

Verizon
Up To Speed
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Redefining Communication Access

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>> Stop me if you have heard this one before. We are living through unprecedented.
>> Unprecedented.
>> Unprecedented.
>> Unprecedented.
>> Unprecedented.
>> I am not sure how many times I have used the word unprecedented, but it's a really good word.
>> So much of what we do now is virtual. Dating, happy hours, graduations, even weddings. Now it's time for a virtual anniversary. Won't you join me?
[Applause]
20 years ago, on June 30th, Verizon was born. It was an era of pay phones, dial-up internet, and not so smart phones. We have done so much since then, it's worth a look back to who we are today. There was the crisis response on September 11th, 2001.
>> I have seen everyone down here, working together, pulling together, and we are going to get things done.
>> They got things back up in a little over the week, working around the clock. There was this iconic campaign in 2002.
>> Can you hear me now?
>> Some of you are so young, you may not know that 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 fiber optics to the home with Fios. Our recovery response to Hurricane Katrina.
>> We are out here to help the people, to give them an 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 of the Fortune 500 partner with us. There's our

more recent acquisitions of AOL and Yahoo! now in our media group. Not only are they iconic and loved global brands, but they also have some of the most forward thinking content when it comes to digital content, analytics and digital platforms. It's about the superior experiences we deliver for today and the ground breaking ones we are building for tomorrow. Our profound support of our VTeam, 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 have come. They are also a celebration of the power of sticking together. It's about the past we share, the future we are building, and all our efforts to keep the world moving forward. So, happy anniversary, V-teamers.

Here's to our next 20.

>> A lot has happened in our 20-year history.

(Dial-up modem noises.) (Music playing.)

We have moved the world forward in so many different ways, and through it all, there is one thing that's kept us on the same page.

>> Who is this company that 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.

>> Bigger and faster.

>> We believe integrity --

>> -- is at the core of who we are.

>> We are committed to be a 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.

>> I'm a managing director in Verizon Business Group. I live in Raleigh, North Carolina. I have been with Verizon for about ten years. My wife and I recently had our first child. Avery is a nine-month-old. I enjoy spending as much time as I possibly can with them and doing whatever it is that he wants to do. I joined Verizon to begin my career. Before that, I graduated from East Carolina University. Go pirates!

Verizon has always been the gold standard in telecom and remains innovative in technology. I was inspired to join because of the culture, the people, and I have a lot of respect for the brand. Verizon has evolved from a telecom to more of a technology organization. I have been impressed with the way that we have been kind of trailblazers in technology.

I'm constantly motivated by people I work with across the globe and the focus that we have got for the customer experience and bringing the best of Verizon to them.

I started out out of college, and I joined Verizon, and I was working back when operations, an overnight shift. I was able to complete my master's. Luckily, Verizon supported me in that endeavor, but I was able to complete my master's in administration during my tenure at Verizon. I'm very focused on trying to bring the best of Verizon, focused on enhancing my employees' career progression and developing them into what they want to do.

I'm also very interested in bringing 5G and the fourth industrial revolution to our customer base.

I like to fancy myself as a card trick entertainer, so once in a while I pull out card tricks at parties and embarrass my wife, but I have fun with it.

I take Verizon as being a technological trailblazer. It's a company that cares deeply for their employee base, as well as continues to focus on the customer. We are doing some really slick things in technology, and we always care for our employees first and foremost, which is a real inspirational mission statement that we have got.

>> This quarter was really our first step into the new normal and an opportunity for us to rewrite the rule book.

>> Despite all of the obstacles, our GN&T team continue to exceed targets. As traffic patterns shifted, our engineers adjusted resources and implemented new resources to shift capacity. We continue to enable 4G and 5G on the same band of spectrum, and with pivotal repeaters technology, which amplifies the reach of existing millimeter wave nodes, we lit up mobile 5G in San Diego, 5G home in Detroit, kept evolving 5G home network in Houston, Indy, and LA, and we introduced an app to help partners advance their next gen solutions. We have rave reviews from JD Powers and others, all giving us great reviews for 5G, 4G, and Fios. Our response teams answered every call to support essential services. Our field teams kept evolving how we work to continue to support our customers, and due to the pandemic, our technology team delivered years' worth of digital transformation in a matter of months.

>> During the quarter, we continue to evolve our response. That meant rapid redeployment of a large portion of our retail team, constantly evolving our customers to digitally interact with us, and bringing a touch to our retail stores with a clear focus on social distancing and curbside pickup. We announced the mobile edge plus, a new Samsung device, and the latest iPhone. We also launched the world first Lenovo flex PC, the first 5G PC. Demand from customers is already sky high. We created new prepaid plans that will reward customers the longer they stay. We offered even more entertainment options, on us. We gave students our best pricing with a new student discount. We celebrated the second anniversary of Visible, our all digital carrier, and we helped customers avoid over 5 billion robo calls to date, making us the leader in the industry.

