

## Up To Speed

Friday, June 4, 2021

[MUSIC]

>> Hey, welcome to a very special Friday edition of "Up to Speed" live! And you may be wondering why are you outside today? Well, this episode is dedicated to staying prepared this hurricane season all about staying safe, saving lives and of course our network's commitment to run towards a crisis. And with the focus on weather today, I just couldn't help but take a look at the skies myself. Not the sunniest of days here in Jersey, but nice to have, I will say it was looking a little dicey hoping to stay outside the whole time here, but -- we'll see. I'm seeing some clouds. I'm -- I'm -- maybe, hearing some rumblings of thunder here. And I -- I'm actually really not that prepared to be outside. But that said, we do have a fantastic big show today. Including it is Friday, we've got a live news rundown, recapping a fantastic big week. The week is so big, we needed two hosts, for this episode. And with that, our own Raquel Wilson is joining us to cohost this Friday. Happy Friday to you Raquel

>> Raquel. Happy Friday Andy so happy to be back with you this Friday. It's looking a little gloomy outside like you said, I think, you might need to come in soon did you even bring an umbrella?

>> Andy: Yeah, well, so, I mean, this may say something about my own preparedness, I mean, this show is, you know, -- this episode is dedicated to staying prepared. I did not bring an umbrella. I don't want to get too soaked. But, I don't know, I was wondering, maybe, would you happen to know a meteorologist, or -- anyone that can maybe help us out today?

>> Raquel: You're in luck, actually, because we've got Dan Kottlowksi, senior

meteorologist and lead weather expert from AccuWeather joining us today, and to top it off we have Alexa Velliquette who is going to be talking about all the cool tech that will help us with this hurricane season that's approaching.

>> Andy: What would we do without you Raquel? This is why we're tag-teaming today. Okay, so, here's the deal. I did feel like a little drop come down here, so I'm -- I'm going to head inside. But I was wondering, since you're here, it's Friday, would you mind doing the weekly rundown for us?

>> Raquel: Sure, so while Andy comes in, let's take a look at this week and look at the rundown. Let's take a look!

>> Tuesday, we announced the biggest upgrade ever. We're offering a 5G phone with one of our best unlimited plans for every customer. Existing and new consumers and small businesses. And on Wednesday, Christy went live with Andy and answered all your work forward questions including the commonly-asked question of when food services will return in the office, Thursday we heard from excited V-Teamers from the 7 new 5G home cities, which will bring us to 40, 5G home cities by June 10th and we also launched Talent GPS, a new tool to help you navigate and develop your career, and how it will attract and retain talent. And we saw a great response, sounds like everyone is excited for career empowerment and now for some exciting new news, Verizon ranked 7th in form top 20 fortune 500 companies on diversity and inclusion, this ranking weigh addressed on which companies are the best.

the best at addressing 14 key metrics, including the percentage of minorities on the board, the percentage of employees that are women, and the percentage of employees with disabilities. In other words, when it comes to diversity and inclusion, we're not just talking the talk, we're walking the walk. And in other good news, Chris Serico from our very own comms team, and Jessica Cohen, a Manager of State

Government Affairs for Verizon, made a surprise appearance on Cleveland's NBC affiliate WKYC to reveal the Verizon Foundation's \$100,000 donation toward support services and programs for an Akron -based AAPI charity, Asian Services in Action. Let's take a look

>> *Congratulations.*

>> *Oh, thank you, thank you, so much!*

>>The donation is part of Verizon's larger Citizen Verizon responsible-business plan . which centers on Digital Inclusion, Climate Protection and Human Prosperity . As well as the Verizon Foundation's commitment of \$5 million to organizations advancing racial equality for the AAPI community.

Whew! Okay, let's see if Andy

--

>> All right that was this week's rundown, I think Andy might have been able to get back here, Andy are you here?

>> Andy: I was almost to get soaked I think, I didn't know what I was thinking, I didn't even have a cover for this.

>> Raquel: I know --

>> Andy: It's good to be indoors again.

>> Raquel: You just went outside.

>> Andy: Like I said, what would I do without you Raquel? That's really the question here, you always help us stay prepared.

And, hopefully, as you mentioned, we have some very special guests here, so with that, I am back inside, and I am pleased to introduce our -- our friend Dan Kottlowski from AccuWeather to talk about this year's hurricane

season, and how we can all stay safe. Dan, welcome! Thank you very much and, I appreciate the -- the meteorological trick you gave me. I was -- I did the old, finger, you know, -- and I noticed that something was coming, something was approaching here, in New Jersey, so thank you, Dan!

[LAUGHTER] >> Dan Kottlowksi, Expert Senior Meteorologist at AccuWeather: That's good, Andy, that's always a good way of looking at the weather, you know, what -- your wet finger will kind of give you an idea, but if it's really windy then your finger turns cold.

