

Verizon  
Up To Speed Live  
Verizon Broadcast Center  
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>>> HELLO, I'M CURRENTLY AN INDIRECT ACCOUNT MANAGER IN VIVA LAS VEGAS.

I'VE BEEN WITH VERIZON FOR TEN YEARS, TEN YEARS THIS MONTH.

I WAS BORN AND RAISED IN THE PHILIPPINES.

ABOUT 40 MINUTES, ONE HOUR FROM MANILA.

I'VE ALWAYS BEEN THAT PERSON THAT'S A GO-GETTER.

LET'S GO OUT THERE, LET'S GO.

I TRAVELED WITH MY FLIP FLOPS, WITH LUGGAGE AND \$500 IN MY POCKET.

ALL I KNEW, I WAS GOING TO SAN FRANCISCO.

I HAD A MAP AND MY AMERICAN DREAM.

-- WHEN I THINK ABOUT IT -- IT WAS REALLY COLD.

AND I STARTED LOOKING FOR A JOB, VERIZON SHOWED UP, THEY WERE HIRING FOR A PART-TIME CUSTOMER SERVICE REP.

HAVING THE PATIENCE AND HUMAN COMPASSION TO COUNT ME OUT.

NOT ONLY IN MY LIFE, BUT EARLIER.

WE WERE ABLE TO GENERATE OVER 300,000, SO WE COULD BUY BASIC NEEDS, BASIC FOOD AND BASIC MEDICAL SUPPLIES.

THERE IS SO MUCH WE CAN DO WITHIN VERIZON, WHERE WE CAN VOLUNTEER.

WE DON'T NEED TO BE MILLIONAIRES TO BE ABLE TO HELP OUT.

>> I'M BACK WITH ANOTHER 5G FIRST.

I'M NOT SHOWING OFF WITH A SMARTPHONE OR HOT SPOT.

I'VE GOT THE BRAND NEW LENOVO FLEX 5G.

A COMPETING PLATFORM THAT GIVES YOU THE SPEED AND PERFORMANCE OF A PREMIUM PERFORMANCE DESKTOP PC.

FEATURING AN ULTRA THIN LAPTOP.

GIVES YOU ACCESS TO VERIZON'S 5G ULTRA WIDEBAND NETWORK.

GET FASTER RESPONSE TIME WHILE GAINING, IT WORKS GREAT ON WI-FI AND VERIZON'S 4G LTE NETWORK.

THE LENOVO FLEX 5G IS CRAFTED WITH PREMIUM ALUMINUM THAT'S SUPER COMFORTABLE TO HOLD.

IT HAS A WIDE ANGLE 14 INCH TOUCH SCREEN THAT GIVES YOU USE PORTABILITY AND USABILITY.

DID I MENTION THAT THE FLEX 5G IS ALSO A 2 IN 1 CONVERTIBLE?

FOLD IN HALF, FLIP IT OVER AND IT TRANSFORMS INTO A WINDOWS 10 TABLET.

YOU CAN READ LONG ARTICLES IN BED -- WATCH MOVIES ON A PLANE WITHOUT HAVING TO WORRY ABOUT NOT HAVING ROOM FOR A LAPTOP.

YOUR KIDS CAN USE IT AS A TOUCH SCREEN DISPLAY FOR REMOTE LEARNING.

YOU CAN KICK BACK AND WATCH YOUR FAVORITE TV SHOWS.

FOR BUSINESS USERS, LENOVO FLEX 5G IS PACKED WITH SAFEGUARDS.

IT INCLUDES ENTERPRISE BRIDGE SECURITY FEATURES LIKE WINDOWS HELLO, IR CAMERA THAT RECOGNIZES YOU AND ONLY YOU.

VISIT [VERIZONWIRELESS.COM](http://VERIZONWIRELESS.COM) TO LEARN MORE ABOUT PRICING.

UNTIL NEXT TIME, YOU'RE UP TO SPEED.

>> THIS IS A TIME WHEN WE REALIZE JUST BECAUSE WE'RE CHILDREN, WE CAN STILL SEE A HUGE DIFFERENCE IN OUR COMMUNITY AND ANY LITTLE EFFORT GOES A LONG WAY.

OUR FRIENDS IN HILLSBORO FOUNDED MEALS FOR HEROES.

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

>> WE'RE HAPPY AND APPRECIATIVE OF ALL THE EXPERIENCES AND FRONT LINE RESPONDERS THAT ARE SACRIFICING THEIR LIVES.

WE THOUGHT IT WAS REALLY IMPORTANT TO SAY THANK YOU.

>> WE WANT TO GIVE BACK TO EVERYBODY THAT'S WORKING FOR THIS TIME.

WE WERE ABLE TO GET SUPPORT FROM FRIENDS AND FAMILY ALL OVER NORTH AMERICA.

WE WERE ABLE TO GIVE BACK TO BUSINESSES THAT NEED THE BUSINESS FOR THIS TIME.

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

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

WE'RE HERE FOR YOU -- IF WE CAN PROVIDE ONE MEAL THAT ALLEVIATES THE ANXIETY OR CONCERN ABOUT HOW I'M GOING TO MAKE LUNCH, EVEN A FIVE-MINUTE MEAL -- I FEEL THAT IS SUCCESS.

>> I WOULD LIKE TO THANK YOU FOR ALL THE AMAZING WORK YOU'VE DONE IN THE PAST COUPLE WEEKS --

>> WHAT YOU'VE DONE FOR FIRST RESPONDERS AND SMALL BUSINESS --

>> I THINK YOU GUYS SHOULD GET ALL MY CREDIT AND I LOVE YOUR LADDER TRUCK.

>> I'M A MOTHER OF TWO AND HAVE MY ELDERLY FATHER WHO LIVES WITH ME IN MY HOME.

I JUST WANTED TO SAY THANK YOU --

>> I WANTED TO TAKE A MOMENT TO GIVE ACCOLADES TO CHRISTINA FOR HER PROFESSIONALISM, PATIENCE AND UP LIFTING ATTITUDE.

>> I WANT TO SAY THANK YOU TO OUR VERIZON PARTNERS THAT HELPED BRING JOY AND ENCOURAGEMENT TO THE MOST VULNERABLE IN OUR COMMUNITY.

>> I WANT TO REPORT THE ACTIONS OF A GOOD SAMARITAN DISGUISED AS A VERIZON LINEMAN.

>> IT'S ALWAYS A PRIVILEGE AND HONOR TO BE WITH YOU AND YOUR TEAM.

YOU GUYS ARE REALLY SYNCHRONIZED IN YOUR VISION --

>> MY THANKS TO ALL THE EMPLOYEES AND PARTICULARLY THOSE 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.

>> IT WAS RIGHT AT THAT PEAK WHERE EVERYTHING CHANGED IMMEDIATELY.

IT FELT LIKE WE WERE BUILDING WITH SOMETHING -- IT'S BECOMING MORE AND MORE OF A NARRATIVE AND ALL OF A SUDDEN -- WE'RE THERE.

