

VERIZON
UP TO SPEED LIVE
May 9, 2024 12:00 PM ET

>> HEY, V TEAM! THANKS FOR TAKING THE TIME TO TUNE IN TODAY. LISTEN, WE ARE JUST THREE DAYS AWAY FROM A SPECIAL DAY, MOTHER'S DAY. TODAY'S SHOW IS ALL ABOUT MOM, BUT BEFORE WE GET TO THAT, LET'S HIT ON SOME NEWS STRAIGHT FROM THE GREAT LAKE STATE. MICHIGAN. WE JUST ANNOUNCED A \$100 MILLION DEAL WITH THE STATE OF MICHIGAN WHERE WE WILL BE ENABLING ACCESS TO THE VERIZON NETWORK. FOR STATE AGENCIES, SCHOOL DISTRICTS, AGENCIES AND NONPROFIT HOSPITALS. PLUS A COMPREHENSIVE SUITE OF COMMUNICATIONS SOLUTIONS DESIGNED TO HELP ENABLE MICHIGAN TO BEST SERVE THE STATE'S MORE THAN 10 MILLION RESIDENTS. PRETTY COOL. I'M SURE ALL THE BUSY MOMS IN MICHIGAN ARE THANKFUL FOR A NETWORK THAT CAN MAKE THEIR LIVES EASIER. OKAY, SPEAKING OF MOM! BACK TO MOTHER'S DAY. NO MATTER HOW OR WHO YOU CELEBRATE, IT'S THE PERFECT TIME TO THANK AND ACKNOWLEDGE THE MOTHER FIGURES IN YOUR LIFE. AND, WITH THE CLOCK TICKING, I KNOW A FEW OF YOU PROBABLY STILL NEED SOME LAST-MINUTE GIFT IDEAS. YOU'VE COME TO THE RIGHT PLACE. I'VE GOT YOU COVERED WITH A COUPLE OF GIFTS YOU CAN GRAB RIGHT FROM ONE OF OUR STORES OR ONLINE. AND, EVEN BETTER, IF YOU BUY ONLINE, YOU CAN USE YOUR EMPLOYEE DISCOUNT. OKAY, SO LISTEN. GET YOUR MOM A NEW SAMSUNG GALAXY S24+, ON US. PLUS, GET GALAXY WATCH6 AND GALAXY TAB S9 FE 5G ALL ON VERIZON. JUST TRADE IN ANY SAMSUNG MODEL, ANY CONDITION AND IT'S GUARANTEED. BUT, IF MOM DOESN'T NEED A NEW PHONE BUT WANTS COOL ACCESSORIES, WE'VE GOT THAT, TOO. ON TUESDAY, VIPER COLLEEN MCAFFERTY CHATTED WITH JEN ON THE ACCESSORIES ALL THE COOLMOMS HAVE, INCLUDING THE CASE-MATE BEADED PHONE WRISTLET, THE ROPE PHONE CROSSBODY AND THE ELIZABETH JAMES IPHONE 15 PRO GLITTER CASE WHICH COLLEEN SAYS IS FOR ALL THE MOMS WHO WANT A LITTLE SPARKLE IN THEIR LIVES. NOW, IF MOM CAN'T SAY NO TO A GOOD SHOW, REMIND HER THAT WITH MYPLAN YOU CAN SAVE THE MOST ON EXCLUSIVE OFFERS ON BUNDLES FOR YOUR FAVORITE STREAMING SERVICES FOR JUST \$10 PER MONTH. YOU CAN CHOOSE FROM THE DISNEY BUNDLE, WHICH INCLUDES DISNEY+, HULU AND ESPN+, NETFLIX AND MAX, WITH ADS, AND APPLE ONE, INCLUDING APPLE MUSIC, APPLE TV+, APPLE ARCADE, AND ICLOUD STORAGE. LOOKS LIKE, NO MATTER WHAT YOU GET, YOU CAN'T GO WRONG. ALL OF THESE ARE GREAT GIFT IDEAS FOR THE MOM IN YOUR LIFE.

THEY ABSOLUTELY DESERVE IT.

AFTER ALL, THEY ARE USUALLY WHO WE CALL WHEN WE NEED A SHOULDER TO CRY ON OR ADVICE ON THINGS BIG OR SMALL.

SPEAKING OF ADVICE, A FEW WEEKS AGO,

DURING TAKE YOUR CHILD TO WORK DAY, WE TOOK THE OPPORTUNITY TO ASK A COUPLE OF FUTURE V TEAMERS

THE BEST ADVICE THEY RECEIVED FROM THEIR MOTHERS.

YOU'LL LOVE THEIR RESPONSES.CHECK IT OUT:

>> THE BEST ADVICE MY MOM HAS EVER GIVEN ME IS BE NICE TO EVERYONE.

