

Verizon
Up To Speed Live
Verizon Broadcast Center
August 24, 2020

CART/CAPTIONING PROVIDED BY:
ALTERNATIVE COMMUNICATION SERVICES, LLC
WWW.CAPTIONFAMILY.COM

>> STOP ME IF YOU'VE HEARD THIS ONE BEFORE -- WE'RE LIVING THROUGH UNPRECEDENTED...

>> I'M NOT SURE HOW MANY TIMES I'VE USED THE WORD.

IT'S A REALLY GOOD WORD.

>> SO MUCH OF WHAT WE DO NOW IS VIRTUAL.

>> NOW IT'S TIME FOR A VIRTUAL ANNIVERSARY.

20 YEARS AGO ON JUNE 30TH, VERIZON WAS BORN.

AN ERA OF PAY PHONES, DIAL-UP INTERNET AND NOT-SO-SMART WIRELESS PHONES.

THERE WAS OUR CRISIS RESPONSE TO 9/11/2001.

>> I'VE SEEN PEOPLE FROM EVERYWHERE DOWN HERE WORKING TOGETHER.

PULLING TOGETHER.

WE'RE GOING TO GET THIS THING UP AND RUNNING.

>> V-TEAMERS WORKING AROUND-THE-CLOCK TO GET THIS BACK UP IN A WEEK.

>> CAN YOU HEAR ME NOW?

>> 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 TO THE HOME WITH FIOS.

OUR RECOVERY RESPONSE TO HURRICANE KATRINA.

>> THE HEALTH OF PEOPLE -- WE'RE GIVING THEM AN OPPORTUNITY TO CALL THEIR FRIENDS AND FAMILIES.

>> RUNNING TO A CRISIS IS SOMETHING THAT WILL CONTINUE TO DEFINE US YEAR AFTER YEAR.

OUR ACQUISITION OF MCI EXPANDED VERIZON BUSINESS GROUP'S GLOBAL SCALE.

WE REACH MORE THAN 150 COUNTRIES AND ALL THE FORTUNE 500 PARTNER WITH US.

THERE'S OUR RECENT ACQUISITIONS OF AOL AND YAHOO IN OUR IMMEDIATE GROUP.

NOT ONLY ARE THESE ICONIC, GLOVED GLOBAL BRANDS, BUT HAVE THE MOST FORWARD THINKING TALENT WHEN IT COMES TO NEXT GEN PLATFORMS.

4G, FIOS, 5G, ONE FIBER AND NEXT.

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 PART OF.

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'RE 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.

HERE'S TO OUR NEXT 20.

>> A LOT HAS HAPPENED IN OUR 20-YEAR HISTORY.

WE HAVE MOVED THE WORLD FORWARD IN SO MANY DIFFERENT WAYS.

THERE'S 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 TEAM WORK ENABLES US TO SERVE OUR CUSTOMERS BETTER
AND FASTER.

>> WE BELIEVE INTEGRITY --
>> IS AT THE CORE OF WHO WE ARE.

>> WE ARE COMMITTED TO BEING 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 IS GOOD FOR TODAY --
>> TOMORROW, WE'LL DO BETTER.

>> THESE ARE SOME OF THE LINES FROM OUR VERIZON CREDO.
AND THIS IS WHO OUR CREDO IS FOR.

>> MY NAME IS COREY.

I'M A MANAGING DIRECTOR.

I LIVE IN NORTH CAROLINA.

I'VE BEEN WITH VERIZON ABOUT TEN YEARS.

MY WIFE AND I RECENTLY HAD OUR FIRST CHILD, AVERY'S A
9-MONTH-OLD.

I ENJOY SPENDING AS MUCH TIME AS I CAN DOING WHATEVER HE WANTS
TO DO.

I JOINED VERIZON TO BEGIN MY CAREER, BEFORE THAT, I GRADUATED
FROM EAST CAROLINA UNIVERSITY.

GO PIRATES!

VERIZON'S ALWAYS BEEN THE GOLD STANDARD IN TELECOM, IT REMAINS
INNOVATIVE IN TECHNOLOGY.

I WAS INSPIRED TO JOIN BECAUSE OF THE CULTURE, THE PEOPLE AND
HAVE A LOT OF RESPECT FOR THE BRAND.

VERIZON EVOLVED FROM A TELECOM TO MORE OF A TECHNOLOGY ORGANIZATION.

I'VE BEEN IMPRESSED WITH THE WAY WE'VE BEEN TRAILBLAZERS WITH TECHNOLOGY.

I'M CONSTANTLY MOTIVATED BY PEOPLE I WORK WITH ACROSS THE GLOBE. AND THE FOCUS THAT THEY'VE GOT FOR THE CUSTOMER EXPERIENCE AND BRINGING THE BEST OF VERIZON TO THEM.

I STARTED OUT OUT OF COLLEGE AND JOINED VERIZON.

I WAS ABLE TO COMPLETE MY MASTERS IN BUSINESS ADMINISTRATION DURING MY TENURE AT VERIZON.

I'M INTERESTED IN MAKING SURE OUR CUSTOMERS ARE CARED FOR.

FOCUS ON ENHANCING OUR EMPLOYEE'S CAREER PROGRESSION, DEVELOPING THEM INTO WHAT THEY WANT TO DO.

I'M INTERESTED IN BRINGING 5G AND THE FOURTH INDUSTRIAL REVOLUTION TO OUR CUSTOMER BASE.

I LIKE TA FANCY MYSELF AS A CARD TRICK ENTERTAINER.

ONCE IN AWHILE I THROW OUT CARD TRICKS AT PARTIES AND EMBARRASS MY WIFE, BUT I HAVE FUN WITH IT.