>> We helped our customers in the second quarter react and rebound, and they felt their business continuity disaster recovery plans to really meet their customer requirements. We provided critical connectivity and devices to enable distance learning, including with the Los Angeles Unified School District in the State of California. We stood up virus testing and quarantine centers and provided enhanced connectivity to temporary field hospitals and ships, like the USNS Comfort. We supported over 400 small businesses through our pay it forward small business grant program, and we proudly served meals to EMS workers in New York City and Detroit, which also supported local restaurants. We continue to expand our portfolio of advanced business solutions, and none timelier than the addition of Blue Jeans. We expanded our virtual network portfolio for more flexible and agile networking structure, launched the integrated video for Verizon Connect integrated platforms, and kicked off a new monthly webinar series for enterprise, and released the 13th edition of our data breach investigations report to spark critical security conversations with our business customers around the globe.

>> We have continued to meet changing customer behavioral shifts by innovating across advertising, subscription and transaction. We accelerated our 5G initiatives. The launch of Verizon Media immersive, a new suite of AR, V.R. and mixed reality products, powering the future of content. We partnered with Samsung to leverage emerging app performance for digital out of home and connected TVs. We saw steady increases in the number of advertisers

on DSP. We won readers choices awards for all nominated categories, DSP, add nets for video and mobile, and this is the most wins for any nominated company. We secured an industry first with Walmart by enabling Yahoo Mail users to make purchases through their inbox. No other email provider allows users to do this. We announced Yahoo! life, a new site focused on well-being. We donated \$10 million to mental health organizations impacted by COVID-19, and, finally, we helped black-owned small businesses.

>> We are proving what this VTeam is all about this quarter. Once again, we were honored as a best top ten company for multicultural women, with military appreciation month and pride month, which is our newly unified Verizon LGBTQ employee resource group. We joined Amazon and global optimism in signing a climate pledge. We started class of 2020 ready for anything, with inspirational speakers like our very own Hans Vestberg and former President Bill Clinton. We support urgent issues around social and racial justice. Forbes named us as the number one brand in terms of dealing with the pandemic. Brand Finance recognized us as having the most telecom brand value in the world, and we celebrated 20 years of iconic and world changing Verizon history.

>> Our second half is even more ambitious than the first half. We need to keep our foot on the pedal.

>> Now is the time to double down, innovative, and maximize the opportunities that we have in front of us.

>> The best networks, the best experiences, the best service, how and where our customers expect it.

>> There are enormous opportunities ahead of us. Let's go get them. Forward together, go, fight, win.

>> Our purpose and passion are unbeatable.

(Music playing.)

>> I would like to pay my bill.

>> I'm happy to help with that. Your minimum payment due is \$75. How much would you like to pay?

>> 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 phone number from being transferred to another carrier without your permission. You can easily set it up in the My Verizon App. We make sure that the calls, text, and information is yours and only yours. Your number is safe with us.

(Music playing.)

>> What's a citizen?

It's believing in something and doing something about it, being responsible, and following through on promises. We are a company of 135,000 citizens. And we have a plan to work toward a greater good, a better future to share, one that will move us all forward. Citizen Verizon, our plan for economic, environmental, and social advancement.

>> You just unboxed your view device, you look at the instructions, and that's when the fun ends. My name is Sam, and I work at Verizon. Sometimes, setting up new tech can be overwhelming. That's why there's tech coaches in the My Verizon App. Chat with tech coaches to set up your devices and connect with smart devices. The support you need, whenever you need it.

[Music playing]

>> Starting today, customers can deploy the latency sensitive portions of their applications in a wavelength phone at the edge of the Verizon 5G network, in both Boston and the Bay Area in California, and then seamlessly connect portions of their application that are running at the

edge to the rest of their application and the full breadth of services that they have running in AWS. Developers can use the same familiar AWS services, APIs, tools and functionality that they use today. Verizon is by far the 5G leader in the U.S., and we are very excited to bring wavelength to the first two Verizon locations.

>> Wow! Just as good the second time around, big news. Hello and welcome to Up to Speed live. I'm Diana Alvear. And, yeah, we have got so much news to talk about, plus we are announcing the winner of the T-shirt contest. But let's get right back to what you just saw, such good stuff. You saw 5G edge Mobile Edge Compute is live for developers in Boston and the Bay Area, and with us to talk about this and more is the woman that helped make this happen, the fearless Tami Erwin, the head of the Verizon Business Group with employees all around the world. Tami, I have to ask, how excited were you to see that yesterday and tell us a little bit about this partnership.