>> IN THE BLINK OF AN EYE, WE'RE MOVING FROM OFFERINGS TO THAT HOME-BASED MODEL AND I'LL TELL YOU -- WE NEVER SKIPPED A BEAT --

>> IT WAS THE FIRST TIME I REALIZED THAT EVEN THOUGH THE WORLD IS CHANGING BY GOING REMOTE -- IT'S STILL THE SAME.

WE STILL HAVE A JOB TO GET DONE AND I GENUINELY THINK AS A COMPANY AND HOW WE RESPONDED, WE'VE EXCELLED.

>> THE ORGANIZATION REALLY LEANED IN TO THE SITUATION AND CERTAINLY, I SEE INDIVIDUALS AND TEAMS GO THE EXTRA MILE TO REALLY SUPPORT THE CUSTOMER AND DO THE RIGHT THING FOR THE CUSTOMER.

>> AS THE CREDO SAYS, WE RUN TO CRISIS, WE DON'T RUN AWAY FROM IT.

WE'VE SHOWN IT TIME OVER TIME.

THIS IS NO DIFFERENT.

THE RELATIONSHIP AND THE SERVICE THAT WE PROVIDE WILL MAKE THE DIFFERENCE.

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>> THE TRUST WE BUILT UP OVER THE YEARS WAS ABLE TO OVERCOME THE BACK OF BEING WITH SOMEBODY FACE-TO-FACE.

WE'RE WAKING UP TO THE FACT THAT VERIZON IS AN IMMENSELY CAPABLE PART AND PERFORMER.

>> WE WERE CALLING OUR CUSTOMERS AND SAYING "WE'RE BACK UP ONLINE, WE'RE WORKING FROM HOME, WHAT DO YOU NEED NOW?" IT MADE OUR CUSTOMERS CLOSER TO OUR EMPLOYEES, I THINK.

BY AND LARGE, THROUGHOUT THIS ENTIRE PERIOD.

>> WE SEE THEM AS HUMANS.

VERIZON UNDERSTANDS WHAT THEY'RE FACING.

WE'LL DO EVERYTHING IN OUR POWER TO HELP THEM THROUGH THIS.

>> CERTAINLY -- OVER THE LAST COUPLE MONTHS -- ONE OF THE THINGS THAT REALLY IMPRESSED ME IS THE WAY THE TEAM HAS COME TOGETHER.

INTERESTINGLY -- I THINK IT'S BEEN AN OPPORTUNITY TO LEARN MORE ABOUT THE INDIVIDUAL AND I THINK, INEVITABLY, THAT'S GOING TO BE THE THING.

>> I'M FINDING AT ALL LEVELS -- COMMUNICATION HAS OPENED UP EVEN MORE -- IT'S NOT JUST A STATUS CHECK CALL -- IT'S A FLUID CONVERSATION THAT'S HAPPENING.

I THINK THAT'S SOMETHING THAT'S OPENED MY EYES.

THAT SOMETHING SO SIMPLE COULD BE SO IMPACTFUL --

>> I TALKED TO MORE PEOPLE IN IT THAN I COULD EVER TALK TO -- EVERYONE'S WILLINGNESS TO STEP IN AND HELP OUT AND MAKE SURE THE CUSTOMER EXPERIENCE IS THE MOST-IMPRESSIVE THING I'VE SEEN --

>> THIS HAS BEEN A CATALYST FOR MORE RADICAL THINKING... AROUND THE WAY WE LIVED SERVICES --

>> IT'S PROVEN TO OURSELVES WHAT WE CAN ACCOMPLISH AND THAT'S SOMETHING TO BE SAID.

I THINK IT'S MADE US A LITTLE BIT MORE AGILE -- A LITTLE MORE NIMBLE --

>> I THINK ONE OF THE LESSONS LEARNED IS AROUND HOW WE OPERATE UNDER PRESSURE --

>> WE'RE ABLE TO MOVE FROM EMOTION TO ACTION INSTANTLY --

>> WHAT WILL COME OUT OF THIS IS A RENEWED CONFIDENCE FOR OURSELVES.

RENEWED ASSURANCE FOR OURSELVES -- THAT WE CAN DESIGN AND DELIVER FOR THESE CLIENTS.

THERE'S A DIFFERENCE, NOW... RATHER THAN BEING TREATED LIKE A SUPPLIER, MANY MORE OF THE CLIENTS ARE TALKING TO US AND TREATING US LIKE PARTNERS --

>> WE MOVE THE NETWORK FORWARD -- IT'S NEVER BEEN MORE APPARENT THAN HELPING OUR CUSTOMER -- WE HAVE THAT STRONG PURPOSE OF HELPING AND UNDERSTANDING THAT OUR CUSTOMERS ARE VITAL.

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>> MY NAME IS BRAD.

I'VE BEEN WITH THE COMPANY THREE YEARS NOW.

I WAS DIAGNOSED WITH STAGE 4 NON-HODGE KIN LYMPHOMA THAT WAS A TUMOR.

I WAS GOING THROUGH SOME OF THE MOST-EXCRUCIATING PAIN I'VE EVER DEALT WITH.

A LOT OF FUNCTIONAL MOVEMENTS WE DO THROUGHOUT THE DAY, I WASN'T ABLE TO DO.

NO ONE COULD TELL ME WHAT WAS GOING ON, UNTIL I READ A CERTAIN ARTICLE THAT STATED YOU SHOULD REQUEST AN MRI.

THEY TURN UP THE COMPUTER AND SAY "YOU SEE THAT LITTLE BLACK SPOT THERE?

THAT'S A TUMOR GROWING AT AN EXPONENTIAL RATE, IF YOU HAD WAITED A FEW MORE WEEKS, IT'D HAVE TOUCHED YOUR SPINAL CORD, YOU'D NOT BE ABLE TO WALK EVER AGAIN."

THAT BROKE ME DOWN.

I'D NEVER BEEN GIVEN NEWS SO DETRIMENTAL.

THE FOLLOWING DAY, I HAD THE SURGICAL TEAM VISIT ME IN THE HOSPITAL.

NOW... MY CASE ALONE IS ABOUT ONE IN SEVEN IN THE WORLD.

THEY SAID, WE'D LOVE TO PERFORM THIS SURGERY ON YOU, BUT... WE MUST TELL YOU, YOU'LL HAVE A 50% CHANCE OF WALKING COMING OFF THE TABLE.

THE OTHER OPTION WAS CHEMOTHERAPY, SPINAL TAPS, RADIATION, YOU NAME IT -- I WENT THROUGH IT.

I WAS NEVER ABLE TO LEAVE MY BED OR SIT UP WITHOUT GETTING THE GNARLIEST HEAD RUSH.

I PUT MYSELF THROUGH IT SO I COULD WALK COMING OUT OF THIS.

WITH MY SUPPORT SYSTEM I HAD, IT FELT LIKE ANOTHER WALK IN THE PARK FOR ME.

IT HELPED ME MAINTAIN THE POSITIVE ENERGY -- MAINTAIN THE POSITIVE OUTLOOK -- MY DISTRICT MANAGER, SHE REACHED OUT TO ME, EVERY SINGLE WEEK, CHECKING ON ME.

EVERY SINGLE WEEK.

