

VERIZON
Up To Speed Live
TUESDAY, MAY 12, 2020
12:00 PM EST

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>> TELL ME, WHAT DO YOU BUILD A NETWORK FOR?
WHAT DID VERIZON BUILD THEIR NETWORK FOR?
PEOPLE.
EVERY HOLE DUG, EVERY WIRE SPLICED, EVERY TOWER RAISED.
IT'S THE PEOPLE.
AND WHEN PEOPLE'S EVERYDAY IS BEING CHALLENGED, THAT'S WHEN A NETWORK
STANDS UP AND SHOWS WHAT IT'S MADE OF.
BUSINESSES USE VERIZON'S ADDED CAPACITY TO KEEP THEM CONNECTED IN
ENTIRELY NEW WAYS.
THEY WERE DELIVERED.
AND VERIZON CUSTOMERS ARE MAKING AN AVERAGE OF OVER 600 MILLION CALLS
AND SENDING NEARLY 8 BILLION TEXTS A DAY EVERY DAY.
OUR CONNECTIONS MAKE US ALL STRONGER.
AND WHEN YOU KNOW PEOPLE ARE DEPENDING ON YOU FOR THOSE
CONNECTIONS, YOU DO WHATEVER IT TAKES.
>> COMING TO THE OFFICE TODAY, THERE ARE CLOSED SIGNS ON MOST OF THE
BUSINESSES.
STORES ARE LOCKED, LIGHTS ARE OFF.
AND IT'S EMPTY.
>> WHAT I MISS MOST IS THE PEOPLE.
NOT ONLY IS IT A COFFEE HOUSE, BUT IT REALLY IS OUR MEETING PLACE.
>> IF WE WERE TO CLOSE, WE DON'T JUST CLOSE AS A RESTAURANT, WE CLOSE AS
THE COMMUNITY.
>> MY BUSINESS MEANS THE WORLD TO ME.
>> I'VE ALWAYS JUST BEEN ABLE TO LET MY BUSINESS BE A TRAINING HUB FOR
YOUNG WOMEN.
>> WE HAVE ARTS AND CRAFTS THAT WE HAD MADE BY LOCAL REFUGEES THAT WE
HELPED RESETTLE TO PHOENIX.
>> IT'S AN OPPORTUNITY FOR US TO CONTINUE TO PAY OUR EMPLOYEES.
>> IT'S REALLY BEEN A GOD SEND.
>> IT WILL ABSOLUTELY SAVE OUR BUSINESS.
>> AND I'M JUST SO GRATEFUL THAT VERIZON IS GOING TO PAY IT FORWARD.
>> MISS YOU ALL AND LOOK FORWARD TO SEEING YOU SOON.

>> WHAT DOES IT MEAN TO BE AMERICA'S MOST RELIABLE NETWORK?
RIGHT NOW IT MEANS HELPING THOSE WHO SERVE STAY CONNECTED TO THEIR FAMILIES.

THEY'RE ON THE FRONT LINES EVERY DAY GIVING THE MOST THEY CAN.

SO VERIZON WANTS TO GIVE THEM SOMETHING BACK.

INTRODUCING OUR BEST PRICING EVERY.

\$30 PER LINE FOR ALL NURSES, TEACHERS, FIRST RESPONDERS, MILITARY, AND THEIR FAMILIES.

NOT FOR A FEW MONTHS, BUT FOR AS LONG AS THEY NEED.

BECAUSE THE PEOPLE WE RELY ON DESERVE A NETWORK THEY CAN RELY ON.

>> I JOINED VERIZON IN JANUARY OF 2014.

I WORK IN SOURCING LEGAL, WHERE I AM PRIMARILY RESPONSIBLE FOR THE NEGOTIATION OF HR BENEFITS.

THE CREDO AT VERIZON, IT REALLY SETS THE FOUNDATION FOR HOW YOU ARE AS AN EMPLOYEE, BUT ALSO THAT SPILLS OVER INTO HOW YOU ARE AS A PERSON OUTSIDE OF VERIZON.

WE HAVE EMBODIED THAT HERE AT HOME.

THIS IS REALLY A TIME WHERE WE REALIZED JUST BECAUSE WE'RE JUST CHILDREN, WE CAN MAKE A HUGE DIFFERENCE IN OUR COMMUNITY.

ANY EFFORT GOES A LONG WAY.

WE WORKED WITH THEM TO START A BRANCH IN BASKING RIDGE, NEW JERSEY.

>> WE'RE REALLY APPRECIATIVE FOR ALL THE NURSES AND FRONT-LINE RESPONDERS WHO ARE SACRIFICING THEIR LIVES.

>> WE THOUGHT IT WAS IMPORTANT TO SAY THANK YOU.

OUR MAIN GOAL IS TO GET MEALS TO A LOT OF DIFFERENT PLACES.

WE WANT TO GIVE BACK TO PEOPLE WHO ARE ACTUALLY WORKING THIS TIME.

WE WERE ABLE TO GET SUPPORT FROM OUR FRIENDS AND FAMILY ALL OVER NORTH AMERICA AND THEN WE WERE ABLE TO GIVE BACK TO LOCAL BUSINESSES THAT REALLY NEED THE BUSINESS DURING THIS TIME.

BECAUSE OBVIOUSLY DUE TO SOCIAL DISTANCING THEY'RE NOT ABLE TO GET THE MEALS TO CUSTOMERS.

>> IT MADE US FEEL GOOD TO GET ALL THE PICTURES AND MESSAGES BACK FROM THE NURSES ENJOYING THE MEALS AND HOW GRATEFUL THEY WERE.

>> WE SAID WE ARE HERE FOR YOU.

IF THE WE CAN PROVIDE ONE MEAL THAT ALLEVIATES THE ANXIETY ABOUT HOW AM I GOING TO MAKE LUNCH, EVEN IF IT'S A FIVE-MINUTE MEAL, I FEEL THAT THAT'S A SUCCESS.

