

**VERIZON
UP TO SPEED LIVE
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[Music].

>> 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 for people.

And when peoples' every day is being challenging, that's when the network stands up and shows what it's made of.

Businesses are using Verizon's added capacity to keep them running and connecting with customers in entirely new ways.

When governments ask for network resources, they were delivered in more than 30 states.

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 -- doors are locked, lights are off and it's empty.

>> What I miss most is the people, not only is it a coffeehouse but it really is our meeting place.

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

[Music].

>> My business means the world to me.

>> I've always envisioned being able to let my business be a training hub for young women.

>> We have arts and crafts made by local refugees that we helped to resettle to

Phoenix.

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

>> It's really been a Godsend.

>> It will absolutely save our business.

[Music].

>> And I'm just so grateful that Verizon has partnered with Pay It Forward.

>> We miss you all and look forward to seeing you soon.

[Music].

>> What does it mean to be America's most reliable network, right now it means helping those who served stay connected to their families.

They are on the front lines every day giving the most that 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.

[Music].

>> 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 is really a time where we realize that just because we're just children we can still make a huge difference in our community and any little effort goes such a long way.

Our friends in Hillsborough founded meals4heroes we branched out to start a branch in Basking Ridge, New Jersey.

>> We're really happy and appreciative of all of the nurses and frontline responders that are sacrificing their lives.

>> We thought it was really important to just show our gratitude and say thank you. Our main goal is to get meals to a lot of different places we still want to get 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 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 and we were able to use

those meals to help frontline responders.

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

>> We couldn't stop saying thank you to them.

And I said, you know, 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.

[Music].

>> 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 of my credit and I love your lighted 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 Christina for her 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 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, 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.

[Music].

>> Look at that.

She's upside down.

>> What did you do today Grandma?

Working on a new 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 the faces with a towel now.

>> Good.

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

>> Yay!
>> Do you miss me, too?
>> I love you all very much.
>> We've got virtual hugs.
>> Awww.
>> Good.
>> Big hugs in a couple months.
>> I can't do it because I will cry.

>> Graham is a big boy.

Big boy.

How do you, Graham?

[Music].

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>> My name is Fred Ackerly I'm a network technician of 21 years.
Volunteering has always been a big part of me.

And 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 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 was hurting.
We're shorthanded.
Especially right now.
I couldn't get the application in fast enough.

>> Next week I'll be an EMT.
I'm 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 around 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 on daytime coverage and weekend coverage.

He said, if they allow me to do, this he said, I'm going to be right on the front lines with everybody.

>> As an EMT I'm responsible for direct patient care so the great thing about this leave program is it's less stress instead of having to focus on two jobs, now I only have to focus on one.

>> It was my first shift.

It was moderate.

Wasn't too bad.

I'm tired.

It's time to head home and get some rest.

>> This opportunity has me speechless.

So many people are getting laid off.

So many people are 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.

[Music].

>> Good to see you guys.

>> Good to see you.

>> Hey everybody.

>> Come on Nicole.

>> You have to unmute the button.

>> Start streaming.

>> Yay.

>> Going with the project we have.

>> Sorry guys I just have to get a file.

>> Thanks for working with me.

>> Measure that door behind you.

>> Okay I'm 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.

>> Good morning.

>> How are you guys doing.

>> Let's focus on the positive.

I'll see you tomorrow, same time.

Same place.

[Music].

>> 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 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.

[Music].

[Music].

>> You know what always starts my week on a high note?

A mailbox full of good news.

Sweet.

[Music].

>> We are back at the mailbox friends and we invite you to share all of the good that's going on in your life we certainly need it now more than ever.

The email is good@Verizon.com and to get us started a good news story about healing and silver linings.

Lynn from our consumer team in Arkansas wanted to share how she's connecting with her father who has been in the hospital now for weeks.

Visitors are still not allowed by Lynn is thankful that Dad is wearing a Verizon care SmartWatch it means talking to Dad is just one button away so whether it's good news about Father's Day about giving back about all of the ways we're truly moving forward together, send those stories to good@Verizon.com.