THEY HELPED A LOT, THEY WERE ALWAYS THERE.

THEY TENDED TO EVERYTHING I NEEDED.

>> GIVE THE BELL AND RING AND RECEIVE YOUR APPLAUSE.

[BELL RINGING]

[APPLAUSE]

>> A MONTH AGO, I WAS GIVEN THE NEWS I'VE BEEN IN REMISSION.

THAT'S THE NEWS I'VE BEEN WAITING TO HEAR.

NOW, I FEEL AMAZING, I FEEL UNSTOPPABLE AND LIKE I CAN TAKE LIFE HEAD ON.

>> I WANT TO MOTIVATE OTHERS.

DON'T LET THE PAST DICTATE WHERE YOU WANT TO BE IN THE FUTURE.

LET'S EMPOWER EACH OTHER AND BUILD A BETTER FUTURE.

>> A LOT HAS HAPPENED IN OUR 20-YEAR HISTORY.

WE MOVED THE WORLD FORWARD IN SO MANY DIFFERENT WAYS.

THERE'S ONE THING THAT'S KEPT US ON THE SAME PAGE.

>> WHO IS THIS COMPANY WE CALL VERIZON?

>> WE RUN TO A CRISIS, NOT AWAY.

>> WE SEE CRISIS AND CHANGE AS OPPORTUNITIES.

>> WE KNOW TEAM WORK ENABLES US TO SERVE OUR CUSTOMERS, BIGGER AND FASTER.

>> WE BELIEVE IN INTEGRITY.

>> IT'S THE CORE OF WHO WE ARE.

>> WE ARE COMMITTED TO BEING PART OF THE SOLUTION.

>> TO MAKE THE WORLD IN WHICH WE WORK -- BETTER THAN IT WAS YESTERDAY.

>> TOMORROW WILL BE BETTER.

>> THESE ARE SOME OF THE LINES FROM OUR VERIZON CREDO AND THIS IS WHO OUR CREDO IS FOR.

>> JEREMY: GOOD AFTERNOON, GOOD MORNING, AND GOOD EVENING.

TAKING A LOOK TO START OUT, UP TO SPEED LIVE TODAY, WITH SOME VIDEO THAT SOME OF OUR TEAM SHARED FROM THE MID-ATLANTIC SOUTH AREA.

THEY ARE RECONNECTING A SUBMARINE FIBER CABLE THAT GOT DAMAGED IN THE MONKEY RIVER NEAR RICHMOND, VIRGINIA.

HOW OFTEN CAN YOU SAY IN YOUR DAY JOB, YOU HAVE TO TAKE A SWIM TO DO SOME WORK.

THE DAMAGE IS DONE.

THEY REPAIRED IT QUICKLY FLOATING ON A BARGE IN A RIVER.

WHAT A WAY TO GET FOLKS RECONNECTED.

THAT'S A COOL THING TO DO RIGHT THERE -- THAT AMAZES ME.

HERE WE ARE WITH UP TO SPEED LIVE TODAY.

WE HAVE HANS AND CHRISTY JOINING US.

IT'S NOON ON THE EAST COAST.

I WANT TO GET OVER TO HANS TO GET THE LATEST UPDATES FROM HIM -- HANS, HOW ARE YOU, SIR?

>> HANS: I'M DOING FINE, HI, JEREMY, AND HEY ALL OF THE V TEAMERS.

IT'S GREAT TO SEE GUYS TAKING A SWIM TO FIX A CUSTOMER'S CONNECTION.

IT'S AMAZING TO SEE.

I WAS HAPPY TO SEE THEY WEAR THEIR MASKS AND WHEN THEY WERE WORKING WITH ALL THE PROCEDURES WE TALKED ABOUT.

SO... I WAS EXCITED TO SEE THAT -- NOW... WE CONTINUE WITH OUR HELP AND SAFETY AND PRIORITIES -- AS YOU ALL KNOW.

CHRISTY WILL TALK MORE ABOUT IT LATER ON AND... IF WE TALK ABOUT THE U.S. RIGHT NOW -- WE SEE THIS PANDEMIC SPREADING IN DIFFERENT PLACES.

THAT WE HAVEN'T SEEN EQUALLY MUCH IMPACT BEFORE BUT... I JUST CAUTION ALL OF YOU AGAIN, REMEMBER ALL THE SAFETY RULES AND PRINCIPLES WE HAVE, SOCIAL DISTANCING, MASKS AND ALL OF THAT.

WE CARE SO MUCH ABOUT YOU, THE V TEAMERS, OUR CUSTOMERS, THAT WE'RE DEALING WITH.

WE JUST NEED TO CONTINUE TO HAVE THAT GROUND RULE AND FUNDAMENTALS IN OUR BUSINESS TODAY.

I KNOW THAT MANY OF YOU HAVE THAT -- I JUST WANT TO REITERATE IT.

ALL RIGHT, GREAT TO SEE OUR FRONT LINE EMPLOYEES DOING GREAT WORK OUT THERE.

SPOKE WITH FIVE OR TEN DIFFERENT CUSTOMERS AND ALL OF THEM ARE GIVING US A LOT OF CUSTOMERS.

BOTH... HOW THE NETWORK HAS KEPT UP AND HOW THE FRONT LINE, V TEAMERS, ARE TREATING THE CUSTOMERS IN TIMES THAT THEY WOULD RESPECT, BUT... ALSO, THINKING ABOUT THE SAFETY RULES THAT WE HAVE.

SO... THANK YOU ALL FOR THAT.

IT'S GREAT TO SEE.

THINKING ABOUT THE NETWORK, A LOT OF THINGS ARE HAPPENING IN THE NETWORK.

WE'RE RUNNING NOW, BUSINESS AS USUAL.

LAST WEEK, WE HAD OUR STRATEGIC INITIATIVE REVIEW.

THE 5G MOBILITY.

THE 5G MOBILE EDGE COMPUTE, THE 5G HOME PROJECT AND SEE, THE TEAM ARE DOING A GREAT JOB, BOTH UNTIL THE FIELD AND ENGINEERING.

AND... THINGS WE DID THE TEST ON DSS.

DSS IS THE DYNAMIC SPECTRUM SHARING.

IT'S FEATURING THE MOBILE NETWORK THAT ACTUALLY GIVES US OPPORTUNITY AROUND 4G AND 5G AT THE SAME TIME.

AND WE HAVE SAID EARLIER -- EARLIER THIS YEAR, WE'RE GOING TO DO NATIONWIDE COVERAGE THIS YEAR AND USE DSS, SO... THE TEST WE'RE DOING RIGHT NOW -- IN THE LINE NETWORK -- AND THAT'S A GOOD STEP FORWARD FROM OUR ENGINEERING TEAM TO PUT IN THE HANDS OF TAMMY AND RONAN.

SEE THE CUSTOMERS GETTING THE FANTASTIC ULTRA WIDEBAND, BUT... ALSO GETTING THE NATIONWIDE, WHICH IS GOING TO COVER MORE AREAS THAN THE MILLIMETER WAVE SPECTRUM.

SO... THAT'S GREAT NEWS.