>> I WOULD LIKE TO EXPRESS MY PERSONAL THANKS TO YOU, YOUR TEAM, AND VERIZON.

>> FOR ALL OF THE AMAZING WORK YOU'VE DELIVERED IN THE LAST COUPLE OF WEEKS.

>> FOR WHAT YOU HAVE DONE FOR FIRST RESPONDERS AND SMALL BUSINESS.

>> I THINK YOU GUYS GET ALL OF MY CREDIT.

AND I LOVE YOUR LADDER TRUCK.

>> I AM A MOTHER OF TWO AND HAVE MY ELDERLY FATHER WHO LIVES WITH ME IN

MY HOME.

I JUST WANTED TO SAY THANK YOU.

>> I JUST WANTED TO TAKE A MOMENT TO GIVE ACCOLADES TO CHRISTINA FOR HER PROFESSIONALISM, AND UPLIFTING ATTITUDE.

>> I WANT TO SAY THANK YOU TO OUR VERIZON PARTNERS WHO HELP US BRING JOY TO THOSE IN OUR COMMUNITY.

>> I WANT TO REPORT TO YOU A GOOD SAMARITAN DISGUISED AS A VERIZON LINEMAN.

>> IT'S ALWAYS A PRIVILEGE TO BE WITH YOU AND YOUR TEAM, HOW YOU GUYS ARE REALLY SYNCHRONIZED IN YOUR VISION.

>> MY THANKS TO ALL OF THE EMPLOYEES, AND PARTICULARLY THOSE OF YOU THAT ARE REALLY PROVIDING ALL OF US IN THE WORLD KIND OF ACCESS TO INFORMATION.

WHAT YOU'RE DOING IS HELPING NOT JUST THE UNITED STATES, BUT THE WORLD STAY INFORMED.

>> LOOK AT THAT.

SHE'S UPSIDE DOWN.

>> WHAT DID YOU DO TODAY GRANDMA?

>> WORKING ON THE COMPUTER, WATCHED TV.

>> WE'RE JUST GETTING READY FOR BED.

WANTED TO GIVE YOU GUYS A CALL.

>> SHE'S WIPING YOUR FACES WITH A TOWEL NOW.

>> NICE JOB.

>> LOVE YOU TO THE MOON AND BACK.

>> TO THE MOON AND BACK.

>> WE LOVE YOU!

>> YAY!

>> YOU MISS ME TOO?

>> I LOVE YOU ALL VERY MUCH.

>> VIRTUAL HUGS.

>> CUDDLES.

>> AHHH.

>> BIG HUGS IN A COUPLE MONTHS.

>> I'LL CRY.

>> BIG BOY, BIG BOY.

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>> MY NAME IS FRED.

I'M A NETWORK TECHNICIAN OF 21 YEARS.

VOLUNTEERING HAS ALWAYS BEEN A BIG PART OF ME.

I SAID WHAT WOULD BE BETTER THAN JOINING THE FIRST AID SQUAD, IF I COULD DO IT.

AND ONCE I JOINED, MY GOAL WAS TO BECOME AN EMT, WHICH I ACHIEVED LAST YEAR.

>> AS PART OF OUR RESPONSE TO THE COVID-19 PANDEMIC, WE'RE OFFERING OUR MEDICALLY TRAINED AND CERTIFIED EMPLOYEES A FULLY PAID LEAVE OF ABSENCE

TO GO OUT IN THE FRONT LINES AND ASSIST IN THE COMMUNITIES THAT ARE HARDEST HIT BY THIS PANDEMIC.
WE WANTED TO SHOW THE COMMUNITY THAT WE WERE THERE FOR THEM AND WE BELIEVED IN WHAT THEY WERE DOING.
>> AS SOON AS I SAW THE OPPORTUNITY FOR THE LEAVE, I MEAN I WAS ON IT. I KNEW MY SQUAD IS HURTING.
WE'RE SHORTHANDED, ESPECIALLY RIGHT NOW.
I COULDN'T GET THE APPLICATION IN FAST ENOUGH.
FOR THE NEXT EIGHT WEEKS I'LL BE AN EMT.
A LITTLE NERVOUS BEING MORE ON THE FOREFRONT OF THE VIRUS.
BUT I'M EXCITED.
I'M ENTHUSED.
AND I LOOK FORWARD TO BEING ABLE TO SERVE MY COMMUNITY AND TO BE THERE FOR THEM.
OKAY, HERE I GO.
MY FIRST SHIFT AS A FULL-TIME EMT.
>> PEOPLE LIKE FRED DON'T COME ALONG VERY OFTEN.
SO WHEN YOU FIND SOMEONE LIKE HIM, YOU'RE VERY GRATEFUL TO HAVE HIM. HE'S BASICALLY GOING TO BE SCHEDULED FOR DUTY NOT ONLY ON NIGHTS, BUT ON DAYTIME AND WEEKEND COVERAGE.
HE SAID IF THEY ALLOW ME TO DO, THIS I'M GOING TO BE RIGHT ON THE FRONT LINES WITH EVERYBODY.
>> AS AN EMT, I'M RESPONSIBLE FOR DIRECT PATIENT CARE.
IT'S LESS STRESS BECAUSE INSTEAD OF HAVING TO FOCUS ON TWO JOBS, NOW I ONLY HAVE TO FOCUS ON ONE.
MY FIRST SHIFT, WASN'T TOO BAD.
I'M TIRED.
TIME TO GET HOME AND GET SOME REST.
>> THIS OPPORTUNITY HAS ME SPEECHLESS.
SO MANY PEOPLE ARE GETTING LAID OFF AND GOING ON UNEMPLOYMENT AND HERE MY COMPANY IS PAYING ME TO A FULL-TIME EMT VOLUNTEER FOR MY ORGANIZATION.
WORDS CAN'T DESCRIBE THAT.
IT'S OVERWHELMING.
>> GOOD TO SEE YOU GUYS.
>> HEY, EVERYBODY.
>> COME ON, NICOLE.
>> YOU HAVE TO UNMUTE THE BUTTON.
>> START STREAMING.
>> YAY!
>> SORRY GUYS, I'LL JUST GRAB YOU A FILE.
>> THANKS FOR WORKING WITH ME.
>> THAT DOOR BEHIND YOU.
>> OKAY.
>> ALL RIGHT.