We want to share it with you right here on Up to Speed speaking of I know we have a show to start and I've got some fan mail to read.

Oh, probably not here yet.

Bye.

>> JEREMY GODWIN: Awesome Andy, thank you so much for that introduction today.

Yeah, a reminder send all of your good things that are going on with photos or videos to good@Verizon.com so we can share those with the world.

I do appreciate that.

Good afternoon, good morning and good evening, 12:01 here on the East Coast as we're starting another week here of Up to Speed Live today we will have Joe Russo and Christy give us an update on Phase 3 and where we are there.

But before we get to that I want to start with a photo Michael if you want to go ahead and take that photo a reminder that our response teams are out there in the field doing things as they always do keeping our folks connected this comes from the fire out in Arizona, they were in place over the weekend as well as tropical systems that are happening and impacting tomorrow Kate Jay will be hosting a quick chat with AccuWeather chief hurricane expert at Tube on Verizon news Instagram talking more about our press into hurricane season but remember we are always there for customers in their time of need.

I want to transition now over to Joe and Christy, who will be walking us through the update today.

Christy, starting with you, how are you.

>> CHRISTY PAMBIANCHI: Thanks, Jeremy, great to be here with the V Team. I'm great.

I have a lot of information to share today.

So let me jump right in.

And obviously the thrust of what we want to talk about is COVID but I also wanted to start the week reminding us where we started our important dialogue last week. It was a very challenging and a very important week and we recognize that many of our V Teamers are still reflecting on and mourning as we have George Floyd's funeral tomorrow.

We want to make sure our employees know that if you feel you need some time, your self-care is very important to us, we have resources available to help.

So please reach out to the HR team or your supervisor if you feel you need any assistance.

I also want to thank everybody on behalf of myself and the rest of the Verizon Leadership Committee, we received so many feedback emails, conversations and so many of you engaged us in a dialogue and your honesty and openness and sharing what needs to change both within and outside our walls has been very, very helpful. We're working on making sure we can respond to all of the messages and ideas and thoughts that we have received.

We want to make sure you keep sending those because your voice is so important to us.

I want to also note that I had the honor last week of joining the BOLD Employee Resource Group members for a special installment of Courageous Conversations which were the first of many in fact we'll do another one tomorrow night at 5 so please stay tuned for information on that if you would like to join.

Also Friday afternoon last week we started another Courageous Conversation and we had a guest speaker Willie Jackson to discuss how we can translate our allyship into real tangible actions and we think that will be one of many discussions we put there so that as Verizon employees we can all be figuring out how do we constantly better ourselves and contribute to making a change in the world we would like to see.

We also held a number of self-care healing sessions with employees throughout the balance of the week and we had over 200 employees join and we'll continue to host those going forward and finally there's a team planning for the Juneteenth celebration of the end of slavery in the United States.

We're working on a number of initiatives we'll be back to let you know soon how you can take part in those.

Finally you also heard we made the commit to donate \$10 million to seven civil rights organizations Rose Kirk and our public policy team have been taking action with those seven organizations.

The emphasis from those initiatives is really focused on economic empowerment through the lens of education, lifting up small businesses, job creation, civil engagement, allyship, criminal justice reform and police reform.

The other thing I want to leave everybody with this morning is before we take action, we also know the first step is to listen and learn.