AT THE SAME TIME... ON THE 5G, WE ALSO LAUNCHED TODAY, A PARTNERSHIP WITH MEDIA CAPITAL.

AN INNOVATOR THAT WILL INNOVATE ON OUR 5G LAB IN LONDON.

WE WERE SO EXCITED THAT WE ALSO PUT IN 5G LABS OUTSIDE THE U.S. AND OUR LONDON TEAM IS EXCITED.

THE VMG TEAM IN LONDON IS WORKING WITH IT, OF COURSE... WE'RE GETTING PARTNERS COMING AND DOING A JOB THERE.

I'LL TELL YOU A SECRET AS WELL, IF YOU DON'T TELL ANYONE.

TOMORROW... WE'RE GOING TO LAUNCH 5G NR... WHICH IS A 5G STANDARD IN HOUSTON.

FOR THE ONES WITH A GOOD MEMORY, WHICH I HAVE, I REMEMBER, I LAUNCHED 5G FIRST, IN THE WORLD.

IN HOUSTON.

WE DID THAT ON SOMETHING CALLED 5G TD-LTE, OUR OLD STANDARD.

NOW WE'RE BRINGING THE GLOBAL STANDARD, TO HOUSTON AND MORE OF THAT WILL BE LAUNCHED.

DON'T TELL ANYONE.

IT'S A SECRET, YOU KNOW... KEEP IT TO YOURSELF.

SO... A LOT OF THINGS HAPPENING ON 5G, THE TEAM IS WORKING DAY AND NIGHT TO SEE THAT WE CONTINUE THE ROLLOUT TO MEET OUR DEADLINES.

TO MEET ALL THE CUSTOMER EXPECTATIONS.

ON THE BUSINESS SIDE... I THINK THAT YESTERDAY, YOU HAD FRANK TALK ABOUT THE CREDIT CARDS, VERY TIMELY, CREDIT -- GREAT ADDITION TO OUR CUSTOMERS.

WE ALSO HAVE A PREPAID SERVICE FOR PEOPLE THAT CAN'T AFFORD OUR OTHER PLAN.

NOW WE'RE A PREPAID PLAN, THAT -- WE'RE INNOVATING THINGS THAT ARE GOOD FOR THE CUSTOMER.

I REALLY WANT TO COMPLIMENT THAT.

I ALSO WANT TO COMPLIMENT THE WORK WE'RE DOING WITH ROBOCALLS.

WE'VE BLOCKED 5 BILLION ROBOCALLS RECENTLY.

IN THE LAST THREE MONTHS -- WE'VE SEEN A REDUCTION OF 30% OF THE ROBOCALLS.

WE JUST NEED TO FIND WAYS IN THE NETWORK TO SEE THEY'RE NOT COMING THROUGH

SO FAR... WE'RE PROGRESSING.

THERE ARE STILL ROBOCALLS AND THE TEAM IS CONTINUING TO WORK TO SEE THAT'S GOING TO BE AVOIDED TOO, AS MUCH AS POSSIBLE.

ON THE SOCIETY SIDE -- TWO THINGS TO MENTION TODAY.

ON SATURDAY, IS A BIG CONCERT, GLOBAL CITIZEN IS ARRANGING THAT.

IT'S TO RALLY GOVERNMENTS ALL AROUND THE WORLD TO ACTUALLY SUPPORT, TO SPEED UP, TO GET THE VACCINE TO THE TABLE.

WE ARE A BIG PARTNER OF ALL THE CITIES AND WILL BE PART OF THAT.

THERE'S ALL THE THINGS YOU CAN EVER DREAM ON.

THAT'S A VIRTUAL SORT OF CONCERT HAPPENING THIS SATURDAY.

I ALSO WANT TO THANK OUR VBG TEAM, THAT IS DONATING \$5 MILLION OF BLACK-OWNED SMALL BUSINESSES TO SEE WE CONTINUE TO WORK TO SUPPORT SOCIETY IN THESE TIMES.

A LOT OF THINGS ARE HAPPENING.

WE WORKED AT THE EXECUTIVE TEAM, BUSINESS AS USUALLY.

HAVING OUR REVIEW MEETINGS -- LOOKING FINALIZE AND LOOKING INTO THE CUSTOMERS, NEW PRODUCTS -- WE TALK A LOT TO THE DIFFERENT SPORTS LEAGUES.

SOME WANT TO COME BACK IN PRIMETIME AND WE ARE A TECHNOLOGY IMPORTANT TO ALMOST ALL OF THEM.

WE'RE DISCUSSING WITH THEM HOW WE CAN DO THAT EXPERIENCE, WHICH IS... WHICH IS NOT EQUALLY THE SAME, BUT... YOU CAN USE TECHNOLOGY, WE HAVE SOME COOL STUFF COMING UP, WHEN THE DIFFERENT LEAGUES ARE STARTING UP, PRETTY SOON.

THAT'S SORT OF A ROUND OF WHAT WE'RE DOING, JEREMY AND THEN I'LL HAND IT BACK TO YOU.

>> THANK YOU, HANS, THANKS FOR ADDRESSING THE QUESTION ABOUT THE SPORTS LEAGUES.

A LOT OF FOLKS ARE WONDERING ABOUT SPORTS LEAGUES, WITH THE NEWS MLB PUT OUT THERE LAST NIGHT.

I CAN SCRATCH THAT QUESTION OFF -- GOOD NEWS HAPPENING THERE.

>> WE'RE WORKING WITH ALL THE LEAGUES, BUT I CAN'T TELL YOU EVERYTHING.

>> YEAH... GOOD.

AND WE'LL LET IT SLIDE.

THANK YOU FOR THAT.

CHRISTY, OVER TO YOU, NOW, FOR YOUR UPDATES.

I KNOW A LOT OF CONVERSATION ABOUT RETURN TO WORK, SO... PLEASE, TAKE IT AWAY.

HOW ARE YOU?

>> CHRISTY: I'M GREAT.

IT'S GREAT TO BE WITH YOU BOTH TODAY.

I THOUGHT I'D PUT TOGETHER A RECAP OF WHERE WE'VE BEEN, WHAT WE'VE BEEN PILOTING AND WHERE WE'RE GOING FOR JULY 6TH AND BEYOND AND FOR ALL THE V TEAMERS THAT HAVE HAD A LOT OF QUESTIONS FROM OUR PULSE SURVEY.

I'M GOING TO SHARE A COUPLE SLIDES THAT I THINK SUMMARIZE THAT. THESE SLIDES WILL BE AVAILABLE ON THE COVID WEBPAGE.

WITH THAT -- LET ME JUST JUMP IN, IF THE TEAMS COULD PULL UP SLIDE ONE.

WANT TO HIGHLIGHT WHAT YOU ALREADY HEARD FROM HANS, TOP PRIORITIES.

WE WANT TO CARE FOR THE HEALTH AND SAFETY OF OUR V TEAM AND WE WANT TO HELP SOCIETY RECOVER AND BECOME EVEN MORE RESILIENT, AND WE'VE HAD A PHASED APPROACH.