>> IT LOOKS LIKE EVERYONE IS REALLY HAPPY.
>> FOCUS ON WHAT OUR NEXT STEPS ARE GOING TO BE.
>> THAT IS AWESOME.
THANK YOU SO MUCH FOR REMINDING US ABOUT THAT MILEY.
>> LET'S FOCUS ON THE POSITIVE AND SEE YOU TOMORROW.
SAME TIME, SAME PLACE.
>> WE COULD NEVER DO WHAT THEY DO.
BUT WHAT WE CAN DO IS BE A PARTNER THAT NEVER QUILTS.
VERIZON IS THE MOST RELIABLE NETWORK IN AMERICA, BUILT FOR
INTEROPERABILITY AND PUTS FIRST RESPONDERS FIRST, GIVING THEIR CALLS
PRIORITY 24/7.
WE DO WHAT WE DO BEST SO THEY CAN, TOO.
TO ALL OUR VERIZON EMPLOYEES, WE'VE NEVER BEEN SO PROUD OF OUR
TECHNICIANS, ENGINEERS, STORE EMPLOYEES, AND CUSTOMER SERVICE REPS
WHO ARE DOING CRITICAL WORK ALL OVER THE COUNTRY, AT A TIME WHEN THE
COUNTRY IS FORCED TO BE APART, YOU'RE HELPING US COME TOGETHER.
OUR CUSTOMERS ARE MAKING AN AVERAGE OF 800 MILLION CALLS AND 8 BILLION
TEXTS PER DAY, AND YOU'VE KEPT OUR NETWORK RELIABLE THROUGH IT ALL,
KEEPING PEOPLE CONNECTED AND SAFE AT HOME.
SO THANK YOU.
BECAUSE OF YOU WE'RE HERE AND WE STAND READY.

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>> JEREMY GODWIN: HELLO AND GOOD AFTERNOON.
I'VE GOT 12 O'CLOCK HERE ON THE EAST COAST, TUESDAY, MAY 12TH.
A REMINDER FOR YOU THERE, GOOD AFTERNOON, GOOD MORNING, AND GOOD
EVENING.
THANKS FOR JOINING US FOR UP TO SPEED LIVE TODAY.
JOINED TODAY BY TWO FOLKS WHO KNOW ALL ABOUT KEEPING FIRST
RESPONDERS AND MILITARY AND LAW ENFORCEMENT OFFICERS CONNECTED.
WE'LL BE JOINED BY ANDRES IRLANDO WHO IS THE HEAD OF OUR PRIVATE SECTOR
AND VERIZON CONNECT BUSINESS UNITS AND VERIZON BUSINESS GROUP, AS WELL
AS MIKE MASON, WHO IS OUR CHIEF SECURITY OFFICER.
BOTH VETERANS, AS WELL.
GENTLEMAN, THANK YOU SO MUCH FOR YOUR SERVICE HERE IN MILITARY
APPRECIATION MONTH.
THEY'RE GOING TO BE GIVING US INFORMATION ABOUT KEEPING FOLKS SAFE AND
YOU CAN DROP US YOUR QUESTIONS.
I WANT TO GET RIGHT TO IT WITH ANDRES.
HOW ARE YOU AND THE TEAM DOING.
>> ANDRÉS IRLANDO: HI JEREMY.
GREAT TO BE BACK WITH YOU ON UP TO SPEED AND WITH ALL OF THE V-TEAMERS.
WE'RE DOING GREAT SERVING THOSE ON THE FRONT LINES OF THIS PANDEMIC.
CAN I GIVE YOU AN UPDATE HERE JEREMY?
>> JEREMY GODWIN: PLEASE DO.
>> ANDRÉS IRLANDO: GREAT.

WE TALKED A LOT ON THIS PROGRAM AND OUR OWN COMMUNICATIONS ABOUT THE WORK THAT WE'RE DOING AS A COMPANY ON BEHALF OF FIRST RESPONDERS, TEACHERS, STUDENTS, DOCTORS, NURSES, THE MILITARY, AND MANY OTHER PUBLIC SECTOR WORKERS ON THE FRONT LINES.

WE CONTINUED THAT WORK SINCE THE LAST TIME I WAS HERE.

WE CONTINUE TO PLAY A HUGE ROLE IN TELEWORK, TELEMEDICINE, DISTANCE LEARNING, PUBLIC HEALTH AND SAFETY.

WE'VE NEVER BEEN THIS BUSY AS WE ARE TODAY IN THE PUBLIC SECTOR GROUP. ONE AREA, JEREMY, THOUGH, THAT I THOUGHT I WOULD SHARE WITH YOU THAT WE HAVEN'T TALKED A LOT ABOUT PREVIOUSLY WAS THE AREA OF CITIZEN ENGAGEMENT, WHERE WE'RE TAKING WHAT HAS PREVIOUSLY BEEN FACE-TO-FACE INTERACTIONS, EVENTS, AND TRANSACTIONS, AND TAKING THEM DIGITAL. A REALLY COOL EXAMPLE OF THAT THAT I THOUGHT I'D OFFER UP FOR THE AUDIENCE IS WHAT WE'RE DOING WITH COURT SYSTEMS ALL AROUND THE COUNTRY.

SO FEDERAL AND STATE COURT SYSTEMS.

