

Verizon

Up To Speed Live

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>> Hello. I'm currently an indirect account manager based here in viva Las Vegas. I've been with Verizon for ten years now. I was born and raised in the Philippines which is near manila. I've been that person that's always a go-getter. Let's go out there 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. I had a map and my American dream. And it still gives me goosies when I think about it. I'm, like, oh, my God, what was I thinking? It was freezing cold. I used my \$500 to get boots because I was freezing. I started looking for jobs. Verizon showed up. Long story short, I got the job. Along the journey, my journey here in the U.S., being resilient and also having human compassion has helped me out not only in my life but also in my Verizon carrier. So where I came from in the Philippines, there's places where they don't have electricity. I am so thankful that Verizon has provided me being able to help out. And so last month along with my high school classmates, we were able to generate almost 300,000 so we could buy basic needs, basic food, and basic medical supplies. And here, Vegas, every weekend, I make masks with my mother. So here, I have a bunch of them already cut. There's different types. There's one for teachers, one for nurses, and for men, we have a neutral color gray. There is so much opportunity within Verizon where we can volunteer. Because life matters to the senior citizens or to our military members. You don't need to be millionaires to be able to help out.

>> Hey, I'm back with another 5G first. But this time I'm not showing off a new smartphone or even a hotspot. Today I've got the brand-new Lenovo flex 5G, the world's first 5G laptop available exclusively from Verizon on June 18th. Let's check out why it's so awesome. First up, the Lenovo 5G is powered by the new snapdragon. It's a computing platform that gives you the speed of performance of a premium desktop PC featuring a thin and modern laptop. It gives you access to Verizon's broadband network so you can collaborate with multiple people in realtime, add video in the cloud while chatting and get faster response time. It also works great on Wi-Fi and on the 5G network. On the outside, it's crafted from premium aluminum wrapped in a soft touch magnesium that's super comfortable to hold. It also has a wide angle 14-inch touch screen that gives you a perfect balance between portability and usability. You can work and play from just about anywhere without worrying about charging up. Did I

mention that the flex 5G is also a two in one convertible? Simply fold it in half, flip it over and it transforms into a full-size Windows 10 tablet. You can easily read long articles in bed, watch movies on a plane without not having to worry about having room for a laptop or sketch or take notes. Your kids can use it as a touch screen display for remote learning. Kick back and watch your favorite TV shows. Extremely useful if someone is hogging the TV to watch real housewives. It's packed with safeguards to keep your files and personal info away from prying eyes and includes enterprise grade security features like Windows hello and an integrated camera that recognizes you and only you. Visit Verizonwireless.com for more info to find out all about the cool accessories coming out. Until next time, you're up to speed.

>> I joined Verizon in January of 2014. I work in sourcing legal where I am primarily responsible for the negotiation of HR benefits. The credo at Verizon, it really sets the foundation of how you are as an employee, but also that spills over into how you are as a person outside of Verizon. We have embodied that here at home.

>> This really is a time 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 a long way. Our friends in Hillsborough founded meals for heroes. We worked with them to branch out and start a branch in New Jersey.

>> I'm really happy and appreciative of all the nurses and front-line 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 give back to everybody who is actually working during this time. This fund razor 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're not getting their normal customers. And then we're able to use those meals to help front-line responders.

>> It made us feel really good to get all the pictures and the messages back from these nurses then 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 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 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 you.

>> I am a mother of two and have my elderly father who lives with me in my home.

I just wanted to say thank you.

>> I just wanted to take a moment to give accolades to Christina 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 and honor 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.

>> It was really right at that peak where everything changed immediately, right? It felt like we were building to something as COVID was becoming more of a narrative and then all of a sudden, Bam, we're there.

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

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

>> The organization really leaned in to the situation, and certainly I've seen individuals and teams go that extra mile to really support the customer and do the right thing for the customer.

>> As our credo says, we don't run away from crisis and we have shown it time over time. And this is no different. The relationship and the service that we provide will make the difference.

>> The trust that we've had over the years was able to, you know, overcome the lack of being with somebody face to face. I think our clients are waking up to the fact that, you know, Verizon is, you know, an immensely capable partner.

>> We had a thousand documented call reachouts where we were calling our customers and saying hey, we're back up online. We're working from home. What do you need now? It's made our customers closer to our employees, I think, by and large, throughout this entire period.

>> They see that we see them as humans, that 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's really impressed me is 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 going 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 really opened my eyes. That something so simple could be so impactful.

>> I've talked to more people at IT and logistics than I've ever talked to and I think everyone's willingness to step in, help out and really make sure that the customer experience is forefront has been the most impressive thing that I've seen.

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

>> We've almost proven to ourselves what we can accomplish, and I think that's something to be said. I also 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 are able to move from emotion to action instantly.

>> I think 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. Though the difference now is rather than being treated like a supplier, many more of our clients are talking to us and treating us like partners. And that can only be good.

>> We build the network that can move the world forward. That has never been more apparent because now we have that very strong purpose of helping and understanding that our customers are vital.

