

VERIZON
UTS
WEDNESDAY, MAY 20, 2020 12PM ET

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>> TELL ME, WHAT DO YOU BUILD A NETWORK FOR?
WHAT DID VERIZON BUILD THEIR NETWORK FOR?
PEOPLE.
EVERYONE HOLE DUG, EVERY WIRE SPLICED, EVERY TOWER RAZEED, IT'S
THE PEOPLE.
WHEN PEOPLE ARE BEING CHALLENGED, THAT'S WHEN THE NETWORK
SHOWS WHAT'S IT'S MADE OF.
KEEPING THEM CONNECTING WITH CUSTOMERS IN ENTIRELY NEW WAYS.
WHEN THEY ASKED FOR NETWORK RESOURCES THEY WERE DELIVERED IN 30
DAYS.
AND VERIZON CUSTOMERS ARE MAKING AN AVERAGE OF 600 MILLION CALLS
AND SENDING NEARLY 8 BILLION TEXTS A DAY, EVERY DAY.
OUR CONNECTIONS MAKE OURSELVES 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 WANT TO 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 ART AND CRAFTS 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 PARTNERED WITH US TO PAY IT FORWARD.

>> I 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 EVER.

\$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 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 A TIME THAT WE REALIZED JUST BECAUSE WE'RE JUST CHILDREN WE CAN STILL MAKE A HUGE DIFFERENCE IN OUR COMMUNITY AND EVERY LITTLE EFFORT GOES A LONG WAY.

OUR FRIENDS IN HILLSBORO STARTED MEALS FOR HEROES AND WE WORKED WITH THEM TO START A BRANCH IN BASKING RIDGE, NEW JERSEY.

>> WE'RE REALLY HAPPY AND APPRECIATIVE OF THE NURSES AND FRONT LINE RESPONDERS WHO ARE SACRIFICING THEIR LIVES.

>> WE THOUGHT IT WAS IMPORTANT TO SHOW GRATITUDE AND SAY THANK YOU.

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

WE'RE STILL WANTING TO GIVE BACK TO EVERYBODY WHO IS ACTUALLY 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 WE WERE ABLE TO GIVE BACK TO THE BUSINESSES WHO NEED THE BUSINESS AT THIS TIME BECAUSE DUE TO SOCIAL DISTANCING THEY'RE NOT GETTING THEIR CUSTOMERS, AND WE WERE ABLE TO GIVE THOSE MEALS TO FIRST RESPONDERS.

>> IT MADE US FEEL REALLY GOOD TO GET THE PICTURES OF ALL THESE

NURSES ENJOYING THE MEALS AND HOW GRATEFUL THEY WERE.

>> WE COULDN'T STOP SAYING THANK YOU TO THEM.

I SAID TO, WE ARE HERE FOR YOU.

IF WE CAN PROVIDE ONE MEAL THAT ALLEVIATES THE ANXIETY OR CONCERN 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 SHOULD GET ALL 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 IF HR PROFESSIONALISM, PATIENCE, AND UPLIFTING ATTITUDE.

>> I JUST 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 A GOOD SAMARITAN DISGUISED AS A VERIZON LINEMAN.

>> IT'S ALWAYS AN HONOR AND PRIVILEGE TO BE YOUR TEAM AND HOW YOU'RE 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, WATCH TV.

>> WE'RE JUST GETTING READY FOR BED.

WE WANTED TO GIVE YOU GUYS A CALL.

>> HOW ARE MY BABIES?

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

>> OH, GOOD.

NICE.

>> NICE JOB.

>> LOVE YOU TO THE MOON AND BACK.

>> TO THE MOON AND BACK.

>> WE LOVE YOU.
>> YAY!
>> DO YOU MISS ME, TOO?
>> I LOVE YOU ALL VERY MUCH.
>> VIRTUAL HUGS.
>> CUDDLES.
>> AHHH.
>> BIG HUGS IN A COUPLE MONTHS.
>> I CAN'T DO IT BECAUSE I'LL CRY.
>> THAT'S OKAY.
>> BIG BOY.
BIG BOY.

>> 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 THEN ONCE I JOINED, MY GOAL WAS TO BECOME AN EMT, OF 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 ON THE FRONT LINES AND ASSIST IN
THE COMMUNITIES THAT ARE HARDEST HIT BY THIS PANDEMIC.
>> WE REALLY WANTED TO SHOW THE COMMUNITY THAT WE WERE THERE
FOR THEM AND THAT 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 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 ON NOT ONLY NIGHTS,
BUT DAYTIME COVERAGE 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.
THE GREAT THING ABOUT THIS LEAVE PROGRAM, IS IT'S LESS STRESS.
INSTEAD OF FOCUSING ON TWO JOBS, I ONLY HAVE TO FOCUS ON ONE.