AS YOU CAN IMAGINE DURING THE PANDEMIC, JEREMY, IT'S REALLY CHALLENGING TO HEAR CASES, TO PERFORM DIFFERENT FUNCTIONS WHEN PREVIOUSLY ALL OF THAT HAD BEEN DONE FACE TO FACE.

IT'S REALLY HARD TO SERVE YOUR CONSTITUENTS.

SO OUR TECHNOLOGY IN VERIZON IS HELPING CUSTOMERS, COURT SYSTEM CUSTOMERS HELP TO SERVE THEIR CONSTITUENTS BY ENABLING VIRTUAL HEARINGS AND DIFFERENT TRANSACTIONS.

I'LL GIVE YOU AN EXAMPLE, THE STATE OF NEW JERSEY, OUR HOME VERIZON STATE, WHERE WE'VE HELPED MOVE THE COURT SYSTEMS VIRTUAL, AND WE'VE MADE THEIR OPERATIONS REMOTE.

WE'RE OFFERING THE NEW JERSEY STATE COURT SYSTEMS' FULL SUITE OF SOLUTIONS AND SERVICES, ENABLING THINGS LIKE MARRIAGES.

I KNOW WE'VE HAD A COUPLE EXAMPLES OF MARRIAGES ON UP TO SPEED.

WITH SOCIAL DISTANCING, WE'RE ENABLING ADOPTIONS STILL DURING THIS TIME.

WE'RE EVEN HELPING THE STATE SUPREME COURT HOLD THEIR HEARINGS ONLINE.

SO LOTS OF GREAT WORK THAT WE'RE DOING, CONTINUING TO DO WITH THE PUBLIC SECTOR.

THE OTHER HAT I WEAR, AS YOU MENTIONED, JEREMY, IS WITH VERIZON CONNECT, WHERE WE'RE ALL ENABLING ESSENTIAL BUSINESSES AND SERVICES DURING THIS PANDEMIC.

THINK ABOUT ENTIRE SUPPLY CHAIN INFRASTRUCTURE.

FROM TRUCKING AND DELIVERY TO ESSENTIAL SERVICES LIKE PLUMBERS, ELECTRICIANS, LAUNDRY SERVICES FOR HOSPITALS.

ALL OF WHAT WILL WE CALL THE WHITE-VAN SERVICES, WE'RE THERE FOR THOSE CUSTOMERS.

IN FACT, WE'VE STEPPED UP OUR SUPPORT WITH SOME PRETTY AGGRESSIVE PROMOTIONS DURING THE PANDEMIC.

OUR FIELD SERVICE PROMOTIONS.

HELP THEM TRACK THEIR JOBS OUT IN THE FIELD.

WE'RE OFFERING PROMOTIONS ON OUR DASH CAM VIDEO PRODUCT TO HELP CUSTOMERS TRACK BEHAVIOR.

ALL OF OUR PRODUCTS AND SOLUTIONS ON THE CONNECT SIDE ARE CRITICAL BECAUSE THEY HELP CUSTOMERS SAVE MONEY, BE MORE PRODUCTIVE, AND KEEP THEIR WORKERS AND CUSTOMERS SAFE DURING THIS PANDEMIC.

ONE QUICK EXAMPLE I'LL GIVE YOU, IN FACT WE DID A PRESS RELEASE THIS MORNING.

WE'VE GOT A CUSTOMER WHO HAS A NUMBER OF DOMINO'S PIZZA FRANCHISES IN SAN DIEGO COUNTY, CALIFORNIA.

HE'S SEEN A HUGE INCREASE IN THE DEMAND FOR PIZZA.

COME ON, JEREMY.

WHO DOESN'T WANT PIZZA DURING THESE TIMES, PARTICULARLY DELIVERED TO YOUR HOME.

AND HE'S USING OUR CONNECT REVEAL PLATFORM TO KNOW WHERE HIS DRIVERS ARE, TO OPERATE MORE EFFICIENTLY, TO DELIVER BETTER SERVICE TO HIS CUSTOMERS.

HE'S BEEN SO SUCCESSFUL, HE'S BEEN ABLE TO HIRE 60 MORE PEOPLE SINCE THE PANDEMIC STARTED.

HE'S ALSO BEEN ABLE TO GIVE AWAY 11,000 SLICES OF PIZZA TO ESSENTIAL WORKERS, INCLUDING WORKERS AND MEMBERS OF THE MILITARY SERVING AT CAMP PENLETON MARINE CORPS BASE NEARBY.

SUPER PROUD OF WHAT THIS CUSTOMER IS DOING FOR HIS CUSTOMERS.

>> JEREMY GODWIN: YEAH, YOU CAN ALWAYS GO FOR A SLICE, ESPECIALLY IN THE GODWIN HOUSEHOLD.

DOING AWESOME THINGS TO KEEP CUSTOMERS CONNECTED.

MORE WITH YOU IN A MOMENT.

I WANT TO SWITCH GEARS TO MIKE MASON, WHO IS OUR CHIEF SECURITY OFFICER. HOW ABOUT A QUICK UPDATE FROM WHAT YOU GUYS ARE WORKING ON?

>> MIKE MASON: THANKS, JEREMY.

FIRST OF ALL, THE TEAM IS DOING GREAT.

WE HAVE PREPARED MANY OF OUR SHOPS TO WORK REMOTELY, SO THIS HADN'T PROVEN TO BE AN OBSTACLE WE COULDN'T GET BEYOND.

SOME OF THE THINGS WE'VE BEEN DOING AS AN ONGOING PROJECT FOR PROBABLY THE PAST TWO YEARS, WHICH IS INCREASING THE SECURITY APPARATUS WHICH IS IN EACH OF OUR RETAIL OUTLETS.

AND THAT HAS CONTINUED THROUGH THIS COVID CRISIS.

