

**VERIZON
UP TO SPEED LIVE
AUGUST 4, 2020
12:00 PM ET**

**CAPTIONING PROVIDED BY:
ALTERNATIVE COMMUNICATION SERVICES, LLC
www.CaptionFamily.com**

[Music].

>> Hello my name is name is Christallyne Pagulayan I'm currently an 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.

It's about 40 minutes to an hour from ma little in a I've always been that person that's a go-getter let's go out there let's find it let's go.

I traveled with my flipflops with one luggage and \$500 in my pocket all I knew was I was going to San Francisco I had a map and my American Dream.

And until now it still gives me goosies when I think about it I'm like oh, my God what was I thinking I arrived there it was freezing cold I used my \$500 to get my some boots I was freezing then I started looking for jobs Verizon showed up they were saying -- they were hiring for a part time Customer Service rep long story short I got the job for me along the way my journey with Verizon my journey in the U.S. being resilient having the patience and also having human compassion has helped me out not only in my life but also in My Verizon career 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 the means of being able to help out. And so last month along with my high school classmates we were able to generate almost 300,000 pesos so we could buy basic needs, basic food and basic medical supplies.

And here in Vegas every weekend I make masks with my mother so here I have a bunch of them already cut.

See.

Different types of them.

There's one for teachers, there's one for nurses and for men, we have a neutral colored one.

There's so much opportunities within Verizon.

Where we can volunteer.

Because life matters whether it's senior citizens or military members we don't need to be millionaires to be able to help out.
Kindness is free.

>> 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 Lenovo Flex 5G is powered by Qualcomm's new Snapdragon ACX 5G, a computing platform that gives you the speed and performance of a premium desktop PC but it's an ultra thin modern laptop.
On top of that it gives you access to Verizon's 5G Ultra-Wideband Network so you can collaborate and create content with multiple people in real-time, you can add video in the cloud while video chatting and get faster response time while gaming.
It also works great on WiFi and on Verizon's 4G LTE Network.
On the outside Lenovo Flex 5G is crafted from premium aluminum wrapped in a soft touch magnesium that's super comfortable to hold it also has a wide angle 14 inch touchscreen that gives you a perfect balance between portability and usability with all day battery life 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 in half flip it over and it transforms into a full size Windows 10 tablet so you can easily read articles in bed and watch movies on a plane without having to worry about not having room for a laptop or use a Lenovo stylus to sketch or take notes fold it into tent mode and your kids can use it for remote learning with a touchscreen display or binge watch TV shows which is extremely using if someone is watching -- it's packed with safeguards to keep your files and personal info away from prying eyes and includes Windows Hello and integrated IR camera that recognizes you and only you.
Visit verizonwireless.com to get more about pricing and get info on our new 5G laptop plan and find out all about the cool accessories coming out from Lenovo Flex 5G.
Until next time, you're up to speed.

[Music].

>> 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 into how you are as a person outside of Verizon.
We have embodied that here at home.

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

Our friends in Hillsborough founded MealsforHeroes we worked with them to branch out and start a branch in Basking Ridge, New Jersey.

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

>> We thought it was really important to just show our gratitude and say thank you.

>> Our main goal is to get meals to a lot of different places.

>> We still want to give back to everybody who is actually working during this time.

This fundraiser was a triple win because we were able to get support from our friends and family all over North America and then we were able to give back to local businesses that really need the business during this time because obviously due to social distancing, they are not getting their normal customers and then we were able to use those meals to help frontline responders.

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

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

And I said, you know, we are here for you.

If we can provide one meal that alleviates the anxiety or the concern about how am I going to make a lunch, even if it's a five minute meal, I feel that is success.

[Music].

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

>> For all of the amazing work you've delivered in the last couple of weeks.

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

>> I think you guys should get all my credit and I love your ladder truck.

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

I just wanted to say thank you.

>> I just wanted to take a moment to give accolades 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 an honor 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're doing is helping not just the United States but the world stay informed.

[Music].

(Audio lost).

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

>> As our credo says we run to crisis we don't run away from it 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 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 1,000 documented just proactive 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.

It's throughout this entire period.

>> They see that we see them as humans, that we are here for them and Verizon understands what we 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 in I.T. and more people in logistics who I thought I would ever talk to and everyone's willingness to step in help out and really make sure that the customer experience is forefront has been the most impressive thing I've seen.

>> Coming off the back of this I would say it has been a catalyst for more radical thinking around the way that we deliver services.

