

VERIZON
UP TO SPEED LIVE
May 2, 2023 11:30 AM ET

[APPLAUSE]

>> HEY V TEAM, WELCOME TO UP TO SPEED LIVE!
AND WELCOME TO OUR BASKING RIDGE AUDIENCE UP TO SPEED LIVE.
THANKS FOR BEING HERE WITH US.

>> YEAH, JEN, IT'S OFFICIALLY MAY AND THERE'S A LOT TO CELEBRATE ALL
MONTH LONG.

MAY IS ASIAN-PACIFIC ISLANDER MONTH, AND IT'S ALSO MILITARY
APPRECIATION MONTH AND MENTAL HEALTH AWARENESS MONTH.

>> OUR PAN ASIAN EMPLOYEE RESOURCE GROUP, PACE, IS HOSTING
A MONTH-LONG CELEBRATION WITH
MANY ACTIVITIES AND EVENTS TO HELP ALL OF US BETTER UNDERSTAND
AND APPRECIATE THIS RICH CULTURE.

>> THIS YEAR'S THEME IS "MAKING
A SPLASH AND REFLECTS ON HOW THE PAN ASIAN CULTURE CONTINUES TO
MAKE AN IMPACT ON AMERICAN CULTURE.

>> THERE'S PLENTY OF EVENTS TO LOOK FORWARD TO YOU CAN FIND
MORE INFORMATION IN TODAY'S STORY, AS WELL AS MORE
INFORMATION ON MILITARY APPRECIATION MONTH EVENTS AND
RESOURCES LIKE OUR EMPLOYEE
ASSISTANCE PROGRAM TO SUPPORT YOUR OVERALL WELL-BEING BECAUSE
REMEMBER TEAM MENTAL HEALTH SHOULD ALWAYS BE A PRIORITY.

>> YES, TAKING TIME FOR OUR
MENTAL HEALTH IS ALWAYS IMPORTANT.

NOW, TEAM, YOU MAY REMEMBER THE NETWORK FEEDBACK TOOL THAT JOE
RUSSO SHARED ON UP TO SPEED WHICH ALLOWS V TEAMERS TO HELP
OUR ENGINEERS RESOLVE NETWORK ISSUES.

WELL KNOW, WE'RE ADDING A NEW
TOOL TO THE MY VERIZON APP THAT WILL HELP CUSTOMERS WITH AN
ARRAY OF OTHER ISSUES TO IMPROVE OUR CUSTOMER EXPERIENCE.

>> JOINING US TO SHARE MORE IS MICHELLE MILLER, VP OF VCG
CUSTOMER EXPERIENCE.

HI, MICHELLE, THANKS FOR BEING HERE.

>> HELLO, THANKS FOR HAVING ME.

IT'S A PLEASURE TO BE WITH YOU AND THIS GREAT CROWD BEHIND US HERE.

>> YEAH.

>> MICHELLE, IT'S BEEN A COUPLE OF MONTHS SINCE WE LAUNCHED THE
THIRD GENERATION OF THE MY VERIZON APP.

CAN YOU TELL US WHAT'S CHANGED
IN THE APP SINCE THEN?

>> WE'RE EXCITED ABOUT THE NEW CAPABILITIES THAT THE APP HAS TO
OFFER INCLUDING BEING ABLE TO UNIFY HOME AND MOBILE INTO ONE PLACE
SO CUSTOMERS CAN MANAGE THAT.

NOW IT'S ABOUT GIVING SOMETHING TO THE V TEAMERS WITHIN THE NEW APP.

I'M EXCITED TO TALK ABOUT THE V TEAM TOOLKIT.

IT'S A NEW MENU THAT ALLOWS A PLACE FOR V TEAMERS TO GO AND PROVIDE FEEDBACK BUILDING OFF OF WHAT WE HEARD WITH WHAT JOE SAID WITH THE NETWORK EXPERIENCE.