DURING THE COVID CRISIS, WE'VE HAD ABOUT TWO-THIRDS OF OUR STORES SHUTTERED.

THOSE STORES THAT ARE OPERATIONAL, WE'VE HAD SECURITY OFFICERS DEPLOYED IN EVERY ONE OF THOSE STORES TO MAKE SURE THAT IT'S THE SAFEST ENVIRONMENT DURING THIS TIME IN OUR HISTORY FOR BOTH OUR CUSTOMERS AND FOR OUR EMPLOYEES.

WE'RE ALSO USING THIS TIME AS AN OPPORTUNITY, AN OPPORTUNITY TO SEE WHAT IS GOING BETTER?

WHAT COULD WE BE DOING MORE EFFECTIVELY?

SO, ONE OF THE THINGS WE'RE LOOKING AT IS OUR TRAVELER SECURITY PROGRAM.

WE REALIZE THERE'S GOING TO BE A NEW NORMAL.

AND AS EMPLOYEES TRAVEL BOTH DOMESTICALLY AND INTERNATIONALLY, THIS SITUATION IS SO DYNAMIC THAT THE SITUATION ON THE GROUND CAN CHANGE IN BETWEEN THE TIME OUR EMPLOYEES MAKE THEIR TRAVEL PLANS AND ACTUALLY TAKE OFF.

WHAT WE'RE LOOKING AT IS WORKING WITH INTERNAL AND EXTERNAL PARTNERS TO DEVELOP AN APP THAT WILL PUSH OUT TO OUR EMPLOYEES BASED ON THEIR PLANNED DESTINATION.

AND IF SOMETHING OCCURS BETWEEN THE TIME THEY SCHEDULED THE TRIP AND ACTUALLY GET ON THE PLANE, THAT INFORMATION WILL BE PUSHED OUT TO THEM SO THEY WON'T HAVE TO WORRY ABOUT MISSING SOMETHING AND GET TO THEIR DESTINATION AND HAVE THEIR BUSINESS PLANS DISRUPTED.

ONE OF THE THINGS, I JUST WANT TO SWITCH GEARS FOR A SECOND AND TALK ABOUT SOME OF THE THINGS WE'VE BEEN DOING FOR THE LAW ENFORCEMENT COMMUNITY.

VERIZON HAS LONG BEEN A SUPPORTER OF THE LAW ENFORCEMENT COMMUNITY, TO INCLUDE THINGS LIKE THE NATIONAL LAW ENFORCEMENT MUSEUM.

IF YOU GO TO THAT MUSEUM, AND I ENCOURAGE ANYBODY GOING TO WASHINGTON, D.C., TO VISIT THE MUSEUM.

YOU'LL SEE THERE'S A VERIZON THEATER THERE.

I'VE BEEN THERE TWICE IN THE PAST EIGHT MONTHS AND IT MAKE ME REALLY PROUD TO KNOW THAT VERIZON WAS SUPPORTING THE NATIONAL LAW ENFORCEMENT MUSEUM WHEN IT WAS A CONCEPT, WHEN IT WASN'T EVEN A HOLE IN THE GROUND.

ONE OF MY DIRECTORS SAT ON THE BOARD OF DIRECTORS FOR THE NATIONAL LAW ENFORCEMENT MUSEUM.

AND WE HAVE THE FALLEN OFFICER FUND, WHERE WE PROVIDE A STIPEND TO THE FAMILY MEMBERS OF ANY OFFICER WHO WAS KILLED IN THE LINE OF DUTY.

WE'VE BEEN SUPPORTING THAT PROGRAM FOR A DECADE AND WE'VE HAD TO GIVE OUT UNFORTUNATELY OVER 1400 GRANTS.

LAW ENFORCEMENT CONTINUES TO BE A VERY DANGEROUS JOB.

VERIZON SECURITY ASSISTANCE TEAM RESPONDS TO ALL LEGAL PROCESS COMING FROM THE LAW ENFORCEMENT COMMUNITY.

WE NEEDED TO MAKE SURE WE COULD STILL DO THAT IN AN UNINTERRUPTED, TIMELY FASHION EVEN DURING THIS CRISIS, AND THE TEAM HAS DONE AN OUTSTANDING JOB IN DOING THAT.

WE TOOK THIS AS NOT ONLY DEALING WITH THE CRISIS, BUT ALSO AS AN OPPORTUNITY TO IMPROVE THE SERVICES THAT WE PROVIDE TO THE LAW ENFORCEMENT COMMUNITY.

AND ONE THING WE'VE DONE DURING THIS CRISIS IS WE'VE ACTUALLY GOTTEN WITH OUR LAW ENFORCEMENT PARTNERS TO COLLABORATE AND ASK THEM HOW CAN WE DO THIS BETTER?

HOW CAN WE SERVE YOU MORE EFFECTIVELY?

WE'VE HAD GOOD OUTCOMES FROM THAT AS WELL.
WE CONTINUE TO WORK HARD AND PROVIDE SECURITY FOR OUR EMPLOYEES AND PROVIDING OPTIMAL SUPPORT FOR THE LAW ENFORCEMENT COMMUNITY.
I'LL TURN IT BACK TO YOU, JEREMY.

>> JEREMY GODWIN: THANKS, MIKE.

GLAD TO SEE THE WORK THE TEAM HAS DOING.

ONE OF THE THINGS YOU MENTIONED WAS THE NATIONAL LAW ENFORCEMENT MUSEUM AND THE MEMORIAL FUND.

WE HAVE SOME INVOLVEMENT WITH THE CANDLE LIGHT VIGIL TOMORROW.

TELL ME MORE ABOUT THAT, PLEASE.

>> ANDRÉS IRLANDO: YEAH.

VERIZON HAS HAD A DECADE'S LONG PARTNERSHIP WITH THE LAW ENFORCEMENT AND PUBLIC SAFETY COMMUNITY.

