

Verizon
Up To Speed Live
Friday, August 21, 2020



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>> Stop me if you've 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. 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 pay phones, dial-up internet, and not so smart wireless phones.

We have 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, pulling together, and we are 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 fiber optics home with Fios, our recovery response to Hurricane Katrina.

>> We are asking to help the people. We are giving opportunities to help friends and families.

>> 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 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 is 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 groundbreaking ones we are 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 commitments to society, such as our Verizon innovative learning schools, our sustainability leadership, and the heartfelt work that 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 of our efforts to keep the world moving forward.

So, happy anniversary, V Teamers.

Here's to our Next20.

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

(Dial-up modem sounds.)

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 see 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 being 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 be better.

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

[Music playing]

>> My name is Corey Czmiel. 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 him 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 and 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 am constantly motivated by the 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, 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 be cared for. I'm focused on bringing the very 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 off 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 is 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.

(Change in music.)

(Fast drumming.)

(End of drum solo.)

>> 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 traffic patterns in our network shifted, our engineers adjusted resources and implemented new solutions to increase capacity.

We continue to innovate 5G, partnering in trials 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 nodes. We lit up mobile 5G in San Diego, 5G home in Detroit, and kept evolving 5G networks in Houston, Indy and LA, and how cool is this, the app that helped partners advance their next gen solutions. We have received all great reviews for 5G, 4G, and Fios. Our response team answered every call to support services. And due to the pandemic, our technology team delivered years' worth of digital transformation in a matter of months.

>> During the quarter, we continued to evolve our response. That meant rapid deployment of our retail team, constant involvement with the customers digitally interacting with us, and bringing touchless to retail stores with a clear focus on social distancing, and a nationwide curbside pickup pilot. We launched the new Motorola Edge+, an exclusive on Verizon, the Galaxy Note20, and the latest iPhone. We also launched the Lenovo 5G, the first PC built for 5G broadband. We also introduced our own visa card, and demand from customers is already sky high, with plans that reward customers the longer they stay. We gave even more entertainment options on us. We gave our best student pricing with a new student discount. We celebrated the second anniversary of Visible, all digital carrier, and we helped customers avoid over 5 billion robo calls to date, making us a leader in the industry.

>> We reacted and rebounded in the second quarter, and they filtered business continuity disaster plans. We enabled distance learning, including with the Los Angeles Unified School District in the state of California, and we provided enhanced connectivity to temporary field hospitals and ships like the USNS Comfort.

We supported over 400 businesses with our pay it forward small business program, and we proudly served over 80,000 meals to frontline health care and EMS workers in New York City and Detroit, which also supported local restaurants. We continued to expand our portfolio's advanced business solutions, none more timely than the addition of Blue Jeans, and we added

Cisco's EMCS for more agile networking infrastructure, launched platforms, kicked off return to business -- released a data security report to spark critical conversations with our business customers around the globe.

>> We have continued to meet changing customer behavioral shifts by innovating across advertising, subscriptions and transactions. We accelerated our 5G initiatives. The launch of Verizon Media immersive, the new suite of AR, VR, and mixed reality products, powered by the future of 5G content.

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

We have won readers choice awards for all nominated categories. This is the most wins for any nominated company. We secured an industry first with Walmart by enabling Yahoo Mail users to make their grocery purchases through their in-box. No other email provider allows users to do this. We launched Yahoo! Life, a new site focused on well-being. We donated \$10 million to mental health organizations impacted by COVID-19, and, finally, we added a venture to help black-owned small businesses.

>> This has been another incredible quarter, proving 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 V Teamer tributes, and Pride Month with PRISM, our new LGBTQ business resource group. We 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 when yet another crisis struck, we opened our hearts, minds, and resources to support urgent issues around social and racial injustice. Forbes named us as the number one brand for employees and 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 iconic and world-changing years of 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, ideate, innovate, and maximize the opportunities we have in front of us.

>> The best networks, the best experiences, 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?

[Music playing]

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

>> 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 new device, you look at the instructions, and that's when the fun ends.

[Music playing]

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 a tech coach about your devices. This service is good for 30 days after you activate a new device, whatever you need, wherever you need it.

