ALWAYS THINKING ABOUT HOW THEY CAN GIVE BACK TO OTHERS WHO SERVED AND PEOPLE, FAMILIES WHO MAY HAVE BEEN UNFORTUNATELY AND LOST A FAMILY MEMBER, HOW DO WE GIVE BACK, ALWAYS WORKING ON DIFFERENT PROGRAMS TO REALLY GIVE BACK TO THE COMMUNITY, AND THEY REALLY, REALLY MAKE AN IMPACT.

SO JUST SEEING THE WORK THAT THEY DO AND SEEING HOW THEY IMPACT OTHERS IS FANTASTIC, AND THEN THE OTHER THING THAT I THINK IS IMPORTANT FOR US IS WE ALSO, VERIZON WE SERVE A LOT OF SAY THE DOD AND A LOT OF COMPANIES THAT SUPPORT DOD, AND ULTIMATELY OUR SERVICEMEMBERS, YOU KNOW, WORK, AND SO HELPING THEM ACHIEVE GOALS THAT THEY'RE DOING TO FURTHER WHAT THE DOD DOES AND WHAT OUR MILITARY DOES IS SUPER, SOMETHING THAT WE REALLY NEED TO BE PROUD OF AS WELL.

>> YES, ABSOLUTELY.

THOSE ARE FANTASTIC EXAMPLES AND KYLE WE ACTUALLY HAVE A VIDEO THAT HELPS BUILD OFF YOUR COMMENT REGARDING THOSE INNOVATIVE SOLUTIONS AND THE DOD.

HOW ABOUT WE TAKE A QUICK LOOK AT THAT.

>> THE DOD HAS AN APPETITE FOR 5G.

THE HEADLINE IS THERE'S NOT ONE USE CASE ACROSS ENTERPRISE OR CONSUMER THAT THE DOD DOESN'T WANT.

THE MILITARY BASE IS NOT UNLIKE A SMALL CITY.

PEOPLE LIVE, EAT, SLEEP, PLAY, DRIVE, AND SO YOU CAN IMAGINE THE SAME BENEFITS OF 5G HAVE A LOT OF VALUE TO OUR MEN AND WOMEN IN UNIFORM, THEIR CIVILIAN COUNTERPARTS AND THEIR FAMILIES.

WHEN YOU THINK OF DEPARTMENT OF DEFENSE OR MILITARY, YOU THINK OF A LOT OF THINGS PAINTED IN GREEN WITH CAMOUFLAGE, RUGGEDIZED, CAN BE DROPPED FROM A PLANE.

WHILE CERTAINLY THAT'S TRUE,

WHAT YOU ALSO HAVE TO KEEP IN MIND IS NETWORK COHESION, WHICH IS THE IDEA THAT BY INTEGRATING SYSTEMS AND OTHER NETWORKS TOGETHER, YOU CAN HAVE A SEAMLESS EXPERIENCE ACROSS ANY CONNECTED DOMAIN, WHETHER THAT'S LAND, AIR, SPACE, SEA, CYBERSPACE. WHAT WE'RE TALKING ABOUT TODAY HAS THREE MAIN PILLARS TO IT, NETWORK INNER OPERABILITY.

YOU COULD HAVE TWO COMPLETELY SEPARATE NETWORKS SUPPORTING A SINGULAR DATA FEED PROVIDING, SAY SITUATIONAL AWARENESS OR A

VIDEO FEED TO A CENTRAL COMMAND CENTER.

THE OTHER PILLAR IS NETWORK HANDOFF, THE IDEA THAT A CONNECTED DEVICE COULD BE IN ONE NETWORK COVERAGE AREA AND MOVE TO A SECOND WITHOUT HAVING AN INTERRUPTION OR A DEGRADATION IN SIGNAL OR VIDEO QUALITY AS THAT

VIDEO FEED IS BEING TRANSMITTED OVER THE NETWORK.

AND THE THIRD PILLAR TO WHAT WE'RE SHOWING HERE TODAY IS A WAY TO MONITOR THAT DATA TRANSMISSION, TO SEE WHERE THAT DATA IS GOING THROUGH THE NETWORK BACK TO THAT NETWORK CENTRAL COMMAND CENTER, WHETHER THAT'S THROUGH A VERIZON PRIVATE NETWORK OR SOMEONE ELSE'S

PRIVATE NETWORK THAT WE ARE MANAGING.

>> WOW, PRETTY, PRETTY COOL.

