

**VERIZON  
UP TO SPEED LIVE  
July 6, 2023 11:30 AM ET**

>>> HEY, V TEAM.

HAPPY THURSDAY! WE HOPE YOUR WEEK HAS BEEN GREAT SO FAR. THANKS FOR TUNING IN TO "UP TO SPEED LIVE." WE'VE GOT A GREAT SHOW TODAY WITH A FEW SPECIAL GUESTS HOPEFULLY. WE ARE OFFICIALLY INTO JULY, WHICH MEANS IT'S DISABILITY PRIDE MONTH -- A TIME FOR US TO HONOR THE HISTORY, ACHIEVEMENTS, EXPERIENCES, AND STRUGGLES OF THE DISABILITY COMMUNITY. OUR EMPLOYEE RESOURCE GROUP A.D.V.A.N.C.E. STANDS FOR ADVOCATES FOR DISABILITY, ACCESSIBILITY, NEURODIVERSITY, AND CAREGIVER EMPOWERMENT AT VERIZON, AND HAS PROGRAMMING ALL MONTH TO RECOGNIZE DISABILITY PRIDE MONTH AND WHO BETTER TO KICK OFF THIS MONTH THAN EXECUTIVE SPONSOR, CHIEF COMMUNICATIONS OFFICER, JIM GERACE. LET'S TAKE A LOOK.

>> HELLO, V TEAMERS. AS THE EXECUTIVE SPONSOR OF VERIZON A.D.V.A.N.C.E., I'M PROUD TO KICK OFF DISABILITY PRIDE MONTH AND HONOR THE HISTORY AND EXPERIENCES OF PEOPLE WITH DISABILITIES AND RECOGNIZE THEIR MANY CONTRIBUTIONS. AT ITS CORE, DISABILITY PRIDE IS A CELEBRATION OF INCLUSIVITY, BUT IT'S ALSO AN OPPORTUNITY TO LEARN ABOUT THE CHALLENGES THAT PEOPLE WITH DISABILITIES FACE AND HOW WE CAN DIAL UP OUR ADVOCACY TO BE STRONGER ALLIES. IT'S BEEN A PRIVILEGE TO SEE VERIZON A.D.V.A.N.C.E. AND ITS NEARLY 6,000 GLOBAL MEMBERS IN ACTION AND ALL THE WORK THAT THEY HAVE DONE TO CREATE AN INCLUSIVE CULTURE WITHIN VERIZON, SO THAT ANY V TEAMER LIVING WITH A DISABILITY, SEEN OR UNSEEN, FEELS A SENSE OF BELONGING AND HAS THE SUPPORT THEY NEED TO SUCCEED. OUR COMMITMENT TO INCLUSION OF COURSE EXTENDS BEYOND OUR WALLS, AS WE KNOW TECHNOLOGY AND CONNECTIVITY ARE KEY TO UNLOCKING A MORE EQUITABLE

FUTURE.

AND FOR THE 1.3 BILLION PEOPLE LIVING WITH A DISABILITY, YES, THAT'S 1.3 BILLION, A FASTER NETWORK AND SMARTER TECH COULD VERY WELL MEAN OPENING UP A WORLD THAT ONCE SEEMED OUT OF REACH, RESULTING IN GREATER QUALITY OF LIFE, ACCESS, AND INDEPENDENCE. THAT'S WHY WE ARE ACTIVELY INVOLVED IN COALITIONS LIKE DISABILITY INN AND THE VALUABLE 500 TO ENSURE DISABILITY INCLUSION IS A LENS WE BRING TO EVERYTHING, FROM HOW WE SUPPORT OUR V TEAMERS TO HOW WE SHOW UP FOR OUR CUSTOMERS AND DESIGN FUTURE INNOVATIONS.

SO IF YOU'RE WONDERING HOW YOU CAN CHAMPION DISABILITY INCLUSION, THE BEST PLACE TO START IS BY JOINING THE A.D.V.A.N.C.E. EMPLOYEE RESOURCE GROUP AND ATTENDING THE EVENTS AND OPPORTUNITIES THEY HAVE PLANNED THROUGHOUT JULY.

CHECK OUT INSIDE VERIZON TO SEE HOW YOU COULD GET INVOLVED AND CELEBRATE DISABILITY PRIDE.

>> ALRIGHT, AWESOME, JIM, THANK YOU FOR THAT.