>> I JUST FINISHED MY FIRST SHIFT.

MODERATE.

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 BE FULL-TIME EMT FOR MY
VOLUNTEER ORGANIZATION.

WORDS CAN'T DESCRIBE THAT.

IT'S OVERWHELMING.

>> IT'S GOOD TO SEE YOU GUYS.

>> GOOD TO SEE YOU.

>> 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.

>> CAN YOU CLOSE THAT DOOR BEHIND YOU.

>> OKAY.

ALL RIGHT.

>> PERFECT.

>> IT LOOKS LIKE EVERYONE IS REALLY HAPPY.

>> WE NEED TO FOCUS ON WHAT OUR NEXT STEPS ARE GOING TO BE.

>> THAT IS AWESOME.

THANK YOU SO MUCH FOR REMINDING US ABOUT THAT MILEY.

>> HOW YOU GUYS DOING?

>> LET'S FOCUS ON THE POSITIVE AND WE'LL 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 800 MILLION CALLS AND 8 BILLION TEXTS PER DAY AND YOU'VE KEPT US RELIABLE THROUGH IT ALL.

KEEPING PEOPLE SAFE AND CONNECTED FROM HOME.

SO THANK YOU.

BECAUSE OF YOU WE'RE HERE AND WE STAND READY.

>> JEREMY GODWIN: HI THERE.

GOOD AFTERNOON, GOOD EVENING, AND GOOD MORNING!

IT IS NOON HERE ON THE EAST COAST.

WEDNESDAY, MAY 20TH.

WE'LL BE BREAKING SOME NEWS WITH KYLE MALADY, THE LEADER OF OUR NETWORK AND GLOBAL TECH SOLUTIONS TEAM HERE IN A MOMENT.

BUT BEFORE WE GET TO THAT, I WANT TO CALL OUT SOME THINGS WE'RE DOING TODAY TO HIGHLIGHT A WINNING WEDNESDAY.

CHRIS, LET'S GO AND TAKE THE FIRST SLIDE, IF YOU WILL, PLEASE.

JUST TODAY BOTH OPEN SIGNAL AND ROOT METRICS GIVING US STRONG REVIEWS OF OUR 4G AND 5G LTE NETWORKS AND THE PERFORMANCE ACROSS THAT OUR FOLKS, OUR CUSTOMERS ARE EXPERIENCING.

NEXT UP, TWO OF OUR VERY OWN FOLKS FROM THE VERIZON BUSINESS GROUP, CONGRATS TO THEM LAURIE AND SARAH HAVE BEEN NAMED TO CNN'S WOMEN OF THE CHANNEL LIST.

NEXT, IF WE WANT TO ROLL THE VIDEO.

REMEMBER BACK THANKSGIVING, WE HAVE THIS SPECIAL EXPERIENCE FOR THE MACY'S THANKSGIVING DAY EXPERIENCE THAT WAS POWERED BY 5G.

WE WERE A WEBBY WINNER AND A PEOPLE'S VOICE WINNER IN THE CATEGORY OF LIVE BRANDED EXPERIENCE IN THE THANKSGIVING DAY PARADE.

COOL TO SEE THAT HAPPENING.

AND FINANCE HAS JUST NAMED THAT WE HAVE OVERTAKEN AT&T AND WE'RE NOW THE WORLD'S MOST VALUABLE BRAND VALUE WITH A VALUE OF OVER \$63 BILLION, TAKING OVER AT&T ACCORDING TO THAT LATEST REPORT BY BRAND FINANCE IN THE BATTLE OF THE TELECO TIE TANS.

VERIZON IS COMMENDED FOR ITS RELIABILITY, NETWORK SPEED, CALL AND TEXT PERFORMANCE, AND FINALLY, A NICE CALL OUT FOR OUR LEADER, HANS VESTBERG, WHO WAS NAMED FOR A NEW RANKING OF SJR.

HE'S GONE UP IN THE LIST THERE, HIGHLIGHTED FOR ALL THE WORK HE'S DONE FOR US AND OUR TEAMMATES AROUND THE WORLD DURING THE COVID-19 PANDEMIC.

AND HE'S GONE FROM DEEP IN THE LIST TO NUMBER FOUR.

SO THANK YOU HANS FOR EVERYTHING THAT YOU DO FOR US, CERTAINLY THE V-TEAMERS.

THANK YOU FOR THAT.

A BIT OF WHAT WE DO EVERY DAY.

A LOT OF THINGS WE'RE CALLING OUT FOR WINNING WEDNESDAY.
BUT I WANT TO GET TO SOME NEWS WITH KYLE MALADY WHO LEADS OUR
NETWORK AND TECHNOLOGY ORGANIZATION.

KYLE, WHAT'S THE LATEST WITH THE NETWORK?

>> KYLE MALADY: WELL, LET ME TELL YOU.