PHASE ONE WAS RESPONDING TO THE CRISIS, FROM MARCH THROUGH JUNE, WE MODIFIED A LOT OF OUR WORK PROCESSES TO CONTINUE TO DO THOSE THINGS DURING COVID AND NOW, WE'VE ANNOUNCED IN THE MIDDLE OF MAY, WE WERE MOVING TO PHASE THREE, WHICH REALLY CARRIED US FROM NOW THROUGH TO SEPTEMBER.

IF WE LOOK AT SLIDE TWO, HOW WE'VE BEEN THINKING ABOUT THIS TRANSITION.

WE HAVE -- FOR THE RETAIL TEAMS, WE'VE BEEN GRADUALLY REOPENING STORES, ANY STORE THAT'S OPEN WILL CONTINUE TO ADHERE TO OUR CURRENT TOUCHLESS RETAIL PROTOCOLS, WHICH INCLUDE SOCIAL DISTANCING, ONE-ON-ONE EMPLOYEE AND CUSTOMER RATIOS, FACE COVERINGS, FOR BOTH EMPLOYEES AND OUR CUSTOMERS.

WE'VE BEEN PILOTING TOUCHLESS CURBSIDE PICK-UP.

WE'VE BEEN FOLLOWING THE TOUCHLESS COVID CASES.

WE'RE CONSTANTLY INNOVATING THE WAYS WE CAN DELIVER THESE SERVICES IN A WAY THAT KEEPS EVERYBODY AS SAFE AS POSSIBLE.

NEXT, OUR TECHNICIANS AT THE TOP OF THE PAGE, WITH RETAIL, THEY RETURNED TO PERFORMING WORK IN CUSTOMERS HOMES AND BUSINESSES AND WE'RE REALLY PLEASED WITH THE RESULTS.

IN ORDER TO KEEP THE WORLD CONNECTED, OUR FRONT LINE TEAMS HAVE BEEN OUT THERE THROUGHOUT THIS ENTIRE CRISIS WITH ALL THE IMPROVED SAFETY PROTOCOLS.

WE PULLED BACK ON HOME DISPATCHES.

WE INTRODUCED A COMPREHENSIVE SERIES OF CUSTOMER CHECKS TO ENSURE CRITICAL SAFETY PROTOCOLS, SOCIAL DISTANCING, FACE COVERINGS ARE FOLLOWED.

WE HAVE MADE MASKS, GLOVES AND SHOE COVERINGS AVAILABLE FOR OUR TEAMS.

WE WILL COMMUNICATE PLANS BEYOND JUNE 30TH THAT WE CONTINUE TO DISCUSS WITH OUR PARTNERS IN THE UNION.

WE'LL CONTINUE TO WORK FROM HOME THROUGH SEPTEMBER AND WE'RE REALLY TAKING ALL THE INNOVATIONS AND PROGRESS FROM OUR V TEAMERS AND FIGURE OUT HOW TO LEVERAGE THAT GOING FORWARD

WHAT I'D LIKE TO DO IS SHIFT TO THE NEXT SLIDE AND TALK ABOUT OUR TOP TIPS FOR RETURNING TO THE OFFICE, IN PARTICULAR, FOR THAT MIDDLE GROUP OF EMPLOYEES WHO ARE IN SALES OR TYPICALLY WORK IN AN OFFICE SETTING.

STARTING IN JUNE, WE HAD A PILOT WITH A FEW THOUSAND EMPLOYEES FOR WHAT THAT RETURN TO OFFICE WOULD LOOK LIKE.

WE LEARNED FROM THOSE PRACTICES.

STARTING JULY 6TH, WE'LL BE ROTATING TO THE OFFICE.

CONSIDER THESE NEXT FEW SLIDES YOUR CHEAT SHEET FOR RETURN TO OFFICE.

THE FIRST THING TO HIGHLIGHT IS THE EMPLOYEES IN THE MIDDLE GROUP.

FIELD AND OFFICE SPACE WORKERS HAVE BEEN ASSIGNED TO A GROUP A, B, C OR D, IF THEY'RE IN THAT CATEGORY.

NO MORE THAN 25% OF EMPLOYEES WILL BE IN THE OFFICE AT ANY ONE TIME.

THE SCHEDULE FOR THOSE WEEKS IS AVAILABLE ON OUR COVID WEBPAGE AND WILL EXTEND FROM JULY 6TH THROUGH SEPTEMBER.

AGAIN... THE PREMISE IS TO ALLOW EMPLOYEES TO ACCESS THE OFFICE IF THEY NEED TO.

THIS IS NOT MANDATORY AND EMPLOYEES SHOULD TALK WITH THEIR SUPERVISORS AND... DIRECTLY MAKE SURE THEY'RE CALIBRATING ON EXPECTATIONS

WE'VE CREATED A RETURN TO OFFICE TOOL.

EMPLOYEES CAN REGISTER THAT THEY'RE COMING INTO THE OFFICE, GIVE THEM TRAINING ON SAFETY PROTOCOLS THAT WE'RE ASKING THEM TO DO RETURNING TO THE OFFICE AS WELL AS A MECHANISM TO GET THEM TRAINING, SO... THIS IS REALLY IMPORTANT.

WE'VE BEEN PILOTING THIS TOOL FOR THE MONTH OF JUNE WITH THE ROTATING OFFICE TEAM.

WE'VE LEARNED A LOT.

WE'VE GOT A NEW RELEASE COMING OUT.

THING TO NOTE, YOU ONLY NEED TO COMPLETE THE SELF CERTIFICATION PROCESS IF YOU INTEND TO ACCESS THE OFFICE.

YOU DON'T NEED TO COMPLETE IT IF YOU'RE WORKING FROM HOME.

REGARDING FACE COVERINGS, SOME OF YOU WILL HAVE RECEIVED FACE COVERINGS THIS WEEK, TO CLARIFY, EVEN IF YOU DON'T INTEND TO ACCESS THE OFFICE... YOU WILL HAVE RECEIVED THE FACE COVERINGS.

THOSE ARE ISSUES BY US.

IF YOU NEED TO ENTER THE OFFICE, WE WANT YOU TO WEAR OUR COMPANY-ISSUED FACIAL COVERINGS WHEN YOU'RE MOVING ABOUT THE BUILDING, OKAY?

LET'S TALK ABOUT ON-SITE PROTOCOLS ON THE NEXT SLIDE.

A NUMBER OF YOU IN OUR PULSE SURVEY WROTE IN QUESTIONS AND CONCERNS ABOUT WHAT WOULD ALL THESE PROTOCOLS BE?

HOW WOULD THEY BE COMMUNICATING TO EMPLOYEES AND TRAINEES?

I'LL SHARE A FEW RECAPS OF THINGS YOU HEARD ALREADY.

OUR REAL ESTATE AND SITE MANAGEMENT TEAMS HAVE GONE ABOVE AND BEYOND AND IMPLEMENTED AN AMAZING SET OF PROTOCOLS HERE.

WE'VE GOT DAILY AND WEEKLY CLEANING PROCEDURES, HAND SANITIZER STATIONS, MARKINGS AND MEASUREMENTS TO CONTROL THE FLOW OF PEOPLE THROUGHOUT THE BUILDING AND WE DEVELOPED CLEAR SIGNAGE TO MAINTAIN SOCIAL DISTANCING

ON THE NEXT SLIDE, YOU CAN SEE AN EXAMPLE OF THIS SIGNAGE, IT SHOWS EMPLOYEES WHAT ARE WORK STATIONS THAT ARE MARKED TO BE UTILIZED.