[Music playing]

>> 33 cars, a race like no other, the Indianapolis 500, and it all begins with the most famous call in all of American sports.

>> Ladies and gentlemen, start your engines!
(Engine revving.)

[Music playing]

>> Oh, my goodness. As usual, we just have the best ways to open up our Up to Speed sessions, and our thanks to Dave Boerger. He is one of the funniest people I have ever met and also one of the nicest. Also, unmistakable, if you caught the voice. That was Chris Serico. I know we have magical editing by Matt Fielder. Thank you guys, and yes, we are going to be talking about the Indy 500 coming up this weekend. Hello, welcome to Up to Speed. Thank you for joining us. I am Diane. First, let's take a turn of our attention to something serious, the wildfires in country that are raging out of control right now, and, of course, our hearts are with all of the people there, all of our V Teamers who are working hard in harm's way. We are going to talk with David Shultz right now, a director in Pleasanton, California, in the northern part of the state. Thank you so much for being with us. Tell me exactly where you are, the facility, and what the latest is for our V Teamers.

>> Sure. Good morning, Diana. I'm in the Pleasanton mobile switching series, an hour to the south, an hour to the east, an hour to the north of areas that are burning.

I want to first shout out to the 78 network engineers and 78 network managers here in central California and Nevada who have been working on the response. As a result of their professionalism, currently, we only have three sites that are off the air, and in partnership with others, we have ten satellite trailers used to support fire camps around northern and central California, helping first responders and helping ensure people's lives and livelihoods and homes can be saved.

>> Absolutely. Thank you so much for that update, and, of course, we are really concerned about our V Teamers out there who are hard at work and who happen to live in that area. Can you give us an update about them, please?

>> Sure, and that's certainly been a concern of ours. You know, thankfully between the -- teams and the supporting engineering teams, thankfully, we only had one engineer who has had to evacuate with their family. She is safe and her family is safe, and the last we heard, her home did survive the fires, and we are, you know, very grateful for that, and we are certainly looking forward to her being able to get back into her home and also back and doing the --

>> Thank goodness that she is okay and everyone else seems to be fine. By the way, we just want to remind everybody watching right now that if you do want to help out, there's always the V2V Fund. These wildfires, this is nothing new for you guys. You are working around the year on things like this with prep and mitigation. Can you tell me a little bit more about that?

>> Absolutely, and it's very similar to being in a hurricane zone. If we are not in the wildfire season, we are preparing for the wildfire season, so we do extensive landscape mitigation around hundreds of sites in California every year. It's proven to help us stave off the fires that run through the underbrush and the woods. We continue to focus that heavily on our generator mains, which we need to focus first in those fire zone areas, making sure that things are up and ready to go.

And we also have cultivated a lot of partnerships too with the Data California and the Government Affairs partners to ensure that we have great communications with the California Office of Community Services, and, of course, Cal Fire.

>> Diana: That is a lot of work, and we are so grateful that you are all out there, doing the hard work to keep everybody safe and connected, and we have such a strong partnership with our emergency responders in the public sector. I can't thank you enough for taking time out of your day, because we have everybody in our hearts during these times and situations. With any new updates that come in, we'll be updating everybody, but you stay safe, Dave, and thank you for talking with us.

>> Thank you, Diana. I appreciate it.

>> Diana: On to some happier stuff, we are going to be talking about the Samsung Galaxy Note20. Talk about speed, downloads are a dream with this device, and we are so proud to have the Note20 join our Verizon lineup. Here's the cool stuff, if you would like to upgrade, we have deals for you. You are eligible for up to \$500 in trade-in credit for your existing smart phone. Also, if you switch or add a line, you can buy any Galaxy Note20 smart phone and get a second Note20 phone, possibly for free with a premium unlimited plan or half off with any other Verizon unlimited plan. This phone is fantastic. This is a game-changer if you want high-quality download speeds, all of that, fantastic.

Speaking of speed, we are going to talk Indy 500 this weekend. As you saw, it was so funny, but, yes, the Indy 500 this year, and the big change, no fans in the stands, of course. With the crisis happening right now, they wanted to keep everybody safe. So who stepped up to the plate to help out? Verizon, of course.