IT FEELS GREAT WHEN CUSTOMERS GIVE US FEEDBACK ABOUT THEIR EXPERIENCE, BUT WHAT ABOUT THOSE TIMES WHEN IT'S NOT SO GREAT, THEY HAVE SOME INFORMATION THEY WANT TO GIVE US.

>> YEAH.

>> AND THIS IS WHERE THERE'S JUST A NEW TOOL THAT YOU CAN PROVIDE THAT VOLUNTARY INFORMATION TO HELP GET IT INTO THE RIGHT HANDS, THE RIGHT TIME SO WE CAN ADDRESS THOSE ISSUES.

VERY EXCITED ABOUT IT.

>> THE TOOLS SOUND SO HELPFUL.

SO WHERE CAN V TEAMERS FIND THEM AND HOW CAN THEY UTILIZE THEM?

>> WE'RE PUTTING THE V TEAM TOOLKIT IN ONE PLACE IN THE APP.

YOU'LL WANT TO GO TO THE APP.

WHEN YOU CHECK IT OUT, IT'S FOR EMPLOYEES PHONE PROGRAM, INDIVIDUALS, AND WHEN YOU GO TO THE APP YOU'RE GOING TO WANT TO GO TO THE BOTTOM RIGHT WHERE YOU SELECT MORE.

THERE YOU'LL FIND THE V TEAM TOOLKIT.

SO WE'VE EXPANDED THE OPTIONS INTRODUCING TWO NEW CAPABILITIES. AMBASSADOR CARE AND REPORT A DIGITAL ISSUE.

WITH BOTH OF THESE, WE'RE PUTTING RIGHT INFORMATION, LIKE I SAID, IN THE RIGHT HANDS SO WE CAN REALLY ADDRESS THOSE ISSUES THAT WE HAVE OUT THERE.

SO A FEW THINGS I WANT TO MAKE SURE I GET ACROSS.

REPORT A DIGITAL ISSUE, AMBASSADOR CARE, THOSE ARE THE FIRST TWO OPTIONS THAT YOU'LL SEE WHEN YOU LOOK INTO THE APP.

WHEN YOU SELECT EITHER ONE OF THOSE, THEN YOU COMPLETE THE FORM THAT ALLOWS YOU TO PUT IN ALL THE INFORMATION.

YOU CAN DO SCREENSHOTS, UPLOAD ADDITIONAL DETAILS AND YOU'LL GET A RESPONSE WITHIN THREE BUSINESS DAYS.

A GREAT WAY TO MAKE SURE THAT YOU GET RESOLUTION FOR THAT CUSTOMER.

NOW, AMBASSADOR CARE IS WHERE YOU'RE SUBMITTING ON BEHALF OF A CUSTOMER.

SO WE WANT TO MAKE SURE THAT ALTHOUGH YOU'RE EXCITED TO GET THAT INFORMATION, YOU MAY NOT SEE ALL THOSE DETAILS BECAUSE WE HAVE TO MAINTAIN CUSTOMER PRIVACY, RIGHT?

BUT GUARANTEED WE'LL GET YOUR FEEDBACK TAKEN CARE OF, THE ISSUE ADDRESSED, AND WE'LL CONTINUE TO LEVERAGE ALL OF THAT FEEDBACK TO REALLY ADDRESS THINGS ACROSS THE PORTFOLIO, ESPECIALLY AS WE THINK ABOUT THOSE DIGITAL ISSUES THAT WE'RE REPORTING AS WELL.

AND DON'T FORGET, WE STILL LOVE THE NETWORK EXPERIENCE FEEDBACK, FOR JOE RUSSO'S TEAM AND THE NETWORK TEAM, SHOUT-OUT FOR ALWAYS ENHANCING THAT.

WE TAKE FEEDBACK ON THE APP. AND THOSE STORE VISITS AS WELL. ONE-STOP SHOP IN THE V TEAM TOOLKIT.

>> AWESOME.

LOVE THAT EVERYTHING IS IN ONE PLACE FOR EASE.

AND ALSO I HAVE TO ADD THAT SOMEONE ON OUR TEAM ACTUALLY USED THE FEEDBACK TOOL LAST WEEKEND, AND THEY WERE ABLE TO SUCCESSFULLY HELP A FAMILY MEMBER.