ON THE NEXT PAGE... WE HAVE ADDITIONAL VISUALS SO PEOPLE CAN UNDERSTAND -- WE TRANSLATED WHAT WORK STATIONS ARE AVAILABLE TO MAINTAIN SAFE DISTANCING, WE ALSO HAVE OFFICE ETIQUETTE PROTOCOLS -- CONFERENCE ROOMS HAVE STATIONS MARKED WHERE EMPLOYEES CAN SIT AND WHERE SEATS SHOULDN'T BE UTILIZED SO WE MAINTAIN SOCIAL DISTANCING.

ALSO, OFFICE ETIQUETTE -- VIRTUAL MEETINGS ARE STRONGLY RECOMMENDED IF SOME EMPLOYEES ARE IN THE OFFICE AND SOME EMPLOYEES ARE REMOTE.

CONDUCTING A MEETING WHERE THERE'S ONE PERSON TO ONE SCREEN ALLOWS THAT VIRTUAL EXPERIENCE TO BE EQUAL FOR THE TEAM AND IMPROVED EFFECTIVENESS.

IN COMMON AREAS WHERE THERE'S PANTRIES AND MARKED WITH FLOW OF TRAFFIC, OTHER FOOD, BEVERAGE AND ON-SITE FITNESS FACILITIES REMAIN CLOSED AND COMMON AREAS HAVE BEEN MARKED AND FURNITURE'S BEEN REARRANGED TO ALSO ALLOW FOR SOCIAL DISTANCING.

SO... PEOPLE SHOULDN'T MOVE THE FURNITURE AROUND AND THINGS LIKE THAT, IN THE BUILDING.

ON MY LAST TWO SLIDES -- I WANT TO GIVE YOU ALL SOME TIPS ON WHAT CAN YOU DO.

IF YOU'RE IN A GROUP OF PEOPLE THAT WILL BE RETURNING TO THE OFFICE JULY 6TH OR ONE OF THE ROTATING WEEKS FOLLOWING THAT OR IN RETAIL RETURNING TO THE STORES OR... IF YOU'RE IN DISPATCH AND WORKING ON NEW PROTOCOLS, FIRST READ AND UNDERSTAND ALL OF OUR COMMUNICATIONS, WE'LL CONTINUE TO MAKE THEM AVAILABLE ON OUR COVID WEBPAGE AND YOUR SUPERVISOR OR YOUR HR TEAM ARE READILY AVAILABLE TO ASSIST.

WE HAVE TRAININGS, SO ALL EMPLOYEES KNOW THE PROTOCOLS.

PLEASE COMPLETE THE TRAINING.

IF THE RETURN TO OFFICE TOOL IS APPLICABLE FOR YOUR CATEGORY OF WORKER, REGISTER ON THE RTO TOOL ON THE DAYS YOU INTEND TO

FOLLOW THE OFFICE -- AND REALLY... THIS IS GOING TO WORK WHEN WE DO THIS TOGETHER.

PLEASE FOLLOW THE GUIDELINES FOR SOCIAL DISTANCING AND PARTICIPATE IN CLEANING YOUR WORK AREA.

AND SO... IN CLOSING, ON MY LAST SLIDE, JEREMY, I WANT TO HIGHLIGHT SOMETHING I MENTIONED LAST WEEK WHEN I WAS ON UP TO SPEED.

THE CORONAVIRUS IS A PANDEMIC AND IT IS INVISIBLE AND WHAT WE KNOW THROUGH THE SCIENTISTS AND THROUGH WHAT WE'VE EXPERIENCED SO FAR, WHEN WE ALL WORK TOGETHER, AS A COLLECTIVE, WE'RE ABLE TO HAVE AN IMPACT.

SO... WE WANT PEOPLE TO STAY FOLLOWING SOCIAL DISTANCING, WEAR FACIAL COVERINGS, UTILIZE HAND SANITIZER, UTILIZE THE HAND-WASHING PROTOCOL AND REITERATE HANS AND EVERY MEMBER OF THE VLT.

IF YOU DON'T FEEL WELL, PLEASE DON'T COME TO WORK.

OUR EMPLOYEES WILL BE COMPENSATED IF THEY'RE SUFFERING FROM COVID AND SUFFERING FROM COVID.

WE WANT TO REITERATE, AS WE'RE REOPENING AND GOING BACK TO THE BAU.

IT STILL APPLIES.

IF YOU DON'T FEEL WELL OR IF YOU'VE BEEN EXPOSED TO COVID OR TESTED POSITIVE, PLEASE DON'T COME TO THE OFFICE, SELF QUARANTINE, CONTACT US AND WE CAN HELP YOU.

IF YOU DON'T HAVE A THERMOMETER, WE'RE ASKING PEOPLE TO NOT COME IN THE OFFICE IF THEY HAVE A FEVER, WE ARE ABLE TO PROVIDE YOU ONE AND THERE'S AN EMPLOYEE RESOURCE PAGE WITH MORE INFORMATION ON HOW TO GET ONE SENT TO YOU

JEREMY, I KNOW I COVERED A LOT THERE, BUT... WANTED TO BRING TOGETHER THE WHOLE ARC OF EVERYTHING WE'VE PUT TOGETHER, FOR THE PHASES OF COVID, WHERE WE ARE, RECOGNIZING ALL THE VARIOUS CATEGORY OF WORKERS -- OUR OVERARCHING SAFETY PRINCIPLES AND THAT, REALLY, TO GO TO THIS NEXT PHASE -- IT'LL REQUIRE ALL OF US WORKING TOGETHER.

>> GOOD... THANKS SO MUCH FOR THE RETURN TO OFFICE UPDATE THERE.

I WANT TO HIT THIS ONE QUICK QUESTION -- MAYBE IT SHOULD COME UP TIME AND TIME AGAIN.

YOU SENT FACEMASKS TO FOLKS AND THOSE ARE THE MASKS THEY SHOULD BE WEARING IF GOING TO A VERIZON LOCATION, CORRECT?

>> CORRECT... WEAR OUR COMPANY-PROVIDED FACIAL COVERINGS.

>> JEREMY: JUST WANTED TO BE VERY CLEAR ABOUT THAT.

KEEP GETTING QUESTIONS.

THERE'S THAT, ALL THE INFORMATION WILL BE AVAILABLE ON THE WEB.

THIS IS STILL AN EVOLVING SITUATION.

MORE STATES ARE SEEING MORE CASES -- WE'LL KEEP A WATCH ON THAT -- BEFORE WE GET INTO MORE Q&A -- SEND YOUR QUESTIONS TO US.

I WANT TO SHARE A VIDEO FROM ONE OF OUR TEAMMATES IN WILMINGTON NORTH CAROLINA.

A MOTHER OF TWO, NAVY VET, PART OF THE LGBTQ COMMUNITY.

KRIS MAKANDE.