>> Andy: There you go see, who says you can't learn new things on "Up to Speed" here? So, Dan, you know, the last few years, have been absolutely incredible when it comes to hurricane season after season, but let's talk about 2020. Obviously, a year that we will never forget for many reasons, but just give us a review and remind our viewers what the major storms were last year.

>> Dan Kottlowksi: Yeah, last year was unbelievable. Most active season on record, we had 30 storms of those named storms we had 14 that were actually hurricanes of the hurricanes we had seven, seven major hurricanes. That's an -- a record number, those are the most ferocious hurricanes, 150 mile an hour or higher. We had storms like Laura, which blasted into, southwest Louisiana, basically wiping out much of lake Charles area, we also had Isaias move up the eastern seaboard, like a wind storm it caused massive power outages, lots of people lost power, even though it was a weakened hurricane, it still packed a powerful punch, and then we had sally, which affected the Florida panhandle and also had Hannah, which also brought heavy rainfall to south Texas, and we had two November hurricanes, one was almost a category 5. Those really, devastated, Central America, but overall we had 11 landfalls in the

United States and that brought destruction over a large area. And, of course, Verizon was very busy, trying to get communications back up and running.

>> Raquel: Definitely a year, thank you, Dan for giving us that recap. Can you tell us more about 2021? And what you're expecting and what you're tracking?

>> Dan Kottlowski: Yeah, so what we expect in 2021, is -- not quite as active as last year, 2020, but still an active season, expecting 16 to 20 storms. Of those named storms, we're expecting 6 to 10 to become hurricanes.

And then maybe three to five of those ferocious major hurricanes and Raquel and Andy, the real big issue, we're facing this year is the water temperatures are warm; the upper-level wind flow that comes down into the tropics is going to be weaker than normal; that really allows hurricanes to develop. And, unfortunately, that means that we have a higher-than-normal chance for, again, maybe a category 3 or higher, a major hurricane, affecting the United States. The big story is: The fact that this is going to be a very active season.

>> Andy: Yeah, Dan, there's a lot to watch and, obviously, when you have an active season we here into Verizon we always say we run into a crisis, a big shoutout to our network teams that make sure that families across the country, especially in those hurricane-hit areas, are safe.

I'm sure, that our colleagues are -- are ready, at a moment's notice, to -- to respond, and -- certainly Dan, your expertise, and your background helps us tremendously here. So as we think about hurricane season, Dan, what can viewers do to get ready for this season? Especially for our V-Teamers who may be in those areas, are there any steps that folks should take now, before things

happen to stay prepared?

>> Dan Kottowski, Expert Senior Meteorologist at AccuWeather: Yeah, I think the first thing we have to assess, if you live near the coast or within 20 miles of the coast, what is your threat? Is your house or your business? Right near the coast that you -- that storm surge is going to be your biggest issue? Storm surge kills more people than anything else. The other issue, is when those hurricanes come in, when they spawn tornadoes they cause massive wind damage, maybe that's your threat, or maybe you live a few blocks inland, or maybe 20 miles inland where heavy rainfall can cause massive flooding, once you get the -- once you understand what your threat is, then you create your hurricane plan. The biggest thing about a hurricane plan is, know how you're going to react to the hurricane, in other words, if a hurricane is heading your way or even a pretty strong tropical storm, how are you going to react to that? Where are you going to go if you have to evacuate? And when you do evacuate, what are you going to take with you? Another part of the plan is, how are you going to prepare your house? Or your business before the hurricane hits? Do you have to board up your windows? Do you have to bring in equipment that's laying around, like, playground equipment? Whatever?

And then once you get that -- that information -- all that is secure, then what do you do, as a personal, how do you prepare that with your family. We always tell people to get a hurricane kit together if you have to evacuate you have the hurricane kit with you. That includes enough water to last a few days, maybe as many as three to five days for everyone, in the family. And, also, food as well. People think that the shelters have everything. They don't sometimes, and there's so many people that go to shelters, so you want to have food or water with

you, and also, take extra clothing with you as well. If you do have to evacuate. If you have to evacuate, you can evacuate out of -- away from -- away from the coast to a friend's house or a relative's house, many miles away, then, again, you're going to have to have that kit with you as well. The main point is: Put yourself in the positions where you're making decisions now, don't wait! Until the storm is on the weather map. By then, everybody else looking for ways to deal with the storm. Another thing -- another couple of issues. Your pets, how are you going to deal with your pets? If you live on a farm or if you have a horse or some other animals -- how are you going to deal with those? So, again, there's preparations for those. And another thing, too. Many of us have friends and relatives... that are um. . . Physically disabled or mentally disabled. Those people, you need to figure out how you're going to deal with those. If they're placed under a watch or a warning, and they're going to be in harm's way, deal with those first thing. Many times the people who are disabled, have -- we have to deal with those first thing. Maybe five or six days before the hurricane hits. Just to get them out of harms way, get them into a more comfortable situation so they're not in the middle of all that disastrous situation.