BUT DUDE, YOU RIPPED THROUGH THOSE AWARDS REALLY QUICK.

YOU GET AN AWARD FOR THAT.

THANK YOU.

THANKS JEREMY, THANKS EVERYBODY, ALL THE V-TEAMERS FOR BEING ON
TODAY.

A SPECIAL SHOUT OUT TO THE BLUE JEANS TEAM.

I KNOW YOU GUYS WERE ON YESTERDAY.

I LOOK FORWARD, MY TEAM AND I, AT GETTING TO KNOW YOU GUYS MORE
AND THE INCREDIBLE TECH YOU HAVE AND HOW WE CAN INTEGRATE IT MORE
TO THE INCREDIBLE PRODUCTS AND SERVICES.

SECOND, WE DO HAVE A GOOD BIT OF NEWS HERE JEREMY ON 5G AND WE'LL
TALK TO MARTA IN A LITTLE BIT ABOUT ONE OF THOSE NEW ITEMS.

BUT FIRST OF ALL, LET ME GIVE YOU AN OVERALL STATE OF THE NETWORK,
IF YOU WILL.

I HAVE TO SAY FIRST SHOUT OUT AGAIN LIKE LAST TIME I WAS ON.

THANKS TO EVERYONE, THIS WAS A HUGE TEAM EFFORT, BUT OUR
NETWORKS CONTINUE TO PERFORM VERY WELL IN THIS TIME OF COVID.

IF I LOOK AT THE ADJUSTMENTS WE MADE IN FIOS, OBVIOUSLY CRITICAL
THAT PEOPLE'S HOMES ARE WIRED AND THEY CAN DO THEIR WORK AND
THEIR SCHOOLWORK AND ENTERTAINMENT.

THE ADJUSTMENTS THAT THE FIOS TEAMS HAVE MADE UNDER THESE TRYING
CIRCUMSTANCES HAVE BEEN INCREDIBLE.

WE CONTINUE TO HELP OUR CUSTOMERS EVEN IF THEY CONTINUE TO HAVE
PROBLEMS OR INSTALL NEW SERVICES.

WE DO IT DIFFERENTLY THAN WE HAVE IN THE PAST.

THE TEAM IS OPTIMIZING THERE AND WE'RE DOING VERY WELL.

SHOUT OUT TO EVERYONE.

AND HOPEFULLY SOON WE'LL START GETTING TO A BIT MORE NORMAL FACE
AS THINGS OPEN UP A LITTLE BIT.

THE WIRELESS NETWORK, OUR ENGINEERS, TECHNICIANS, CONTINUE TO
ADJUST HOW THINGS ARE GOING.

NETWORKS HOLDING UP FANTASTIC.

OUR OUTAGES ARE FRANKLY DOWN YEAR OVER YEAR.

AND WE CONTINUE TO SHORE UP AREAS WHERE WE MIGHT HAVE A LITTLE
CAPACITY ISSUES OR A CELL SITE DOWN OR SOMETHING ELSE.

BUT WE'RE DOING BETTER THAN EVER ON WIRELESS.

WE CONTINUE FOR ENTERPRISE CUSTOMERS, SUPPORTING THEM.

THIS MORNING TAMI JUST LET ME KNOW, AND I WAS MADE AWARE THAT WE
TURNED UP A SIGNIFICANT BIT OF BANDWIDTH FOR ONE OF OUR MAJOR
CUSTOMERS, LIKE SIGNIFICANT.