So the initial conversations we had last week were really helpful. And we continue to have them throughout this week, as I mentioned. Because the VLC is wanting to put together a multi-faceted strategy building on everything we discussed and learned and talked about last week. We know there's going to be things that individuals can do and we want to make sure we're helping equip all of the V Teamers so they know how they can take action or how they can get resources and support when they feel they need it. From a company perspective, we want to make sure that we're bringing to life inside the company the environment that we want so that all of our employees can advance and feel that they've got equity and inclusion in the workplace. We want to be that best culture we're bringing to light at Verizon. We want to also continue to provide thought leadership outside of our walls so we want to stay focused on areas where we've made a difference already like criminal justice reform and through the partnerships we've forged and the donations we've made. We think that will give us more places to participate in the dialogue outside our walls. So when you combine the above, our goal is to create a chorus of voices of all 135,000 V Teamers that will help lead by example and push for change in our society. So that all of the employees and the citizens and the communities around the world can be treated fairly and with equality and justice. So we will continue to talk with you about the way we'll mobilize some teams and activities on this over the course of the week. And we look forward to everybody participating in the dialogue with us. We have also updated the volunteer webpage. So if you're looking also for ways you can personally take action, please stop there and check out some of the new opportunities that the team has curated. And again, more to come. So I'm going to shift gears and talk about return to office. We still are managing the COVID situation, we have moved through three phases of our crisis. But I want to remind our V Teamers we've always been approaching this with the main focus on employee health and safety and then our requirement of keeping our networks up and running so society can stay connected. We know so many people in the world are depending on their connectivity to get their work done. To have their education for their children or for their families or for others, first responders and medical support and such. And we have really tried to have those guiding principles shape everything we have done here. And you can see that on this slide. So now we're moving into Phase 3.

We started with the crisis January to March.

In Phase 2 we had to take serious action and pivot to work from home and revise all of the ways of working for the services that we held in the field and in our store locations.

And now we're embarking on Phase 3.

We talked about this being from now until the end of September.

So what Joe and I want to do today is walk through Phase 3 in more detail.

And I'm going to tag team with Joe here.

So I'll pass it over to Joe who will give a bunch more information.

I'll come off for some more information.

We're going to both field some questions and we look forward to making sure all of the V Teamers know how we're proceeding into Phase 3.

>> JOE RUSSO: Thanks Christy I appreciate it.

Glad to be here today.

So let me talk about the various workgroups around the business.

And as we've moving through this Phase 3 what that looks like for each of them.

I'll start with our fabulous retail employees.

They have been working in our stores and serving our customers in various ways throughout this pandemic.

We continue to gradually reopen stores.

Based on customer demand.

And any open store will continue to adhere to our current touchless retail protocols like social distancing.

One-on-one.

And face coverings for both our employees and our customers.

And as we continue to open more stores, V Teamers in retail will receive further instructions and timing from their managers.

Until then, our retail colleagues who are not working in stores will continue to contribute to other business critical needs.

In their temporary assignments.

I'll shift to our field technicians and engineers.

As we have shared previously, we have extended our work from home and home garagings through June 30th and we'll continue to evaluate our approach and communicate beyond that shortly.

We are returning to performing work in customers' homes and businesses.

That was a change we started earlier this month.

That's working out very well.

We have implemented a comprehensive series of customer checks to ensure critical safety protocols like social distancing and face coverings are going to be followed and make sure our employees now they are entering a safe environment.

We have also made additional face coverings, gloves, sanitizer, wipes, coverings available for our technicians and engineers.

Shift to a different group, our associates that work in Call Centers, operations centers, telesales.

As we have communicated, we'll continue to work from home through June.

And once again, we're evaluating that approach.

And we'll communicate shortly for anything beyond the end of June.

For our non-associate Call Centers, operations centers, and telesales, we've communicated that we'll continue to work from home through this Phase 3, which means through September.

Now for our office-based employees, on June 1st, we started a small pilot group of employees to return to the workplace.

And join others who had already been working in the office due to the needs of their job.

And we have been very pleased with that transition.

First I want to thank those V Teamers for following the new protocols.

Doing the screenings that we've been asking them to do.

Using our app.

And providing their feedback to us so we can improve and make sure we're prepared as we continue to scale and gradually reintroduce people to our workplaces.

So here are some of the things we have learned in the first week.

We got positive feedback about the building signage and we'll talk more about that.

And our onsite protocols were very well received.

We are improving our return to office tools.

We had some confusion with several of the questions to enhance that process and make it easier for folks.

And some employees who needed to do the temperature screening reported that they did not have a thermometer.

