

VERIZON
UP TO SPEED LIVE
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>> Hello. I'm indirect account manager in viva Las Vegas. I have been with Verizon ten years now. Ten years this month. I was born and raised in the Philippines about 40 minutes to an hour from Manila. I have been that person that is a go getter. Let's go after it and let's go. I traveled with my flip-flops, with one luggage and \$500 in my pocket. All I knew I was going to San Francisco and I had a map and my American dream. And now it gives me goose bumps when I think about it. Oh, my good, what was I thinking? It was freezing cold. I used my \$500. And then I started looking for a job. Verizon showed up. They said they were hiring for a part-time customer service rep. Long story short, I got the job. For me, I was resilient, having the patience and human compassion that helped me out not only in my life but in my Verizon carrier. Where I came from in the Philippines, there are places where they don't have electricity. I am so thankful that Verizon has provided me the means of being able to help out. And last month along with my high school classmates, we were able to generate almost \$300,000 pesos so we can buy basic needs, basic food and basic medical supplies and here in Vegas every weekend I make mass with my mother. Here, I have a bunch of this -- I make masks with my mother. There are ones for teachers. This one is for nurses and for men, we have a neutral colored gray. There is so much opportunity within Verizon where we can volunteer. Life matters to the senior citizens or military members, you don't have to be millionaires to be able to help out. Kindness is free.

>> I'm back with another 5G first but this time I'm not showing off a new smart phone or a hot spot. I've got the brand-new Lenovo flex 5G. The first 5G laptop available exclusively from Verizon on June 18. Check out why it's so awesome. For the flex Lenovo flex 5G is a computing platform that gives you the speed of performance of a premium desktop PC and ultrathin modern laptop and gives you access to Verizon's 5G ultrawide band network. You can edit video in the clap while video chatting and get faster response time while gaming. It works great on Wi-Fi and Verizon's 4GLT network. Outside

the Lenovo is crafted from premium aluminum wrapped in soft touch magnesium super comfortable to hold and a wide angle 14-inch touch screen that gives you a perfect balance between portability and userrability. With all day battery life you can work and play from just about anywhere without worry being charging up. Did I mention the flex 5G is a 2 in 1 convertible. Fold it in half and flip it over and transformed in a full-sized Windows 10 tabulate. You can watch movies on a plane. Or use a live in stylus to take notes. Use as a touch screen display. Binge watch favorite TV shows and extremely useful. For business users, Lenovo flex 5G is packed with safeguards to keep your files and personal info away from prying eyes. Includes Windows hello and IR camera that recognizes you and only you. Visit Verizon wireless.com to learn more about pricing. And the new 5G laptop plan and find out about the cool accessories coming out. Until next time, you are Up to Speed.

>> I joined Verizon in January of 2014. I worked in sourcing legal where I am primarily responsible for the negotiation of HR benefits. Ed 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 the time where we realize that just because we are just children we can still make a huge difference in our community and any effort goes a long way. Our friends in Hillsborough founded meals for heroes. We break out a branch.

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

>> We thought it was important to show our gratitude and say thank you. Our main goal is to get meals to a lot of different places. We want to give back to everybody that is actually working during this time. This fundraiser was a triple win because we were able to get support from our friends and family all over North America and we were able to give back to 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 help front line responders.

>> And it made us feel good to get all of the pictures and messages back from the nurses of them enjoying the meals.

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

I feel that is success.

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

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

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

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

>> I am a mother of two and have my elderly father who lives with me in my home. I wanted to say thank you.

>> I just wanted to take a moment to give accolades to Christina for her professionalism, patience and uplifting attitude.

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

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

>> It's always a privilege on earth to be with you and your team. You guys are really synchronized in your vision.

>> My thanks to all of the employees and particularly those of you that are really providing all of us in the world kind of access to information. What you are doing is helping not just the United States but the world stay informed.

>> It was right at that peak where everything changed immediately. It felt like we were building into something that COVID was becoming more and more of a narrative and then all of a sudden, bam! We are there.

>> In a blink of an eye we moved from working in the office to that home based model. I will tell you we never skipped a beat.