>> It's almost proving to ourselves of 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 the difference now is rather than being treated like a supplier many more of them are talking to us and treating us as partners and that could be nothing but goodness.

>> We build the networks that move everybody forward.

That's never been more apparent than in the pandemic and helping out our customers because now we have a strong purpose of helping and understanding that our customers are vital.

[Music].

>> My name is Brad I am a solutions specialist at Verizon I work out of San Diego I've been with the company for three years ago it's absolutely amazing I was diagnosed in 2019 with staging 4 non-Hodgkin lymphoma it was encasing my vertebrae.

Months prior to that I was going through probably the most excruciating pain I've ever dealt with a lot of functional movements throughout the day I wasn't 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 are like all right so here is 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, it had 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 1 in 7 in the world they were like we would love to perform this surgery on you but we must tell you you have a 50% chance of walking coming off the table the other option -- 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 migraine 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 she 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 is as loving and caring for their employees as Verizon is.

>> Today your graduation is for a good cause give the bell a good ring and receive your applause.

>> 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.

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 be 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.

[Music].

>> 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?

[Music].

>> We run to 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 do better.

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

[Music].

[Music].

>> Stop me if you've heard this one before, we are living through unprecedented.
>> Unprecedented.
>> Unprecedented.
>> Unprecedented.
>> I'm not sure how many times I've used the word unprecedented but it's a really good word.
>> So much of what we do now is virtual.

Meetings.

Happy hours.

Graduations.

Even weddings.

Now it's time for a virtual anniversary.

Won't you join me?

20 years ago on June 30th Verizon was born.

It was an era of payphones, dialup internet and not so smart wireless phones.

We've made so much history since then it's worth a look back at some of what went into who we are today.

There was our crisis response to September 11th, 2001.

>> I have seen people from everywhere down here working together coming together we'll get this up and running.

>> A character defining effort with V Teamers working around the clock to get things back up in a little more than a week.

There was this iconic campaign begun in 2002.

>> Can you hear me now.

>> Can you hear me now.

>> Can you hear me now?

Good.

>> Some of you are so young you may not know this guy actually worked for us first.

There was the birth of our Verizon credo in 2004.

>> Who is this company that we call Verizon.

>> Our historic pioneering of mass scale fiberoptics to the home with FiOS.

Our recovery response to Hurricane Katrina.

>> We're out here to help the people.

We're out here giving them the opportunity to call their friends and family.

>> Running to a crisis is something that will continue to define us year after year after year.

Our acquisition of MCI which expanded our Verizon Business Group's global scale.

We now reach more than 150 countries and almost all the Fortune 500 partner with us

there's our more recent acquisitions with AOL and Yahoo now in our Media Group.

Not only are these iconic and loved global brands but they also have some of the most forward thinking talent when it comes to digital content, analytics and next gen platforms.

There's our obsession with being a network leader in 4G, FiOS, 5G, One Fiber and MEC.

It's about the superior experiences we deliver for today and the ground breaking ones we're building for tomorrow.

Our profound support of our V Team, day by day, we keep creating a more authentic, empowering and inclusive environment.

Becoming the company everyone wants to be a part of.

And our commitment to society such as our Verizon Innovative Learning Schools, our sustainability leadership.

And the heartfelt work we do to make the world a better place.

Anniversaries are a reminder of how far we've come.

They are also a celebration of the power of sticking together.

It's about the past we share, the future we're building and all our efforts to keep the world moving forward so Happy Anniversary, V Teamers.

[Music].

Here is to our next 20.

[Music].

>> SAM AMES: Hey I'm Sam Ames the General Manager at one of our stores in Atlanta I'm the star of our newest commercial all about Tech Coach stay tuned for my national debut.

Up to Speed starts in 3, 2, 1.

[Music].

>> KATIE REGNER: Hey, everyone, good afternoon, good evening, good morning, welcome to Up to Speed.

We will get to Sam's big debut in a few minutes here but first I wanted to give an update on hurricane Isaias with network leader Serg Mislevy you may remember we talked to Serg a few weeks ago at the start of hurricane season in June about how the teams were preparing in a COVID world where many of them are spread out gathered and working remotely so Serg thank you so much for taking the time to join us today. What can you tell us, give us the latest.