LIKE HUNDREDS AND HUNDREDS OF GIGABITS.
AND THEY ARE REALLY, REALLY HAPPY.
AND THEN FINALLY, I WOULD BE REMISS IF I DIDN'T SHOUT OUT TO THE GTS
FOLKS WHO CONTINUE TO OPTIMIZE OUR SOLUTIONS FOR WORKING AT
HOME.
AND ARE ALSO WORKING ON WAYS THAT WILL ALLOW US TO DIPPING OUR
TOE AND GETTING, MAYBE GETTING BACK INTO SOME OF THE OFFICE THAT
HANS AND CHRISTY SPOKE ABOUT OVER THE LAST COUPLE DAYS.
SO FROM AN OVERALL, I DON'T WANT TO SAY BAU, IT'S NOT BAU.
BUT FOR THE LAST FEW MONTHS IT'S BEEN BAU.
THE TEAMS CONTINUE TO DO WELL.
THANK YOU SO MUCH FOR FINDING NEW WAYS TO WORK.
WE CONTINUE TO MOVE THE BALL.
AND HAVING SAID THAT, THAT'S KIND OF THE BAU WORK.
I THINK SOME GOOD NEWS THAT I WOULD WANT TO SHARE WITH EVERYBODY
IS, YOU KNOW, HANS HAS BEEN OUT TALKING A LOT ABOUT THE NETWORK
STATS, RIGHT?
SO WHAT I WANT TO DO IS I'M GOING TO SHOW YOU GUYS AN INTERESTING
BIT OF INFORMATION THAT OUR NETWORK TEAM PUTS TOGETHER ON A
REGULAR BASIS HERE.
AND WHAT YOU'RE SEEING , IF YOU CAN SEE MY SCREEN, EVERY DAY WE
TAKE A LOOK AT THE HANDOFFS THAT ARE GOING ACROSS IN DIFFERENT
STATES IN OUR NETWORK.
AND WE READ OUT ON THIS QUITE A BIT.
BUT IF YOU SEE THIS IS A HISTOGRAM.
IT'S GOING TO GO BACK TO MARCH.
AND YOU CAN SEE IT'S REALLY DARK.
WHEN IT'S DARK IT'S KIND OF BUSINESS AS USUAL.
THE MOBILITY, PEOPLE ARE MOVING AROUND.
AS IT GETS LIGHTER, YOU CAN SEE PEOPLE STOPPED MOVING AROUND.
AND THAT MEANS THE SHELTER-IN-PLACE TOOLS ARE TAKING EFFECT AND
PEOPLE AREN'T MOVING AROUND.
BUT THE LAST COUPLE WEEKS, PEOPLE ARE MOVING AROUND MORE AND
MORE AND MORE.
AND THINGS START OPENING UP.
AND THINGS START OPENING UP BECAUSE THE GOVERNMENTS ARE MAKING
DECISIONS THAT IT'S STARTING TO BE SAFE FOR US.
YOU'LL SEE WE'RE PLANNING ON HOW WE CAN DIP OUR TOE BACK AND COME
BACK INTO SOME OF THESE BUILDINGS.
AND ONCE AGAIN IT ALL TIES BACK TO GTS HELPING US COME UP WITH THE
TOOLS AND THINGS THAT WILL MAKE US SAFE.
SO, THAT'S KIND OF THE BAU.
NOW IN TERMS OF 5G, WE HAVE A BUNCH OF COOL THINGS TO TALK ABOUT
TODAY.
AND LET ME START WITH SAN DIEGO.

SAN DIEGO IS GOING TO BE OUR NEXT ULTRA WIDEBAND MARKET THAT WE ANNOUNCE OPENING.

IT'S THE 35TH ULTRA WIDEBAND MARKET.

IT WILL BE OPENING ON MAY 28TH.

IT'S REALLY EXCITING.

WE'VE BEEN WORKING WITH SAN DIEGO QUITE A WHILE, AND IT'S GOOD THAT WE'RE GETTING BACK INTO THE CADENCE OF WORKING WITH THESE CITIES AGAIN.

WE WANT TO GET TO MARTA AND TALK ABOUT THE SPECIFICS ON WHAT'S GOING ON IN THE GROUND IN SAN DIEGO.

>> JEREMY GODWIN: YEAH, LET'S DO THAT.

WE'RE MAKING THAT ANNOUNCEMENT LATER THIS MONTH.

BEFORE WE GET TO MARTA LACROIX, WHO IS ONE OF OUR NETWORK ENGINEERS OUT ON THE WEST COAST, I WANT TO PLAY THIS CLIP FROM AN ENGINEER ON HEAR TEAM.

>> HEY, IT'S TODD PRICE.

WE'RE TESTING THE FEEDBACK LOOPS TO SEE WHAT CUSTOMERS CAN EXPECT WHEN WE GO LIVE IN SAN DIEGO.

5G.

>> JEREMY GODWIN: THAT'S ONE OF THE NEIGHBORHOODS THAT WILL GET 5G.

YOU GOT TO LOVE THAT SAN DIEGO WEATHER THAT THE TEAM GETS TO WORK IN.

THE SPEEDS ARE INDICATIVE OF WHAT WE'VE SEEN ACROSS THE 5G NETWORK.

I WANT TO BRING IN MARTA NOW WHO IS OUR NETWORK DIRECTOR THERE. COMING THROUGH THIS PROCESS OF WORKING THROUGH THE PANDEMIC, HOW MUCH OF THIS WORK WAS DONE PRIOR AND HOW MUCH OF IT IS KIND OF HAPPENING REALTIME?

>> MARTA LACROIX: YEAH, WELL LET ME START WITH SAN DIEGO HAS BEEN HISTORICALLY CHALLENGING TO BUILD AT SCALE.

A FEW YEARS AGO WE STARTED WORKING ON A PUBLIC/PRIVATE PARTNERSHIP WITH THE CITY OF SAN DIEGO.

AND OUR STATE GOVERNMENT AFFAIRS AND BUSINESS DEVELOPMENT TEAMS AND LEGAL TEAMS HAVE REALLY HELPED US PAVE THE WAY TO BUILD AT SCALE FOR 5G.