SO IT'S UP AND RUNNING, IT'S WORKING, AND I'M REALLY HAPPY TO SEE THAT PEOPLE ARE USING IT.

>> THAT'S RIGHT, WE HAD A SOFT LAUNCH AND WE'RE ALREADY SEEING ISSUES ADDRESSED.

GREAT THAT WAS ONE OF YOURS.

>> AWESOME.

CAN YOU TELL US MORE WHAT ELSE YOU AND YOUR TEAM ARE DOING TO IMPROVE THE CUSTOMER EXPERIENCE?

>> SURE, BEFORE I GO THERE, I WANT TO SAY, GET STARTED TODAY, AGAIN, EVERYONE WITH THE EMPLOYEE PROGRAM, YOU CAN USE THE MY VERIZON APP TO START HELPING CUSTOMERS.

PARTICIPATION IS VOLUNTARY.

I JUST WANT TO STRESS THAT.

BUT IT'S A WAY THAT YOU CAN HELP US.

BUT YES, THE APP HAS SO MUCH MORE.

WE HAVE A MOMENT I WANT TO SHOUT-OUT THE OMNI CX ACCOUNT EXPERIENCES TEAM.

AND THEIR MISSION IS SIMPLE, THEY STRIVE TO PROVIDE SIMPLE AUTHENTICATION EXPERIENCES ACROSS CHANNELS WHILE ENSURING MAXIMUM SECURITY TO PROTECT OUR CUSTOMER ACCOUNTS.

SCAMMERS ARE GETTING BETTER AT BREACHING CUSTOMERS' INFORMATION, SO WE DO HAVE TO ENSURE THAT THEY BE VIGILANT ABOUT THAT.

BUT WE'RE DOING OUR PART AS WELL.

IN FACT, I WOULD LOVE TO KICK IT OVER TO A VIDEO SO YOU CAN HEAR OW ELIZABETH REDI AND TEAM ARE DOING JUST THAT.

>> HI, I'M LIZ REDI, THE DIRECTOR OF ACCOUNT EXPERIENCES HERE AT VERIZON IN THE OMNI CX ORGANIZATION.

MY TEAM OWNS A VARIETY OF EXPERIENCES, INCLUDING THE AUTHENTICATION EXPERIENCE.

AUTHENTICATION IS THE PROCESS

WHERE WE'RE VALIDATING WHO THE CUSTOMER SAYS THEY ARE.

THE CUSTOMER CAN COME TO US IN A VARIETY OF CHANNELS, BE IT DIGITAL, IN PERSON WITHIN OUR CALL CENTER, AND WE WANT TO MAKE SURE WHO WE'RE TALKING TO IS THE PERSON ON THE ACCOUNT.