I'D ENCOURAGE THEM TO THINK ABOUT VERIZON AS BEING A TECHNOLOGICAL TRAILBLAZER.

A COMPANY THAT CARES DEEPLY FOR THEIR EMPLOYEE BASE, AS WELL AS CONTINUES TO FOCUS ON THE CUSTOMER.

WE ALWAYS CARE FOR OUR EMPLOYEES FIRST AND FOREMOST, A REAL INSPIRATIONAL MISSION STATEMENT WE'VE GOT.

>> THIS IS A NEW STEP AND OPPORTUNITY FOR US TO REWRITE THE RULE BOOK.

>> DESPITE ALL THE OBSTACLES, OUR GN&T TEAM CONTINUE TO EXCEED TARGETS.

IMPLEMENTING NEW SOLUTIONS TO INCREASE CAPACITY.

WE CONTINUE TO INNOVATE 5G, TRIALS OF DSX TECHNOLOGY.

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 L.A. WE CONTINUED OUR NETWORK WINNING STREAK WITH RAVE REVIEWS FROM OPEN SIGNAL, ROOTMETRICS AND JD POWER ALL GIVING US GREAT REVIEWS FOR 4G, 5G AND FIOS.

OUR FIELD TEAMS EVOLVE HOW WE WORK TO SUPPORT OUR CUSTOMERS.

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 REDEPLOYMENT OF A LARGE PORTION OF OUR RETAIL TEAM.

CONSTANTLY EVOLVING.

OUR CUSTOMERS DIGITALLY INTERACT WITH US AND BRING US TOUCHLESS RETAIL.

WE ALSO LAUNCHED 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 AND DEMAND FROM CUSTOMERS IS ALREADY SKY HIGH.

WE CREATED NEW PREPAID CARDS TO REWARD CUSTOMERS THE LONGER THEY STAY.

WE OFFERED EVEN MORE ENTERTAINMENT OPTIONS.

WE GAVE STUDENTS OUR BEST PRICING WITH A NEW STUDENT DISCOUNT.

WE CELEBRATED THE SECOND ANNIVERSARY OF VISIBLE, OUR ALL-DIGITAL CARRIER AND HELPED CUSTOMERS ENVISION MORE FOR TODAY.

>> BUSINESS CONTINUITY, DISASTER RECOVERY PLANS, TO MEET THEIR REQUIREMENTS.

WE PROVIDED CRITICAL CONNECTIVITY AND ENABLED DISTANCE LEARNING, INCLUDING WITH LOS ANGELES UNIFIED SCHOOL DISTRICT IN THE STATE OF CALIFORNIA.

WE STOOD UP VIRUS TESTING AND QUARANTINE CENTERS AND PROVIDED ENHANCED CONNECTIVITY AND SHIFTS LIKE THE USNS COMFORT.

WE CONTINUE TO EXPAND OUR PORTFOLIO TO ADVANCE BUSINESS SOLUTIONS, NONE TIMELIER THAN THE ADDITION OF BLUEJEANS.

WE EXPANDED OUR PORTFOLIO FOR A MORE FLEXIBLE AND AGILE NETWORKING INFRASTRUCTURE.

KICKED OFF, RETURN TO BUSINESS, AS USUAL -- THE NEW MONTHLY WEBINAR SERIES FOR ENTERPRISE AND RELEASED THE 13TH EDITION OF OUR DATA BREACH INVESTIGATIONS REPORT.

PART OF OUR CRITICAL SECURITY CONVERSATIONS WITH OUR BUSINESS CUSTOMERS AROUND THE GLOBE.

>> WE CONTINUE TO MEET CHANGING CUSTOMER BEHAVIORAL SHIFTS BY INNOVATING ACROSS ADVERTISING, SUBSCRIPTIONS AND TRANSACTIONS.

LAUNCH OF VERIZON MEDIA IMMERSIVE, NEW SUITE OF AR, VR AND MIXED REALITY PROJECTS.

THE FUTURE OF 5G DIVING IN CONTENT.

WE PARTNERED WITH COOLER SCREENS AND SAMSUNG TO LEVERAGE FORMATS AT HOME WITH CONNECTED TV.

WE SAW STEADY INCREASES IN THE NUMBER OF ADVERTISERS.

ESP, SSP, AD NETWORK VIDEO AND MOBILE.

SECURE WITH WAL-MART BY ENABLING USERS TO MAKE COSTLY PURCHASES THROUGH THEIR INBOX.

NO OTHER E-MAIL PROVIDER ALLOWS USERS TO DO THIS.

WE LAUNCHED YAHOO LIGHT -- A NEW SITE FOCUSED ON WELL-BEING.

WE DONATED 10 MILLION IN MENTAL HEALTH ORGANIZATIONS IMPACTED BY COVID-19.

>> THIS HAS BEEN ANOTHER INCREDIBLE QUARTER, PROVING, YET AGAIN, WHAT THIS V TEAM IS ALL ABOUT.

WE WERE HONORED AS A TOP-TEN BEST COMPANY FOR MULTICULTURAL WOMEN.

WE CELEBRATED ASIAN PACIFIC HERITAGE MONTH.

OUR NEWLY UNIFIED LGBTQ EMPLOYEE RESOURCE GROUP.

HOSTED A VIRTUAL SERIES, CLASS OF 2020, READY FOR ANYTHING, FEATURING INSPIRATIONAL LEADERS LIKE OUR OWN HANS VESTBERG AND FORMER PRESIDENT CLINTON.

WHEN ANOTHER CRISIS STRUCK -- WE OPENED OUR HEARTS, MINDS AND RESOURCES TO SUPPORT URGENT ISSUES AROUND SOCIAL AND RACIAL INJUSTICE.