THIS IS ONE OF OUR FIRST MARKETS THAT WE ENTERED IN ON THE DESIGN SIDE WITH BOTH THE FIBER AND THE ATTACH AT THE SAME TIME.

WE WERE ABLE TO SELECT POLE LOCATIONS THAT WERE MUTUALLY BENEFICIAL TO BOTH ENGINEERS TEAMS.

SO ALL OF THAT HAPPENED OVER THE PAST FEW YEARS, A HUGE EFFORT PRIOR TO THE PANDEMIC.

MORE RECENTLY, WITH THE PANDEMIC, WE'VE BEEN HAVING TO WORK CLOSELY WITH THE CITY AND PARTNER WITH THE CITY TO GET OUR PERMITS THROUGH.

SO STATE GOVERNMENT AFFAIRS, AGAIN, AND BUSINESS DEVELOPMENT AGAIN HELPED US WITH OUR REAL ESTATE TEAM TO SPOTLIGHT THE CITY. THINGS CHANGE IN THIS NEW ENVIRONMENT SO WE'VE HAD TO WORK WITH THEM ON DIFFERENT PROCESS IMPROVEMENTS AND INITIATIVES TO MAKE SURE WE'RE STILL GETTING THOSE PERMITS OUT.

>> JEREMY GODWIN: AND TALK ABOUT THOSE PARTNERSHIPS THAT MADE IT HAPPEN.

HOW IMPORTANT ARE THOSE, AS YOU SAID, IN WORKING WITH STATE AND LOCAL GOVERNMENT FOLKS TO MAKE IT ALL HAPPEN?

>> MARTA LACROIX: WELL, IT REALLY HELPS WHEN YOU'RE IN A FIRST-NAME BASIS WITH THE CITY, ESPECIALLY MAJOR CITIES.

IT CAN BE REALLY CHALLENGING WHEN ALL WORK STOPS TO MAKE SURE WE'RE STILL GETTING WHAT WE NEED, YOU KNOW, TO KEEP GOING THROUGH.

SO OUR CONSTRUCTION TEAM HAS REALLY, YOU KNOW, GOTTEN CREATIVE WAYS TO MAKE SURE THAT WE'RE STILL WORKING THROUGH THE PANDEMIC AND FINDING, YOU KNOW, HOW WE CAN BUILD OUT CERTAIN AREAS. AND EVEN NOW AS WE'RE PREPARING FOR LAUNCH, OUR OPERATIONS TEAMS AND OUR PERFORMANCE TEAMS ARE FINDING NEW WAYS TO TEST WHERE WE PREVIOUSLY WOULD HAVE HAD A COUPLE PEOPLE WORKING TOGETHER. NOW WE'RE FINDING CREATIVE WAY TO DO THAT SOCIAL DISTANCING, TO WEAR PPE AS WE SPLICE, TEST, VALIDATE, ACTIVATE, AND REALLY MAKE SURE THAT WE'RE READY FOR LAUNCH.

>> JEREMY GODWIN: I KNOW SOME OF THE 5G STUFF, WE'RE ALSO GOING TO SEE SOME OF THOSE UPLOAD SPEEDS GO OVER 5G, AS WELL, NOW.

ONE MORE QUESTION FOR YOU HERE MARTA AND THEN WE'LL GO BACK TO KYLE.

OF THE PROJECTS YOU'VE BEEN A PART OF.

YOU'VE BEEN FOR THE COMPANY ABOUT A DECADE NOW.

WHERE DID THIS RANK IN LEVEL OF IMPORTANCE AND EXCITEMENT OF THINGS YOU'VE BEEN ABLE TO WORK ON?

>> MARTA LACROIX: IT'S 5G, SO RIGHT OFF THE BAT IT'S REALLY EXCITING. WE'RE EXCITED TO BRING THIS TO LAUNCH.

BUT AGAIN, IT'S ONLY THE BEGINNING.

WE'LL BE ROLLING OUT SERVICE IN SOME OF OUR CONCENTRATED URBAN NEIGHBORHOODS LIKE MISSION VALLEY, KENSINGTON.

WE'RE EVEN GOING TO LIGHT UP 5G IN ONE OF OUR MISSION STORES.

WE'RE EXCITED TO BRING IT TO SAN DIEGO.

BUT ULTIMATELY IT'S ONLY THE BEGINNING AND WE'LL BE BUILDING OUT THROUGHOUT THE YEAR AND BEYOND TO EXPAND THAT COVERAGE TO ALL OF SAN DIEGO.

IT'S UP THERE BECAUSE OF EXCITEMENT BECAUSE IT'S 5G BUT IT'S A GREAT CITY AND WE'RE EXCITED TO PARTNER WITH THE CITY.