I MEAN, LOOKS LIKE WE'RE DOING SO MUCH, RIGHT, IN ALL ASPECTS OF OUR MILITARY. VERY, VERY IMPORTANT.

NOW DAVID, TURNING BACK TO YOU – YOU MENTIONED MAY, MEMORIAL DAY.

WHAT'S VALOR GOT PLANNED?

WHAT DO WE HAVE TO LOOK FORWARD TO?

>> BIG PLANS, TUESDAY MAY 21ST 4:00 P.M. EASTERN, THE VERIZON LINKEDIN CHANNEL FOR A SPECIAL EVENT FOR ALL VTEAMERS TO JOIN, LIVE FROM SAN DIEGO WITH KYLE.

A FIRESIDE CHAT WITH OUR MARKET PRESIDENT STEVEN KELLER, VP OF ENTERPRISE SALES DAVID POPE AND GOING TO BE MOTT RATED BY OUR AVP OF COMMUNICATION, LAUREN SCHULTZ.

A SPECIAL MUSICAL GUEST FROM THE WOUNDED WARRIOR PROJECT, A

MOMENT OF SILENCE IN HONOR OF

MEMORIAL DAY AND A COMPANY-WIDE CARRY-FORWARD WALK, SO EVERYBODY CAN PARTICIPATE EITHER AS A GROUP OR HUBS VIRTUALLY AT VARIOUS OFFICES AND WE'LL HAVE A VOLUNTEER EVENT WITH PARTNERS AT THE USO WITH LETTER WRITING. THIS IS NEAT, THE LETTERS WILL BE DIGITIZED AND BROADCAST GLOBALLY ACROSS THE USO SITES, BASES, DOMESTIC, INTERNATIONALLY, SHIPS OUT AT SEA. IT WILL BE GREAT TO SEE THE MESSAGES FROM THE V-TEAMERS DISPLAYED FOR OUR TROOPS TO READ.

DETAILS OF THIS EVENT AND REGISTRATION WAS EMAILED OUT WITH THE "UP TO SPEED" ARTICLE.

WE HAVE OVER 100,000 EMPLOYEES, WE CAN HAVE OVER 100,000 VALOR MEMBERS. JOIN VALOR IF YOU HAVE THE OPPORTUNITY.

>> WE SHOULD ALL JOIN AND SUPPORT IT. SO IMPORTANT.

ABSOLUTELY, THANK YOU FOR SHARING ALL OF THAT. THAT'S NOT THE ONLY THING. THOSE ARE VERY EXCITING BUT THERE'S MORE THAT WE CAN LOOK FORWARD TO. TELL US MORE.

>> AT OUR HUBS WE HAVE FALLEN CAM RAD TABLES TO HONOR THOSE THAT HAVE FALLEN, YOU'LL SEE THOSE ACROSS VARIOUS HUBS AND SIGNAGE TO OUR RETAIL STORES TO PROVIDE OUR VALUE PROPOSITION TO VETERANS AND DISCOUNTS AND BENEFITS AND SELECT RETAIL STORES CLOSE TO HIGHLY-POPULATED BASES, THERE WILL BE SPECIAL ATTIRE AT SELECT DAYS.

>> VERY COOL.

SO MUCH GOING ON, KYLE, TO LOOK FORWARD TO.

LIKE YOU SAID, 200 RETAIL STORES WITHIN OUR MILITARY BASE COMMUNITIES WILL HAVE THEIR

TEAMS DRESSED IN ATTIRE TO HONOR ACTIVE MEMBERS OR VETERANS,  
THAT'S REALLY SPECIAL. AND AGAIN, LIKE DAVID SAID, BE  
SURE TO SHARE WITH FRIENDS AND FAMILY ABOUT OUR UP TO \$25 A  
MONTH MILITARY DISCOUNT AVAILABLE ON SELECT PLANS!  
VERY IMPORTANT.

AND V TEAM SPEAKING OF ATTIRE, DON'T FORGET TO SHOW YOUR  
SUPPORT WITH VALOR ATTIRE LIKE WHAT KYLE AND DAVES ARE WEARING, VERY  
SPIFFY, AND WE'LL HAVE A LINK TO VISIT THE WEBSITE AND GET COOL STUFF.  
THEY HAVE BEANIES, YOU CAN STOCK UP FOR WINTER, SUPPORT VALOR ALL YEAR  
LONG.

>> ABSOLUTELY.

>> SO IMPORTANT.

THANK YOU BOTH SO MUCH FOR BEING HERE TODAY.