>> I think it was the first time we realized that even though the world is changing by going remote, it is still the same. We still have a job to get done. I genuinely think as a company and how we responded we excelled.

>> The organization really leaned in to the situation certainly have

seen individuals and teams go that extra mile to really support their customer and do the right thing for the customer.

>> As our credo says we run to crisis and not away. We have shown time over time and this is no different. The relationship and the service that we provide will make the difference.

>> The trust that we built up over the years was able to overcome the lack of being with somebody face to face. I think our clients are waking up to the fact that Verizon is an immensely capable partner for them.

>> We had thousands of documents proactive call reachouts where we were calling our customers saying we are back up online and working from home. What do you need now? It's made our customers closer to our employees throughout this entire period.

>> They see that we see them as humans. We are here for them and Verizon understands what they are facing and we will do everything in our power to help them through this.

>> Certainly over the last couple of months one of the things that impressed me was the way the team has come together and interestingly I think it's been an opportunity to learn more about the individuals in our extended team and I think inevitably that's got to be a good thing.

>> I'm finding that at all levels communication has just opened up even more. It's not just a status check call. It's a fluid conversation that's happening and I think that's something that's opened my eyes that something so simple can be so impactful.

>> I have talked to more people in IT and logistics than I thought I would talk to and everyone's willingness to step in and help out and make sure the customer experience is at the forefront.

>> Coming off the back of this, I would say it's been a catalyst for more radical thinking.

>> It can prove what we can accomplish and I think that's something to be said. I think it's made us a little more agile, more nimble.

>> I think one of the lessons learned is around how we operate under pressure. We are able to move from emotion to Iraq instantly.

>> I think with a will come out of this is a renewed confidence for ourselves and renewed assurance for ourselves. We can design and deliver for the clients. Many more of our clients are talking to us and treating us like partners and that can only be goodness.

>> We have the networks that moved the world forward. That has never been more apparent than the pandemic and helping out our customers because now we have that very strong purpose of helping and understanding that our customers are vital.

>> My name is Brad and I'm a solution specialist at Verizon. I work out of San Diego and I have been with the company for three years now and it's absolutely amazing. I was diagnosed on April 20th of 2019 with stage four non-Hodgkin's lymphoma with a tumor encasing my T-10 vertebrae. A month prior to that I was going through probably the most excruciating pain I ever dealt with. A lot of functional movement that we do throughout the day I was never able to do. For months no one could tell me what was going on until I read an article that stated you should request an MRI.

So they turned on the computer and they are all right, here is the imaging and you see that little black spot right there, that's a tumor and it's growing at an exponential rate that if you had waited just say a few more weeks, if it touched your spinal court you would not be able to walk ever -- spinal cord, you would not be able to walk again. I had never been given news so detrimental.

Following day I started having surgical team come visit me in the hospital. Now my case alone is about one in seven in the world. They are like we would like to perform the surgery on you but we must tell you will have the 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 even sit up at all without getting the gnarliest head rush, worst pain ever imaginable. I put myself through it so I could walk coming out of it.

With my support system that I had, it felt like just another walk in the park for me and that's what helped me maintain the positive energy. Maintain the positive outlook. My district manager reached out to me every single week checking in on me. Every single week they helped out a lot. They were always there. They tended to everything I needed. I never worked for a company that is as loving or caring as their employees as Verizon is.

>> Today is a good cause. Give the bell a good ring and receive your applause. A month ago know I was given the news I am in remission. That's the news I have been waiting to hear. Now I feel amazing. I feel unstoppable and I feel that I can take life head on. I want to motivate others and I want everybody to feel determined to make the best version of themselves. Don't let the pass to dictate where you want to be in the future. Make this day count and let them power each other and let's build a better future.

>> A lot has happened in our 20 year history. We moved the world forward in so many different ways. And through it all there is one thing that has kept us on the same page.

>> Who is this company we call Verizon.

>> We run to a crisis.

>> Not away.

>> We take crisis and change as opportunities.

>> Not threats.

>> We know teamwork.

>> Enables us to serve our customers.

>> Better and faster.

