

**Verizon
Up To Speed Live
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>> Stop me if you've heard this one before, we are living through unprecedented.

>> 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, dial-up, 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.

[Music].

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

>> I have seen people from everywhere down here working together, pulling together and we're going to get this thing 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 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 groups global scale we now reach more than 150 countries and almost all the Fortune 500 partner with us. There's our more recent acquisitions of AOL and Yahoo now in our Media Group not only are these iconic 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.

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

We have moved the world forward in so many different ways.

And through it, 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 solutions.
>> 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].

>> My name is Corey I'm a Managing Director in Verizon Business Group I live in Raleigh, North Carolina I've 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 whatever it is that they want 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.

It 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've been impressed with the way that we've been trailblazers in technology.

I'm constantly motivated by people I work with across the globe.

And the focus that we've got for the customer experience and bringing the best of

Verizon to them.

I started out out of college and I joined Verizon.

I was working backbone operations, 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 business administration during my tenure at Verizon.

I'm interested in making sure that our customers continue to care for -- are continued to be cared for I'm focused on trying to bring the best to Verizon trying to my employee's career progression and developing them into what they want to do I'm also 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 would encourage them to think about Verizon as being a technological trailblazer that it's a company that cares deeply for their employee base as well as continues to focus on the customer.

We're 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've got.

[Music].

>> 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 continued to exceed targets as the patterns shifted our engineers implemented new solutions to increase capacity. We continued to innovate 5G, partnering in trials with DSS technology which will enable 4G and 5G on the same band of spectrum and with pivotal repeaters technology which amplifies the reach of existing millimeter-wave node we lit up mobile 5G in San Diego 5G Home in Detroit kept evolving 5G Home network in Houston, Indy and LA how cool is this we introduced the 5G virtual lab to help our innovation partners advance their next gen solutions we continued our network winning streak with rave reviews from OpenSignal, RootMetrics and J.D. Power 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 worked to continue to serve our customers due to the pandemic our technology team delivered years worth of digital transformation in the matter of months.

>> During the quarter we continued to evolve our response.

>> That meant rapid redeployment of a large portion of our Retail Team.

Constantly evolving.

Our customers digitally interacted with us and bringing touchless retail to our stores with a care focus on social distancing and a nationwide curbside pickup pilot.

We launched the new Motorola Edge plus which is an inclusive on Verizon the Samsung Galaxy and the iPhone SE we announced a world first the Lenovo Flex 5G.

That's the first PC built for 5G ultra-wideband we introduced our own and very special Verizon Visa card the demand from customers is also sky high we created new prepaid plans that would reward customers the longer they stayed.

We offered even more entertainment options on us.

We gave students our best pricing with the 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.

>> Verizon Business helped our customers in Second Quarter react and rebound as they filtered business continuity, disaster recovery plans to really meet their customer requirements.

We have provided critical connectivity and to enable distance learning including with the Los Angeles Unified School District and the state of California we stood up virus testing in quarantine centers and provided enhanced connectivity to temporary field hospitals and ships like the U.S. MS Comfort we supported over 400 small businesses through our Pay It Forward small business grant program.

And we proudly served more than 80,000 meals to frontline healthcare and EMS workers in New York City and Detroit, which also supported local restaurants.

We continued to expand our portfolio of advanced business solutions none timelier than the addition of BlueJeans we expanded our virtual network portfolio with Cisco, EMCS for more flexible and agile networking infrastructure.

Launched the video for Verizon Connect enterprise platforms.

Kicked off return-to-business as unusual the new monthly Webinar Series for enterprise and released the 13th edition of our Data Breach Investigations Report that sparked critical security conversations with our business customers around the globe.

>> We continue to meet changing customer behavioral shifts by enabling across advertising, subscriptions and transactions we accelerated our 5G initiatives.

The launch of Verizon Media immersive a new suite of AR, VR and mixed reality products to power the future of 5G and guiding its content we partnered with cooler screen and Samsung to leverage emerging formats at home and connected TV.

We saw steady increases in the number of advertisers and roles on DSP.

We have won readers choice awards for all nominated categories, DSP, SSP, ad network video and ad network mobile this is the most wins for any nominated company and we secured an industry first with Walmart by enabling Yahoo Mail users to make their grocery purchases through their inbox.

No other email providers allows users to do this.

We launched Yahoo life, a new focus on well-being we donated 10 million to mental health organizations impacted by COVID-19 and 5 million in adventure to help small businesses.

>> This has been an another incredible quarter proving yet again what this V Team is all about.

Once again we were honored as a top ten best company for multicultural women.

We celebrated Asian Pacific Heritage Month, Military Appreciation Month, including this V Teamer tribute and Pride Month with PRISM which is our newly unified Verizon LGBTQ Employee Resource Group.