SO WE'RE VALIDATING INFORMATION

THAT WE HAVE ABOUT THE CUSTOMER

AGAINST WHAT THEY'RE TELLING US.
THE CUSTOMERS TRADITIONALLY HAVE
TO PROVE THEIR IDENTITIES THROUGH THINGS THAT THEY KNOW
ABOUT THEMSELVES.
IN THE PAST, THINGS HAVE BEEN
RELY ON KNOWLEDGE-BASED AUTHENTICATORS, SO A USER ID AND
PASSWORD THAT THEY'VE SET UP.
HOWEVER, WE WANT TO MAKE IT MORE SEAMLESS FOR OUR CUSTOMERS.
WE WANT TO MAKE SURE THAT
CUSTOMERS CAN PROVE THEIR IDENTITY IN A VARIETY OF WAYS.
SO THERE'S NO SILVER BULLET WHEN
IT COMES TO AN OMNI CHANNEL EXPERIENCE, BUT THERE ARE THINGS
THAT WE HAVE BEEN DOING TO BE ABLE TO ALLOW CUSTOMERS TO PROVE
THEIR IDENTITY THROUGH THEIR
MOBILE DEVICE DOING BACK-END CHECKS ABOUT INFORMATION THAT WE
HAVE WITH THEM ALREADY TO CREATE
THAT SEAMLESS EXPERIENCE FOR THE CUSTOMER.
BACK WHEN I TOOK OFF THE AUTHENTICATION ROLE IN 2019,
THERE WAS NO CENTRALIZED
STRATEGY WHEN IT CAME TO AUTHENTICATION PRACTICES.
IT WAS REALLY IMPORTANT FOR US TO BE ABLE TO HAVE THAT SINGULAR
STRATEGY SO THAT WE CAN APPLY IT CONSISTENTLY ACROSS ALL OF OUR
CHANNELS. SO BRINGING TOGETHER ALL OF THE
DIFFERENT KEY PLAYERS INTERNALLY TO MAKE SURE THAT THEY
UNDERSTOOD THE NEED TO BOTH HAVE A VERY SEAMLESS EXPERIENCE FOR
OUR CUSTOMER, YET SECURE SO THAT
THERE WOULD BE NO FRAUDULENT ACTIVITY ON CUSTOMERS' ACCOUNTS
WAS IMPERATIVE TO OUR SUCCESS.
>> WOW, A LOT OF GREAT WAYS
WE'RE IMPROVING THE CUSTOMER EXPERIENCE. BEFORE YOU GO, IS THERE
ANYTHING ELSE YOU WANT TO SHARE WITH THE V TEAM?
>> YES, I HAVE MORE.
DID YOU KNOW THAT EVERY MONTH OUR NUMBER ONE INTERACTION WITH
CUSTOMERS IS THE BILL.
34 MILLION CUSTOMERS RECEIVE THAT INTERACTION WITH US ON THE
CONSUMER SIDE.
AND SO HAPPY TO SHARE THAT WE'VE RECENTLY REDESIGNED THAT BILL, SO
IF YOU HAVEN'T HAD A CHANCE TO CHECK IT OUT, PLEASE DO SO.
WE LAUNCHED THIS, IN FACT I BELIEVE IT WAS CELEBRATED DURING OUR
ACTION TOUR OVER THE PAST COUPLE OF WEEKS.
SO WE DEFINITELY GOT SOME RECOGNITION.
SPEAKING OF RECOGNITION, THIS WOULD NOT BE POSSIBLE WITHOUT ALL OF
THE PARTNERSHIP AND SUPPORT THAT WE HAVE FROM OUR GTS TEAMS, OUR
DESIGN TEAMS, AND MANY MORE.
SO DEFINITELY WANTED TO TAKE A MOMENT TO SHOUT THEM OUT AS WELL.
BUT THANKS FOR HAVING ME ON.

THE CX TEAM MIGHT BE REPRESENTED BEHIND ME, WE ARE OBSESSED WITH CONTINUING TO MAKE THINGS BETTER FOR OUR CUSTOMERS AND YOUR FEEDBACK CONTINUES TO MAKE A DIFFERENCE FOR US TO MAKE SURE THAT WE'RE DOING JUST THAT. SO THANKS FOR HAVING ME.

>> OF COURSE. THANK YOU FOR COMING ON. WE APPRECIATE IT.

>> THANK YOU, MICHELLE.

>> ALL RIGHT TEAM, AS YOU KNOW

LAST THURSDAY WAS "TAKE YOUR CHILD TO WORK DAY".

WE HAD PLENTY GOING ON ACROSS OUR VERIZON OFFICES.

>> HERE IN BASKING RIDGE RAQUEL AND I HAD A CHANCE TO SPEAK TO SOME AWESOME KIDS AND LEARN MORE ABOUT WHAT THEY WANT TO BE WHEN THEY GROW UP. IT WAS A REALLY FUN DAY!

>> IT WAS, YEAH. CHECK THIS OUT.

>> I WANT TO BE A SOFTWARE ENGINEER.

>> I WANT TO BE WHEN I GROW UP IS TO WORK FOR VERIZON JUST LIKE MY MOM AND DAD.

>> I WANT TO BE A TEACHER.