>> SERG MISLEVY: Hey, Katie, good afternoon it's always an exciting time in the Network Team especially this time of the year we'll start off by saying the network is performing exceptionally well from Florida up to Maine so far we have been preparing for this for nine days just for this Hurricane Isaias it's been tormenting us changing direction every three hours for the past week but nobody does it better than the Network Team in Verizon Wireless this doesn't just happen it's a lot of preparation at the heart of what we do we like to say we believe in network sustainability to make sure our network is up and working at all times during the worst of conditions because that's when our customers and first responders are relying on us.

We let our competitors worry about this after recovery we worry about staying on the air at all times the network is doing really well.

The Florida, Georgia, South Carolina team has bared well throughout early stages of the storm as it stayed offshore but last night about 10:00 o'clock the storm came on at Myrtle Beach and came on with a vengeance through North Carolina which felt the brunt of it but the network is really performing at really BAU conditions currently as it makes its way up through Virginia and now through the mid Atlantic area.

We have a redundancy and capacity in our network to ensure that it's working at BAU throughout the Carolinas and Virginia right now and we expect that to continue as we move forward through the rest of the evening.

We have about another 12 hours to go.

The winds are still really, really strong at a good 70 miles an hour but moving quickly up into the northeast it's in your territory you are all suffering power glitches up there.

>> KATIE REGNER: It is we have lots of rain out that window behind me as you can see.

>> SERG MISLEVY: Lots of rain, lots of wind, more to come.

There's been a lot of tornadoes some heavy rain some flooding and I believe the latest number is about 800,000 folks without power on the East Coast so we still have about another 12 hours to go but the Network Team is the best at what they do.

We prepare for this year-round.

For any kind of event that can come our way.

And the network is showing it.

At every level, at every aspect.

It's very, very strong, performing well and we expect that to continue through the rest of the evening.

Just want to let everybody know we don't take any event lightly this started off as a Tropical Storm, maybe disintegrate and falling apart you see what it turned into we remind everybody in network that the last four Cat 5 hurricanes which are the strongest three days prior to that they were all tropical storms so we prepare in earnest for every event.

This year was a little bit of a twist with COVID so we had to make sure we're doing things a little different a little safer and that's the case.

We are No. 1 in what we do in every aspect of the network for our families for ourselves for our employees and this year especially so with COVID.

We're taking every precaution through COVID.

We have virtual EOCs that we are using in place.

That's our initial plans until if things degrade and get worse enough then we'll going into a -- we'll consider going to face-to-face EOCs but this time we're running virtual EOCs through the Carolinas and plan to do it through the rest of the evenings and markets.

>> KATIE REGNER: Serg thank you so much we appreciate you taking the time to join us and of course thank you to you and the Network Team for that work you do around the clock and well in advance of these storms to keep people -- us, and our customers, connected we appreciate it it's also a great time to remind everyone that VtoV our relief fund is there for our employees if they are displaced due to natural disasters domestic violence it's there for people who want to be there for their employees in their time of need donate on inside Verizon.

You can learn more also, turning at our topic at hand today a few weeks ago we introduced a new series all about demonstrating the work we do as a company to demonstrate to customers we're working hard to serve them better we started with number lock a feature that helped customers be protected against identity theft and fraud.

Take a look at that.

>> You probably think about your phone getting stolen but not your phone number. I'm Jesse and I work at Verizon.

If your identity is stolen chances are your phone number will be stolen too now with number lock you can prevent your number from being transferred to another carrier set it up in the My Verizon as we make sure your calls are yours and only yours, your number is safe with us.

[Music].

>> KATIE REGNER: That was the spot to kick off the series number lock I have Chief Marketing Officer Diego Scotti to talk about this program all again it's all about we're working hard to serve you better.

Diego thanks so much for joining us today.

>> DIEGO SCOTTI: Good evening, how are you good to see.

>> KATIE REGNER: It's good to see you too I'm good as long as the power is still on so let's talk about this there are teams that are working hard all across the business, constantly obsessed with how do we identify those customer challenges and solve for them.

So tell me a little bit about how this program amplifies that work that's happening across the board.

>> DIEGO SCOTTI: Well first of all everybody knows customers satisfaction is one of the biggest priorities for the company not only obviously on the network it's great to see Serg giving us an update today because that's definitely the biggest area when we talk about customer satisfaction.

But then we also talk about how do we help our customers do everything that they want to do with Verizon in an easier and simpler way.

And this is something that applies across all of our businesses.

So it's a lot of work on the consumer side, on the business side, also on the media side. We want to make Verizon synonymous with great service.

Why?

Because we always have been but also as the needs of our consumers and customers evolve we want to make sure that we are there.