So we made available thermometers via our Verizon catalog and they will be available for all employees as you return to workplaces.

Please continue to share with me and the team what we can do better and how we can improve.

Christy, I'll turn it back to you.

>> CHRISTY PAMBIANCHI: Thank you, Joe.

So building on what Joe talked about, I'm going to talk a little bit about that middle group of employees who are normally based in offices.

And for July 6th we're going to begin the gradual reintroduction of office access.

And we're implementing a rotating schedule that will start the week of July 6th and it will designate specific groups that can use the office space during that time and there will only be up to 25% of the office that's utilized for now so we want to highlight here the

five things that you need to know before returning to the office.

As I mentioned we'll have a phased approach and it will gradually introduce access to Verizon offices based on a weekly rotating schedule.

No more than 25% of employees will occupy any office at any given time so we can adhere to the safety measures.

We also want to remind everybody, this is not mandatory.

Every team is handling this process to specifically address their type of work.

But all of the employees that are typically based in offices will be assigned a group so they understand whether they are in groups A, B, C or D.

Later this week the employees who are currently office based will hear from their leaders from which group they are assigned to.

We have randomly assigned the groups.

So I don't want anybody to read anything into it.

We went through leader level down in the organization and then randomly assigned Group A, B, C, D.

And then Group A will have access to the office starting the week of July 6th.

You can see that color coded here in blue.

Then the following week will be Team, B, C, D and we'll repeat the rest for August and September so everybody will have three weeks over these three months that they will have the opportunity to access the office.

We want to also note that there will be some of you for whom it does not make sense to come to the office and that's perfectly okay but it's really important that every employee understands what group they are in if they typically work in an office and know when they would be able to access it and what the protocols are.

Now, most of our U.S. offices will be open July 6th in other locations especially in Europe access will not begin until a later date following some local information and consultation processes we're still completing.

We will let you know when your office has been enabled if it's not one of them that's available on July 6th.

And then you and your team members will be able to pick up at that time and adhere to the group assignment schedule.

Finally on Slide 7 I want to share if you're a people leader you'll have access to view your team's reports under your My Teams section under About You and you can see the teams and see the listing of the reports.

We know so many of our supervisors want to continue to make sure their employees are safe and that they have their questions and such answered.

So our leaders really wanted to make sure they knew how to support their teams as we move to this rotating environment.

And they also know they can't be in every week with 100% of their team.

So this is really more so that our supervisors can demonstrate the team's care and support that they have expressed is so important to them.

Joe back to you.

>> JOE RUSSO: Thanks Christy as I mentioned before with the pilot group in June, we started a return-to-office tool that employees could use for communication and to do some of the screening protocols we've put in place.

For those employees that will be on this rotational schedule that Christy just mentioned starting in July, later this month we will communicate with those employees about the return-to-office tool but not all groups will be involved.

The Verizon Media team will not be part of the deployment at this time.

And we'll communicate directly to those groups later.

Moving on to Slide 8, let's talk a little bit about the onsite protocols in the buildings.

We have said many times that the health and safety of our employees is our top priority.

And that's why we have adopted a comprehensive series of onsite protocols and safety measures in the office.

However, for these safety protocols to make a difference, we all must follow them. And we all play a role in keeping each other safe.

So I ask for your support as you access one of our workplaces that you follow the signs and monitor all of the communications.

So to ensure we foster that safe work environment we have implemented the following things in our building.

And we have gotten lots of questions about various things like the air conditioning systems and the plumbing systems.

And the first thing I want to say is John Vazquez and his real estate team are the utmost professionals.

They understand how to maintain buildings.

They have been doing it all along.

They have really kept our buildings in great shape.

And they are preparing them before we open.

They have cleaned and thoroughly disinfected all of the workstations and common areas.

We have instituted daily and weekly cleaning protocols.

We've established hand sanitizer stations throughout the buildings.

We have designed measures to control the flow of people.

We've reorganized the placement of workstations and identified what workstations can be used.