FORBES NAMES US AS NUMBER ONE BRAND FOR EMPLOYEES IN SOCIETY IN TERMS OF DEALING WITH THE PANDEMIC.

BRAND FINANCE RECOGNIZED US AS HAVING THE MOST TELECOM VALUE IN THE WORLD.

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.

>> BEST NETWORKS, BEST EXPERIENCES, BEST SERVICE.

HOW AND WHERE OUR CUSTOMERS EXPECT IT.

>> THERE'S ENORMOUS OPPORTUNITIES AHEAD OF US.

LET'S GO GET THEM.

FORWARD TOGETHER, GO FIGHT, WIN.

>> OUR PURPOSE AND PASSION ARE UNBEATABLE.

>> 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?

>> YOU PROBABLY THINK ABOUT YOUR PHONE GETTING STOLEN, BUT NOT YOUR PHONE NUMBER.

I'M JESSIE AND I WORK AT VERIZON.

IF YOUR IDENTITY'S STOLEN -- CHANCES ARE, YOUR PHONE NUMBER WILL BE STOLEN TOO.

YOU CAN PROTECT YOUR NUMBER IN THE MY VERIZON APP.

WE MAKE SURE YOUR CALLS, TEXTS AND 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'RE A COMPANY OF 135,000 CITIZENS.

AND WE HAVE A PLAN.

TO WORK TOWARD A GREATER GOOD.

A PICTURE FUTURE TO SHARE.

ONE THAT WILL MOVE US ALL FORWARD.

CITIZEN VERIZON, OUR PLAN FOR ECONOMICS, ENVIRONMENTAL AND SOCIAL ADVANCEMENT.

>> YOU JUST UNBOXED YOUR NEW DEVICE, LOOK AT THE INSTRUCTIONS, THAT'S WHEN THE FUN ENDS.

MY NAME IS SAM AND I WORK AT VERIZON.

CHAT LIVE WITH A TECH COACH TO HELP WITH YOUR WIRELESS DEVICES AND VIRTUALLY ANYTHING THAT CONNECTS YOU.

LIKE SMART HOME ACCESSORIES OR YOUR SMART WATCH.

THIS SERVICE IS INCLUDED FOR 30 DAYS AFTER YOU ACTIVATE A NEW DEVICE.

TO SUPPORT YOU WHENEVER YOU NEED IT.

>> I'M A VERIZON ENGINEER.

BUILDING THE MOST POWERFUL EXPERIENCE FOR AMERICA.

>> 5G ULTRA WIDEBAND IS AVAILABLE IN SELECT CITIES.

>> LIKE LOS ANGELES.

>> AND NEW YORK CITY.

>> ROLLING OUT AROUND THE COUNTRY.

>> 20 TIMES FASTER THAN TODAY'S 4G NETWORK.

>> THE FASTEST 5G IN THE WORLD.

ON A NETWORK MORE PEOPLE RELY ON.

THIS 5G BUILT RIGHT, ONLY ON VERIZON.

>> GOOD MORNING, GOOD AFTERNOON, GOOD EVENING, EVERYONE.

HAPPY MONDAY, THANKS FOR JOINING US FOR A LIVE VERSION OF UP TO SPEED, OF COURSE, WE'LL HAVE HANS ON TO TAKE SOME OF YOUR QUESTIONS.

BUT... OUR EYES ARE OUT WEST AS WE TAKE A LOOK AT WHAT'S HAPPENING WITH CALIFORNIA WILDFIRES.

WE START THIS UP TO SPEED WITH AN UPDATE ON THOSE WILDFIRES.

WE'RE JOINED BY CURTIS MENTZ WITH US OUT WITH THE RESPONSE TEAM.

THANK YOU FOR WHAT YOU'RE DOING TO MAKE SURE FOLKS ARE SAFE, CONNECTED AND COMMUNICATING WITH EACH OTHER.

WHAT ARE YOU SEEING OUT THERE?

WHAT'S GOING ON IN THE FIELD, CURTIS?

>> CURTIS: I'M COMING TO YOU FROM PLEASANTON.

ONE OF THE FIRE BASE CAMPS HERE IS PLEASANTON CALIFORNIA, ALAMEDA COUNTY.

IN CALIFORNIA -- THERE'S A SIGNIFICANT NUMBER OF FIRES THAT ARE BURNING ALL THROUGHOUT THE STATE.

THE VERIZON CRISIS RESPONSE TEAM IS ON 24 DIFFERENT FIRES, 52 DIFFERENT DEPLOYMENTS.

WE'VE GOT OVER 400 DEVICES THAT HAVE BEEN LOANED OUT THERE.

MAKING A DIFFERENCE IS OUR SATELLITE RESOURCES.

WE TEND TO HEAD OUT INTO LOTS OF DIFFERENT AREAS, IN A FIRE BUSINESS -- THEY HAVE THINGS CALLED SPIKE CAMPS WHICH ARE CLOSER TO THE ACTION -- CLOSER TO THE FIRE AND IT ALLOWS FIRE PROFESSIONALS TO EXTINGUISH THAT FIRE.

THE SATELLITE RESOURCES IN THOSE COVERAGE AREAS ARE HELPING QUITE A BIT.

WE'D NOT HAVE BEEN SO SUCCESSFUL IF IT WASN'T FOR THE MEN AND WOMEN IN NETWORK ASSURANCE AND SYSTEM PERFORMANCE.

ALL THE FOLKS HAVE BEEN FANTASTIC TO WORK WITH.