>> I WANT TO BE A ZOOLOGIST.

>> WHEN I GROW UP, I WANT TO BE AN ARTIST.

>> I WANT TO BE A FAMOUS SOCCER PLAYER.

I LOVE IT SO MUCH THAT I CAN'T PUT IT INTO WORDS.

>> I WANT TO BE A DOCTOR SO I CAN HELP PEOPLE.

>> I WANT TO BE A SOCCER PRO WHEN I GROW UP AND WHY IS BECAUSE THAT I WANT TO IMPRESS PEOPLE AND WIN MEDALS AND TROPHIES AND STUFF.

>> UM, I THINK I WANT TO BE A TEACHER.

>> I WANT TO BE AN ARCHEOLOGIST AND I WANT TO FIND EGYPTIAN ARTIFACTS.

>> I WANT TO DO SOMETHING IN TECH OR BUSINESS OR SOMETHING MAYBE BOTH.

>> I DON'T REALLY KNOW.

>> I THINK SHE WORKS FOR LIKE MONEY IN THE BUDGET OR WHATEVER.

>> SHE HELPS PREVENT HACKERS GET INTO THE, LIKE, THE COMPUTER SYSTEMS AND I THINK SHE HELPS GET RID OF THE HACKERS.

>> SHE DOES FINANCIAL THINGS AND I KNOW THAT HE HAS A LOT MEETINGS. HE HAD TO CANCEL ONE JUST TO BE WITH ME SO THAT WAS PRETTY NICE.

>> MARKETING, I THINK.

>> VIDEOS.

>> SHE'S AT A COMMUNICATION TEAM AND SHE HELPS PEOPLE WITH COMMUNICATION AND OTHER STUFF.

>> MY WIFE DID A HIGH STANDARD --SET A HIGH STANDARD BECAUSE LAST YEAR SHE TOOK -- MY WIFE TOOK HER TO HER WORKPLACE, AND SHE'S ALWAYS BEEN BRAGGING ABOUT IT. SO NOW IT'S MY CHANCE TO GIVE BACK. BUT IT'S BEEN AMAZING. I SEE A LOT OF KIDS HERE.

IT'S A WONDERFUL OPPORTUNITY TO BRING THEM AND SHOW THEM ACTUALLY WHAT I DO.

>> WHEN I GET TO SEE HIM AND SHOW HIM WHAT I GET TO DO EVERY DAY AND WHAT THAT TIME'S BEING SPENT ON, JUST GIVES ME A SENSE OF PRIDE AND JUST MAKES ME FEEL REALLY GOOD ABOUT SHOWING HIM WHAT I DO TO HELP THE CUSTOMERS, RIGHT? AND TO HELP YOU.

[LAUGHTER]

>> IT'S NICE TO BE ABLE TO BRING HIM IN AND HAVE HIM HANG OUT FOR A LITTLE BIT AND SEE MY COWORKERS AND SEE A LITTLE BIT OF WHAT IT'S LIKE TO BE INSIDE THE OFFICE.

>> IT'S BEEN REALLY EXCITING. I THINK THE BEST PART ABOUT IT IS ACTUALLY WALKING HER WALK INTO THE BUILDING AND SEE HOW EXCITED SHE GOT SEEING EVERYTHING AND SEEING EVERYONE AND KIND OF LEARNING MORE ABOUT WHAT VERIZON IS.

>> WHAT A GREAT DAY!

[APPLAUSE]

THANKS AGAIN TO ALL THE V TEAMERS AND THEIR KIDS WHO TOOK THE TIME TO CHAT WITH US LAST THURSDAY.

>> YEAH, ABSOLUTELY. AND BE ON THE LOOKOUT FOR A SURVEY FROM OUR DE&I TEAM ABOUT YOUR EXPERIENCE. WE HOPE YOU ENJOYED THAT RECAP.

>> NOW ONTO AN EXCITING DEAL, BECAUSE DO YOU KNOW WHAT NEXT SUNDAY IS?

>> I BETTER KNOW WHAT NEXT SUNDAY IS.