IN ADDITION TO ALL THE GREAT WORK THAT MIKE MENTIONED, WE'RE THE NUMBER ONE TELECOMMUNICATIONS PROVIDER TO LAW ENFORCEMENT.

THIS WEEK IS POLICE WEEK.

AND EACH YEAR THE NATIONAL LAW ENFORCEMENT MUSEUM THAT MIKE MENTIONED HOLDS A CANDLE LIGHT VIGIL TO HONOR OFFICERS KILLED IN THE LINE OF DUTY, THOSE WHO MADE THE ULTIMATE SACRIFICE.

THIS YEAR, THAT EVENT IS PRESENTED BY VERIZON.

AND SO WHAT WE'RE DOING IS HELPING TO PRESERVE AND TO ENABLE THIS SACRED AND SOLEMN CEREMONY DURING THE PANDEMIC BY ENABLING THE VIGIL TO BE ONLINE.

IT'S JUST ANOTHER EXAMPLE OF HOW WE'RE TAKING DIGITAL, WHAT HAD PREVIOUSLY BEEN A FACE-TO-FACE EVENT, AND IN THIS CASE AN INCREDIBLE IMPORTANT ONE.

NORMALLY SOME 30,000 + PEOPLE COME OUT ONTO THE NATIONAL MALL IN WASHINGTON, D.C.

YOU'VE GOT FIRST RESPONDERS, YOU'VE GOT SURVIVING FAMILY MEMBERS. YOU HAVE MANY, MANY OTHER PEOPLE WHO WANT TO PAY THEIR RESPECTS.

AND OF COURSE, WITH THE PANDEMIC, THAT'S NOT POSSIBLE.

SO WHAT VERIZON IS DOING IS WE'RE DISTRIBUTING THAT EVENT THROUGH BUILD BY YAHOO, AS WELL AS A NUMBER OF OUR SOCIAL MEDIA CHANNELS.

WE'RE ENABLING THE VIGIL TO IN FACT BE WATCHED BY A GLOBAL AUDIENCE FOR THE FIRST TIME IN THE HISTORY OF THIS INCREDIBLY IMPORTANT EVENT.

I ENCOURAGE ALL V-TEAMERS TO JOIN, ALL EMPLOYEES AT THIS POINT HAVE RECEIVED AN INVITATION.

THERE WILL BE REMARKS FROM OVER 50 DIGNITARIES, CELEBRITIES, ELECTED OFFICIALS, CEOs, INCLUDING OUR VERY OWN HANS AND TAMI.

IT'S TOMORROW NIGHT, 8:15 EASTERN.

I THINK WE HAVE A VIDEO THAT TALKS MORE ABOUT THE EVENT.

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>> JEREMY GODWIN: I HOPE EVERYONE CAN JOIN TO WATCH THAT TOMORROW NIGHT AT 8 P.M. EASTERN, STREAMED ON BUILDSERIES.COM, AS WELL AS OTHER

SOCIAL CHANNELS THAT WE HAVE.

I WANT TO JUMP IN TO SOME OF THESE QUESTIONS NOW.

I WANT TO GET BACK TO YOU NOW, ANDRES.

TELL US MORE ABOUT THE MISSIONS THAT YOUR TEAM SUPPORTS AT THIS POINT.

YOU SAID YOU'VE NEVER BEEN THIS BUSY.

GIVE US AN IDEA OF WHAT THE TEAM IS WORKING ON.

>> ANDRÉS IRLANDO: YEAH, THANKS JEREMY.

IT ALL STARTS WITH THE PUBLIC SECTOR BUSINESS UNIT'S MISSION STATEMENT, WHICH IS TO ENABLE GOVERNMENTS TO SEARCH THEIR CONSTITUENTS AND TO ACHIEVE THEIR MISSION.

WE'RE AN ENABLER.

TO YOUR POINT, WE'VE NEVER BEEN MORE BUSY THAN WE ARE NOW OVER THE LAST TWO MONTHS.

A NUMBER OF GUESTS ON YOUR SHOW HAVE TALKED ABOUT STORIES AND EXAMPLES OF HOW VERIZON IS ENABLING PUBLIC SECTOR CUSTOMERS TO ACHIEVE THEIR MISSIONS.

THE LIST IS EXTENSIVE HERE.

BUT I THOUGHT I'D GIVE YOU A SENSE JUST OF THE BREADTH AND THE DEPTH, BECAUSE THERE'S SO MANY STORY TO TELL AND NOT ENOUGH TIME OF JUST THE WAY IN WHICH VERIZON IS MAKING AN IMPACT.

AND I THOUGHT I'D IS SHARE THIS EXAMPLE, WHICH IS AGAIN ANOTHER EXAMPLE OF HOW WE'RE TAKING WHAT WAS ONCE A FACE-TO-FACE SERVICE AND WE'RE MAKING IT VIRTUAL.

THIS IS A GREAT STORY OUT OF OKLAHOMA.

IT'S THE STORY OF THE CHEROKEE NATION.

AS YOU KNOW, JEREMY, THE CHEROKEE LANGUAGE IS THOUSANDS OF YEARS OLD. AND THERE'S SOME NATION MEMBERS WHO ONLY SPEAK CHEROKEE.

AND SO, OF COURSE, THEY NEED TRANSLATORS, PARTICULARLY WHEN THEY'RE DEALING WITH IMPORTANT SERVICES LIKE HEALTHCARE.

SO, IN THE COVID-19 DYNAMIC, TRANSLATORS CAN NO LONGER COME TO THE HOSPITAL OR TO THE DOCTOR'S OFFICE TO SEE PATIENTS AND TO SERVE THAT VERY IMPORTANT SERVICE.

SO, THE CHEROKEE NATION IS USING VERIZON TECHNOLOGIES TO SERVE THEIR MEMBERS, AND IN THE PROCESS TO PRESERVE THEIR LANGUAGE, SPECIFICALLY THEY'RE USING ONETALK.