And we measure customer satisfaction with something that we call NPS.

I'm sure you probably heard it, it's called Net Promoter Score.

Which is basically asking our customers if they would be willing to rank Verizon we rank it from 1 to 10 and the Net Promoter Score is from the people who say yes we recommend you or no we won't recommend you we increased our NPS 5 points this year and this is the result that the work that everyone in the Consumer Group has been doing to ensure that we identify those customer pain points and then we create solutions for those in a way that we keep with one after the other.

Then when we have that tremendous power of solving customer needs then we said well we have to ensure that our customers know.

Because in a lot of cases these are important things that we do to solve those problems. But it's the customers that know they will either use them or give us credit for it.

>> KATIE REGNER: Yeah, absolutely.

So you know, this is so much more than just, again, announcing a new product or a feature.

Talk to us about how this demonstrates our commitment to customers on that journey.

>> DIEGO SCOTTI: Well, listen, I like when our competitors talk about solving customer pain points as a matter of they own the whole truth.

We've been doing that for years.

The dedication of our employees in the front lines in stores and Customer Service is all about solving customer pain points in this day and age as well when we talk about digital being a great and important way for us to engage with our customers it just gives us the opportunity to do even for example number lock we know our customers worry about privacy and security so that's a very simple way that they feel protected.

And what we have done is created what we call a rolling calendar of features that we'll introduce regularly every month and every month we'll come back and tell one of those stories until there's no pain points to remove.

This is something that I always say, you are never done with customer experience, you're never done with customer satisfaction.

But it's also very important that we take every single thing that becomes a nuance, that becomes something that our customers don't want but also we take those opportunities to delight our customers and I'm always taking great pleasure when I get emails or letters from customers saying, oh, I used this thing that maybe other companies are overlooking but Verizon thought about it and Verizon solved it.

>> KATIE REGNER: Yeah, so speaking of, the next service we're talking about as part of this program is Tech Coach so talk us to a little bit about I guess how that -- what we're solving there.

I think speaking in a world where a lot of people are looking for service at home, they are not venturing out as much, Tech Coach is a great service, especially at this point.

>> DIEGO SCOTTI: Absolutely.

And Tech Coach is one of those features or services that when you try it you become really a part of it because for some of us and maybe we're not as tech savvy when you get to your new phone and it comes time to connect it to everything that is linked to at home and other devices and even have questions when you get the phone you're kind of stuck, how do I do that, you know?

So Tech Coach you have it for 30 days.

You can call and make sure that they help you with any questions that you have in terms of connected devices.

And to really make the most out of your new devices.

What an amazing way to start either when you become a new Verizon customer or when you get a new device.

A great opportunity to delight our customers.

>> KATIE REGNER: Absolutely.

So at the beginning of the show we heard from Sam Ames he's the V Teamer who is featured in the Tech Coach spot.

So Diego talk to us a little bit about the decision to have employees serve as the

spokespeople for this program.

>> DIEGO SCOTTI: Well, first of all to Sam and Jesus or Jesse, thank you, because you guys are -- were amazing.

And I tell you, we made a decision a while back which was about ensuring that our brand, part of it, the way we present ourselves through the work is authenticity and that defines the Verizon brand in a very I think compelling and differentiated way versus our competitors.

So that's what you have seen in our advertisements, you see real customers, real engineers and also real employees that are out in front serving our customers.

This is important, one, because it's consistent with our strategy as the brand but also like with anything, when you have somebody that is very passionate about something, guess what, they're going to tell that story better than anyone.

So I'm so extremely grateful to not only Jesus and Sam because we have a lot of others, other employees, coming into this campaign that to me they are the best storytellers in the world.

So thank you.

And I hope we can have a lot more of you in front of the camera.

You do a great job representing the Verizon brand.

>> KATIE REGNER: Well, what do you say, let's take a look at that Tech Coach spot starring Sam.

>> SAM AMES: You just unbox your new device you look at the instructions and that's when the fun ends.

[Music].

>> SAM AMES: My name is Sam and I work at Verizon sometimes setting up new tech can be overwhelming that's why there's Tech Coach in the My Verizon app chat live with a Tech Coach to help you with your wireless devices and virtually anything that connects you like smart home accessories or your SmartWatch and this service is included for 30 days after you activate a new device.

The support you need whenever you need it.

[Music].

>> KATIE REGNER: Awesome; awesome.

Go ahead, Diego.