The thing that people always talk about with the Indy 500, and I lived in car country, is the feeling in the stands when you get to see the cars going back, the feeling in your body when they are roaring. That's exactly what Verizon's incredible engineers want to deliver to you. They are going to be delivering a trackside experience via 5G while keeping everybody safe, and we have got a video to show you.

[Music playing]

>> Verizon is here at Indianapolis motor speedway, and we are studying some unique 5G experiences. This year, the track will have no fans, so Verizon is bringing that experience to you at home, so you can see it out of your smart phone, and experience it live as if you were actually on the track.

We are putting a 360 camera right on the track and powering it with a 5G connection that is fast, and it uploads the video on to the customers' phones.

With Verizon's 360 Portal app, the fans have a 360 view of the track itself, and you'll be able to listen and see the cars passing by at over 200 miles an hour.

It's very unique to be able to work here with the Penske team, with Verizon bringing you this experience over 5G.

>> Diana: So, so, so cool. I mean, you could even feel the power in that middle video right there. Imagine how that's going to be when it's live and happening.

So, we have a virtual driver's day experience tomorrow for you. It is all via live stream. Let's see that first slide. So, basically, you can visit the garages, you're going to be able to see the drivers and experience pretty much everything outside of actually kicking the tires, and this starts at 10:00 a.m. eastern. Just check Verizon's Twitter and YouTube channels, along with IMS.com.

And then the second part of this is on Sunday, of course, the actual Indy 500 on NBC at 1:00 p.m. eastern, always an exciting event, and Verizon, of course, is stepping in to try and make it as memorable as possible.

All right. Let's slow things down just a little bit, because we have yet another amazing V Teamer for you to get to know. Now, she does everything with a big heart. This is why she was selected to do the My Why portion. She is devoted to her team, her community, and her beautiful daughters, and we hear that she is a rock star baker. Meet Imelda Luquin.

>> My name is Imelda Luquin. I'm an S&B specialist, and I currently work from home in Santa Fe, New Mexico. My favorite thing to do is to travel and be outdoors with my family. I love to go fishing and camping. Before Verizon, I was at a nonprofit, where we employed at least 75% of personnel with severe disabilities. I worked in document shredding and storage. That was very nice.

What inspired me to be a part of Verizon was the benefits of being able to have some career progression and the opportunities that are given here.

What inspires me to work at Verizon is our social responsibility and our ability to be able to volunteer, and also Verizon is supporting our community, so that's something that I'm really proud to be a part of.

Moments like this have been a learning experience for me, being able to feel that I am helping, being a part of a new department that I never even knew existed.

I am currently trying to develop and be one of the fearless leaders. I look a lot up to the women in leadership, and I aspire to be in their shoes.

I'm with my kids, so we go into the tent and start pulling everything out and baking everything that we can.

Verizon is a great company to work for. It has great benefits. It supports you and your family, and it is very inclusive. One thing that I can think of is our ability to be able to adapt and change, it was pretty amazing seeing a large global company being able to adapt quickly in a situation like this recent pandemic.

>> Diana: I love hearing the pride in Imelda's voice when she is talking about her work with the V Team, and let me tell you, lady, you are already a leader.

Tenemos suerte de tenerte.

We are going to talk about a moment in history. It is hard to believe that it has been 57 years since the first March on Washington. Let's see that slide right now. We are going to give you a way to be a part of it this year by participating in the first virtual March on Washington. This is such a wonderful way to show your support for Dr. King's message and mission. And don't take it from me, take from the man who helped him draft the first draft of his iconic speech, I Have a Dream.

>> More powerful than the march of mighty armies is an idea whose time has come. Ending racism in this country is an idea whose time has come. Okay? You know, you know -- you don't need to send a land rover to Mars to find out whether it can be done. We can do it!

>> Diana: Isn't that amazing? I had no idea that he helped write the first draft of that speech while they were at the hotel, waiting, you know, to do the March on Washington. His story is incredible, and you will hear more of it in the next installment of the Next20 Conversations. These are incredible conversations that are going to motivate you to take action, and if Clarence can't motivate you, I don't know who can, so that's going to be amazing, and, again, that March on Washington is a virtual march that is happening on Friday. You can be a part of it. Let's all make a difference together.