>> IF YOU DON'T HAVE ANYTHING NICE TO SAY, DON'T SAY ANYTHING AT ALL.

>> BE YOURSELF.

>> DON'T YELL AT HER.

>> IF YOU DON'T TALK TO THEM, THEY WON'T TALK TO YOU.

>> THE BEST ADVICE MY MOM GAVE ME IS NEVER GIVE UP.

>> DON'T GO TO JAIL, AND IF YOU DO, CALL ME AND NO ONE ELSE.

>> ALWAYS TRY YOUR BEST.

>> IT IS ALMOST SUMMER BREAK.

>> TO NOT EAT RAW FOOD.

>> OKAY, A LOT OF GREAT ADVICE.

AND HOPEFULLY NO ONE IS GOING TO JAIL!

HIS MOTHER IS SITTING IN THE AUDIENCE TODAY.

LET'S HOPE YOU DON'T GET THAT CALL.

IF YOU ENJOYED THAT VIDEO, YOU CAN LOOK FOR MORE MOTHER'S DAY CONTENT ON @INSIDEVERIZON THIS WEEKEND.

BUT, BEFORE THEN, YOU DIDN'T THINK WE'D PASS UP THE CHANCE TO ASK ALL OF YOU THE BEST ADVICE YOUR MOTHER GAVE DID YOU?

THANK YOU TO EVERYONE WHO SHARED THEIR MOTHER'S ADVICE IN SLACK. SO MANY OF YOU SHARED TOUCHING GUIDANCE THAT HAS STAYED WITH YOU AND I'M SURE WILL INSPIRE OTHERS.

WE PULLED OUT A COUPLE TO SHARE STARTING WITH KARL SEILER, A PRODUCT STRATEGY MANAGER FROM LAKE MARY, FLORIDA, WHO SAYS, "EVERY WEEK MY CALL WITH MY MOM COVERED MY CONCERNS AND DOUBTS, AND SHE ALWAYS BROUGHT ME BACK

TO PAYING ATTENTION TO ENJOYING MY CURRENT LIFE AND MOMENTS.

THAT MY CHALLENGES WERE GOOD

THINGS THAT I WOULD UNDERSTAND AND APPRECIATE LATER.

SHE HAD THAT LONG VIEW."

KARL, THAT'S GREAT ADVICE, AND WHAT A BEAUTIFUL PHOTO OF YOUR MOTHER.

AND LAURA WILKETT, A PRINCIPAL ENGINEER FROM IRVING, TEXAS, SAYS THE BEST ADVICE FROM HER MOTHER IS, "DON'T BORROW TROUBLE.

A LOT OF THINGS "MIGHT" HAPPEN, BUT WORRY ACCOMPLISHES NOTHING.

IF YOU SHOW UP AND DO YOUR BEST,

THERE'S NOTHING YOU CAN DO ABOUT THE REST."

THANK YOU FOR SHARING LAURA. I LOVE THE RHYMING THERE.
AND, LASTLY, DIANNE DAVIS, WHO WORKS IN CUSTOMER SUCCESS OUT OF ALPHARETTA, GEORGIA, SAYS HER MOTHER AND GRANDMOTHER USED TO TELL HER, "THERE ARE TAUGHT LESSONS AND THERE ARE BOUGHT LESSONS. CHOOSE YOUR LESSONS BY COST." I LOVE THAT.
THANK YOU ALL FOR SHARING. APPRECIATE THAT.
LET'S KEEP THE LOVE FOR MOMS GOING.
MOTHERHOOD IS A PERSONAL JOURNEY
AND LOOKS DIFFERENT FOR EVERYONE.
TODAY, WE'RE HIGHLIGHTING SHANELLE FERGUSON, A SENIOR
MANAGER OF SALES OPERATIONS OUT OF BASKING RIDGE, NEW JERSEY,
WHO SHARES HER JOURNEY TOWARDS MOTHERHOOD.TAKE A LOOK.

>> HI, EVERYONE.

MY NAME IS SHENELLE FERGUSON, I'M CURRENTLY ON THE VERIZON CONNECT SALES OPERATION TEAM.

18 YEARS AGO IS WHEN I STARTED IN OUR RETAIL STORES.

MYSELF AND MY SISTER NEVER REALLY HAD A RELATIONSHIP ABOUT MY MOM.

MY PARENTS DIVORCED WHEN I WAS 3 YEARS OLD.

MY DAD GOT CUSTODY OF MY SISTER AND I, AND MY GRANDMOTHER STEPPED IN KIND OF THAT MOTHER ROLE.