WE REALLY NEED THEIR SUPPORT TO UNDERSTAND HOW THE NETWORK IS OPERATING, WHERE WE CAN ACTUALLY MOVE INTO THE QUALITY OF A NETWORK AND OF COURSE, MIKE ELLIOT IN THE SOUTHERN CALIFORNIA AREA.

>> SO MANY PEOPLE TO THANK AND SO MANY PEOPLE ON OUR TEAM TO MAKE SURE THAT WHEN WE RUN TO A CRISIS, WE MEAN IT.

CURTIS, THANK YOU FOR THAT UPDATE.

I KNOW YOU'RE IN FRONT OF CAL FIRE'S MOBILE COMMUNICATIONS CENTER.

ARE WE MAKING SURE WE'RE ASSISTING FIRST RESPONDERS AND THE NEEDS OF OUR PUBLIC INFORMATION OFFICERS IN A WAY THAT MAKES THEIR JOB EASIER?

>> YEAH... YOU KNOW, ANDY... SO... I ALWAYS HAVE A SAYING, WE ARE HERE TO SOLVE ROUTINE AND COMPLEX COMMUNICATION CHALLENGES FOR THE FIRST RESPONDERS AND... THE PUBLIC SAFETY PROFESSIONALS.

JUST HERE AT THIS PARTICULAR FIRE BASE CAMP, WE GOT A CALL FROM THE PIO, THE PRESS INFORMATION OFFICER FOR CAL FIRE AND WHAT THEY DO, THEY'RE FIELDING HUNDREDS UPON HUNDREDS OF CALLS EVERY SINGLE DAY FROM CONCERNED CITIZENS.

WHAT HAPPENS IS THEY ROUTINELY TOOK THOSE ON THEIR VERIZON WIRELESS PHONES.

THE VOLUME WAS HISTORIC.

THE NUMBER OF CALLS COMING IN FROM CONCERNED CITIZENS, THEY LITERALLY -- THE CALLS IN THE HUNDREDS PER HOUR.

SO... THE PIO CONTACTED US AND WHAT WE DID, WE TOOK OUR ONE TALK PRODUCT AND CREATED, OVERNIGHT -- 20-PHONE CALL CENTERS ON THE FAIRGROUNDS.

OUR ONE TALK PRODUCT IS FABULOUS.

PEOPLE, WHEN THEY CALL IN -- IF IT'S EXTRA BUSY -- THEY HAVE THE OPPORTUNITY TO LEAVE A MESSAGE.

IF THEY DON'T WANT TO LEAVE A MESSAGE, THEY CAN PRESS ONE AND CONTINUE TO STAY IN QUEUE.

SO... IT IS A TREMENDOUS ACCOMPLISHMENT.

WE'VE NEVER DONE THAT BEFORE.

WE'RE REALLY EXCITED TO BRING THAT TO THE PUBLIC SAFETY FOLKS AND PRESS INFORMATION OFFICER AND QUITE FRANKLY, COULD BE SOMETHING THAT WILL BE REPEATED IN LARGE CATASTROPHIC-TYPE EVENTS AND HELPING THE COMMUNITY GET THE INFORMATION THEY NEED.

>> CURTIS, IT'S AMAZING TO SEE WHAT OUR TEAM WITH DO.

IT'S GREAT TO SEE THE COMMUNICATIONS STREAMLINE THEIR PIOS IN THAT AREA.

WE'D BE REMISS IF WE DIDN'T LEAVE YOU WITH A QUICK QUESTION ABOUT WHAT'S HAPPENING IN THE GULF.

YOUR EYES ON THE WILDFIRES IN CALIFORNIA.

CAN YOU TELL US WHAT'S HAPPENING WITH OUR CRISIS RESPONSE TEAM WHEN IT COMES TO THE STORMS IN THE GULF THAT WE'RE MONITORING RIGHT NOW?

>> YEAH... ABSOLUTELY.

MY PEERS WILL BE MANAGING THE SOUTH AND EAST.

WE'RE LASER FOCUSED ON THE WEATHER EVENTS THAT -- LOOKS LIKE IT'S GOING TO BE A ONE-TWO PUNCH IN YOU WILL, IN THE GULF.

WE'VE GOT THE WEATHER EVENT, LAURA AND MARCO AND... THOSE EVENTS ARE COMING IN.

EARL AND HIS TEAM -- JASON AND HIS TEAM AND MY TEAM.

WE KEEP AN EYE ON THAT.

BECAUSE... IN OUR BUSINESS... WE'VE GOT A LOT OF FORMER LAW ENFORCEMENT, FIREFIGHTERS, MILITARY FOLKS ON OUR TEAM AND WE KNOW HOW TO JUGGLE MULTIPLE INCIDENTS IN OUR ENVIRONMENT AS A RESPONSE, AS A TACTICAL RESPONSE TEAM.

SO... THOSE FOLKS ARE LASER-FOCUSED ON THE PROJECTIONS, HURRICANE PROJECTIONS AS THEY'RE COMING IN AND KEEPING AN EYE ON IT.

EVERYONE AROUND -- ON THE BROADCAST HERE -- THEY FEEL CONFIDENT AND... KNOW THAT WE WILL RUN TO THAT CRISIS, AND WE WILL SUPPORT PUBLIC SAFETY AND OUR FIRST RESPONDERS WHO PROTECT US EACH AND EVERY DAY.

>> ANDY: THANK YOU, STAY SAFE OUT THERE.

WE'RE PROUD OF WHAT YOU'RE DOING WHEN IT COMES TO RUNNING TO A CRISIS.

WITH THAT, I'D LIKE TO BRING IN HANS FOR OPENING THOUGHTS AND HIS REACTION TO AN INCREDIBLY BUSY WEEKEND FOR OUR RESPONSE TEAM THIS WEEKEND.