>> Raquel: Thanks Dan definitely took a lot of mental notes there. It was really helpful and now that we're speaking of safety, and all the things we can do to keep prepared -- I think it's a perfect time, to to intro Alexa our solutions specialist, how are you doing Alexa?

>> Alexa Velliquette: I'm doing well. Thrilled to have an opportunity to speak today, and, yeah, that was a great intro from Dan, thank you for all the information, it really hits close to home for me, because I'm in Florida, right on the East Coast. So for us, we can always take as much tips as possible. So, I have

today here, just a couple of things, that are kind of, like, just hurricane basics for, like, me and my family that can really help anybody that's needing these things, so one of them, is a power pack, which is, so, so important.

So if you were to lose power, in your area, and you're not able to charge your devices, this is what you would have to help you. And it can charge your phones, or your tablet or just anything that you could pretty much put a USB into.

And it will help you keep your connected because you do want to stay connected in those times, to either reach out to people if you need help or just to let your friends and family know that you are okay.

The second thing that I have is, almost like the same thing. But it is for, an iPhone, so this is the actual charging case itself. So hopefully, your iPhone will already be charged for the most part, but this here is when it does lose battery, you can turn it on, and it would continue to keep it charged.

And keep you connected. So these are two of the things that would be superimportant to have, and I definitely suggest that if you don't have one, to grab one, and put it in to your kit for the hurricane season.

>> Andy: Hey, Alexa thanks so much for joining us and, of course, we're thinking of you during this season, as Dan mentioned this could be a pretty serious one, but just you wear many hats there, of course, and I'm sure, your loved ones are looking to you, for thoughts and ideas on staying prepared, especially with tech, but talk to us about, you know, not only thinking about your own loved ones and your family and preparing yourself, for these hurricanes, but being there, for our customers.

You know, having -- you know, being part of the network, I know we -- so many of us take pride in being a part of this team, because of the network. Talk



to us about how you feel about representing our company, especially, when things can get pretty dicey?

>> Alexa Velliquette: I feel, just extremely proud to be honest. Every hurricane season, especially being on the East Coast, and the store I work in, we're actually on an island so we're even more right there. People come in, and they're scared! They're nervous, they might have people that might have just switched over to us and they may have been with a company that they just lost communication and they're just scared, like, you know, how are you guys doing the hurricane season? What happens if we lose connection, what does Verizon do to help us? And we are just there to give them the reassurance that we are here to help you, in those times, where we have those state of emergencies. Verizon typically helps out and gives everybody unlimited. So you wouldn't have to worry about data for those times that we're affected and just basically, being there to support them, in whatever they might need from us.

>> Andy: Excellent, excellent, Alexa, thank you so much for that.

And I -- again, I'm so glad Raquel was here to bring in our live guest because I clearly was not prepared outside. But Dan as we think about -- and conclude our conversation here, just wanted to get your thoughts on this, I mean, you have seen, quite a lot in your career.

And you have seen what technology has done to help support those who are in need during this hurricane season. Talk to us about that evolution and what you've seen and where technology plays a role.

>> Dan Kottlowski, Expert Senior Meteorologist at AccuWeather: Yeah, technology, is, of course, from a forecasting standpoint: Technology has changed dramatically over the last -- I've been in weather for 44 years now. And

um... what I see is better satellite technology -- that not only helps us to look down on the earth and look at really good satellite imagery, but also helps communications as well. Satellite technology, made our communications so much better. But more importantly, we have faster computers, allowing us to take a lot of information in, the hurricane aircraft which fly into the -- into the storms, have much more sophisticated, much better equipment that allows them to -- to sense the storms, and that information now is put into computer models. This is a reason why, track forecasts are so much better. You know, we also have technology that also, is working, hand in hand with people as well. For example a lot of times, when a storm hits, we lose power. And the first thing people want is electricity. So now we have these portable generators, that we can -- that we can purchase, and -- and they don't cause all that much money as much as they did years ago. The problem is people have to be very careful with this technology. We lost an awful lot of people last year because of carbon monoxide poisoning, simply because they put those generators in the wrong spot. And the -- and the fumes from the engine got into their homes, and -- again, they had issues with those.

>> Dan Kottlowski, Expert Senior Meteorologist at AccuWeather: So, again, another issue is with all the technology, when -- when the power lines come down, there's -- some of them are still very, very active. So if you live in an area, where the power lines are down, wait until the professionals get out there and give you the all-clear that something -- that -- that everything is fine. Another thing that I have seen also, Andy, is the fact that we have the ability to bring back technology -- bring back communication, so much faster now. It used to be that a -- that a hurricane would hit a certain area, and you would be out of

communication for days sometimes. Now, it's just maybe an hour or two that we can bring these portable units and put up these -- these units that can give us cell service right away. And Verizon is so -- so good at creating that capability.