>> IT'S MOTHER'S DAY, AND YOU'RE IN LUCK BECAUSE YOU STILL HAVE A BIT OF TIME TO GET YOUR MOM A SPECIAL GIFT. HEAD OVER TO [VERIZON.COM/DEALS](https://www.verizon.com/deals) FOR OPTIONS YOUR MOM WILL ENJOY. YOU CAN GET IPHONE 14 PRO.

PLUS, APPLE WATCH SE & IPAD - ALL ON US.

OR IF YOU'RE SHOPPING ONLINE, GET 25% OFF ELIZABETH JAMES CASES & CASE MATE WRISTLETS!

>> NOW TO SOME GN&T NEWS.

RECENTLY, CORCORAN, CALIFORNIA, HAS EXPERIENCED HISTORIC RAINFALLS, SO MUCH SO, THAT IT CAUSED LEVEES TO BREAK WHICH THEN LED TO THE FLOODING OF A LAKE THAT'S BEEN DRY FOR, GET THIS, 100 YEARS!

THAT'S A LONG TIME.

>> IT IS.

>> NOW UNFORTUNATELY THE FLOODING LEFT A CELL SITE SERVING THAT RURAL COMMUNITY FIVE FEET UNDER WATER. LOOK AT THESE PICTURES.

BUT LUCKILY, V TEAMERS CARLOS

RODRIGUEZ AND KYLE KINNEY, AN ENGINEER WHO HAPPENS TO BE A RETIRED DEEP SEA DIVER IN THE US NAVY, LEAPT INTO ACTION TO RESPOND TO THE FLOODING. AND BOY DID THOSE DEEP SEA DIVER SKILLS COME IN HANDY.

>> THEY REALLY DID, BECAUSE WITH WATER STILL KNEE DEEP INSIDE THE CELL SITE BUILDING, KYLE AND CARLOS VENTURED IN TO ASSESS THE DAMAGE AND BEGIN THE WORK TO REMOVE OR ISOLATE DAMAGED EQUIPMENT AND RESTORE SERVICES. THE WORK IS ONGOING, BUT THE TEAM IN CALIFORNIA IS COMMITTED TO PROVIDING CONNECTIVITY FOR RESIDENTS AND FIRST RESPONDERS THROUGH THE DEVASTATING FLOODING WHEN RELIABLE COMMUNICATION IS NEEDED MOST.

>> HERE'S SOME HR NEWS TO KEEP IN MIND.

WE'RE EXCITED TO SHARE THAT THE VZPULSE SURVEY IS BACK! THIS QUARTER IS OUR SUPERSIZED "+" SURVEY, WHICH FOCUSES ON ENGAGEMENT, LEADERSHIP PRINCIPLES, EMPOWERMENT, INCLUSION, PERFORMANCE MANAGEMENT AND VALUES.

>> THIS SHOULD ONLY TAKE YOU AROUND TEN MINUTES TO COMPLETE. HERE'S HOW TO FIND AND TAKE THE SURVEY.

LOOK FOR AN EMAIL FROM OUR PARTNER GALLUP WHICH, BY THE WAY, STARTING THIS QUARTER THE E THAT APPEARS IN THE SUBJECT LINE OF EXTERNAL EMAILS WILL NO LONGER BE ON YOUR PULSE+ EMAILS FROM THEM AS GALLUP IS NOW A TRUSTED VENDOR.

>> YOU CAN ALSO CHECK YOUR "TO DOS" ON VZWEB OR TEXT MESSAGES SENT TO YOUR WORK DEVICE TO ACCESS THE SURVEY.

THE SURVEY IS OPEN NOW THROUGH MONDAY, MAY 15TH.