>> Tami Erwin: Yeah, Diana, thank you so much. And yesterday was a really big moment for Verizon. As we think about the 5G global leadership that we have had over the last couple of years, there has been so much exceptional work that has been done by the network, product, strategy, marketing and sales teams to really understand how do we continue to fuel the 5G global leadership message, because we are the first in the world to be able to deliver some of these breakthrough products. We started with mobility and fixed wireless, and yesterday was commercial launch and availability of 5G Mobile Edge Compute, and I can't think of a better partner to go to market with than AWS. And, you know, you think about it, this didn't just happen overnight. This has been years of planning. This has been really understanding what it takes to really deliver on behalf of developers that can develop incredible solutions for customers, and that's something that's super exciting. You know, yesterday's rollout was to support our customers broadly, the industry broadly, but in particular it was for the developer community, because when you take the power of low latency, which is only one of the eight currencies of 5G ultrawide band, it gives you the ability to do amazing things, whether it's shot tracker, like we introduced, our health care applications or smart communities and autonomous vehicles. It is going to change the world as we think about what we can -- what, where, and how we play in the fourth industrial revolution. So it was a big day for Verizon, and I just would say a huge thank you to everyone who was involved and to our sales teams, now the work begins, because now we begin to sell.

>> So exciting, I know, so riveting and just really exciting to see all of these things happening, and as you said, this is changing the world, but I'm going to come right out and say it. You had a very big week, Tami. You weren't just doing that. You were also involved with moderating the women in media panel event. I happened to watch it. I loved it. I laughed. There were a lot of working moms talking about things that they have been dealing with, so I want to roll a quick clip, and then I will ask you a little bit about it.

>> Terrific. I do think there is something about COVID that has put more pressure back on women, because I'm the kind of woman who I always said I have an equal marriage, I have got a complete division of labor in my life, and I know in my family, I am definitely bearing more of the burden of COVID. So I don't know the answer, Tami, but I think it's something that we need to fix, because I would just say that I really worry this is going to go on through 2020 at least, and I don't want women to lose a year. We have come a long way, and we have a long way to go.

>> But, you know, I chose that, Tami, because I felt like it really spoke to the heart of a lot of what we are dealing with right now, that we are trying to do so much, and yet we have this pandemic happening, and women really have so much on their shoulders. So I wanted to ask you a little bit about your thoughts about that sound bite and also why that was so important to you.

>> Yeah, so, first of all, let me just highlight our very own Alex Wallace who joined us and shared her thoughts on that topic, and, you know, something that I really do believe as we think about the impacts to families and the world during the global pandemic, women in particular have really been impacted by it in a meaningful way. Women tend to be the CEOs of their homes. They are the ones who cook, clean, and educate, and so as we think about parents more broadly but women in particular and what they are trying to do, it's a heavy burden. So the question is how do we really help one another, how do we help each other, particularly as people are preparing for the fall. I think everybody thought, oh, we'll get through the spring. COVID will be gone. We'll be back to normal in the fall, so hence the reason we are making sure that we have a loud voice here as part of our small business support program as well, because so many women are small business owners, and what they have said to us is they want to help us figure out a way to accelerate our recovery efforts. And so this series that we are doing is the first in five, a series of talking with other leaders about how do you do the work that you do and putting a spotlight on the fact that women really do have an opportunity to be critical in the roles that we play, and yet have the responsibility of caregiving as well, which is really important. I am super proud of the fact that I think Verizon has taken a very intentional role about making sure that we help Verizon employees to have caregiver capacity and capability so that we can try to squeeze in everything that life has thrown in our direction. But the work that we are doing with Circle Around, which is an extension of Girl Scouts and women in business, it's really helping us to have a loud voice here as we think about the continued fight for really equality, inclusion, and respect for all.

>> Absolutely, and I love what another panelist said, about how we all need to give ourselves a little bit of grace at this very difficult time. So, moving on from that, you also had the pleasure of speaking with Atlanta's mayor, Keisha Lance Bottoms, another conversation I watched. I just have so much admiration for her, and she was so grateful to you and to Verizon for helping out the kids of her city with technology. Let's roll a clip from that.