ALSO REMINDER OF HOW WE CAN SUPPORT AND ADVOCATE FOR THE DISABILITY COMMUNITY.

ALRIGHT, NOW, MOVING ON, TEAM, THE EXCITEMENT KEEPS ON ROLLING. VERIZON WAS RECENTLY AWARDED 2023 BEST COMPANIES FOR DEI FROM BLACK ENTERPRISE. THE BLACK ENTERPRISE SURVEY LOOKS AT WORKFORCE COMPOSITION, SENIOR MANAGEMENT, BOARD REPRESENTATION, SUPPLIER DIVERSITY, AND TRACKING CORPORATE RACIAL EQUITY PLEDGES.

TRACI SANDERS ACCEPTED THE AWARD AT THE EVENT IN NEW YORK CITY.

THIS IS EXTREMELY EXCITING BECAUSE IT'S THE FIRST TIME WE COMPLETED THIS SURVEY TO EARN THIS AWARD.

THE AWARD SHOWS OUR COMMITMENT TO DEI AND THE AFRICAN AMERICAN/BLACK COMMUNITY. TO LEARN MORE ABOUT THE AWARD JUST HEAD OVER TO TODAY'S STORY.

ALRIGHT TEAM, LET'S NOW TURN TO NEWS THAT SHOWS OUR COMMITMENT TO CLOSING THE DIGITAL DIVIDE. YOU MAY BE FAMILIAR WITH ACP OR

THE AFFORDABLE CONNECTIVITY PROGRAM, A GOVERNMENT PROGRAM  
RAN BY THE FEDERAL COMMUNICATIONS COMMISSION TO  
HELP PROVIDE ELIGIBLE HOUSEHOLDS AFFORDABLE INTERNET SERVICE.  
WELL, WITH DIGITAL INCLUSION BEING A CORE TENANT OF CITIZEN  
VERIZON, OUR RESPONSIBLE BUSINESS PROGRAM, VERIZON IS A  
PROUD PARTICIPANT OF ACP, WITH THE VERIZON FORWARD PROGRAM,  
OFFERING QUALIFIED CUSTOMERS FREE VERIZON HOME INTERNET  
SERVICE WITHOUT HIDDEN FEES OR ANNUAL CONTRACTS, AND NO  
EQUIPMENT CHARGES OR DATA CAPS.

TO SPREAD AWARENESS OF ACP AND HIS VALUABLE PROGRAM, THE  
VIRGINIA VEC AND WNO TEAM PARTNERED UP FOR A SERIES OF ACP SIGN-UP AND  
INTERACTIVE EVENTS AT LOW-INCOME PROPERTIES  
THROUGHOUT NORTHERN VIRGINIA WHERE THEY SIGNED UP RESIDENTS  
FOR ACP AND VERIZON FORWARD, AND SHARED MORE ABOUT OUR WIRELESS OFFERINGS.  
THE TEAM ALSO USED THIS EVENT AS AN OPPORTUNITY TO INVEST IN THE  
DIGITAL LITERACY OF THE YOUNGER GENERATION, EDUCATING THEM ON  
THE HISTORY OF TELEPHONES AND OFFERING FUN ACTIVITIES TO  
UNDERSTAND COPPER CONNECTIONS, HOW FIBER TRANSMITS, AND EVEN  
SEE OUR BUCKET TRUCKS AND PRETEND MANHOLES TO DEMONSTRATE  
THE BACK-END OF HOW OUR TECHNOLOGY WORKS.

REALLY GREAT WORK, TEAM!

I LOVE THAT YOU TOOK THE TIME TO INVEST IN OUR FUTURE GENERATIONS' KNOWLEDGE  
AND UNDERSTANDING OF THE TECHNOLOGY AROUND THEM.

