

VERIZON  
UP TO SPEED LIVE  
MAY 14, 2020, 12:00 PM ET

REMOTE CART PROVIDED BY:  
ALTERNATIVE COMMUNICATION SERVICES, LLC  
[www.CaptionFamily.com](http://www.CaptionFamily.com)

\*\*\*

>> 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 every day is being challenged, that's when a network stands up and shows what it's made of. Businesses are using Verizon's added capacity to keep them running and connected to customers in an entirely new way. When government and health agencies ask for network resources they would deliver in more than 30 states. Verizon customers are making an average of 600 million calls and sending 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. Doors are locked. Lights are off.

>> What I miss most is the people. Not only is it a coffee house, but it is our meeting place.

>> If we were to close, we don't want to just close as a restaurant. We close as a community.

>> My business means the world to me.

>> I always have just been able to let my business be a training hub for young women.

>> We have art and crafts made by local refugees that we help to resettle to Phoenix.

>> It's an tune for us to pay our employees.

>> It's a godsend.

>> It will absolutely save our business.

>> I am just so grateful that Verizon is paying it forward.

>> We 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 to stay connected with their families. They are on the front lines every day giving the most they can the Verizon wants to give them something back. Introducing our best pricing ever. \$30 per line for all nurses, teachers, first responders, military and their families. Not first few months, for as long as they need it. The people we rely on deserve the network they can rely on.

>> I joined Verizon in January of 2014. I worked in sourcing legal where I am primarily responsible for the negotiation of HR benefits. The credo at Verizon, it really sets the foundation of 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 really is the time where we realize that just because we are just children we can still make a huge difference in our community and any little effort goes a long way. Our friends in Hillsboro, we work with them to start a branch.

>> We are happy and appreciative of all of the nurses and first responders that are sacrificing their lives.

>> We thought it was important to show our gratitude and say thank you.

>> Our main goal is to get meals to a lot of different places. We want to give back to everybody who is working during this time.

>> This fundraiser was a triple win because 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 are not getting their normal customers. We are able to use those meals to help front line responders.

>> It made us feel really good to get all of the pictures and messages back from the nurses and then enjoying the meals and how grateful they were.

>> We couldn't stop saying thank you to them. And we are here for you. If we can provide one meal that alleviates the anxiety or the concern about how am I going to make a lunch even if it's a five minute meal, I feel that is success.

>> I would like to express my personal thanks to you, your team and Verizon.

>> For the amazing work you have delivered in the last couple of weeks.

>> For what you have done for first responders and small bizs.

>> I think you guys should get all of my credit and I love you.

>> 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, patience and uplifting attitude.

>> I want to say thank you to our Verizon partners who helped us bring joy and encouragement to the most vulnerable in our community.

>> I want to report to you the actions of a good Samaritan disguised as a Verizon lineman.

>> It's always a privilege on earth to be with you and your team. 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 are doing is helping not just the United States, but the world stay informed.

>> Look at that. She is upside down.

>> What did you do today, grandma?

>> Working on the computer. Watching TV.

>> Just getting ready for bed. We wanted to give you guys a call.

>> How are my babies?

>> She is wiping your faces with a towel now.

>> Nice, nice.

>> Nice job. Love you to the moon and back.

>> To the moon and back.

>> Love you.

>> Do you miss me, too?

>> I love you all very much.

>> Got virtual hugs.

>> Big hugs in a couple of months.

>> I can't because I will cry.

>> Big boy, big boy. How do you --

>> My name is Fred. I'm a network technician of 21 years. Volunteering has been a big part of me. I said with a would be better than joining first aid squad if I could do it. Then once I joined I could become an EMT, which I achieved last year.

>> As part of our response to the COVID-19 pandemic we are offering our medically trained and certified employees a fully paid leave of absence to go out on the front lines and assist in the communities that are hardest hit by the pandemic. We really wanted to show the community that we were there with them and that we believed in what they were doing.

>> As soon as I saw the opportunity for the leave. I was on it. My squad was hurting. We are short handed and especially right now. I couldn't get the application in fast enough. The next eight weeks I will be an EMT. A little nervous. Being on the forefront of the virus. I'm excited. I'm enthused. And I look forward to being able to serve my community and to be there for them.

>> And here I go. My first shift as a full-time EMT.

>> People like Fred don't come along very often. When you find someone like him you are grateful to have him.

>> He will be on duty but day time coverage and weekend coverage, he said if they allow me to do this, he said I will be right on the front lines with everybody.