>> We believe in integrity.

>> Is at the core of who we are.

>> We are committed to be part of the solution.

>> For some of our world's biggest challenges.

>> To make the world in which we work.

>> Better than it was yesterday.

>> We know our best was good for today.

>> Tomorrow we will be better.

>> These are just some of the lines from our Verizon credo. And this

is who our credo is for.

>> Hi, everybody. I'm super excited because today is launch day of the Verizon Visa credit card. Bit of a full circle moment. I have been a customer for ten plus years so I'm really excited there is a credit card available that gives you all kinds of amazing things like 4% on groceries because so many of us are cooking at home right now and figuring out how to make sour dough bread or banana bread or cooking for your family. We should know how to prepare at least a couple of meals. Get things 4% on gas. You get 3% on takeout or delivery. Or even go in a restaurant which a lot of us aren't going to restaurants now. When the time comes it will be nice to know you get 3% on that and support your small businesses and still do takeout from all of your favorite restaurants. 2% on your Verizon bill which is major because everybody who has a Verizon bill can benefit from that and 1% on your on-line shopping so you can buy dog toys for your pet if you like.

>> Big thanks. To kick off our sleek Verizon Visa card. Look at that. Can't wait to get my hands on one of those and. I'm hanging for d Hankering for sour dough now and with that we say hello. Happy Friday. Welcome to Up to Speed live Friday edition. Hope you had a fantastic week. I certainly did. It was a busy week. We had so many announcements like the credit card. We are helping more customers avoid robo calls. 5G home in Houston, number lock, as for me personally it's been a week full of learning at our leadership learning. We were hosting and moderating with our leaders. First with Diego and marketing leaders and the last two days I have been spending with our VBG team hosting their meeting. I will say it's nice and kind of nice to take a break here on Up to Speed live with all of you going through things and making sure --

>> A break? Who said you could have a break?

>> Is that Tami? Really?

>> Yes it is. I can't resist the opportunity to just take over your Up to Speed because I know you need that break.

>> Well, what a surprise, Tami Erwin. Thank you for joining us on Up to Speed live. Break.

>> Only a couple of minutes, Andy. You had a very busy week as you hosted Diego's leadership and then a chance to host our leadership in the last day and a half and I want to thank you for the job you

have done. We had a chance to meet your mom yesterday which was pretty special. It was one of only many things that we did in the two days that we have been together as a leadership team. Let me first just acknowledge and say congratulations to Frank and Ronan and the entire consumer team for the launch of the Verizon credit card. I got mine in the mail this week so I'm super excited. I can do more of that virtual shopping and do it from home which is awesome. What a great extension of our brand. Wait until you see how it's packaged. Unlike any other credit card. Very consistent with our brand around innovation and trust.

Let me do a quick recap of what we have been doing. We had about 500 employees on from around the world that are part of the VBG team and we had an opportunity to really do a look back at the first half. What we have accomplished, all of the things we anticipated and all of the things that we could never have imagined as we saw COVID hit very hard starting in our international markets and then move its way into the U.S. We've talked about how we reacted and responded with the expectation, employee safety as our priority and the work that we have done to make sure that we showed up on behalf of our customers and really how we have been able to play a critical role in the recovery plans that so many of our customers have put in place. We had a chance to talk and spend some really in-depth dialogue and conversation around what's happening in the world and specifically here around racial injustice. And our opportunity as leaders to really be thoughtful about how we listen, how we learn, what actions that we can take every single day so we take what has become a moment into a movement. An opportunity for us to really reset how we think about how we engage and our role as leaders, our role as citizens of the world to really make a meaningful difference in how we show up on behalf of our thoughts around race and having difficult conversations and getting comfortable with that. So that's been an important part. We had kind of a look around the world as John gave us an update on everything that's changing around the world whether it's what's happening in Hong Kong, what's happening in China, what's happening here in the U.S. as we think about and plan for the elections upcoming and how that impacts our business.

We recognize and acknowledge the importance of closing out the second quarter. We are almost done with the quarter and how we show up in the results we deliver are meaningful because we have made a commitment as we talked about providing guidance on EPS for the quarter. It's important that we then deliver on those expectations. With that, we kind of closed out the first half and are now leaning into and looking forward.