NOW, V TEAM, IF YOU KNOW SOMEONE  
WHO COULD BENEFIT FROM ACP AND THE VERIZON FORWARD PROGRAM,  
CHECK OUT THE LINK IN TODAY'S STORY FOR MORE INFORMATION ON ELIGIBILITY.  
AND SPEAKING OF INVESTING IN OUR  
FUTURE GENERATIONS, NOT TOO LONG AGO I HAD THE PLEASURE OF  
ASSISTING WITH THE TECH VOYAGERS SUMMER IMMERSION TECHNOLOGY  
PROGRAM ORGANIZED BY THE GLOBAL NETWORK AND TECHNOLOGY TEAM.  
FOR AN INTERSTELLAR WEEK, OVER A 1,000 MIDDLE SCHOOL AND HIGH  
SCHOOL-AGED CHILDREN OF GN&T V TEAMERS WERE SENT TO GALACTIC  
HEIGHTS LEARNING AND IMMERSING THEMSELVES IN THE VERY

TECHNOLOGY THAT THEIR PARENTS  
WORK ON TO SHAPE THE FUTURE OF TECH.  
THE STUDENTS OF TECH VOYAGERS PARTICIPATED IN A VARIETY OF  
I.D. TECH CLASSES THAT TAUGHT THEM HOW TO CODE WITH PYTHON,  
CREATE THEIR OWN 3D GAMES,  
EXPERIMENT WITH ARTIFICIAL INTELLIGENCE AND MORE.  
PLUS, THE WEEK WASN'T COMPLETE WITHOUT EXCITING LESSONS FROM  
OUR VERY OWN V TEAM TO LEARN THE COMPONENTS OF THE PHONE, 5G 101,  
CLOUD GAMING, HOW WE'RE INNOVATING SPORTS, A TOUR OF THE  
BOSTON INNOVATION LAB AND A LOOK AT OUR PUBLIC SAFETY ASSETS.  
PLUS, THE TECH VOYAGERS ALSO HAD  
QUITE THE ROSTER OF GUEST SPEAKERS INCLUDING HANS,  
PRESIDENT OF GLOBAL NETWORK AND  
TECHNOLOGY, JOE RUSSO, AND CHIEF TECHNOLOGY AMBASSADOR NICKI  
PALMER, WHO CHAMPIONED THE PROGRAM AND SHARED HER WISHES  
FOR THE STUDENTS TO UNDERSTAND  
HOW WE HELP DRIVE INNOVATIONS AND PUSH THE BOUNDARIES OF  
TECHNOLOGY -- ALL WITH AN OPEN INVITATION FOR THE YOUNGER  
GENERATION TO EXPLORE THEIR  
INTERESTS IN S.T.E.M. AND JOIN US IN BUILDING THE FUTURE.  
I JUST WANT TO GIVE A HUGE SHOUT-OUT TO ALL THE V  
TEAMERS WHO VOLUNTEERED THEIR  
TIME TO MAKE THIS YEAR'S EVENT HAPPEN.  
I KNOW WE HAVE A COUPLE OF VOLUNTEERS HERE IN THE AUDIENCE WITH US, AND  
I KNOW YOU ALL WORKED SO HARD TO MAKE THIS POSSIBLE FOR THE STUDENTS, AND  
AS I TOLD THE STUDENTS, I WOULD  
HAVE LOVED THIS PROGRAM AS A CHILD, LEARNING ABOUT THE TECH  
THAT ADVANCES US AS A SOCIETY IS SO IMPORTANT.  
IT'S NEVER TOO EARLY TO INVEST IN OUR CHILDREN AND SHARE THE  
PRIDE THAT WE HAVE IN OUR NETWORKS.  
ALRIGHT, NOW TEAM, BEFORE WE GO, WE DO HAVE ANOTHER EXCITING ANNOUNCEMENT.  
TODAY FOR THE FIFTH YEAR IN A  
ROW, J.D. POWER RANKED US NUMBER ONE IN SMALL BUSINESS WIRELINE CUSTOMER

SECTION.

WE'D LIKE TO GIVE A HUGE SHOUT OUT TO THE BUSINESS MARKETS V  
TEAMERS WHO PUT OUR CUSTOMERS AT  
THE HEART OF EVERYTHING WE DO EVERY DAY.

IT'S IMPORTANT TO NOTE THAT IN

2022 WE WON THE NUMBER ONE RANKING FOR CUSTOMER

SATISFACTION IN SMALL BUSINESS WIRELESS SERVICES, SO WE CAN

PROUDLY SAY THAT WE ARE FIRST IN

CUSTOMER SATISFACTION FOR SMALL BUSINESSES OVERALL!

[ APPLAUSE ]

YES, THAT DESERVES A ROUND OF APPLAUSE.

AND WITH THAT, I THINK IT'S GREAT TO END ON A WINNING NOTE, SO THANK YOU  
SO MUCH FOR TUNING IN TODAY, AND UNTIL NEXT TIME, YOU'RE "UP TO SPEED."