>> As EMT, I'm responsible for direct patient care. So the grate thing about -- great thing about this leave program it's less stress. I only have to focus on one job.

>> The first shift. It wasn't too bad. And I'm tired. Time to head home and get some rest.

>> This opportunity has me speechless. So many people are getting laid off and so many people are going on unemployment and here my company is paying me -- company is paying me to be a full time EMT for my volunteer 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.

>> Yeah!

>> The process that we have --

>> Sorry, I will just grab a file.

>> Thank you for working with me.

>> Is that behind you?

>> Okay, okay, sorry.

>> Looks like everyone is really happy.

>> Focus on what our next session is going to be.

>> That is awesome. Thank you for reminding us about that, miley.

>> Good morning.

>> How are you guys doing?

>> 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 quits. Verizon is the most reliable network in America. Built for interoperability and puts first responders first. Given them priority. We do what we do best so they can, too.

>> To all of our Verizon employees, we've never been so proud of our technicians, engineers, store employees and customer service reps that are doing critical work all over the country at a time when the country is forced to be apart, you are helping us come together. Our customers are making an average 800 million calls and 8 billion texts per day and you have kept our network reliable through it all. Keeping people connected and safe at home. So thank you. Because of you, we are here and we stand ready.

>> Hey, what's up, everyone. Good morning, good afternoon and good evening.

I'm Katie sitting in for Jeremy today. Today we have a great conversation coming here to you. It's all about retail. One of the industries that's been most impacted by the COVID-19 crisis requiring all companies including ours to rethink how we serve our customers. I decided to have two guests joining us today. Krista Bourne and Bradford Zimmerman who is a solution specialist in one of our stores in the Atlanta, Georgia, area. I've got questions for both of them but we would love to hear yours, too. You can submit them to [live@verizon.com](mailto:live@verizon.com) and see how many we can get to today.

Krista, I will start with you. What is touchless retail and

what does that entail?

>> Yes, thank you for the question, Katie and I'm so happy to share touchless retail is a group effort across many of the V-teamers helping to bring this to reality for us. GTS, CS and our retail team. It basically is three things. One, how customers access our store. So first today we require a face cloth for all customers. And we have been requiring in-store pick up and have been requiring appointments. We are now recommending them and we relaxed the requirement, but those are three criteria that we really do lean in on for touchless retail. Face cloths for everyone. In-store pickup and appointment setting.

The second piece is the physical aspects. We have created social distancing decals that are through the store and allow customers to see where they should dwell, stand, how they should flow through the store. We have put sanitizing stations throughout the location. We removed inventory off the floor. We pulled furniture off the floor. So we basically reoriented the physical aspects of our store as best as we can today to allow traffic to come in using our one to one traffic management approach. So that we can be safe and still service our customers supportingly.

The third piece is more of the omni experience. This is where the digital elements really come to be. Here you would think about things like self-check-in, customers can do that with the my Verizon app. They will be able to experience co-browsing which will allow us to help them with their device without having to touch their device. And then we are also in a position to take contactless payments. You can use the co-browsing link approach that we have to share a link with customers and they can submit their own payment. Never having to give up their credit card. We also introduced the ability to use a QR code that they can take to our bill payment kiosk where they can make a cash payment for those customers that are now using credit cards in our stores today. We developed our digital omni experience partnered you will see from a physical standpoint when you walk into the store and then really making sure we get the word out that face cloths are not optional. They are required to come into our store and we highly recommend in-store pick up and appointment setting. Just to put a pin in those two bullets, we have handled 46,000 appointments since we started this process. And we weren't really doing appointments prior to this. 46,000 appointments. And we have helped put over 1,000 pickup orders and we have done that with a really smaller fleet where 41% of our doors are open now. I'm proud with the way the team is embracing these ideas and our consumers are helping us to keep everybody safe by doing their part with in-store pick up,

face cloths and appointments.

>> So we put together a white paper that outlines some of the innovation we put in place in the retail space. And shared that on Linked-in and received a tremendous response and talk about what kind of response it did receive.

>> It has been really, really great to have these kinds of moments with industry colleagues, those that are out throughout the world looking at other ways that we need to reimagine retail. And because Verizon is seen as an innovator and a leader in our space, we are trusted, we are trusted by our customers and trusted by the colleagues in the industry and I think it symbolizes that everyone is looking to understand what best in class will look like next and how they might fit their business and their industry into that space. So it's a moment for learning, the moment to share ideas, and probably in a very unexpected way it's a moment to really come together as an industry of retailers to try to make sure that we are learning and we are giving the shared customers that we all support a common experience that's safe and sound for everyone that we are talking with. So we had over I think Ronan has 23,000 views of the white paper from his Linked-in post and that gives you a good example of how curious people are with what we are doing and how we might be thinking about reimagining retail.