THEY'RE ALSO WATCHING WHAT'S HAPPENING IN THE GULF COAST.

GOOD MORNING TO YOU, HANS.

>> HEY... GREAT TO BE ON THE UP TO SPEED SHOW.

LET ME START BY ADDRESSING A LITTLE WHAT WE HEARD FROM CURTIS.
UNFORTUNATELY... THE LEVEL OF NATURAL DISASTERS ARE CONTINUING.
FIRES THAT ARE SO DEVASTATING AND WE'RE IN THE MIDDLE OF A
PANDEMIC AS WELL, AT THE SAME TIME.

ONE OF THE MOST-CRITICAL THINGS WE HAVE TO SERVE OUR CUSTOMERS;
OF COURSE, CONNECTIVITY AND BEING ABLE TO COMMUNICATE IN TIMES
LIKE THIS.

AND LISTENING TO WHAT WE'RE DOING WITH THE VERIZON RESPONSE TEAM
IN THESE CRISIS, IT'S JUST FANTASTIC.

WE ALSO NEED TO BE CLEAR THAT YOU DON'T FIX THE PROBLEM IN THE
CRISIS.

A LOT OF WORK IS GOING IN TO PREPARE THE NETWORK AND INVESTMENTS
WE'RE DOING AND OF COURSE, THE INNOVATION, YOU SEE THAT CURTIS
TALKED ABOUT IS AMAZING.

THIS IS SOMETHING THAT'S SO IMPORTANT FOR US AND UNFORTUNATELY,
WE WILL SEE MORE OF THESE DISASTERS, GIVEN THE NATURE, IT'S NOT
REALLY [INDISCERNIBLE] IN THESE DAYS.

WITH STORMS, FIRES, HURRICANES, FLOODING, ALL OF THAT.

WILL CONTINUE AND TO KEEP THE NETWORK UP -- THAT'S ALMOST THE
MOST-CRITICAL INFRASTRUCTURE.

AND HEALTH CARE -- BUT... OTHER THAN THAT -- COMMUNICATION FOR
THE FIRST RESPONDERS AND FOR PUBLIC SAFETY, AS WELL AS FOR
SAFETY SENSE, THAT BECOMES ENORMOUSLY IMPORTANT IN SITUATIONS
LIKE THIS CRISIS.

AND... I THANK THE TEAM FOR BEING OUT IN THE FIELD DURING THESE
TIMES AND RUNNING TO A CRISIS, AS WE'RE SO GOOD AT AND THE
STRUCTURE FOR, I AGREE 100% WITH CURTIS.

UNFORTUNATELY OR FORTUNATELY -- WE'RE TRAINED TO HANDLE MULTIPLE
CRISIS AT THE SAME TIME SEEING THE FEEDBACK WE'RE GETTING FROM
THE CUSTOMERS IN THESE TIMES ARE SO REWARDING.

TO UNDERSTAND BOTH THE IMPORTANCE OF OUR TECHNOLOGY AND PEOPLE
IN THE FRONT LINE DOING GREAT WORK.

IT'S GREAT TO SEE, EVEN THOUGH I FEEL SAD THAT WE HAVE SO MANY
WILDFIRES, TROPICAL STORMS, HURRICANES AND... JUST, THINKING

ABOUT -- WE'RE GOING TO HAVE A NEW TYPE OF STORMS COMING TOGETHER IN ONE -- YOU KNOW... THAT'S HORRIFYING TO LEARN.

LET'S HOPE AND PRAY IT DOESN'T HAVE A DEVASTATING IMPACT -- OTHER THAN THAT -- SORRY... ANDY.

OTHER THAN THAT -- THERE'S A COUPLE THOUGHTS.

THIS MORNING, I GOT AN UPDATE FROM KYLE, OUR CHIEF TECHNOLOGY OFFICER ON THE NETWORK, HOW THE NETWORK IS HOLDING UP, AND IT'S HOLDING UP WELL.

IT COMES BACK TO HOW WELL WE PREPARE THE NETWORK.

WE HAVE REDUNDANCY, EVERYTHING YOU CAN THINK ABOUT -- WE'VE BEEN WORKING YEARS TO SEE THESE NETWORKS ARE WORKING IN TIME OF CRISIS.

AND WE KNOW THAT THESE ARE THE TIMES WHEN OUR CUSTOMERS ARE GOING TO REMEMBER OUR SERVICE.

THIS IS A TIME THEY'RE GOING TO PUT A PERCEPTION ON VERIZON.

I'M HAPPY TO SEE OUR RESPONSE.

OTHER THAN THAT -- I ALWAYS REITERATE THE SAFETY AND HEALTH FOR ALL OF YOUR GUYS -- REGARDLESS IF YOU'RE WORKING FROM HOME -- IN FRONT LINE -- IN STORE... YOU'RE OUT IN THE FIELD.

CONTINUE TO WORK THE SAFE DISTANCING AND SOCIAL DISTANCING.

WEARING MASKS AND ALL OF THAT.

IF WE CAN DO THAT RIGHT -- WE'LL CONTRIBUTE TO SEE WE ARE ENDING THIS SITUATION WITH THE PANDEMIC TAKING A TOLL ON ALL OF US.

THE SOONER, THE BETTER.

I JUST WANT TO REITERATE THAT

ON THE CUSTOMER SIDE, I CAN SAY THAT, ALSO, A LOT OF CUSTOMERS -- MANY ARE GETTING INTO BUSINESS AS URBAN.

THEY'RE GETTING INTO THE NEW NORMAL.