>> DIEGO SCOTTI: More support from the network, more people rely on. I tell you, that makes me so proud when we say when we say or put those statements in the marketplace because we're living it -- I think from my perspective there's nothing that can get in the way of making sure that our customers know that we are there to support them and in terms of our competitors sometimes claiming that they own a

Customer Service, that is not true.

We are going to be there to prove it.

>> KATIE REGNER: Absolutely.

And you know as you can see from that spot, Sam is so dynamic. Not just when he's on set. He's a big fan of Tech Coach as well I caught up to learn a little bit about his experience being in a new spot like this and just to get to know him a little bit better. Take a look.

>> SAM AMES: My name is Sam Ames I've been with the company for six years I am currently a General Manager at the west Midtown location I remember getting the email and I was like this is not true there's no Verizon commercial that's happening for Verizon employees so I reached out to my district manager and she was like yeah Sam it is true you should definitely audition and then I was really shocked when I got the email saying hey we want you to come to the studio to go ahead and record like this is amazing when I got to the studio that was awesome, too.

They were very safe, very clean.

We had to make sure we were wearing our masks make sure that we were social distancing.

Checked our temperatures twice.

It was a phenomenal experience and I would love to do something like that again my family and friends will definitely be surprised seeing me in this commercial I have hardly showed anybody they know I love acting they know my dream was always to be on TV so when they see me on there my phone will probably start lighting up Tech Coach is basically a group of experts that are dedicated to serving our customers' issues and problems that they may have not only with their phones but any connected devices that they have that attach to the phone.

And so the best thing about it is that they can even go into your phone remotely and help fix your problem.

I've been working for multiple stores while my store closed really adapting to touchless I can say it's a great experience not only for us but also for our customers I love the bill payment kiosk and all of the new enhancements to it even the curbside.

That process was amazing, as well.

The thing that I'm most looking forward to is definitely being back with my org family I miss them I love them so much and to start being in sync and really go ahead and crush touchless that's going to be our No. 1 priority I just can't wait to be back with my family.

>> KATIE REGNER: Awesome.

So, so great to see.

Right?

Love it.

>> DIEGO SCOTTI: Amazing.

>> KATIE REGNER: You know, Diego to your point we have no better spokespeople than our employees that are out there touching about services like Tech Coach every day you can tell Sam can't wait to get back to his store be with his team again and start talking to customers Diego as we start to wrap it up today any final thoughts from you.

>> DIEGO SCOTTI: What I would say first of all, I don't want to correct you but we have the best Customer Service people in the world.

In the world.

Period.

So it's not only the -- they are not only the best spokesperson but the best service people in the world I'll tell you one more thing I think is important that this work highlights which is all the work that the teams are doing on My Verizon app.

And what my friend Ronan calls the digital experience, which is the combination of our retail and digital experience that's coming together, My Verizon app is becoming more and more a front door for all of these great services that we offer almost like a remote control for your relationship with Verizon.

And it's evolving to a place that I think is one of the best apps one of the ones I have in my phone that I like to interact with because I can do everything with one touch.

What I want to say to everybody is listen we have a lot of work to do we can do a lot more for our customers but we're in a great position to really lead the industry on digital experiences and continue to increase the customer satisfaction that is such an important point in terms of how our customers want to do business with us.

And stay being customers of Verizon.

So thanks, everybody, for what you're doing.

And for the support of the brand.

>> KATIE REGNER: All right Diego thanks so much for joining us today we really do appreciate it a quick reminder before we wrap up today, today at 3 p.m. Eastern we have the third install of our Next20 series.

So Next20 is our new series of conversations about the top issues that will define the next 20 years each episode features emerging and established changemakers to explore the inspiration behind their ideas.

For today's episode Black history is American History yet we rarely spend more than a few chapters learning about it in school so in our new episode today V Teamer David Hubbard interviews Dr. Khalil Gibran Muhammad professor of history race and public policy at the Harvard Kennedy School to discuss the importance of Black history and the actions that each of us can build a more equitable future we're calling it American History 101 be sure to watch today at 3 p.m. Eastern on @VZUPTOSPEED Twitter handle it will also stream live on Verizon's LinkedIn page BUILD by Yahoo HuffPost and In the Know and if you missed the earlier episodes you can check those out on our race

and social justice toolkit which is available on inside Verizon or you can download the episodes as a podcast just search Up to Speed in your favorite podcast player that will wrap it up for us today.

Have a great day everyone.

Stay safe.

Until next time, you're up to speed.