>> My name is Brad. And I am a solutions specialist at Verizon. I work out of San Diego. And I've been with the company for three years now. And it's absolutely amazing. I was diagnosed on April 20th of 2019, with stage 4 non-Hodgkin lymphoma with a tumor that was encasing my teeth and vertebrae. A month prior to that I was going through part of the most excruciating pain I've 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 a certain article that stated you should request an MRI. So they turned on the computer. They're, like, all right. So here's the imaging, and then you see that little black spot right there? That's a tumor. And it's growing at a very exponential rate that if you had waited just, say, a few more weeks, if it touched your spinal cord, you would not be able to walk ever again. That right there broke me down. And I had never been.

Given news so detrimental. The following day I started having surgical teams come and visit me in the hospital. Now my case alone is about one in seven in the world. They were, like, hey, we would love to perform this surgery on you, but we must tell you that you will 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 even sit up at all without getting the gnarliest head rush, migraine. The worst pain ever imaginable. I put myself through it so that 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, he 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've never worked for a company that's as loving and caring for their employees as Verizon is.

>> About a month ago now, I was given the news I'm in remission. That's the news I've been waiting to hear. Now I feel amazing and I feel unstoppable. And I feel like I can take life head on. I want to motivate others. I want everybody to feel determined to make the best version of themselves. Don't let the past dictate where you want yourself to be in the future. Make this day count. Let's empower each other and let's build a better future.

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

>> Who is this company that we call Verizon?

>> We run through a crisis.

>> Not away.

>> We see crisis and change as opportunities.

>> Not threats.

- >> We know teamwork --
- >> Enables us to serve our customers --
- >> Better and faster.
- >> We believe 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'll be better.
- >> These are just some of the lines from our Verizon credo. And this is who our

credo is for.

>> So awesome to see that rainbow of color - all of those V Teamers finding ways to connect and get together, albeit mostly virtually, to show their PRIDE. Hey everyone -welcome to Up To Speed. It's Monday, June 29, and we've got a big week ahead. Tomorrow, June 30, 2020 is officially our 20th anniversary - when Bell Atlantic and GTE came together to form Verizon. In honor of this milestone, Verizon will be ringing the bell to open the New York Stock Exchange tomorrow morning. And for tomorrow's episode of "up to speed live" at noon, Jeremy will be coming to us live from New York City for tomorrow's episode with some special guests. Definitely a Show you don't want to miss. And, in conjunction with our 20th anniversary, we're launching a new series called "My why" which chronicles the Verizon journeys of 20 V Teamers. We've got a little teaser for you today - take a look.

>> When do we realize our potential on and off the job? Where have we succeeded and where will we go next? Why do we do what we do at Verizon? Every minute, every day, every year. For 20 years and counting. >> Tune in tomorrow for the first employee video in that series. As part of these interviews, employees are sharing why they joined Verizon, and what's made them stay. And you'll undoubtedly hear a lot of reasons - our commitment to each other is one of them. And, nowhere was that more evident than when Jeremy Washburn shared their coming-out story, and the support received from their V Team family to be their authentic self.

This is one of the most compelling stories we have shared so far in pride month. Take a look.

>> My name is Jeremy Washburn. I use they/them/their pronouns. I'm a solutions architect based in Ohio. I came to terms with my gender identity late in identify. I was well into my 30s and I really didn't understand everything. It wasn't something that was on my radar. I leveraged Verizon's resources where you can go out and have meaningful conversations with professionals. As I started work through my own identity, I became terrified. The struggle of your identity not completing matching up what you're seeing is, it's torture. Somebody who identifies as transgender, it's what you see when you look in the mirror. It's when you're asked to turn in your picture for your ID badge at work. When you need to put an **avatar** on LinkedIn, it's hard. It's not until we let those things go to say, hey, listen. You can't change who you are. You are who you are. Be the best person you can be. And let that be what people judge

you by. In 2017, I had a conversation with my manager that I told him I was transgender. Ray is super fair and just from knowing him is compassionate and understanding person. I think the only thing preventing me from having that chat with ray was me. Every week can seem like a year as you're thinking through your head, how am I going to have this conversation? So much fear. Ray's been fantastic. He's been a real asset to my journey. He couldn't have been more supportive. In fact, he was more confident in having that conversation than I was. In 2018 there was an email that went out that Verizon was going to participate in the stonewall Columbus pride festival. And I thought, is this really -- this is something I'd like to go to. This is something that I think I should be a part of and I want to be a part of. But I was instantly thinking of all the reasons not to do it. And ray came over. And said, are you going to go? Are you going to do that? Are you going to walk in the parade? I said, I don't know. I don't know. I'm not sure. Ray said, okay. Well, he said, if you don't have somebody to walk with you, I will. And then I had him as an ally. Not just a manager but I had an ally. Coming out at Verizon has been easier than coming out in aspects of my own personal life. We have a credo. We follow the credo. It's the real deal. They get diversity makes us better and it's important for us as leaders, for us as managers, as individual contributors to uphold that part of the credo. So many things that I worried about, they were unjustified, and I gave them so much dominion over how I would respond to having those conversations, that I would delay conversations because I presumed acceptance would not be there for me. It's a long road, but sometimes we walk it alone. And we just don't have to. It's great to find friends that are in the community, ask them questions, ask them how they work through different scenarios. Just because their experience, doesn't mean you'll have that experience. I can tell you, have those conversations, think through some of those things but don't let yourself stop you.