All right, finally, this was for the working parents out there or just the parents in general. How are you staying sane during these crazy, crazy times? Every night, I collapse into bed, thinking how did I just manage to do that today, right?

So, I have somebody that I want you to meet who is going to help you get more focused, and not only get more focused, you're going to enjoy the things you love, the people in your life, the activities that you love to the fullest. I'm talking about author and entrepreneur Nir Eyal. He first came onto the scene with the book *Hooked*. Some of you may have read it. It's all about why certain apps, certain things like Facebook are kind of sticky, right, we keep coming back to them and get hooked on them.

So his next book, *Indistractable*, is about how to become an indistractable person, how to get rid of the distractions in your life and do the things that you want to do. Here's a clip.

>> I was with my daughter one afternoon, and we had this beautiful afternoon plan, and I remember we had this activity book of different things that we could do together, make paper airplanes, ask interesting questions, and I remember one of the questions in this daddy and daughter book was this: If you could have any superpower, what superpower would you want? And I remember the question verbatim, but I can't tell you what my daughter said, because in that moment I thought it was a good time to just check this one quick thing on my phone --

"Wait a second, honey, I have to do one quick thing," and by the time I looked up from my phone, I realized she was gone. She had left the room to play with toys, and I realized I blew this daddy daughter moment. That's when I realized I had to make a change in my life. If I'm honest with you, it wasn't just my daughter. It was I'm definitely going to exercise today, but I didn't. I would say I'm definitely going to eat right, but I wouldn't. I would say I was definitely going to work on the big project that I had to finish, but I would procrastinate to another day.

>> Can I tell you how gratifying it is as you the expert, seeing that you struggle with this too? Because we all beat ourselves up over this. You delved in as a researcher. What did you come up with?

>> I wrote this for me more than anyone else, because I have always struggled with self-control. I have always struggled with the conventional advice. I used to be clinically obese at one point in my life, and it's actually very analogous, the struggle that we are having today with technology overuse and distraction. It's very similar to the problems that we have when we overeat. Distraction is all about doing something that you didn't intend to do, whether that's spending too much time on your phone, working too much, watching too much TV or eating too much, anything that is not what you planned to do is a distraction. And so what I learned from this five years of research, writing this book, *Indistractable*, is that there are actually four steps to becoming indistractable, and it turns out that all of us can become indistractable, that all we need to do is follow these steps. They are not necessarily easy. I don't want you to think that it's a snap your fingers solution. It took me a lot of time, five years, to write this book, because I kept getting distracted, but once I discovered these techniques and applied them to my only life, every facet of my life changed. I am 42 years old and I have never been in better physical shape, because I exercise when I will. I have a better relationship with my wife of 18 years than ever before, because I'm there and she can rely upon me. I don't do what I used to do, skipping out on household obligations, because I'm an equal with my partner and I'm

indistractable. I have a better relationship with my daughter because I'm fully present. I do better at work. There's no facet of my life -- so, today, if you would ask me what superpower I most want, the power to be indistractable, the power to do whatever it is you simply say you're going to do with your time and your life.

When you trick yourself into thinking that whatever it is that I am doing, the emails, things on my to-do list, Slack notifications, that thing is more important than the thing I said I was going to do, you're letting distraction fool you into prioritizing the easy and the urgent at the expense of the important.

And that is the most dangerous form of distraction, distractions we don't even notice are distracting us. Okay? So, just because it's work-y doesn't mean it's not a distraction. If it's not what you said you're going to do with your time, by definition, it's a distraction.

The beauty of becoming indistractable is that you can actually enjoy leisure time without guilt!

>> Diana: I told you that was good, wasn't it? Now, imagine that not only did we have a conversation about the problem with distractions, especially lately, since we are spending so much time in front of our screens, right, but he lays out step by step how to become indistractable, and I was so inspired, as you can see, I went out and bought his book. It's on my bed stand. I'm doing less to be less distracted and more present in everyday life, and again, you can watch this full interview on VZ Web and inside Verizon, and I promise you that you will take away some really good tips. It's your wellness Friday.

Thank you so much for spending your time with me today. I hope we have brought value and inspiration to your life. I hope you stay safe. For those of you out in California, our hearts are with you, as I said, and until next time, you're Up to Speed.