>> JEREMY GODWIN: THANK YOU TO ALL THAT YOU AND YOUR TEAM HAVE DONE OUT THERE AND ALL OF OUR ENGINEERS ACROSS THE FOOTPRINT,

BRINGING THOSE NEW THINGS TO LIFE.

THANK YOU FOR JOINING US TODAY.

KYLE, YOU HEAR ABOUT THIS.

HOW EXCITED ARE YOU FOR ALL OF THIS?

>> KYLE MALADY: IT SHOWS THE RESILIENCE OF THE TEAM.

NOBODY SAW THIS THING COMING AND THE TEAM FIGURES OUT WAYS TO WORK AROUND WHATEVER ROADBLOCKS GET IN THE WAY AND STILL COMPLETE THE MISSION.

THANK YOU MARTA TO YOU AND THE FOLKS ON YOUR TEAM, THE FOLKS IN THE WEST AREA, THE ONE FIBER FOLKS, EVERYBODY THAT'S GOTTEN US TO THIS POINT AND SAN DIEGO.

AND I ALSO LIKE THE COMMENT ABOUT WE'RE ONLY STARTING.

WE KEEP OUR SHOULDER INTO THIS THING, WE CONTINUE TO BUILD AGGRESSIVELY.

WE WERE TALKING ABOUT IT THIS MORNING.

ONCE AGAIN, SOME ROAD BUMPS COME ALONG AND WE GO OVER THEM AND CONTINUE TO BUILD AND STAY ON TRACK WITH OUR STRATEGIC PLANS.

AND THAT BRINGS ME TO MY SECOND ANNOUNCEMENT.

WHILE WE'RE BUILDING, WE'RE STILL WORKING ON THE TECH FOR 5G TO MAKE IT BETTER.

AND I'M PLEASED TO ANNOUNCE THAT NOW WE WILL HAVE 5G NR ON THE UP LINK IN OUR 5G MARKETS NOW.

WHAT DOES THAT MEAN?

FOR A LOT OF PEOPLE IT'S A LOT OF MUMBO JUMBO.

BUT WHAT IT REALLY DOES IS WE'RE TAKING THE TOOLS AND TECHNIQUES OF THE 5G AND ADDING IT TO THE PORTION OF THE COMMUNICATION PATH FROM THE DEVICE TO THE CELL SITE.

OKAY, WELL WHAT DOES THAT MEAN?

WELL, IT MEANS YOU'RE GOING TO BE ABLE TO AT LEAST 30% FASTER.

SO YOU'LL BE ABLE TO GET UPLOAD SPEEDS IN BETWEEN 25 MEG, ALL THE WAY UP TO MAX THAT WE SEE NOW TO 100 MEG.

THAT'S GOING TO BE A SIGNIFICANT ADDER AND BOOSTER TO THE CAPABILITIES OF 5G.

IT SHOWS WE WALK AND CHEW GUM AT THE SAME TIME AND CONTINUE TO DEPLOY AND WORK ON THE CAPABILITIES.

A COUPLE OTHER IMPORTANT POINTS IS WE'RE GOING TO BE ANNOUNCING SOME WORK WITH SOME TECHNOLOGY PARTNERS THAT ALLOWS MILLIMETER WAVE, WHICH IS SPECTRUM THAT WE'RE USING FOR OUR 5G ULTRA WIDEBAND TO BE ABLE TO GET INTO HOMES AND BUSINESSES SO YOU CAN STEER THE COVERAGE AROUND A LITTLE BIT.

WE'VE BEEN WORKING WITH A COUPLE PARTNERS FOR A COUPLE YEARS NOW.

IT'S REALLY GOOD TECHNOLOGY THAT WILL HELP GET SIGNAL AND COVERAGE INTO HOMES AND BUSINESSES.

WE'RE REALLY EXCITED ABOUT THAT PARTNERSHIP.

AND THEN FINALLY WE TALKED A LOT ABOUT THE WORK WE'RE DOING IN OUR 5G LABS.

CLEARLY IN A COVID ENVIRONMENT, PEOPLE ARE NOT ABLE TO COME INTO OUR LABS.

SO THE TEAMS HAVE QUICKLY PIVOTED AND FIGURED OUT MICKY AND CHRISTIAN AND SANUGITA AND OTHERS HOW TO OPEN UP OUR 5G LABS IN A VIRTUAL ENVIRONMENT.

WE CONTINUE TO COLLABORATE WITH THE PEOPLE WHO ARE ON THE FRONT EDGE OF USING THIS TECHNOLOGY AND DO IT IN A WAY OF HOW TO COLLABORATE WELL, AND FRANKLY BLUE JEANS IS GOING TO BE A BIG PART OF THAT.