WHERE PATIENTS WHO NEED TRANSLATION SERVICES HAVE ONE NUMBER TO CALL FROM THE HOSPITAL OR FROM A DOCTOR'S OFFICE OR FROM HOME TO REACH WHICHEVER TRANSLATOR IS AVAILABLE.

SO WHAT THEY'VE DONE WITH ONETALK IS THEY'VE EFFECTIVELY CREATED A TRANSLATION HOT LINE.

AND BECAUSE ONETALK ASSIGNS ONE NUMBER FOR ALL DEVICES FOR MOBILE AND LAND LINE, TRANSLATORS NEVER MISS A CALL, AND THEY'RE ALWAYS AVAILABLE FOR THEIR PATIENTS.

SO, YOU NEVER OTHERWISE HEAR THAT PHENOMENAL STORY OF HOW WE'RE ENABLING THE MISSIONS OF OUR CUSTOMERS DAY IN AND DAY OUT, AND THERE'S

THOUSANDS OF THESE STORIES DURING THIS TRAGIC PANDEMIC.

>> JEREMY GODWIN: THAT'S ANOTHER INCREDIBLE ONE THAT YOUR TEAM IS WORKING ON.

MIKE, I WANT TO SWITCH TO YOU NOW.

YOU MENTIONED THE JOB YOUR TEAM DOES HAVING A PHYSICAL PRESENCE, BEING IN STORES THAT ARE OPEN.

TELL ME ABOUT HOW YOU MADE THIS SWITCH TO DIGITAL AND HOW YOUR TEAM IS MEETING THE NEEDS OF LAW ENFORCEMENT.

>> MIKE MASON: WELL, AGAIN, WE RESPOND TO ALL THE PROCESSES THAT COME FROM LAW ENFORCEMENT.

THIS HAS TO DO WITH FINDING MISSING PERSONS, FINDING KIDNAPPED PEOPLE, AND POTENTIAL SUICIDE VICTIMS, AND THINGS LIKE THAT.

THE WORK HAS TO BE DONE ON A TIMELY BASIS.

WE HAVE EXOGENOUS CIRCUMSTANCES WHERE WE DON'T HAVE TIME.

WE HAD OVER 13,000 CALLS COME IN RESULTING IN ABOUT 6800 CASES.

LAW ENFORCEMENT ACROSS THE COUNTRY STILL RELIES ON THE TEAM TO PROVIDE THAT KIND OF ASSISTANCE REALLY INSTANTANEOUSLY.

IT MAKES ME REALLY PROUD, THE STUFF THAT ANDRES IS DOING, MAKES ME SUPER PROUD THAT WE'RE BRINGING THAT CANDLELIGHT VIGIL TO SO MANY PEOPLE.

I HAVE A NUMBER OF FRIENDS ON THAT CALL, INCLUDING ONE OR TWO WHO WORKED FOR ME WHEN I WAS IN THE FBI.

IT HAS SPECIAL MEANING FOR ME.

IT ONCE AGAIN MAKES ME PROUD TO WORK FOR VERIZON.

>> JEREMY GODWIN: YEAH.

THANKS FOR ALL YOUR SERVICE OVER THE YEARS.

ONE OF YOUR SONS IS A STATE TROOPER NOW.

THE BLUE LINE RUNS DEEP IN YOUR FAMILY.

THANKS FOR YOUR SERVICE.

ANDRES, WE'VE SEEN WILDFIRES, TORNADOES, WHAT IS THE TEAM FOCUSED ON?

>> ANDRÉS IRLANDO: TO YOUR POINT, JEREMY, THE VRT TEAM HAS DONE EXTRAORDINARY WORK, BUT IT'S BEEN THROUGH REGIONAL DEPLOYMENTS.

WILDFIRES, HURRICANES, TORNADOES, THIS PANDEMIC IS THE FIRST TIME IN THE HISTORY OF THE VERIZON RESPONSE TEAM THAT WE HAVE MOBILIZED NATIONALLY.

WE HAVE A NATIONAL ACTIVATION OF THE VRT TEAM.

AND WE'VE TALKED ABOUT A NUMBER OF THOSE ENGAGEMENTS, STORY AFTER STORY.

BUT WE'VE NOW TOPPED 400 VRT ENGAGEMENTS SINCE THE BEGINNING OF THE PANDEMIC.

AND THAT NUMBER GROWS EVERY DAY.

WE CONTINUE TO HELP STAND UP TEMPORARY EMERGENCY OPERATION CENTERS, TEMPORARY HOSPITAL FACILITIES, COVID-19 TESTING CENTERS, QUARANTINE SITES, EMERGENCY MANAGEMENT FIELD WORK, WE CONTINUE TO SERVE.

THE NUMBERS GROW, UNFORTUNATELY, AS THIS PANDEMIC CONTINUES TO

SPREAD.

AND AS YOU KNOW, JEREMY, THE VRT SHOWS UP ON A MOMENT'S NOTICE. WHERE THERE'S AN EMERGENCY NEED TO SERVE A COMMUNITY, THE VR TEAM IS THERE.

SO IN TERMS OF THE EVOLUTION OF THE VRT TEAM'S WORK DURING THIS PANDEMIC, MAYBE I'D SHARE WITH YOU JUST AN EXAMPLE FROM THE VETERANS ADMINISTRATION.

THIS IS A GREAT EXAMPLE OUT OF THE BAY AREA WHERE RECENTLY THERE WERE TWO VA LONG-TERM CARE FACILITIES.

SO SERVING ELDERLY VETERANS.

ONE OF THE CENTERS HAD A LAPSE IN ITS WI-FI CONTRACT WITH ANOTHER PROVIDER.