And we've put in place clear signage to maintain safe social distancing throughout the building.

So on Slide 9, some of the social distancing signage you can see here. These have been placed throughout the buildings to help manage traffic flow and make sure that we respect safe social distancing practices. Workstations will be marked as either available or unavailable. So that we can maintain the six feet of social distance. High traffic areas such as elevators, entrances, restrooms, lobby areas are all also marked. The other thing we should talk about is facial coverings. So for, again, the employees who have been identified to use the rotational access, you will receive five washable face coverings directly shipped to your home. And you can use them if and when you enter the buildings or are moving around the buildings. Even if you don't anticipate needing to enter the office or you have been instructed that you don't need to, you will still receive these face coverings. You should also intend when you enter the Verizon building that you wear the facial coverings that we provide. If you don't need to wear a face covering, the only time is when you're sitting at your desk and you can strictly maintain a six feet of separation. Otherwise, we're asking that you maintain wearing the facial coverings throughout the building. Shifting a little bit to some office etiquette on Slide 10. So even when you're in the office at this time we are asking that we really support everyone by having virtual meetings. My personal opinion is I feel like it's better if we're all virtual or all in person. So at this point where it's a mix, I would just strongly encourage you to use virtual meetings. For those colleagues that may not feel comfortable being in a closed office space. Should you need to meet in a shared meeting space, the maximum occupancy of those rooms will be noted and there will be markers on the chairs. And for the common areas and facilities, while pantries are open and marked for the flow of traffic, other food, beverages, amenities, gyms will continue to remain closed at this time. But common areas will be marked. And some of the furniture we have rearranged to allow for safe social distancing practices. Christy, I'll turn it back to you to explain what everyone can do to be prepared.

>> CHRISTY PAMBIANCHI: Thanks, Joe.

I think that this is such a great way for us to talk about what's going to come and really the success we're going to have about keeping everybody safe is in addition to having

good practices and protocols like Joe described is really for us as V Teamers to really accept this as somewhat of kind of an Honor Code among us about how we're going to behave when we're entering workplaces or how we're conducting business in all of the other facets of our business so our first suggestions please read and make sure you understand all communication.

Second, we do have a training program that we'll ask employees to complete. We want to make sure that you complete your mandatory training.

If you're notified that you're on a rotating return-to-office schedule there's a return-to-office tool that will ask you to register.

We ask you to please register in the tool.

Then when you're in the building, there's signage, as you saw, on these pictures.

But we would also ask you to follow those.

We also want to make sure you are willing to participate in helping clean and disinfect your work areas.

We'll have supplies available.

And if needed with protocols your participation in helping to do that is going to be really important.

And then finally, like we've said from the very beginning, if you are experiencing any symptoms, please stay at home and alert your supervisor or your HR manager.

Because we want all of our employees to stay safe.

And so, Jeremy, and Joe, these are a lot of information we've put forth here to describe in detail what the rotating process will look like on July 6th.

And we know our employees have heard a lot from their other leaders for the other type of workgroups that we have.

Such as retail.

We talked with Crystal last week.

We've talked multiple times with Kevin Service and Genia we have talked with Nancy Clark and other people from our Call Centers we recognize this is pretty specific for the groups that will start to return to the office but we got great feedback from the Pulse Surveys and people said they wanted to know more information and what it would really look like and that's why we've gone into a little more detail here today.

But employees will receive letters from the leaders of their operating units.

We have a lot more specific information about how these overarching protocols for Verizon will apply in their workgroup.

So Jeremy I'll kick it back to you for the next part of the dialogue.

>> JEREMY GODWIN: Christy, Joe, thank you so much for all of the updates there and I'm looking at a lot of comments here posted on Twitter so we'll send those over to folks to respond directly to them.

But a couple of questions have come in right now that I want to go over.

Starting with the current social climate, Christy, you opened up talking about that. And some of the trainings and learnings. Do you think that will be a virtual unconscious bias training that folks will see? David wanted to know that.