We joined Amazon and Global Optimism in signing the climate pledge hosted a virtual Commencement series Class of 2020 ready for anything featuring inspirational leaders like our very own Hans Vestberg and former President Bill Clinton and yet when another crisis struck we opened our hearts, our minds and our resources to support urgent issues around social and racial injustice.

Forbes named us as the No. 1 brands for employees in society 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 Verizon's 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, ideate, innovate and maximize the opportunities we have in front of us.

>> The best ideas.

The best experiences, the best service. How and where our customers expect.

>> There are enormous opportunities ahead of us.

Let's go get them.

Forward together.

Go, fight, win.

>> Our progress and passion are unbeatable.

[Music].

>> I'd like to pay my bill.

>> Happy to help with that.

Your minimum payment due is \$75 how much would you like to pay?

[Music].

>> You probably think about your phone getting stolen but not your phone number.

[Music].

>> 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 your calls, texts and other information are yours and only yours. Your number is safe with us.

[Music].

>> What's a citizen?

[Music].

>> It's believing in something.

And doing something about it.

Being responsible.

And following through on promises.

We're 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 advancements.

>> You just unboxed your new device you look at the instructions and that's when the fun ends.

[Music].

>> 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 with Tech Coach to help you with wireless devices or anything that connects you and this service is included for 30 days after you activate a new device.

>> The support you need, whenever you need it.

[Music].

>> JEREMY GODWIN: Hello, good morning, good evening and good night.

Noon here on the East Coast.

Going to be talking about our public sector team today.

Also introducing you to some of our very own Verizon volunteer first responders who are out there giving it their all when they are not on the clock as well as a chance to win and a thank you to some of our teammates.

Before we bring in former NYPD Commissioner Bill Bratton, who helps us out to talk about the Verizon First Responder Advisory Council I do want to share that video with you of what our teammates are doing to help the communities where they live and work. Take a look and you will be impressed.

[Music].

>> My name is Jim McConnell I've been with Verizon for going on 25 years about two years ago I got involved in our local first responder community through search and rescue obviously being involved in the first responder community I had started asking around what are we doing for first responders particularly in the volunteer community and it started adding up to see there's more of me in Verizon.

So I started some old-fashioned digging.

Just trying to find people who are active first responders.

That are Verizon employees.

>> We as a committee contact with firefighters, EMTs, paramedics, nurses, police officers.

They come from all parts of our business and ultimately we got to start to hear their stories.

>> My name is Matt.

>> Sandy.

>> John.

>> My name is Kendrick I'm a certified emergency medical technician.

>> Volunteer fire captain.

>> Public health medical responder.

>> Advance EMC and Level 2 firefighter.

>> Registered Nurse in neonatal intensive care.

>> Volunteer EMC.

>> Volunteer firefighter and emergency medical technician.

>> I'm a senior firefighter, emergency medical technician.

>> When Jim first reached out via email, and sort of outlined his initiative I thought, this is amazing.

>> The advantage of this network is you've got a level of highly trained first responders throughout the entire company.

And in other circumstances as -- under circumstances as we are right now we can bring to the table expertise that hasn't been utilized before.

As a network that just makes us stronger.

>> I don't look at myself as a hero.
It's just a passion that I have.
It's something that I do.

>> Basically what I love about EMS in particular is the ability to help others when you look at their face and they go from being absolutely upset and scared to smiling.

>> I just love helping people every day no matter what the call was, it's an emergency to the person that you're helping.

>> I know -- I think it's almost like a calling.

>> All those hours I put in on a volunteer basis to protect and serve my community, they are all just made worth it if I save one life.

>> For those of us who actually do work the front lines and do provide care to people, this is a calling.

>> If you can just help one person a day, you're doing what you're supposed to be doing here on earth.

>> Having the training and the ability and the calling to do this work is I think why I'm on this planet is to help people have a better life.

>> I think the coolest part of having this group has been finding out that they are all over America.

They are all over the world.

We have these as I've called it heroes among us.

They are amazing people.

And we're going to hopefully give them a voice.

>> JEREMY GODWIN: Wow some real true heroes among us so proud to share that with everyone to see the team in action and the various different ways they help. First responders are a group that we have helped stay connected time and time again through our public sector team.

We'll talk more about that in a minute.

Since the very early days of the COVID-19 pandemic, our public sector team has been partnering with different organizations, agencies, state and Federal level especially in schools the work we have done with the LA Unified School District and states like Georgia, South Carolina with more to keep these students connected as they are going back to school but we are just getting started.

At the tailend of July the public sector team announced the Verizon First Responder Advisory Council.

It's a group made up of some of the nation's top public safety leaders.

It's a great addition to what we can offer our customers in public safety who need the help.