I'VE ALWAYS WANTED TO BE A MOM BUT IT WASN'T UNTIL I GOT TO MY EARLY 30s I THOUGHT TO MYSELF, WHAT KIND OF MOM WOULD I BE? THERE WASN'T REALLY REAL MEMORIES TO MIRROR, TO HAVE A MIX OF EMOTIONS OF WHAT YOU THINK IT SHOULD BE, WHAT IT FEELS LIKE.

FAST FORWARD, I RECENTLY HAD A BABY LAST YEAR.

SHE SHOWED UP TWO MONTHS EARLY TO THIS WORLD.

SHE WAS IN THE INTENSIVE CARE UNIT FOR FOUR WEEKS SO IT WAS VERY STRESSFUL FOR MYSELF, MY FAMILY AND EVERYONE AROUND ME.

ABSOLUTELY GRATEFUL FOR OUR GREAT INSURANCE.

5,000 OUT OF POCKET FOR A \$200,000 BILL IS INCREDIBLE.

MY TEAM DEFINITELY LEANED IN AND REACHED OUT DURING MY TIME OF NEED.

I WAS ALSO ABLE TO TAKE ADVANTAGE OF VERIZON'S EAP PROGRAM WHERE I SPOKE WITH THERAPISTS, JUST KEPT MY ANXIETY LOW.

I WAS ABLE TO TAKE ADVANTAGE OF VERIZON'S MATERNITY LEAVE.

I DIDN'T HAVE TO THINK ABOUT WORK.

I WAS IN MOM MODE FOR SO LONG.

THE BONDING WAS GREAT.

I'VE BEEN BACK BEING A WORKING MOM, AND I'VE BEEN ABLE TO TAKE ADVANTAGE OF VERIZON DISCOUNT THROUGH ONE OF OUR LOCAL DAYCARES IN OUR NEIGHBORHOOD.

I WOULDN'T CHANGE IT FOR THE WORLD.

I DON'T KNOW WHAT THE PERFECT MOM IS, AND I'M STILL TRYING TO FIND A BALANCE.

I LOVE BEING THERE FOR MY DAUGHTER, I LOVE PICKING HER UP FROM SCHOOL AND SEEING HER FACE LIGHT UP.

I DIDN'T THINK THIS WOULD EVER BE MY PATH AND MY JOURNEY AND IT IS AND I'M LUCKY TO HAVE THE OPPORTUNITY.

IT WAS ALMOST LIKE THERE WAS A VOID BUT I KIND OF FILLED IT MYSELF. IT JUST CAME NATURAL TO ME.

IT HAS BEEN A REALLY GREAT JOURNEY SO FAR AND I'M ONLY ONE YEAR IN. DEFINITELY USE THE VERIZON RESOURCES AND FEEL FREE TO REACH OUT TO ME, E-MAIL, SLACK.

IF YOU WANT TO PICK MY BRAIN, I'M HAPPY TO SHARE MY EXPERIENCE, AS WELL.

>> WHAT A BEAUTIFUL BABY GIRL AND SUCH AN ENCOURAGING STORY. THANK YOU FOR SHARING.

AND HELPFUL TO OTHER MOTHERS WHO MAY NEED SOME SUPPORT TO CHECK OUT OUR RESOURCES.

BEFORE I GO, ON TUESDAY, JEN MENTIONED THAT WE WOULD BEGIN DOING WHAT WE'RE CALLING A MINDFUL MINUTE.

IT'S AN OPPORTUNITY TO TAKE A SECOND AND GROUND OURSELVES IN SCIENCE-BACKED TIPS THAT CAN HELP US RECENTER AND IMPROVE OUR WELL-BEING.

MY TIP IS A FITTING REMINDER TO CALL YOUR MOM, A MOTHER-FIGURE IN YOUR LIFE, OR SOMEONE WHO YOU CAN LEAN ON.

ACCORDING TO THE CDC, WHEN PEOPLE ARE IN STABLE AND SUPPORTIVE RELATIONSHIPS, THEY ARE MORE LIKELY TO MAKE HEALTHY CHOICES AND HAVE BETTER MENTAL AND PHYSICAL HEALTH OUTCOMES. WITH LIFE'S OBLIGATIONS, IT CAN BE HARD TO TAKE A STEP BACK AND CALL THE ONES YOU LOVE.

I PERSONALLY DEDICATE A DESIGNATED DAY AND TIME TO CALL, EVEN IF YOU HAVE TO PUT A REMINDER ON YOUR CALENDAR.

WHICH IS WHAT I DO SOMETIMES.

LET THIS EPISODE BE YOUR REMINDER TO CALL THE ONES YOU LOVE. TO ALL OF OUR V TEAM MOTHERS, HAVE A HAPPY MOTHER'S DAY. THANKS FOR TUNING IN.

UNTIL NEXT TIME...

YOU'RE UP TO SPEED!