THE TECHNOLOGY BECOMES EVEN MORE IMPORTANT AND SO... THE VERIZON BUSINESS GROUP ARE ENGAGING WITH MANY OF THE LARGEST ENTERPRISES AND GOVERNMENTAL CUSTOMERS TO SEE IF THEY'RE DOING RIGHT.

AT THE SAME TIME, WE SEE THAT VERIZON MEDIA GROUP IS CONTINUING WITH INNOVATION AND I'M NOT SURE YOU'RE FOLLOWING MBA, BUT... IF

YOU DO, THE VIRTUAL REALITIES, ONE OF THE COMPANIES INSIDE VERIZON MEDIA GROUP HAS DONE A FANTASTIC INNOVATION.

WE RECENTLY HAD AN EXECUTIVE MEETING WITH COMMISSIONER OF NBA AND TALKED ABOUT THE STATISTICS OF USAGE.

WE CONTINUE TO INNOVATE IN THESE TIMES.

WILL BECOME VERY IMPORTANT.

THAT'S WHERE WE ARE AND A QUICK SUMMARY OF WHAT I SEE AT THE MOMENT.

BACK TO YOU, ANDY.

>> ANDY: THANK YOU, HANS.

THERE'S SO MUCH THAT WE ARE INVOLVED IN.

YES, I'M FOLLOWING THOSE BASKETBALL GAMES, IT'S GREAT WE'RE INNOVATING.

AT THE SAME TIME, MY HEART GOES OUT TO EVERYBODY THAT'S DEALING WITH THE PANDEMIC AND WILDFIRES AND STORMS AND THIS IS A GREAT TIME FOR US TO THINK ABOUT OUR COLLEAGUES AS WELL.

SO... LET'S TALK ABOUT V2V AS WE TAKE OUR NEXT SLIDE.

OUR EMPLOYEE RELIEF FUND.

IT'S THERE FOR EMPLOYEES IF THEY'RE DISPLACED IN THEIR HOMES.

THE FUND IS SUPPORTED BY V TEAMERS THAT WANT TO BE THERE FOR THEIR FELLOW IT EMPLOYEES IN TIMES OF NEED.

IT'S A CRITICAL TIME FOR ALL OF US TO STEP UP AND MAKE SURE OUR COLLEAGUES ARE TAKEN CARE OF AS WE COUNT OUR OWN BLESSINGS AS WELL.

WITH THAT, HANS, I'D LIKE TO GET TO OUR VIDEO QUESTIONS HERE.

SO... THIS VIDEO QUESTION IS FROM ANDREW KAMEKA.

IT'S ON OUR MIX AND MATCH PLAN.

LET'S LOOK AT ANDREW'S QUESTION.

>> HELLO, HANS, I WAS EXCITED TO LAUNCH MIX AND MATCH AND SEE ALL THE THINGS VERIZON ARE OFFERING TO CUSTOMERS.

I'M CURIOUS IF YOU PERSONALLY MADE THE SWITCH AND IF SO, DID YOU USE THE MATCH MAKER QUIZ TO FIGURE OUT WHICH PLAN IS RIGHT FOR YOU?

[LAUGHTER]

>> HANS: THANK YOU, ANDREW.

GOOD QUESTION.

I'M ALSO EXCITED ABOUT OUR MIX AND MATCH, THIS IS SOMETHING OUR CONSUMER GROUP HAS DONE FANTASTICALLY.

CONTINUED TO DIFFERENTIATE IN OUR OFFERING TO OUR CONSUMERS, SO... THEY HAVE MORE CHOICES, THAT IS MORE FOR USAGE TO HAVE AND... OF COURSE, THE MIX AND MATCH, THREE POINT HERE -- THE PRACTICAL BANDS OF LAST WEEK WITH A NEW BUNDLE ON THE PLUS PLUS PLUS, WHATEVER YOU CALL IT.

CONTINUES TO DIFFERENTIATE US.

THE WAY YOU WANT TO SIMPLIFY THE WAY YOU'RE COMING TO CONCLUSION.

BOTH TYPES OF PLANS YOU SHOULD HAVE AND OF COURSE, I'VE DONE THE QUIZ -- YOU KNOW.

IT TURNED OUT THAT I'M THE GUY THAT NEEDS EVERYTHING THAT WE CAN OFFER.

I ENDED UP WITH DO MORE UNLIMITED.

BECAUSE I HAVE ALL THE TECHNOLOGY YOU CAN THINK ABOUT AND UNLIMITED YOU CAN HAVE.

BECAUSE... COMMUNICATION IS SO VITAL, IMPORTANT TO THE WORK WE DO EVERY DAY.

AND I HAVE A FAMILY PLAN AS WELL.

THE REST OF THE FAMILY DOING UNLIMITED, DO MORE AS WELL.

I THINK THAT I'M, I'M DOING MY PART OF FOLLOWING THE MIX AND MATCH SORT OF SUGGESTIONS

SO... IT'S A GREAT WAY OF CONTINUING THE WORK TO CUSTOMIZE OUR SERVICES FOR OUR CONSUMERS.

>> I ALSO HAD A DO MORE RESULT FROM THE MATCH MAKER QUIZ -- NO SURPRISE THERE.

BUT... I'M ACTUALLY -- I'M GLAD YOU MENTIONED DISNEY PLUS PLUS PLUS BECAUSE IT TRULY IS PLUS PLUS PLUS.

I'M GOING TO BE WATCHING A LOT OF ESPN PLUS WITH MY BUNDLE AND FINDING MORE ANGLES WITH THE BUZZER BEATER FROM YESTERDAY.

FANTASTIC GAME.