Resources available through a series of Town Halls and other planned events to counsel and share expertise I'm joined today by Commissioner Bill Bratton who is the

former NYPD Commissioner and chief of the LA police department also Chair of the Council Commissioner it's good to be with you again today thanks for joining us let's get started, why is this Council so important.

>> BILL BRATTON: Jeremy, great to be with you and your colleagues.

The Council is incredibly important.

It's made up of highly respected accomplished public safety leaders who represent all facets of the public safety community including Emergency Management, public health and law enforcement.

Verizon has always relied on expertise and guidance of the public safety members and communities they serve including myself over the years and certainly Verizon's corporate Security Team headed up by Mike Mason from the FBI who I have had the privilege of working with over many years.

It's to ensure it is meeting the needs and requirements of those communities.

The establishment of Verizon's First Responder Advisory Council last year formalizes these efforts and we are now going public.

>> JEREMY GODWIN: Good and you mentioned Mike Mason of Up to Speed Live and always good to hear from Mike.

Why make this Council available to our public safety customers?

How does this help and benefit.

>> BILL BRATTON: Verizon wants to ensure that the public safety community has the information, technology and resources they need to protect and serve the vital roles that they perform.

And by making the Advisory Council available, it's an additional way, a critical way, of facilitating that need and that effort.

We are here to be a conduit.

We'll be reaching out.

We network with all of those communities.

And they are going to know that they can reach out to us as a way of getting directly into wherever they need to go in Verizon to get the answers and responses they need.

>> JEREMY GODWIN: Yeah that's so important to do that.

I know you all have your first event coming up next week.

Tell me more about that.

And what people can expect, please.

>> BILL BRATTON: So we're very excited about that. We're planning to do periodic Town Hall Meetings like this.

We have basically Verizon customers, a lot of our colleagues and friends.

And this Town Hall is going to cover the wide spectrum of issues that is facing public safety at this particular time and address the critical importance of communications, the ability to collaborate intimately at all times.

And the prioritization that Verizon is giving to public safety needs to ensure that that

communication is always there for them.

So it's intended to be an informative opportunity to share.

But also to hear.

And we're really looking forward to it.

I'm very excited.

We have a top tier team members who will be on the call and we'll get you information of how people can hopefully dial in.

>> JEREMY GODWIN: That's great next Tuesday from 4 to 5:30 if you're interested in registering for that or now some folks in the public sector or public safety agencies they can go to [Verizon.com/publicsafety](https://www.verizon.com/publicsafety) to learn more about the Verizon First Responder Advisory Council Commissioner Bratton thank you so much for joining and I wish you and the rest of the group best of luck as we help folks out.

>> BILL BRATTON: Look forward to next Tuesday August 18th all the best.

>> JEREMY GODWIN: Thank you sir.

Next slide if you will, please, Kyle, another conversation that we are continuing.

The Commissioner mentioned Mike Mason, our Chief Security Officer he'll be joined on a live discussion later today with Eric Adams the Brooklyn borough president in New York City.

And the association President to hear unique perspectives on policing, protesting and social justice.

They have some interesting backgrounds.

Adams is the first African American to hold his position and his understanding of violence and racism comes from living the experience of being a victim but choosing himself to become a police.

Dallas Police Sergeant has been on the force for 20 plus years and effectively the voice of Dallas police officers this will offer insights into policing in our country Mike Mason our Chief Security Officer retired Veteran and former FBI react will be joined by Ron Wheat all of the details are on VZ Web and the Street.

Now as we continue on with this episode today, something fun we did last week we're going to do it this week Kyle next slide, if you will, please.

Are you up to speed?

Hopefully you caught yesterday's next addition of Andy's staycation where he took a trip to Kansas City, Missouri saw some awfully good barbecue that I'm missing right now how are we paying it forward in Kansas City, Missouri get questions to us your questions for a chance to win some swag from our swag store an important note to look out for there maybe something with the Verizon Visa card pay attention to that we look forward to your answers finally today I want to share some thanks with some of the Network Team in Dobbs Ferry New York area we can go to the next slide this was emailed over to me you see some of the damage that was left in the wake of Isaias last week.

A lot of poles down, a lot of folks in the northeast experienced I want to call up folks here who quickly got that area reconnected and got us some business Anthony Yelland, Pete Loughlin, Steve Steele, Mike McNally, Kei Kurihara, Roman Hart Lewis, Herold Jean-Pharuns, Denis Shubin and April Horton all a shoutout for the work they did to get this area reconnected and like I said, there was an apartment complex there that lost service with a competitor.

Well, now they have switched their service over to Verizon because they saw how quickly we respond and get people back connected way to go to that team out there. I know a lot of our team has been out this week with various events going on with weather.

So thank you for everything that you are doing.

But hey that will do it for us today.

We'll be back with you again tomorrow.

Until next time, you're up to speed.