>> For so many, it is still a luxury, and even in communities inside the City of Atlanta, five minutes from downtown, there's still difficulty getting access to internet connection. And I know that, because when I ran for mayor, I used my grandparents' home as my campaign headquarters. Five minutes, literally, from downtown, and I couldn't get internet service in that community, which was startling to me, and we are trying to make sure that our children have access to technology, making sure that they have devices, making sure that they have hot spots. Again, this is our now normal, and, unfortunately, it's going to be our now normal for a while, but I think it's, one, at a very basic level, getting technology in the hands of our community, and then making sure that they understand how to use it and all of the resources that are available, that they have access to technology.

>> Those are such important words from the mayor there. Her city is going through so much right now, her state is going through so much, and I wanted to ask you, Tami, I mean, I was very struck by this conversation, but what did you take away from her leadership? What do you think we need to understand about that?

>> Yeah, first of all, she was spectacular, and she absolutely spoke from the heart, and her commitment, her conviction to take action and get things done was one of the big messages. You know, you talked about grace. She talked about giving grace and really using the strength of her spiritual connection, and then I think the thing that was probably most important and impactful for me was she talked about we are stronger together, and the importance of private-public partnerships and how we work together, and particularly she talked about education and how important it is. She talked about -- and then she talked about with such conviction how do we use this moment in time around racial injustice. She has great grandparents who were slaves, and she shared that story so openly with us, and she talked about the fact that she

draws her strength from knowing that her great grandparents went through things that were much more difficult, and she now has the ability to drive transformational change in terms of the lives of others.

And I just think her courage was spectacular, and I loved the conversation, because she was so real.

>> I know, and I was so struck, as you were, by the fact that she has those pictures of her family members who were slaves on her desk, along with the list of items that that one plantation owner had, that included family members listed on there. So, clearly, she comes from very strong, strong family lineage, and you can see what inspires her to do her work. But as we said, this partnership with Verizon is so vital. So thank you so much for being a part of that.

Now, we know that you had your webcast earlier today, so I would be remiss if I didn't ask you any good takeaways to share with the larger VTeam community?

>> The power of coming up next, making sure that we are talking about the things that are most impactful and required for us to serve our customers was really at the core of the conversation today, with about 20% of them outside of the U.S., and so we always have a bit of an international flair to our conversation, but there is always some common themes, and one of them today was how do we think about the future of our work environment, so that was important, in particular with so many Verizon employees working in customer promises, so how do we meet the needs of customers in different ways. We talked about the effectiveness of employees working from home, serving existing customers and how do we think about new customers and revenue growth and the importance of that, and we talked about business transformation. Of course, that's core to what we do within Verizon business, because it's only been 15 months that we have been together as a team, so that integration and transformation activity and on behalf of all of our stakeholders is so critical. And we ended on one final point so important for everybody, and that is that you have a couple of final days to participate in the employee pulse survey, so participate and let your voice be heard.

>> Thank you for that reminder. We couldn't let you go without asking a question that came in from a V-teamer, Leonard, a VBG team member from Utah. He wondered how well were we prepared for something like the pandemic happening, what did we do well and what could we do better.

>> Thank you for asking the question. To really understand what do we learn from what we have been through, I will tell you that we were as prepared as anyone, probably more so. You know, we run to crises all the time. No one performs better than our network, evidenced by the way the network performs and continues to perform for customers. I think we were incredibly well prepared that way. I would never have imagined that we would have that many employees working from home. I would have said it's impossible, but anything is possible in a crisis, and there's more that we can do to take out of this to say how do we change the work environment for greater career flexibility, how do we make sure that in crisis situations, people who are sick are staying home. I think we have learned so much. The thing that is so important for me with critical learning is the dependency that customers place on us for the core success of their business, whether it's connectivity, whether it's security, whether it's pro services, whether it's what we do on applications and solutions, they rely on us. They trust us, and I think we have earned a whole different degree of respect and appreciation from our customers because of the way that we have shown up. So, we didn't have everything buttoned down. We are still working through some of the details, but we did an exceptional job, as evidenced by our second quarter results. Now we have more work to do. We are in the third quarter, and it's about getting to a strong runway and a strong ramp for 2021.

>> I couldn't agree with you more. Tami, look at you. You went to your computer, a different device, in the middle of a sound bite. You made this happen. I swear, when I say you're fearless, I mean it girl. Thanks so much for being with us today and telling us about all of the hard work you have been doing. You have earned your weekend and need your rest. I can't wait to talk to you again. Thank you, Tami.

>> Terrific, thanks, Diana, be well.

>> Diana Alvear: All right. It's Friday. We have got a fabulous V-teamer, Pepsi LaMar, and you're going to hear more.

>> I am a managing partner for the northwest market, and I have been with Verizon for 14 and a half years. I currently live in Denver, Colorado. We are taking this promotion to managing partner. I am on my way up to the Pacific northwest. My favorite thing to do in my spare time is fish and camp with my family. We love to head out to the mountains and just catch the salmon and trout.