IT'S ABOUT THE WAY PEOPLE ARE TREATED.

LET'S LOOK AT THIS VIDEO.

>> I'M KRIS MAKANDE, NAVY VETERAN, MOTHER OF TWO.

I DON'T LIKE TO IDENTIFY AS ONE GENDER.

TODAY I MIGHT FEEL LIKE A PRINCESS WITH MY DAUGHTER DOING A TEA PARTY AND TOMORROW I MIGHT FEEL LIKE A LUMBERJACK WORKING IN THE FIRE PIT.

I STILL DON'T HAVE TO FEEL HOW THIS IS GOING TO AFFECT ME AND MY POSSESSIONS.

AM I GOING TO BE OSTRACIZED?

VERIZON EDUCATES PEOPLE.

THE RESOURCES ON OUR WEBSITE, HOW TO HAVE THAT CONVERSATION -- SOMEBODY THAT HAS LGBT RESOURCES LIKE VERIZON.

I LOST A JOB.

VERIZON MADE IT SO I DON'T HAVE TO HAVE THAT ANXIETY.

I'M THE COORDINATOR FOR THE WILMINGTON NORTH CAROLINA BOARD -- WE HAVE BIG OUTREACH IN THE COMMUNITY.

I HAVE CONTACT IN THE COMMUNITY BECAUSE I HAVE A NATIONAL TITLE -- I CONTACTED THE CLUB AFTER THIS.

FOR A COMPANY LIKE VERIZON TO TAKE THOSE SKILLS YOU LEARNED AS A NETWORK OR TO GET MORE INVOLVED IN THE COMMUNITY -- IT MEANS A LOT.

WILMINGTON HAS A HISTORY THAT'S NOT REALLY SPOKEN OF, ABOUT RACIAL TENSION.

AND SO... EVERY DAY, BUILDING TO GET THAT HISTORY WE RECOGNIZE. WE HAVE ORGANIZERS, BLACK LIVES MATTER WILMINGTON.

EVERY DAY FROM 12:00 TO 9:00 P.M. -- VERIZON HAS PROVEN THEY'RE GOING TO DO THE RIGHT THING.

>> WHEN I SAW HANS DONATE DOLLARS TO SPECIFIC AGENCIES AND COMPANIES THAT YOU KNOW... ARE IN THE FOREFRONT OF THE MOVEMENT AND GIVE THAT STATEMENT THAT THIS IS THE RIGHT THING TO DO.

DESPITE WHAT ANYONE ELSE WOULD THINK -- IT MADE ME FEEL LIKE ME AS AN EMPLOYEE, TO EMPLOYEES ALL OVER THE U.S. -- EVEN OTHER COUNTRIES -- WE HAVE PARTNERSHIPS WITH OTHER COUNTRIES -- THAT WE MATTER.

RIGHT NOW... THERE'S A HUGE HETERONORMATIVE IDEA OF THE PEOPLE THAT ARE BEING AFFECTED BY THESE PROTESTS.

GENDER IS LIKE THE SECONDARY KIND OF SUBTITLE.

WE ARE EVERYTHING ELSE AFTER THAT.

IF WE CAN'T HAVE A CONVERSATION INVOLVING ALL LIVES.

WE HAVE STORIES THAT AREN'T BEING TOLD.

THE SAME TIME GEORGE FLOYD HAPPENED, ANOTHER BLACK MAN WAS SHOT BY POLICE IN FLORIDA.

IF YOU'RE INVOLVED IN A SITUATION, DON'T PRESENT AS A GENDER, WHO YOU'RE SUPPOSED TO BE.

IT'S SCARY AND... YOU KNOW, MOST PEOPLE, LIKE ME, WE HAVE TO KEEP OUR HEADS DOWN ANYWAY.

AND ADD A LEVEL OF FEAR.

WE WANT CHANGE TO HAPPEN.

WE HAVE TO BE UP FRONT AND HAVE THAT CONVERSATION.

WE NEED TO SEE THAT WE STAND UP FOR OURSELVES.

THIS IS WHY I MATTER.

AND HOLD IT INSIDE.

>> JEREMY: KRIS, THANK YOU SO MUCH FOR SHARING YOUR STORY AND BEING A LEADER FOR YOUR LOCAL COMMUNITY AND OUR COMMUNITY AS A WHOLE, WHEN WE TALK ABOUT EVERYTHING THAT PEOPLE ARE GOING THROUGH TODAY.

IT'S INCREDIBLE TO SEE THAT.

I WANT TO FOLLOW-UP TO HANS WITH A QUESTION ABOUT THIS -- YOU SEE STUFF LIKE THIS HAPPENING -- YOU HEAR THESE STORIES -- WHAT MORE CAN WE DO AS LEADERS IN THE INDUSTRY AND IN THE WORLD AS A COMPANY LIKE VERIZON?

>> HANS: HEARING ABOUT THE HISTORY AND HOW SHE THINKS WE'RE DOING, AND WHAT WE SHOULD DO.

IT'S VERY IMPORTANT.

I THINK WE HAVE STARTED A CONVERSATION AND LISTENING.

AS A COMPANY.

THAT'S GOING TO LEAD TO MEANINGFUL ACTIONS AND UNDERSTANDING.

AS I'VE SAID SO MANY TIMES -- IN MY LIFE EXPERIENCES, WE'RE DIFFERENT ON THIS, AND I COME FROM THE NORTHERN PART OF EUROPE.

I NEED TO LISTEN A LOT.

INTERNALLY AND TALKING TO THOUGHT LEADERS, EXTERNALLY.

I'M ALSO IN THIS SUBCOMMITTEE AT THE BUSINESS ROUNDTABLE.

WHICH IS 150 LARGEST COMPANIES IN THE UNITED STATES.

WHERE WE ARE DISCUSSING INEQUALITIES AND RACIAL INJUSTICE AND HOW WE, AS LEADERS SHOULD COME TOGETHER AND... I CAN TELL YOU, THE CONVERSATIONS ARE REALLY DEEP AND THEY ARE TOUGH, BECAUSE... SOME OF IT, WE DON'T EVEN KNOW.

WE HAVE EXPERTS HELPING US AND HOW WE'RE GOING TO CONFRONT THINGS.

BUT... I'VE NEVER SEEN SO MUCH ENGAGEMENT AROUND IT.

I THINK THAT'S THE MOST IMPORTANT THING RIGHT NOW.

WE ALLOW AND FOR SOME OF US, WE NEED TO LISTEN MORE THAN TALK.

I THINK WE'RE GOING TO SEE A LOT OF GOOD COMING OUT OF THIS FOR OUR COMPANY, FOR INDIVIDUALS.

BUT... ALSO, NOR -- FOR THE COUNTRY, HOPEFULLY.

WE'RE A BIG EMPLOYER, DIVERSITY AND INCLUSION, AT THE FOREFRONT OF OUR CORE VALUES AS A COMPANY AND IT'S ALSO MY PERSONAL CORE VALUE AS I'VE BEEN MOVING AROUND IN MANY CULTURES AND EVEN PLACES.

THIS IS IMPORTANT, I THINK WE'RE IN A PLACE WHERE THE CONVERSATION NEEDS TO CONTINUE.