HANS... WE'RE GOING TO GET TO OUR NEXT QUESTION HERE -- THIS IS FROM JILL, IN ROLLING MEADOWS FROM OUR VBG MARKETING TEAM ON DISTANCE LEARNING -- SOMETHING LOTS OF MOMS AND DADS ARE THINKING ABOUT.

LET'S LISTEN TO JILL'S QUESTION.

>> BACK TO SCHOOL IS HERE.

SO MANY ARE ADAPTING TO NEW WAYS OF LEARNING FROM REMOTE TO HYBRID MODEL.

HOW IS VERIZON HELPING ENSURE THESE MODELS DON'T WIDEN THE DIGITAL DIVIDE?

>> HANS: THANK YOU, JILL.

I HAVE TO AGREE.

THIS IS A SITUATION WHERE THE DIVIDE CAN BE INCREASED.

IN A TIME WHEN MOBILITY AND BROADBAND AND THE CLOUD SERVICES ARE THE MOST-IMPORTANT INFRASTRUCTURE TO BRING OUR SOCIETY TOGETHER.

THE 21ST CENTURY INFRASTRUCTURE IS MOBILITY, BROADBAND AND CLOUD.

IF WE CAN USE THAT, IT SHOULDN'T MATTER WHERE YOU'RE BORN, WHERE YOU ARE OR WHERE YOU STAY IN ORDER TO GET THE SAME TYPE OF SERVICES

I'M HOPEFUL THAT WE CAN BRIDGE GAPS, WITH TECHNOLOGY THESE DAYS AND I'M ALSO VERY PROUD OF WHAT WE'RE DOING IN VERIZON.

OF COURSE, WE HAVE OUR POLICY DISCOUNTS THAT WE HAVE HAD FOR YEARS.

AND WE'LL CONTINUE TO DO AND EVEN MORE-IMPORTANT, THESE TIMES, WE'RE GOING TO HAVE MIXED MODE, VIRTUAL MODE, FOR A LOT OF STUDENTS IN COLLEGE.

BUT... THE OTHER THING IS ALSO THAT, THE VERIZON BUSINESS GROUP HAS WORKED WITH SO MANY STATES.

WE HAVE ACTUALLY SIGNED UP WITH 38 STATES.

36 -- 36 MILLION STUDENTS TO BE CONNECTED DURING THE LAST COUPLE MONTHS.

IT'S UNHEARD OF, HOW BIG AN EFFORT WE'RE DOING IN ORDER TO SUPPORT ALL THESE STUDENTS COMING BACK TO SCHOOL RIGHT NOW.

WE'RE SO HAPPY THAT WE CAN BE PART OF THAT.

WE'VE SEEN A FANTASTIC FEEDBACK FROM THE STATES THAT WE'RE WORKING WITH AND OUR OFFERING THAT WE'RE DOING.

THEN... OF COURSE, WE HAVE OUR VERIZON INNOVATIVE LEARNING THAT WE SHOULD BE VERY PROUD OF, WHICH IS OF COURSE, FOCUSING VERY MUCH ON THE UNDERSERVED SCHOOLS THAT DOESN'T HAVE CONNECTIVITY, NOR ANY TECHNOLOGY DEVICES OR STEM EDUCATION.

WE HAVE DONE THAT FOR QUITE AWHILE AND... WE'RE NOW ADDING 110 SCHOOLS.

WE'RE ALSO, WENT FOR [INDISCERNIBLE] AND SO FAR, WE'VE INVESTED 535 MILLION U.S. DOLLARS IN THE VERIZON INNOVATIVE LEARNING.

TO SEE THAT THESE SCHOOLS ARE CONNECTED WITH BROADBAND AND... THE STUDENTS HAVE DEVICES, BUT... ALSO, THAT THEY HAVE THE SAME SORT OF EDUCATION, SORT OF PACKAGE.

THAT'S PART OF OUR STRATEGY.

WE WANT THESE STUDENTS THAT AREN'T CONNECTED TODAY -- NOT ONLY THAT -- WE WANT THEM TO CONTINUE TO THINK THAT VERIZON IS A GREAT COMPANY AND ULTIMATELY, WE WANT MORE STUDENTS OR KIDS TO LIKE STEM EDUCATION AND... ESPECIALLY FEMALES.

THAT'S REALLY WHAT WE WANT.

IT'S IN LINE WITH OUR STRATEGY.

WE'LL CONTINUE WITH IT.

ROSE KIRK AND OUR TEAM CONTINUES VERIZON INNOVATIVE LEARNING.

WE'LL CONTINUE TO ROLL IT OUT.

IT'S AN IMPORTANT PIECE OF OUR CITIZEN VERIZON WORK AS WELL

SO... WE DO QUITE A LOT IN EDUCATION -- CAN WE DO MORE?

YES... WE'LL CONTINUE TO DO THAT AND MIGHT SEE NEW THINGS COMING UP, DAYS TO COME, WHAT WE'RE DOING IN BRINGING CHILDREN AND KIDS BACK TO SCHOOL AND WE ALL KNOW HOW PAINFUL THIS IS.

THAT'LL BE VERY DIFFERENT TIMES IN SCHOOL FOR MANY OF US.

>> ESSENTIALLY AN IMPORTANT TOPIC FOR SO MANY FAMILIES RIGHT NOW.

YOU MENTIONED THOSE 36 MILLION STUDENTS, IT'S, IT'S HUGE.

IT'S A BIG NUMBER -- WE'RE GOING TO LEARN MORE ABOUT WHAT THAT MEANS WHEN WE IMPACT THEIR LIVES.

WE HAVE AN UP TO SPEED COMING UP LATER THIS WEEK, TALKING ABOUT THOSE BACK TO SCHOOL INITIATIVES.

BE ON THE LOOKOUT FOR THAT.