SO EVEN TAKING IN NEW CAPABILITIES, ADDING IT TO THE PORTFOLIO, AND MAKING IT BETTER SO WE CAN WORK WITH OTHER PEOPLE WHO ARE WORKING ON 5G SO WE CAN BRING THE NEW AND COOL THINGS OUT TO THE MARKET AS SOON AS POSSIBLE.

SO BIG SHOUT OUT TO THE TEAM THERE BEING INNOVATIVE. REALLY APPRECIATE THAT.

>> JEREMY GODWIN: THAT'S GREAT.

AND AGAIN, HATS OFF TO THE WHOLE NETWORK TEAM.

AND YOU ALSO MENTIONED THE TECHNOLOGY SIDE OF THE TEAM WORKING ON A LOT OF THINGS TO KEEP ALL OF US CONNECTED.

STILL GOING WELL, I'M GUESSING, RIGHT?

KYLE?

>> KYLE MALADY: YEAH, EVERYTHING IS GOING WELL.

WE CONTINUE TO WORK ON OUR STRATEGIC INITIATIVES.

HANS IS ALWAYS MAKING SURE WE WEAR BOTH SIDES OF THE CAP HERE. RIGHT?

WE CONTINUE WITH OUR DAY-TO-DAY, MAKING SURE WE GET THROUGH THE COVID STUFF, MAKING SURE EVERYBODY IS SAFE AND SECURE ON THE BUSINESS, BUT WE HAD PLANS.

WE HAD LOFTY GOALS FOR 2020.

WE NEED TO KEEP THOSE ON TRACK AND KEEP THEM MOVING.

>> JEREMY GODWIN: THAT'S GREAT.

KYLE, A COUPLE OF QUESTIONS COMING IN HERE AND I DON'T WANT TO RAIN ON THE PARADE THAT WE'RE HAVING TODAY.

TALK A LITTLE BIT ABOUT RADIO FREQUENCY AND SOME OF THE THEORIES THAT ARE OUT THERE OF HOW THIS IS MAKING A MESS AND HOW THAT'S JUST NOT TRUE.

>> KYLE MALADY: YEAH, YOU'VE BEEN SEEING THE LAST FEW WEEKS, THERE'S A BUNCH OF CONSPIRACY THEORIES OUT IN THE PRESS ABOUT 5G AND COVID AND 5G CREATED COVID AND ALL THESE KINDS OF THINGS. WHAT THE V-TEAMERS CAN EXPECT TO HEAR OVER THIS COMING WEEK, WE'LL BE PUTTING OUT SOME INFORMATION TO PEOPLE TO DEBUNK THAT NONSENSE.

THERE ARE PEOPLE WHO BELIEVE IT, BUT YOU LOOK AT SCIENTIFIC FACT

AND NONE OF THIS STUFF IS TRUE.

WE'LL BE PUTTING SOME INFORMATION OUT TO THE V-TEAMERS LATER IN WEEK SO THEY CAN UNDERSTAND REALLY SO THEY CAN UNDERSTAND WHAT THE SCIENCE AND THE PREPONDERANCE OF THE PEOPLE WHO STUDY THIS THING, THAT THERE'S NO LINK TO THIS.

>> JEREMY GODWIN: THANKS FOR THAT.

AND REALTIME FEEDBACK FROM HANS VESTBERG, OUR CEO, HE JUST SAID ON TWITTER, GREAT TO HEAR.

>> KYLE MALADY: ALL RIGHT, HANS, THANK YOU!

>> JEREMY GODWIN: GOOD, GOOD.

KYLE, THANK YOU SO MUCH FOR JOINING US TODAY.

MARTA, AS WELL.

CONGRATULATION TO YOU AND THE TEAM.

EXCITED TO SEE THAT MARKET LIGHT UP ON THE 28TH AND MORE TO COME. BEFORE WE WRAP, I WANT TO SHARE A STORY.

LAST WEEK WE TOLD YOU WE WERE GOING TO BE STREAMING, HELPING STREAM THE NATIONAL LAW ENFORCEMENT MEMORIAL FUND CANDLE LIGHT VIGIL LAST WEEK.

SOME TO OF OUR V-TEAMERS HAD FAMILY MEMBERS HONORED AT THAT EVENT.

>> I'M A CENTRAL OFFICE TECHNICIAN.

I'VE BEEN AT VERIZON FOR 35 YEARS.

>> MY NAME IS JAMES CRANSON.

I'M A TECHNICIAN FOR VERIZON AT 104 BROAD STREET.

21 YEARS AT THE COMPANY.

>> I CAME FROM PARENTS WHO WERE CHILDHOOD SWEETHEARTS.

THEY HAD 7 KIDS.

THERE'S ACTUALLY ONLY 9 YEARS DIFFERENCE BETWEEN THE OLDEST AND THE YOUNGEST.

>> CLOSE.

GO TO SPORTING EVENTS, CONCERTS, VACATIONS TOGETHER.