>> Absolutely. Now Bradford, we will take it down to you in Atlanta. So tell me, how are you and your colleagues adjusting to the new processes that have been put in place? I understand you created some videos to help friends and customers and colleagues. Tell us about those, too.

>> No problem. First of all I think team work is what is keeping us together and helping us to be able to adapt. A lot of change, but being able to stay up to date and up to speed with all of the new technology we are using like the my Verizon app and co-browser and the smart link. Knowing all of these things have given us a chance to be able to help one another, keep each other safe and also give a chance to educate our customers on what's next. We are staying on top of each other and we are doing district calls and we are doing texting and group chatting to keep each other updated on what's happening. For me I've stepped out of the box and decided to create different types of videos. Being in the store I realized how much our customers need us and they come in for their daily -- just basic tips they need help with that normally come to the store for us to take advantage -- for us to be able to help them. They can't do that



any more and can't use us to help them at this time so I created these videos to send them out to them to show them simple things to keep them safe and keep us safe.

>> Thank you, Bradford. What has the customer response been like in the stores and how are your colleagues continuing to instruct customers. Any stores you want to share?

>> I think initially it was frustrating. When you change anyone's habit or routine it can be frustrating. We have to be able to understand that our customers can be frustrated but the great part is being able to help them to ease them through and help them understand what we are going through and how we are trying to help them. One good story I would like to tell -- we talk so much about our network and how great we are and how much we are keeping our customers connected and we are helping humans. And we are working in a hiring store and with great managers, sharky and Corey Beaufort. We had a customer that pulled up and had a situation where they were trying to figure things out with their service. We were able to help them, but they were -- the more mature customer, they started to feel a little feign and feel like they -- faint and feel like they were overheating in their car and started to -- it seemed like they were going to pass out or have a seizure and it seems like we went into safety mode and our managers, we called the ambulances and we were able to go out and assist them and help to make sure they were taken care of on a personal level and human level. And the customer was taken away in an ambulance and we would push their car out to the back, lock all of their stuff up and make sure when they come back to get it they would be safe. That's an example of how we are helping not just with the network and helping to keep our customers connected, but helping them as much as we can and as safely as we can.

>> Thank you, Bradford. Thank you for sharing that story. Krista, I will turn back to you for the next question. What learning from the touchless retail experiences that we have put in place. Do you see us carrying forward in a post COVID world and what's next for the retail stores?

>> Yeah, so I actually believe that many of what -- most of what we put in place will stay in place. I think that we will continue to lean in on the my Verizon app and transact and do services with our customers in store. I believe we will continue to work through contactless options like the payments we just discussed and there are a few things we are working on right now that we are looking to bring into the space by July. And that would be things like my Verizon app

for prospects. So right now if you are a customer of Verizon, then clearly you can download the my Verizon app and it will serve your needs. If you are a prospect, we are working on an app you will be able to download so you, too, can have more of a touchless experience with Verizon. We are also working on curbside. A little bit what Bradford mentioned we have customers that do want to be serviced outside of the store and we are working on how we can do that in a safe and effective manner. So curbside services are another one we are working on and we expect to see that come very soon. We will continue to evolve. There is a lot of technology that we can bring out or we can do AR browsing on our equipment in the store. We are working more with video and digital assist. So more to come but look forward to the prospects app and look forward to curbside service.

>> Thank you, Krista.

Bradford, for your fellow employees who work in the retail space, as we start to re-open some of our stores, what advice or what would you want to share with them as they get ready to go back into some of our stores?

>> Best piece of advice I would give is be prepared to show some empathy and show compassion. Everything is changing right now so we've got to be here to be able to assist and help understand what they are going through. Put ourselves in their shoes. We are consumers as well and we have to do our shopping and we have to -- we have to understand what it's like to be in their shoes. So be prepared to come in and help. Be a team player. Show empathy and if you are not redeployed just yet. Sharpen yourself. Keep staying up to date with the data and promotions. What's going on notice industry. Learn as much as you can and come back and just be ready.

>> I think that's some great advice there, Bradford.

Krista, we had a question come in live during the broadcast. You mentioned we will continue to have the face coverings and requiring customers to do that as well. Are there any plans in the works to have face coverings for customers who should come to the store without one? Or will they still be required to provide that on their own?