As we look at the first half it was about reacting and responding. It was about making sure that we acknowledge what would be the impact of the recession on our business. Now it's about leaning forward and understanding that the fog is beginning to lift. While there are many things we don't know about the second halves what we do know is that we have an opportunity to reimagine new models, new products as we lean in on our 5G leadership.

In 2019, we got a lot of recognition -- we got a lot of recognition from our customers about the many 5G first. The 5G first in mobility, fixed wireless, 5G first in mobile edge compute. And now as we begin to see the fog lift in the second halves we will lean back in to making those solutions really come to life for our customers and that's a very exciting place to be. So making sure that we are aligned that everybody understands what we must do in the third and fourth quarter to regain revenue growth.

Within the Verizon business group we talked about the importance of business transformation. We talked about the importance of investment. We talked about the expectation that with investment comes a responsibility and an obligation to deliver on results. And one of the things we had a chance to do yesterday was hear from the captain. So get outside of our world and spend half an hour with Derek Jeter and it was awesome. What we heard, it was like he had been in the room with us. He talked about the power of leadership. He talked about the importance of engaging in the conversation, about social and racial injustice. He talked about the importance of failure and dusting yourself off and learning from your failure and moving on. He talked about the expectation of hard work. It was really a great dialogue and conversation from somebody who has had a huge impact not only in the sports world and now leaning in around having an impact here around important topics.

I close with a question with him last night and I said: If you were going to give anybody advice, what would the advice be? He gave us some powerful input. Number one, dream big. Number two, he said work hard. Number three, he said no excuses. And number four, he said expect success but it will come with some failure along the way. Get back up and get back to work and no excuses. Boy, if there is ever a message that is so powerful for the Verizon business group, that's it. We got a lot of hard work to do until the second half. We know what we need to do and we don't accept excuses and we expect to win.

I will tell you it's been a great day. I want to do a huge shout out to the international team. We have people around the world. Our colleagues in Australia and Hong Kong, it is past midnight on Friday night and for those in Europe it certainly is passed 5:00. It's been a great day and a half.

>> Absolutely, Tami. So great to hear from the captain and of course for our international teammates who are staying up and burning the midnight oil. Happy Saturday to all of you. Truly a team effort all around the globe. With that, you know, those teammates are connecting the largest enterprises around the world. They are working from home and we want to make sure to highlight that. Here is a video etc introduce you to our teammates around the world.

>> Right now my current home office is in Athens, New York. Out of my house. My office location I'm usually at is in Albany, New York.

>> I live in Thailand on the border and I live commuting daily.

>> I stay with my son and husband.

>> Some of the biggest challenges when I first started working from home I guess the first is managing my work life balance. With a I have to do is designate an area of my house to be my work office and an area for my daughter and wife and home schooling and both concentrate on daily tasks.

>> The one thing about being able to meet your family for everything meet at the table if you ask me is a dream come true, especially if you are a mother. You know I'm -- I'm whipping up these meals. No easy task at all.

>> I schedule my lunch around wife and daughters during school time so we can go on daily walks and we create these positively rocks and plant them around the community to spread joy and inspiration in our community and I did a chat. I put that out there. That was on the front of my driveway.

>> I bought myself a new bike so I can also -- explore the area from a different perspective.

>> We picked up kayaking and we go turtle hunting where we look for a different turtle. My daughter has her binoculars out there.

>> The one thing I have to admit I'm successful now is keeping fit.

I have a few things I'm doing more regularly than usual. If I could add to it being more disciplined with food, I'm going to go out of the situation really fit.

>> Stay positive. Be creative. Leverage the technology that we have. There is so much out there and teach others how to use it grandparents, parents. Stuff like that to keep them connected. Don't lose that personal connection.

>> It does not mean you are not connected. It's important to us -- socially connecting with folks. The family mentioned we are all in together and we are joining forward. It's about the Verizon and the whole family and all of the other families to help each other. Let me stop here. I want to stop to say thank you to Verizon and the leadership.