WE HAVE A GOOD TIME.

>> MY YOUNGEST BROTHER, CHRISTOPHER, IS A PROUD FATHER OF FIVE CHILDREN.

HE LIVED IN NEW YORK AND HE WORKED ON 9/11.

>> HE GOT THE JOB.

HE DIED LAST YEAR IN JULY OF 9/11 CANCER, HE WAS ONLY 48.

>> HE FOUND OUT IN JUNE, 2018, THAT HE HAD COLON CANCER, STAGE FOUR. HE FOUND OUT THE DAY HIS SON WAS GRADUATING.

HE DIDN'T TELL ANYBODY BECAUSE HE DIDN'T WANT TO RUIN HIS SON'S GRADUATION.

>> HE GOT REALLY WEAK QUICKLY, BUT HE WAS STILL POSITIVE, STILL MAKING JOKES.

HE LIKED TO COOK, EVEN THOUGH HE DIDN'T LIKE EATING ANYMORE.

>> VERIZON WAS A VERY SUPPORTIVE COMPANY.

I GOT A LOT OF SUPPORT FROM FELLOW UNION BROTHERS AND MANAGERS. THEY WERE ALL REACHING OUT.

>> WE WERE DISAPPOINTED WE WEREN'T BEING ABLE TO GO TO WASHINGTON, D.C., AND HONOR MY BROTHER.

BUT I THOUGHT IT WAS AMAZING THAT VERIZON WOULD PICK SOMETHING ON THIS SCALE UP FOR PEOPLE TO BE ABLE TO GRIEVE TOGETHER AND HONOR SOMEBODY WHETHER IT WOULD BE VIRTUAL, BUT AT LEAST THEY WOULD STILL BE HONORED FOR THEIR SACRIFICE AND IT WASN'T GOING TO BE FORGOTTEN.

>> JEREMY GODWIN: THANKS FOR THE FAMILY SHARING THAT WITH US. AND GLAD WE WERE ABLE TO CONNECT FOLKS AROUND THE WORLD TO SEE THAT BECAUSE IT DOES MEAN SO MUCH TO PEOPLE.

AND LIKE MARTA WAS SAYING AND KYLE WAS SAYING, THIS IS WHY WE DO WHAT WE DO.

WE CONNECT FOLKS WHEN THEY NEED IT THE MOST.

SO I APPRECIATE BEING ABLE TO SHARE THAT STORY.

I WANT TO LOOK AHEAD TO SOME THINGS THAT ARE COMING UP TODAY AND THIS WEEK.

CHRIS , IF YOU WANT TO GO AHEAD AND TAKE THE FIRST SLIDE.

DON'T FORGET TONIGHT IS THE FIRST INSTALLMENT OR AT 4 P.M. TODAY, FIRST INSTALLMENT OF RESET YOUR MINDSET, FOR TIPS ON HOW TO TAKE CARE OF YOUR EMOTIONAL, PHYSICAL, AND MENTAL WELLNESS AT HOME. IMPORTANT TO DO THAT.

ALSO THE NEXT SLIDE, KYLE MENTIONED IT EARLIER, HOW OUR TEAM IS LOOKING FOR NEW WAYS TO FIGURE OUT THE WAYS TO DO THINGS.

DON'T FORGET ABOUT THE BUILD THE FUTURE CHALLENGE.

IT IS STILL OPEN THROUGH FRIDAY, MAY 22ND.

GOT A COUPLE DAYS THERE.

ALL THE DETAILS ON VZ WEB.

AND THE STREET.

LOOKING FOR THINGS HOW WE MIGHT IMPROVE THE AT-HOME WORK AND LIVE ECOSYSTEM IN THE PRESENCE OF NEW HEALTH AND SAFETY CONSIDERATIONS OR NEW WAYS TO SERVE OUR CUSTOMERS.

GET YOUR IDEAS IN THERE TO GET THAT IN.

COMING UP TOMORROW WE HAVE USHER ON PAY IT FORWARD LIVE, AND THIS AFTERNOON OR EVENING HANS WILL BE TALKING ON CNBC DURING MAD MONEY.

A LOT OF THINGS GOING ON THERE.

MY THANKS TO KYLE AND MARTA FOR JOINING US TODAY AND THANKS TO OUR NETWORK TEAMS FOR DOING THE NEW AND GREAT THINGS THAT THEY ARE ALWAYS DOING, AS WELL AS EVERYONE ACROSS THE COMPANY WHO CONTINUES TO KEEP OUR CUSTOMERS CONNECTED.

WE'LL BE BACK WITH YOU TOMORROW TALKING AS VISIBLE WITH KATIE AND MIGUEL FROM THE VISIBLE TEAM.

UNTIL NEXT TIME, YOU'RE UP TO SPEED.