WE APPRECIATE YOUR TIME AND THANKS FOR YOUR SERVICE.

KYLE FOR SUPPORTING EVERYTHING.

>> THANK YOU AND THANKS TO ALL OF YOU VETS WHAT YOU'VE DONE FOR US AS  
CITIZENS AND WHAT YOU DO HERE AT VERIZON AND THANK ALL YOU GUYS FOR COMING.

>> YEAH, FOR COMING DOWN! AWESOME, THANK YOU SO MUCH.

>> THANK YOU.

>> GREAT.

NOW ON TO ANOTHER BIG TOPIC FOR US HERE AT VERIZON, PROTECTING OUR VALUABLE  
DEVICES.

FOLKS, RESEARCH HAS SHOWN THAT THE AVERAGE U.S. HOUSEHOLD HAS  
OVER \$11,000 WORTH OF HOME TECHNOLOGY PRODUCTS – THAT'S A  
BIG INVESTMENT.

AND AS THE NUMBER OF DEVICES WE RELY ON AT HOME CONTINUES TO GROW, SO DOES THE NEED TO PROTECT THEM.

LOOK AT THAT, SPILLING THE COFFEE ALL OVER THE LAPTOP, THAT'S NOT GOOD. AND THAT IS WHERE VERIZON HOME DEVICE PROTECT OR VHDP COMES INTO PLAY.

WITH THAT CRACKED IPHONE SCREEN THERE, IPAD SCREEN OR THE COMPUTER OWN THE SIDE NO, GOOD.

THIS \$25 A MONTH SERVICE ALLOWS CUSTOMERS TO ACCESS AN UNLIMITED NUMBER OF REPAIRS AND REPLACEMENTS FOR THEIR HOME TECH, AND AS OF APRIL 25TH,

CUSTOMERS OF VHDP CAN NOW ACCESS BRAND-NEW FEATURES AND SERVICES TO BETTER SAFEGUARD THEIR DEVICES AT NO ADDITIONAL COST!

ONE OF THOSE NEW FEATURES IS EXTENDED COVERAGE FOR A SECOND RESIDENCE, THINK MAYBE VACATION HOME?

NO ONE WANTS STRESS ON VACATION!

FOR MORE DETAILS ON THESE NEW FEATURES AND ALL THINGS VHDP – JUST CHECK OUT TODAY'S STORY. TWO MORE THINGS TO HIT ON.

IT'S THAT TIME AGAIN, THE 2024VZPULSE+ SURVEY IS NOW OPEN.

YOU KNOW THE DEAL, TAKE THE SURVEY AND LEAVE A COMMENT, IT'S CONFIDENTIAL AND HELPS LEADERS

BETTER UNDERSTAND YOUR EXPERIENCE AT THE COMPANY AND

CAN HELP PAVE THE WAY TO MAKE VERIZON AN EVEN BETTER PLACE TO WORK.

IN 2023, NEARLY HALF OF EMPLOYEES SUBMITTED A COMMENT

AND THE LEADERSHIP TEAM READS EVERY COMMENT FOR THEIR ORGANIZATION.

LOOK FOR A LINK THROUGH YOUR INSIDE VERIZON TO DOS, A GALLUP



SURVEY EMAIL , AND TEXTS TO YOUR WORK PHONES – TEXTS WILL COME FROM 899-000 .  
THE SURVEY CLOSES ON MAY 13TH .

BEFORE WE GO, TUNE IN TO "UP TO SPEED" THIS THURSDAY BECAUSE RAQUEL WHO  
IS IN THE AUDIENCE NOW, SHE'S GOING TO BE HITTING THE ROAD SOON, WAVING  
BACK THERE, FOR OUR NEXT TOUR STOP .

YOU KNOW WE LIKE TO KEEP YOU GUESSING, SO HERE'S A CLUE: OUR  
NEXT STOP HAS AN ANNUAL PIMENTO CHEESE FESTIVAL .

THINK YOU FIGURED OUT WHERE SHE'S HEADED?

LET US KNOW IN THE COMMENTS!

WE LOVE TO READ YOUR GUESSES!

WITH THAT I HOPE YOU ALL HAVE A WONDERFUL DAY .

AND DON'T FORGET TO CHECK OUT TODAY'S STORY FOR A FULL RECAP  
ON TODAY'S SHOW, UNTIL NEXT TIME, YOU'RE "UP TO SPEED."

[ CHEERS AND APPLAUSE ]