(Pause).

>> Raquel: Thank you, so much, Dan, Alexa, I'm wondering what your final thoughts are as we wrap up, and make sure we're all informed for this hurricane season?

>> Alexa Velliquette: Um, my -- my biggest final thought it ties back into what Dan said a little bit ago, actually, is when he said that, you know, to the folks that are going to be in the hurricane areas for this season, is just don't wait to prepare yourself. Like, make sure you are prepared ahead of time. Get a hurricane kit. If you don't have one. Because it's so important. And you don't want to be home without one if something happens. Make sure that you pick up any portable chargers if you need it. Make sure you have food and water, because there are a lot of people who wait and that might be for a lot of different reasons, but if you don't have to wait. Please be prepared ahead of time. Because when a disaster strikes you don't have control over it. So we've got to control what we can control.

>> Andy: Absolutely, great advice there, Alexa and I know you mentioned your store is on an island, but you are never on an island on the V-Team Alexa.

>> Alexa: No.

>> Andy: And I wanted to make sure, I know you have a friend watching this is your GM correct?

>> Alexa: Yes, it is my GM, it is Umi, and he was so excited we were going to be

representing today.

>> Andy: All right a big shoutout to Umi, who is watching we love that you're watching us. Big shoutout from "Up to Speed" and to Alexa and dan as well, a wonderful conversation here, before we go, we want to make sure and brush up on your 5G info. We're always thinking about ways to -- up our 5G game. Our knowledge game, because, Monday's show next Monday we've got a big 5G 101 quiz, putting your knowledge to the test, hopefully Umi will be on because Umi can win some prizes as well.

>> Raquel: Okay.

>> Andy: Hopefully we'll teach you something new, you know when it's quiz time there are prizes as well, joinb us Monday for "Up to Speed" live on that. And a big big welcome to the V-Team goes out to our new Verizon consumer group chief operating officer and deputy CEO -- Manon Brouillette!

In this role, she'll be driving Verizon's market leadership and connected 5G experiences while continuing to transform VCG in a fully integrated technology company, Manon Brouillette was recently president and CEO of Videotron a Canadian telecommunications company that provides home broadband paid television and wireless communications, named one of Canada's 100 most powerful women. She brings a wealth of knowledge and experience to our company now, Manon Brouillette! On behalf of all of us, welcome to the V-Team, and finally... Raquel, I believe the "Up to Speed" Team is celebrating a birthday today, right?

>> Raquel: I believe so! Our good friend Matt Fiedler , the secret weapon behind "Up to Speed". He didn't know. He's the one who is doing all the editing magic that makes "Up to Speed" look as seamless as it does!

And as you can see, here pictures and these fun photos, he's also a fan favorite on "Up

to Speed". He's in many fun videos and we are just so appreciative of him. And his patience, I know, I have sent him many cuts that he's had to put together for me, and -- redo, and I just really appreciate Matt, and the Team does as well; so happiest of birthdays, Matt!

>> Andy: Happy birthday Matt, indeed you see the 5G Santa. Great bass player, nosy neighbor, he plays -- great character actor for the "Up to Speed" team.

And -- yes, everything that you see on this show, there's a good chance that Matt, was a part of it. That said, we did not ask Matt to create his own birthday slide. We would never do that as you can see the -- by the lack-luster quality. That was me. Matt would have made it much nicer-looking, but we hope you have a great day, my friend. Happy birthday Matt. Hopefully -- my wish for you is a Rangers playoff for next year, so hopefully for next birthday, the Rangers will go after Stanley's cup right there. With that a big thank you, once again to dan and Alexa, and Raquel, thank you so much for helping us host this Friday. This was fun!

>> Raquel. It was, thank you so much, Andy, for having me, and everyone, Dan, and Alexa, S thank you, I learned so much. Being informed can save a life, so I'm definitely going to be sharing the learnings that I had with my friends and family; so thank you.

>> Andy: There it is, and that's what it's all about: Saving lives and being there for each other. And folks, that's all for now on this Friday. Thank you for watching, we hope you have a great nonhurricane weekend. Hopefully some better weather here! In Jersey, we want to thank our guests, of course, and, of course, thank you for watching, and a -- a special "Up to Speed" thank you to everyone on the Team for a fantastic week. And, since it is looking a bit gloomy today, we're going to try to unjinx the weekend weather, with a signoff from a V-Teamer who did his best with the weather many of us experienced last weekend. So let's hope for some sunny days soon, but

either way, make those days good ones, we will see you next week! Tyler, take it away.

>> Tyler:

This is Tyler Dunn with the Caroline Tennessee real estate team. Caught in this beautiful North Carolina storm. Until next time, you're "Up to Speed"!