>> CHRISTY PAMBIANCHI: Thank you, David.

A couple of things I think we are working on and again we're in active dialogue with employees and people outside the company, inside the company and leaders. We have unconscious bias training so that's already available. And we're going to promote and highlight all of the things we already have available that all employees can participate in. And then we're also going to newly launch, we're piloting it next week. And we'll take feedback from the employees in the pilot and seek to scale it of an ally training so that can nicely complement unconscious bias and do training on allyship so people understand and feel safer taking an active participating role in advocating and helping have a voice for the change we all want to see.

>> JEREMY GODWIN: Got it, thank you for that.

Christy and Joe, I'll put this for you back for you both.

Small lab area Shannon wants to know will there be any investment in expanding small lab areas where personnel cannot currently social distance from one another.

>> JOE RUSSO: Christy, why don't I take that one.

So there's lots of different scenarios like that.

And what we're really doing is, No. 1, making sure that in those small lab areas we're allowing only the number of people who can fit where we can maintain social distancing. That's our strategy at this point.

And we'll see as things evolve if we need to potentially expand those lab areas or if through additional safety protocols we can continue to reintroduce the entire population that used to use them.

But at this point if a lab area can only hold a couple of people, that's all we'll be allowing in at that time.

And we'll be monitoring the situation going forward.

>> JEREMY GODWIN: Thank you, Joe, Christy, anything you want to add to that.

>> CHRISTY PAMBIANCHI: I think that's just a great example of how we have the overarching high-level principles of what we're trying to do throughout the whole program and then each local leader and HR team will be able to then provide more guidance on how those apply to each of those circumstances but we want the V Teamers to know that the principles and the values apply to our overall response.

>> JEREMY GODWIN: Joe one final question for you before we give Christy the

floor to close us out for the day.

I know you mentioned Verizon Media they are not a part of about this at this time similar question about Verizon India and what they need to do and what they need to follow.

>> JOE RUSSO: That's a great question.

The situation in India is certainly evolving.

And very different than here in the United States.

The number of cases continues to rise there.

New cases continue to rise.

So at this point we do not plan to reopen the facility on July 6th but I would say stay tuned for that team and Kaliani and other leaders will continue to keep the Verizon India team informed.

>> JEREMY GODWIN: Awesome thanks for that answer there Joe so Christy as we close this one out, final thoughts from you today, please.

>> CHRISTY PAMBIANCHI: We are heading into the next phase of the COVID crisis response.

And we have moved from crisis to business as usual to this is really our new normal for the foreseeable couple of months here.

And it's going to really rely on all of us as V Teamers pulling together so that when we put the protocols out, put the training out, that we all take the steps to do that.

We're also wanting to make sure employees feel safe and feel comfortable and one of the ways we are going to do that is if they know we're all in this together.

So more training and communication as needed is available.

And again, local leaders are going to be cascading communication throughout the week to their teams.

And so much like everything else, Jeremy, we want to be open and transparent and give us your feedback.

We listened the pulse feedback was super and we really know by work team what people are concerned about, what questions they still have.

And we're making sure we're following up with local leaders and their employees.

We just want to continue to say thank you to all of our employees that have been part of bringing our response to life here for Coronavirus.

And regarding the circumstances in the world and all of the work that's happening in all of the communities and employees that have activated to stand up for equality and justice, you know we're going to continue to dialogue and we'll have a conversation tomorrow night sponsored by BOLD.

And myself and a number of other leaders will be there and we hope that there will be many of you joining us.

And it will be a forward together like the kind of change that we seek to see in the world. So that would be my closing remarks, Jeremy.

>> JEREMY GODWIN: Awesome, Christy, Joe, thank you so much for joining us

today.

A lot of information covered there so if you missed one of the answers or something make sure you check out the replay that's available instantly on Twitter and then we will post it to insideVerizon.com later in the afternoon.

Reminder that's both on the Street and VZ web and Joe and Christy thank you for being with us this afternoon.

Until next time, you're up to speed.