THAT'LL BE MORE MEANINGFUL ACTIONS.

AS YOU HEARD LAST TIME, WE TALKED ABOUT THE ERG AND HOW THEY, NOW... HAVE -- ARE DOING A LOT OF WORK AND ENGAGING A LOT -- I THINK IT'S GOOD TO SEE, BUT... AGAIN... THIS IS SOMETHING YOU CAN SAY, THIS IS LONG-TERM WORK THAT HAS TO BE DONE IN OUR CORPORATION, WITH INDIVIDUALS, IN, IN THE MARKET, IN THE COUNTRY.

SO... LET'S CONTINUE THAT WORK.

>> JEREMY: GOOD TIME TO LISTEN TO WHAT IS BEING SAID AND REFLECT ON THAT.

HANS, BEFORE WE WRAP UP TODAY, FINAL THOUGHTS, PLEASE?

>> HANS: THANK YOU.

I'D LIKE TO THANK CHRISTY AND THE TEAM WORKING SO TEDIOUSLY WITH ALL THE DETAILS.

THERE ARE MILLIONS OF DETAILS TO THINK ABOUT WHEN YOU COME TO RETURN TO OFFICE AND ALL OF, THAT SAFE AND HEALTHY, FROM THE NUMBER ONE PRIORITY.

THE TEAM IS MISSING -- NOWADAYS -- WE MEET THREE TIMES A WEEK -- ONLY DISCUSSING THESE TYPES OF THINGS.

THIS IS TOP OF THE MIND ON THE WHOLE EXECUTIVE TEAM, THE DISCUSSIONS, WHAT WE'RE HEARING, SO... AGAIN, ALL THE ENGAGEMENT COMING FROM YOU, V TEAMER -- IS SO IMPORTANT, SO... WE TAKE THE RIGHT DIRECTION.

ENGAGEMENT HAS BEEN TERRIFIC.

WE'RE RUNNING UP TO SPEED EVERY DAY.

IT'S IMPORTANT, THE ENGAGEMENT, HOW MANY VIEWERS WE HAVE IS AMAZING.

THAT TELLS ME THAT YOU WANT TO ENGAGE, YOU WANT TO GIVE US INSIGHTS ON YOUR SITUATION.

MANY OF YOU HAVE NOW BEEN ABLE TO WORK FROM HOME, 14, 15 WEEKS. IT GETS BORING IN SOME CASES.

KEEP THE V TEAM SPIRIT IN A V TEAM SORT OF COLLABORATION UP AND TALK TO EACH OTHER -- THINK ABOUT -- WHO HAVEN'T YOU TALKED TO FOR A COUPLE WEEKS SOME YOU COME INTO THIS AND IT BECOMES BUSINESS AS USUAL -- THINK ABOUT HOW MANY OF US ARE SITTING HOME ALONE AND WORKING, THE SMALL INTERACTION IS SO NEEDED.

THAT IS ALSO FAMILY AND FRIENDS.

BECAUSE... SUDDENLY, YOU COME INTO THIS WORK -- PLEASE DO THAT.

TO THE TEAM OUT THERE THAT NEVER WORKED FROM HOME AND... THE RETAIL STORE EMPLOYEES, AS WELL AS THE TEAM MEMBERS BEING FRONT LINE FOR ENGINEERING AND... DEPLOYMENT, YOU JUST CONTINUE TO FOLLOW THE RULES AND... THE REGULATIONS WE HAVE AND I COULDN'T BE MORE HAPPY TO LISTEN TO CHRISTY WITH ALL THE DEEP RECOMMENDATIONS, THE RULES WE HAVE, THE POLICIES WE HAVE.

AND... OF COURSE, REMIND ALL YOUR COLLEAGUES ABOUT THAT ALL THE TIME -- IF SOMEBODY'S NOT FOLLOWING YOU -- THAT'S A RESPONSIBILITY YOU HAVE, I HAVE, ALL OF US HAVE AS A V TEAMER.

I THINK THAT'S WHERE WE ARE RIGHT NOW

ONCE AGAIN... V TEAMERS, THANK YOU VERY MUCH FOR WHAT YOU'RE DOING EVERY DAY.

IF IT'S FROM HOME, BUSINESS AS USUAL, CRISIS MODE, YOU KNOW YOU'RE DOING IT, RIGHT.

JUST NEED TO CONTINUE THROUGH THIS CRISIS AND... WE NEED TO SEE THAT OUR CUSTOMERS GET THE BEST SUPPORT AND THE BEST NETWORK AND THE BEST PRODUCT AND APPLICATIONS.

THAT'S SO IMPORTANT IN THESE TIMES -- STAY SAFE AND HEALTHY FOR OUR EMPLOYEES.

THE V TEAMERS.

JEREMY, BACK TO YOU.

THANK YOU VERY MUCH.

>> JEREMY: THANK YOU, HANS AND CHRISTY FOR JOINING US.

A LOT OF NEWS LIKE CHRISTY MENTIONED ON THE RESOURCE PAGES FOR YOU -- WHERE YOU CAN FIND ALL THAT INFORMATION SHORTLY.

I WANT TO COVER A COUPLE THINGS BEFORE WE WRAP.

KRIS, IF YOU WANT TO TAKE THE NEXT SLIDE, A LOT OF FOLKS ARE ASKING ABOUT THESE SHIRTS NOW.

WE HAVE ONE AVAILABLE RIGHT NOW IN SUPPORT OF RACIAL JUSTICE -- OUR BOLD EMPLOYEE RESOURCE GROUP HELPED WITH THE DESIGN.

I CAN SEE DIEGO WEARING IT YESTERDAY, DURING HIS MEETING.

IT'S AN AFRICAN-AMERICAN-OWNED BUSINESS.

GLOBAL CITIZENS, GOAL UNITE FOR OUR FUTURE IS THIS WEEKEND.

QUITE A LINE-UP OF ARTISTS, ACTS, PERFORMERS AND APPEARANCES, THAT'LL BE THERE.

GLOBALLY TELEVISED AND DIGITALLY STREAMED, YOU CAN OBVIOUSLY... WATCH THAT ACROSS ALL OF OUR PLATFORMS, INCLUDING OUR OWN YAHOO AND... WILL BE BROADCAST ON TV... CHECK YOUR LOCAL LISTING AND FINALLY TODAY -- I WANT TO END WITH THIS -- THANKS TO THE TEAMS WHO CONTINUE TO SHARE THEIR PHOTOS OF THEIR WALKS FOR RACIAL JUSTICE -- JENSON -- A DEAR FRIEND SHARED THIS WITH ME.

YOU CAN SIGN UP FOR OPPORTUNITIES AT [VERIZON.COM/VOLUNTEER](https://www.verizon.com/volunteer) -- A LOT OF GOOD THINGS HAPPENING... A LOT OF THINGS GOING ON IN THE WORLD.

WE'LL CONTINUE TO KEEP YOU UPDATED.

WE'LL BE BACK WITH YOU AGAIN TOMORROW -- UNTIL NEXT TIME -- YOU'RE UP TO SPEED.