>> Jeremy, thank you so much for sharing your story. And Jeremy is one of the leaders of our LGBTQ employee resource group. And this year, Verizon ERG Grobe and prism, Verizon Media's LGBTQ organization, came together to form Prism of Verizon. And they've hosted a few events to celebrate PRIDE this month. Including this fun event. On a Sunday earlier this month, Prism Of Verizon members joined an online event where they were led through making a multi-layer rainbow cake. And, as you can see from these photos, the results were not only amazing to look at, but I hear, a joy to eat. Beyond just celebrating among the V Team, we used Verizon Media's BUILD platform to have important dialogue on the heels of a landmark Supreme Court decision. Hosted by Build's own Monet X-Change hosted an engaging conversation addressing ways we can all advocate change. Take a look.

>> If you had one call of action, to people watching this broadcast or people who may watch it later or who may watch it five years from now, what is your one call to action that you would say? Let's start with you.

>> Well, I mean, it's what I said before. It's why my uncle gave his life is to be visible, is to being an everyday hero. I mean, my uncle said it best. You don't have to be marching in the street. You don't have to be -- you need to be authentic. You need to take off your mask and you need to stand up.

>> Check out the full event, a full replay. And speaking of being an advocate for change, you've got to meet V teamer Kris Makande. Kris is a customer care rep in Wilmington, NC, who's been on an extraordinary journey. Kris is a navy vet, parent of 2, and part of the LGBTQ community. It's not gender, sexuality, or race that defines Kris but the way people are treated. Again, this is one of the most compelling stories we've shared throughout pride month, and you'd be remiss if you missed it, so take a look.

>> My name is Kris. I'm a Navy veteran, mother of two. I don't like to classify myself as one gender. I feel like today I might feel like a princess with my daughter when we do a tea party. Tomorrow I might feel like a big old lumberjack. It's something you fear. To actually think about (Indiscernible) and how it's going to affect me, be ostracized. The fact that Verizon educates people on their website on how to have that conversation. Because you see resources like Verizon, especially in North Carolina, I don't have to have that anxiety. Event coordinator for the Wilmington, North Carolina, prism. We do some outreach in the community. I have the contact because I contacted this club and for a company like Verizon to take those skills that you learned as a networker and to use it 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 it's been kind of this everyday building to get that history be recognized. My daughter's father and the other organizers of black lives matter of Wilmington, they have permits to protest every day. When I saw Hans to the 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 and this is where Verizon's going despite what anyone else would think, it really made me feel like me as an employee, whether it's a small employee to employees all over the U.S., even other countries because we have partnerships with other countries that we matter. Right now there's this huge hetero-normative idea of people being affected by these protests. It transcends that. Gender is just like the secondary kind of subtitle because at the end of the day, most African-Americans, we are black first. We are everything else after that. We can't obviously have a conversation involving all lives, then it erases that narrative to all lives matter. We have stories that are being told. At the same time that George Floyd happened, an African-American trans man was shot by police in Florida. There's also that fear and that double-impacting nightmare, if you're involved in a situation and you don't present to the gender that they assume you're supposed to be, your whole existence skips race. It's scary and most people like me just got to keep our heads down anyway and it adds a level of fear. We want change to happen, we have to be the educators. We've got to be up front and have that conversation. You've got to be able to stand up for yourself and say I matter first. This is why I matter. And you have to hold it with pride.

>> Kris, Jeremy, thank you so much for sharing your stories with us during pride month this June. If you're still looking for ways to show your support for pride, we've got a couple ideas for you. We've got all the details on the web for how you can get one of these shirts for yourself, and maybe a friend or two. V Teamer and Systems Engineering Specialist Jason Trometter reminds us that we can still hop on our bikes or pull on our sneakers and ride and run with PRIDE. Use the app Zwift to virtually join these events and train with fellow Pride participants every Tuesday and Saturday in June. Zwift is donating \$25,000 to Athlete Ally. Still one more chance to do that

tomorrow! In the spirit of saving the best for last, tomorrow, the last day of Pride Month, join Prism by Verizon and special guests from PFLAG, Human Rights Campaign, The Trevor Project and more for the Voices of Pride event tomorrow afternoon at 3pm ET. All of the details are on the web.

And speaking of tomorrow as I mentioned at the top of the broadcast, we'll be back with you from New York City as we celebrate Verizon's 20th anniversary. Definitely an episode you don't want to miss. We'll see you then. And until you then. And until next time, you're "up to speed."