>> Fantastic. Of course, those words all in. You heard it from Tami before, but truly we are emphasizing all in that video as our teammates all over the globe are making sure that we stay connected and our customers stay connected. As we head to Tami for a quick Q&A, I want to talk about those V-teamers around the globe. You mentioned some are in Hong Kong and Australia. It's bedtime for a lot of them. How important is the global business and presence to what you are doing?

>> So first of all, the video touched my heart. I want one of those rocks and the beauty of the team that we have at Verizon. 135,000 employees around the world and the importance of what our international teammates do to serve our customers. Sometimes we think about the network here in the U.S., but I think it's important to remember that Kyle and his team as we think about the IT back bone we deliver around the world. We have nine security operation centers that operate around the world. So from a network standpoint, from a sales standpoint, from a service standpoint, the work they do is absolutely essential.

About 65% of our enterprise businesses today are multi-national so they expect us to operate as a unified business around the world. I couldn't be more proud of the work that our teams have done. Whether it's the security that we offer the Australian government or the work that we have done for tesco in the UK or I think about the work that's been done even just this week for Bayer in Germany and nice win around the world we are seeing our employees show up on behalf of our customers. What I hear from every customer around the world is a huge thank you for the work that our teams are doing because we sit as an essential partner for every customer. We sit at the center, the

epicenter of how they build their businesses, how they connect with their employees, how they think about digital transformation.

So the work our international team does is absolutely essential. And one of the things that I really appreciated is we are every couple of weeks we are doing a call with the EMEA team and the Asia Pac team. What are the things that are unique to their countries and to them as they think about coming back into the work environment. We learned a lot together. They contributed an amazing and significant ways and I'm so proud to have the international team be an essential part of what we do at Verizon business.

>> Absolutely, Tami. Anywhere around the world we know that these are unusual times so when it comes to our customers, are they slowing down a bit or really turning up the heat when it comes to looking for ways to innovate?

>> I think we just added fuel to digital transformation. It is really, really exciting to see. We had a chance since we came together as Verizon business 15 months ago, we talked to customers around the world about what are their plans? We talked about the 5G built right. We talked about what is the digital transformation road map you are building? And the reality is that people have stopped and realized that over the last 100 days they accelerated digital transformation in a way they couldn't imagine. We call it realtime transformation instead of business transformation because it's happening realtime. One of my customers said to me the other day, we just had a sling-shot of our digital acceleration plan because of COVID. What people are realizing and Verizon business group is a great example of this. We have 99% of our employees working from home right now. If you asked me that question six months ago, I would have said it was impossible. Yet we all learned to say anything is possible when we are faced with a crisis and it's giving us a chance to reset and think about what we've learned, how that changes our mind set. What other enterprise of the business might look like. For us within Verizon business it's given us a chance to not only acknowledge and recognize as a partner in crisis, but acknowledge and recognize as a partner who is innovating for the future and a partner that will be essential as businesses accelerate that digital transformation journey.

>> Tami, thank you so much for your thoughts on everything happening in our world and with our customers and thank you. We will join you again from the leadership meeting and appreciate the break. Thank you very much. I'm going to join you in 15 minutes and we will start that leadership meeting one more time and finish strong. Tami, thank

you so much.

As we close our Up to Speed live this Friday, I do want to make a quick mention of global citizen this weekend. We can put up that slide there and this is happening Saturday June 27. It's a globally televised digitally streamed special that will highlight the disproportionate impact COVID-19 has had on our marginalized communities and just a huge list of stars. They are hosted by Dwayne the rock Johnson. Performances by Chloe Halle. Coal play, Jennifer Hudson, usher. So both events are streamed widely across platforms including our own Yahoo! and the concert will be broadcast on TV as well so check your local listings and make sure you take a look and take action by visiting global.citizen.org.

With that, I would like to say thank you to all of you. Hope you had a fantastic week. I know I have. And obviously we are doing a lot. Not only for our customers but for our team and so our teams all over the globe just want to say thank you for all of your fantastic work. It's a privilege to share your stories and have a fantastic weekend and until next time you are Up to Speed.