I worked at Best Buy as a general manager, leading their segmentation, and my second job was teaching cheerleading to high school students.

What inspired me to join Verizon initially is being a part of a larger organization that really delivers complete solutions to their clients.

What motivates me on a daily basis is working for a company that provides me a platform to show my skills and my talent, as well as working alongside some incredible people, and what we do in our community to help different organizations to be successful.

Verizon has allowed me the opportunity to get my bachelor's degree, my master's degree, and to be certified in project management through the tuition assistance program. I want to take all of my experience and reach back and pull forward our future leaders at Verizon. One of my hidden talents is acrylic canvas painting. I immerse myself in the whole experience. If you're considering working for Verizon, I would say just do it. It has been the best experience of my life. To be able to come alongside my coworkers and to build solutions that are meaningful and to transfer that knowledge to our customers to make an impact, it has been so rewarding and so fulfilling.

>> She is a powerful woman, and she's a painter. How fun to meet Pepsi LaMar. Thank you so much. I love the series.

So we are on a roll, and we are going to keep this rolling. We have got to talk about Black is King. I know you watched it. We watched it. My kids loved it. (Singing) brown skin girl. Everything about this thing was fantastic. If you're out there and you want to talk about it, let's talk about it. But we have a fantastic conversation to share with you all right now, fellow V-teamers. We just love Beyonce and have a preview for you right now.

>> Ladies, I watched it last night. I had so many thoughts and feelings. I was literally dreaming about Beyonce, so I want to go to each of you and want your sort of gut reactions after watching it. Kayla, we'll start with you.

>> Girl, listen! Gut reaction, phenomenal! Imagery, symbolism, boss. Like, Africa, home. Like I don't even -- I'm speechless. I literally was speechless. I watched it twice, and I was speechless after the first time. I was like, I have to take a break and just like understand what I just took in, because it was so good! And there was so much of it! Like, I know I'm going to have to watch it probably three to four times to really get, right, like what she was doing in every single scene and all of the costumes and the symbolism with the hair. Like, it was everything. Everything!

>> Yes, I'm with you. I have to watch it again, because I broke down stuff and I was Googling like symbols and meanings, and it was like an education.

>> Yeah.

>> Adrienne, how about you?

>> I agree with everything that both of you all said, but then I wanted to say, Beyonce reads books. Either she reads books, or she hires people to read lots of books. She schooled us, educated us. It was amazing. It just made me think, gosh, I have got to read more. So, yes, I loved it, every second of it. And I watched it twice all the way through, and then, you know, I just kept on jamming to different songs.

>> How about you, Stacey?

>> For me, it was amazing. I was just like so much history and so much about our African heritage went into that, and to Adrienne's point, Beyonce reads a lot. She researches a lot, and she has so many people in there that represented Nigeria, Ghana, just so many different countries in Africa, and it was amazing. So for me, it was like, look, Beyonce is creating her story again. These are things that we have seen her do, with Lemonade, with the Homecoming Show, for Coachella, AKA V-Chella. The visuals were amazing. I probably watched it four times and am going to watch it another ten times. I loved it. I absolutely loved it.

>> Mara, I see you nodding your head too.

>> I would echo the sentiments, everything said thus far. When I watched it, I watched it twice as well. I pretty much passed out on every scene. I was like, again? Again? I can't take it. The wardrobes, the colors, the diversity of black people, because we come in so many different hues, colors and sizes and shapes. It was beautiful. I was blown away.

>> I was blown away too and riveted, and my kids too. It was so good. If you enjoyed that conversation, that's just a teaser. You can head over to Inside Verizon and watch the whole thing.

Now the moment that we have been waiting for. If we had a drum roll, we would roll it right now. The winner of the Up to Speed contest -- here's the twist, there's more than one winner, because Jeremy decided in his generosity that, because we had more than 400 entries, we should have more than one winner. Let's roll the slide and tell you right now. Congratulations April Yalenezian, an engineer in Massachusetts, Sylvio Marcondes, a software engineer in Sunnyvale, California, on the Verizon Media team, Bernadette Marie Allen from Wilmington, Delaware, and Dawn Dewald from Chandler, Arizona. You'll get some swag and we'll get in touch with you about that. If you didn't win, you're still winners in our hearts.

All right. Thank you so much for hanging with me today on this packed, packed day. It is Friday. It's been a long week. You have earned a fantastic weekend. Just do us all a favor, stay safe, have lots of fun. I'm Diana Alvear. Thank you so much again, and until next time, you're Up to Speed.