>> Yes. Now that we've got a better handle on the supply chain for face cloths and that's not just with our company but everyone has been working to try to get that kind of PPE for their colleagues, their employees. Now that we have a better supply chain we expect to bring some extra face cloths to our stores where we have them in case the

customer doesn't have their own face coverings, but will continue to promote that we require it so hopefully customers will come prepared but we will have something for them if they don't.

>> Thank you, Krista. Any final thoughts from you on the retail experience as we continue to move forward?

>> Yeah. So my final thought is just around a thank you. Thank you to everyone. Thank you to our customers for being flexible and understanding. I think Bradford was right. Everything is changing around us and we need to be empathetic to that experience that customers are now having with us is very different. Thank you to our customers for being patient. Thank you to our employees across all work groups for helping to re-prioritize what needed to be done so that we could operate in a more safe environment based on what we know to be true today. And I really just appreciate the patience that we all demonstrating as we are thoughtful with every action we take so that we are not just running to one solution but we are thinking about the impact the second and third order effects of those choices and that has allowed us to really build a program that will last a long while. It will serve as a bridge to our future and help keep ourselves and customers safe as we continue to move through the rest of this year.

>> Thank you so much, Krista and Bradford for joining us. We appreciated you being here and having this conversation about retail. And as Krista mentioned, we have a host of tools available for customers to help them get the help they need for my Verizon app and our digital experiences on the website that they can find a lot of the answers to questions and things that they need before calling our customer service centers or going too one of our stores. As employees we can all be ambassadors for that.

Speaking of ambassadors, we have a program called ambassador care the supported by a team of specialists who are committed to resolving any concerns from account to device problems. If you as a V-teamer hear of an issue from a friend or family member. You can submit it online. Hit ambassador care and they will take it from there. Next up we want to share this great video with you. Krista is an indirect account manager in Las Vegas. In this video she shares her story about how Verizon has become part of her American dream and how she supported her community. Take a look.

>> Hello, my name is Krista. I'm currently an indirect account manager in viva Las Vegas. I have been with Verizon ten years now.

I was born and raised in the Philippines. Which is about 40 minutes to an hour from Manila. I have always been the person that's always a go get-er. I traveled with my flip-flops and one luggage and \$500 in my pocket all I knew was I was going to San Francisco and I had a map and my American dream. Now it gives me goose eggs when I think about it. Oh, my good, what was I thinking. I arrive there had and it was freezing cold and I had \$500. And then I started looking for a job. Verizon showed up. They said they were hiring for a part-time customer service rep and a long story short I got the job. For me along the way with this journey with Verizon, my journey here in the U.S. being resilient, having the patient and having human compassion, that helped me out not only in my life but also in my Verizon carrier. Where I came from in the Philippines, there are places where they don't have electricity. I'm so thankful that Verizon has provided me the means of being able to help out. So last month along with my high school classmates, we were able to generate almost 300,000 so we can buy basic needs, basic food and basic medical supplies and here in Vegas every weekend I make mastics with my mother -- masks with my mother. I have a whole bunch of them cut. There is one for teachers. This one is for nurses and for men, we have a neutral color gray. So much opportunity within Verizon where we -- or to our newest members, you don't have to be millionaires to be able to help out.

>> Thank you so much for sharing your story with us. We really appreciate it. A few things to keep in mind as we start to wrap up today's broadcast, don't forget you can submit your questions to us to that live at Verizon.com in-box.

Next up a shout out and thank you. Christopher is a Staten Island field technician. Customers were recently married and both are part of the FDNY and NYPD. Their installation was scheduled for their new home. When Christopher heard of the situation and needed the service to perform their duties, he used his network in the business to get them the service they desperately needed for work. Thank you so much, Christopher. Way to go. And next up Verizon today announced that the launch and lineup for its virtual commencement spirit series. Ready for anything. Beginning Friday May 22 and running through Friday June 12, Verizon will feature live interactive conversation from a cross sector line up of leadership titans. Check out that list offering their wisdom on moving forward together as a society. Can't wait to check that out.

It's Thursday. Tonight another edition of pay it forward live all in support of small business. Tonight catch chance the rapper live on the Verizon Twitter handle. Yahoo! and FiOS 501 -- FiOS 501

at 8:00 p.m. eastern.

Coming up tomorrow, joining Jeremy for an update on the Verizon media group as well as our wellness Friday segment. He will be joined by health psychologist and best selling author Kelly McGonegle. Kelly will translate insights from psychology and neuroscience. And a reminder coming up next week on Monday Hans and Christy will be back with us live.

That will do it for us today. Hope you have a great Thursday, everyone. Until next time, you are up to speed.