>> AS WE COVERED ON THURSDAY'S EPISODE OF UP TO SPEED, WE CONTINUED TO BE OUR CUSTOMERS' TOP PICK AT THIS YEAR'S NFL DRAFT IN KANSAS CITY. AND AS PROMISED, WE'VE GOT EVEN MORE WAYS WE KEPT THE PARTY GOING IN KANSAS CITY AND BEYOND. WITH FOOTBALL ON FANS' MINDS,

FORMER PHILADELPHIA EAGLES STAR BRIAN WESTBROOK APPEARED ON "GOOD MORNING AMERICA" WEDNESDAY TO HELP SURPRISE A PHILADELPHIA-AREA CHILDREN'S BOOK STORE WITH THE GIFT OF VERIZON INTERNET SERVICES AND GOOGLE PIXEL PRODUCTS.

THE FEEL-GOOD STORY AIRED THE DAY BEFORE THE KICKOFF OF VERIZON'S SMALL BUSINESS DAYS, WHICH HELP SMALL BUSINESSES DISCOVER THE POWER AND BENEFITS OF OUR PRODUCTS AND SERVICES THROUGH COMPLIMENTARY CONSULTATIONS. SMALL BUSINESS DAYS KICKED OFF APRIL 27TH AND CONTINUES THROUGH MAY 3RD.

>> AND BACK AT OUR BARRYTOWNE RETAIL STORE IN KANSAS CITY, WE SERVED AS PRESENTING SPONSOR FOR "THE PAT MCAFFEE SHOW DRAFT SPECTACULAR," FOR WHICH THE SPORTSCASTER ON WEDNESDAY INTERVIEWED BIJAN ROBINSON, WHOM THE ATLANTA FALCONS WOULD SELECT EIGHTH OVERALL IN THE NFL DRAFT THE NEXT DAY.

SUPER COOL. BIJAN HUNG OUT WITH LOCAL FANS WHO STOPPED BY THAT BARRYTOWNE STORE'S RETAIL ACTIVATION, WHERE THEY POSED FOR PHOTOS AND LEARNED MORE ABOUT WHAT VERIZON

HAS TO OFFER. THANKS TO VERIZON, LOCAL FANS ALSO HUNG OUT WITH OTHER NFL STARS THE REST OF THE WEEK, INCLUDING JAMAAL CHARLES AND ISIAH PACHECO.

>> WE ALSO HYPED UP THE WEEKLONG FESTIVITIES IN STYLE WEDNESDAY NIGHT WITH THE NFL DRAFT EVE PARTY, SPONSORED BY VERIZON. AND THROUGHOUT THE DRAFT, FANS RACED AGAINST THE CLOCK TO “PLUG, PLAY AND WIN” AT OUR 5G ESCAPE ROOM EXPERIENCE IN UNION STATION TO LEARN MORE ABOUT VERIZON HOME INTERNET AND HOW THEY CAN SAVE ON SUBSCRIPTIONS THROUGH VERIZON +PLAY. AS YOU CAN SEE, WE HAD THE NFL DRAFT EXPERIENCE FULLY COVERED – JUST LIKE OUR POWERFUL NETWORK.

>> NOW ONTO SOME CITIZEN VERIZON NEWS.

LAST WEEK, WE SPONSORED A STEM-FOCUSED VERIZON FAMILY DAY AT THE KID MUSEUM IN BETHESDA, MARYLAND, WHERE VERIZON OFFERED FREE ADMISSION TO STUDENTS, FAMILIES AND STAFF FROM SIX WASHINGTON, D.C.-AREA SCHOOLS. STUDENTS HAD A CHANCE TO INTERACT WITH THE TECHNOLOGY THAT’S BEING INCORPORATED INTO OUR VERIZON INNOVATIVE LEARNING CURRICULA INCLUDING: A 3D PRINTING FABRICATION LAB AND DRONE FLIGHTS. AT THE EVENT, OUR V TEAM ALSO EDUCATED FAMILIES ABOUT THE AFFORDABLE CONNECTIVITY PROGRAM, HELPING ELIGIBLE HOUSEHOLDS CONNECT TO JOBS, HEALTHCARE, VIRTUAL CLASSROOMS, AND MORE.