ANOTHER ONE HAD REALLY POOR INTERNET SPEEDS AND CONNECTIONS, WHICH MADE IT PRACTICALLY IMPOSSIBLE FOR VETERANS OR THEIR CARE PROVIDERS TO CONNECT TO THE INTERNET.

WE ALL KNOW HOW IMPORTANT IT IS TO CONNECT TO THE INTERNET AND HOW MANY SERVICES NOW YOU CAN ONLY GET THROUGH THE ESSENTIAL SERVICES OF VERIZON DURING THIS TIME.

SO THE VRT JUMPED IN RIGHT AWAY.

THEY ESTABLISHED A WI-FI CONNECTION IN ONE FACILITY.

THEY BEEFED UP THE CONNECTION AT ANOTHER.

BUT MUCH MORE IMPORTANT THAN THE TECHNOLOGY AND THE WORK THAT WE TAKE FOR GRANTED WAS FEEDBACK THAT OUR TEAM GOT FROM ONE OF THE MEDICAL DIRECTORS.

HE SHARED A STORY ABOUT A VETERAN WHO HAS BEEN IN DECLINE NOW FOR A WHILE DURING THIS PANDEMIC.

HE'S BEEN CUT OFF FROM HIS FAMILY.

HE COULDN'T GET ONLINE.

BUT BECAUSE OF THE WORK OF THE VRT, THINGS THAT WE TAKE FOR GRANTED WITHIN VERIZON, THAT VETERAN HAS NOW BEEN ABLE TO CONNECT WITH HIS FAMILY THROUGH VIDEO, AND HIS OVERALL HEALTH AND OUTLOOK HAS IMPROVED DRAMATICALLY.

JUST THAT SIMPLE ACT OF THE VRT, OUR TECHNOLOGY HAS HAD THAT IMPACT.

THESE KINDS OF VRT EXAMPLES YOU CAN'T PUT A PRICE TAG ON, JEREMY.

VRT HAS ALWAYS SAVED LIVES AND PROPERTY.

BUT NOW, MORE THAN EVER, IN WAYS THAT WE CAN SEE, AND INCREASINGLY IN WAYS THAT WE CAN'T SEE, WE'RE SAVING AND IMPROVING LIVES DURING THIS PANDEMIC.

AND I JUST COULDN'T BE MORE PROUD OR INSPIRED BY HOW VERIZON, OUR TECHNOLOGY, IS SUPPORTING THE FRONT LINE, AND THOSE IN THE TRENCHES OF THIS TRAGIC PANDEMIC.

>> JEREMY GODWIN: YEAH, WE'VE SEEN IT TIME AND TIME AGAIN.

YOU ALWAYS SAY LOOK FOR THE HELPERS.

AND I'M HAPPY TO SAY WE'RE OUT THERE HELPING FOLKS TODAY.

APPRECIATE BOTH OF YOU JOINING US TO SHARE THE GOOD NEWS.

ANDRES, THAT'S CERTAINLY GOOD NEWS ABOUT THE DOMINO'S FRANCHISE OWNER OUT IN CALIFORNIA.

ON UP TO SPEED TODAY, WE'LL FIND SOME LOCAL FIRST RESPONDERS TO GIVE SOME PIZZA TO.

THANK YOU BOTH FOR JOINING US.

WANT TO WRAP UP WITH A THANK YOU AS I DO EVERY DAY.

CHRIS, TAKE THIS SLIDE HERE.

YOU'RE LOOKING AT A PICTURE OF STEVE, A SOLUTIONS MANAGER ON THE LEFT OUT OF OUR TAMPA STORE.

THEIR SECURITY GUARD HAD A MEDICAL ISSUE A COUPLE WEEKS AGO AND PASSED OUT AND NEEDED FIRST AID AND CPR.

STEVE SPRUNG INTO ACTION BASED ON TRAINING THAT HE RECEIVED IN THE ARMY AND VERIZON.

STEVE ACTUALLY HELPS CREDIT SOME OF THE TRAINING HE HAD GONE THROUGH FROM THE TRAINING ORGANIZATION WITH BEING TO KEEP HIS MIND RIGHT.

THE GUARD IS BACK AT WORK DOING WELL, THANKS TO THOSE TWO FOLKS AND BEST WISHES AND RECOVERY TO THE GUARD THERE AT THE STORE.

YOU ALSO WANT TO LOOK FORWARD TO ANOTHER EVENT TONIGHT.

BUILD SERIES IS STREAMING THE ASIAN-PACIFIC HERITAGE MONTH EVENT TONIGHT.

CHECK THAT UP ON BUILDSERIES.COM OR UP TO SPEED TWITTER.

AND THEN AFTER THAT WE WILL HAVE PAY IT FORWARD LIVE WITH ALL 14 TEAM PENSKE DRIVERS DOING A LIVE I-RACING THERE.

YOU WILL SEE HOW THEY SUPPORT AMERICA'S SMALL BUSINESSES.

TUNE INTO THAT AT 8 P.M.

COMING UP TOMORROW, WE'LL HAVE A SPECIAL LOOK INTO OUR NETWORK AND HOW WE'RE BUILDING OUT THE 5G NETWORK, HOW WE'RE KEEPING FOLKS AROUND THE WORLD CONNECTED WITH OUR GLOBAL NET WORK AND THE FLEET.

IF YOU HAVE ANY QUESTIONS FOR SOME OF OUR NETWORK LEADERS, SHOOT THOSE TO US AT LIVE@VERIZON.COM.

AGAIN, APPRECIATE ANDRES AND MIKE JOINING US TODAY.

MY DAILY REMINDER, AS WELL.

REACH OUT TO FOLKS YOU HAVEN'T HEARD FROM IN A WHILE.

TELL THEM YOU LOVE THEM AND GIVE THEM A HELLO.

WE'LL BE BACK WITH YOU TOMORROW.

UNTIL NEXT TIME, YOU'RE UP TO SPEED.