WE ALSO SHOWED UP BIG FOR STUDENTS IN THE PHILADELPHIA AREA, WHERE VERIZON RECENTLY DONATED \$26,000 TO THE HARRISBURG-BASED BRIDGE EDUCATIONAL FOUNDATION, WHICH PROVIDES SCHOLARSHIPS TO THE FAMILIES OF BUCKS COUNTY.

>> AND TEAM, THEY SAY TIME FLIES WHEN YOU’RE HAVING FUN, AND LAST MONTH FLEW BY WHEN IT CAME TO VOLUNTEERISM. OUR CITIZEN VERIZON VOLUNTEER TEAM COMMITTED TO A GOAL OF 60,000 HOURS FOR THE MONTH OF APRIL AND GUESS WHAT? WE DID IT!

THAT’S RIGHT V TEAM, WE MADE IT HAPPEN. FOR THE MONTH OF APRIL WE HAD MORE THAN 21,000 V TEAM VOLUNTEERS, PARTICIPATING IN OVER 708 EVENTS FOR A TOTAL COMMITMENT OF MORE THAN 61,000 HOURS TOWARDS MOVING THE WORLD FORWARD FOR ALL. WHAT AN ACCOMPLISHMENT.

YOU SHOULD BE PROUD OF THE WORK YOU DID AND CONTINUE TO DO FOR OUR COMMUNITY. THANK YOU FOR ALL YOU DO.

>> THAT’S AWESOME.

NOW MOVING OPEN TO NEWS FROM THE VERIZON BUSINESS TEAM, WHO’VE BEEN BUSY ON THE ROAD THE LAST COUPLE OF WEEKS. FROM HANNOVER, MESSY, IN GERMANY, EUROPE’S LEADING

MANUFACTURING SHOW AND THE NATIONAL ASSOCIATION OF BROADCASTERS OR NAB SHOW IN LAS VEGAS.

TO THE HIMSS GLOBAL HEALTH CONFERENCE IN CHICAGO – THE MOST INFLUENTIAL HEALTH INFORMATION TECHNOLOGY EVENT OF THE YEAR, THE RSA SECURITY CONFERENCE IN SAN FRANCISCO AND THE FDIC INTERNATIONAL IN INDIANAPOLIS WHERE THE VERIZON FRONTLINE TEAM SHOWCASED WHY FRONTLINE IS THE CHOICE FOR CONNECTIVITY FOR THE FIRST RESPONDER COMMUNITY OUR VERIZON BUSINESS V TEAMERS HAVE BEEN INCREDIBLY BUSY TELLING THE VERIZON 5G AND INNOVATION STORY.

>> AND THEY RECENTLY KICKED OFF THE 5G INNOVATION SESSION SERIES, THE FIRST STOP BEING IN CHICAGO AT LEGENDARY SOLDIER FIELD, HOME OF THE NFL'S CHICAGO BEARS.

EXECUTIVES FROM VERIZON BUSINESS, ERICSSON, UC DAVIS HEALTH, IBM AND MORE CAME TOGETHER TO TALK ABOUT THE TRANSFORMATIVE BENEFITS OF 5G, THE POWER OF PARTNERSHIP AND HOW BUSINESSES CAN THINK BIG AND START SMALL ON THEIR 5G JOURNEY.

THE NEXT 5G INNOVATION SESSION STOP IS IN THE BIG APPLE ON WEDNESDAY, JUNE 7 AT ASPIRE LOCATED ON THE 102 FLOOR OF ONE WORLD TRADE CENTER.

>> AWESOME. WELL, WHAT A SHOW, JEN.

>> YEAH.

>> IT'S BEEN A GREAT SHOW AND IT'S SO GREAT TO SEE SO MANY PEOPLE IN THE BACK HERE WHO HAVE JOINED US NEAR BASKING RIDGE.

AND WITH THAT, TEAM, WE ARE SIGNING OFF FROM ANOTHER GREAT SHOW.

>> WE HOPE YOU ENJOYED IT AND WE WILL SEE YOU NEXT TUESDAY RIGHT HERE FOR UP TO SPEED LIVE.

UNTIL NEXT TIME, YOU'RE UP TO SPEED.