BEFORE WE GET TO OUR NEXT VIDEO QUESTION -- I WANT TO FOLLOW-UP -- YOU DID MENTION EARLIER ABOUT WAYS WE SHOULD ALL BE THINKING ABOUT STAYING MOTIVATED, ENERGIZED HERE.

YOU ASKED EMPLOYEES TO SHARE IDEAS ON HOW TO STAY MOTIVATED AS WE BEGIN IN THIS PHASE III STAGE FOR AN EXTENDED PERIOD.

CAN YOU TELL US ABOUT THINGS THE TEAM IS THINKING ABOUT RIGHT NOW?

>> A COUPLE THINGS -- WE TRIED TO DISCUSS IT AND TRIED TO LISTEN AS MUCH AS WE CAN FROM THE ORGANIZATION ABOUT HOW THEY FEEL RIGHT NOW, AFTER ALMOST FIVE, SIX MONTHS WORKING FROM HOME.

NOT ALL EMPLOYEES -- SOME ARE MORE HEROIC AND OUT IN THE FIELD SERVING OUR CUSTOMERS IN STORES.

WHEN WE TALK ABOUT ALL OF OUR EMPLOYEES -- I THINK THE VERIZON APP IS IMPORTANT TO GET ALL NEW INFORMATION, WHAT'S HAPPENING IN THE COMPANY AND I ENCOURAGE EVERYONE TO USE THAT AND WE HAVEN'T GOT FEEDBACK THAT PEOPLE ARE USING IT.

WE'RE TRYING NOW TO GET EVEN BETTER ON CRAFTING MESSAGES THAT ARE RELEVANT FOR ALL OF OUR EMPLOYEES THERE.

I'D ENCOURAGE YOU TO USE THE INSIDE VERIZON APP MORE AND MORE.

OTHER THAN THAT -- WE'RE ALSO GETTING FEEDBACK FROM ANY EMPLOYEES THAT WE PROBABLY SHOULDN'T ADD SO MUCH MORE AT THE MOMENT -- WE SHOULD PROBABLY SEE WE'RE FOCUSED, ENERGIZING OUR EMPLOYEES.

ONE THING THAT I ASK ALL THE LEADERS FOR IS TO ENERGIZE YOUR TEAM TO SIT DOWN TO REVIEW YOUR PULSE RESULTS -- PULSE PLUS, THAT WE INCLUDED INFORMATION PER GROUP IS COMING OUT.

YOU CAN ACTUALLY REVIEW IT WITH YOUR TEAM AND SEE HOW YOU ACTUALLY DO BETTER AND ONE THING YOU SHOULD DISCUSS IS HOW DO WE

CONTINUE TO DO THIS ENVIRONMENT -- ENERGIZING, EMPOWERING AND GREAT TO BE AT, EVEN THOUGH IT'S A TOTALLY DIFFERENT ENVIRONMENT TO WORK IN, THAN WE'VE EVER BEEN IN BEFORE.

THEN WE THINK ABOUT CONTINUING WITH THE VIRTUAL SORT OF ALL EMPLOYEE MEETINGS.

WE NEED GO BACK TO DO THINGS THAT WE DID IN THE PHYSICAL WORLD TO DO IT VIRTUALLY.

THE LEADERSHIP TEAM ARE THINKING ABOUT THAT.

HOW CAN WE JUST REPLICATE THAT?

BUT WE DO IT VIRTUALLY.

WE ARE TRAVELING, BUT... WE STILL THINK ABOUT THE SITES AND SEE THAT THEY GET THEIR QUESTIONS -- THEIR DISCUSSION COMING UP.

THEN I TALKED ABOUT THE TOOLS, WITH VIRTUAL MEETINGS, TRYING TO TAKE BREAKS INTO BETWEEN VIRTUAL MEETINGS.

TRYING TO DIFFERENTIATE HOME LIFE AND WORK LIFE.

ALL THAT BECOMES IMPORTANT.

AGAIN... IT'S ABOUT SHARING THE BEST PRACTICES IN BETWEEN US.

WE'RE 135,000 STRONG ORGANIZATIONS AND IT'S A LOT OF GOOD INNOVATION AND BENCHMARKING IN BETWEEN OUR GROUPS

SO... CONTINUE TO STAY CONNECTED, CONTINUE TO COMMUNICATE AND INSIDE VERIZON APP IS A GOOD WAY TO STAY UPDATED ON THAT.

>> THANK YOU, AND FOR THOSE WHO HAVEN'T DOWNLOADED IT YET, THE INSIDE VERIZON APP IS IN THE GOOGLE PLAY STORE.

SEARCH INSIDE VERIZON -- IT'S A GREAT WAY FOR ALL OF US TO STAY CONNECTED, KEEP PRACTICING AND SHARING THE WAYS WE STAY CONNECTED.

LET'S GET TO THAT FINAL VIDEO QUESTION HERE.

THIS IS ON 5G, FROM JOE PRATICO IN BASKING RIDGE.

>> HI, HANS.

JOE PRATICO HERE.

THANKS FOR TAKING MY QUESTION.

WITH AT&T AND T-MOBILE RECENTLY ANNOUNCING NATIONWIDE 5G COVERAGE, I WANTED TO SEE IF YOU CAN GIVE US OUR THREE BULLETS WHEN WE'RE SPEAKING WITH OUR FAMILY AND FRIENDS, THANKS, AGAIN.

>> HANS: THANK YOU, JOE.

I'M HAPPY YOU REMEMBER, AS ALWAYS, TO HAVE THIS CONVERSATION -- FAMILY AND FRIENDS CONVERSATION TO BE SHORT AND PRECISE.

AND... THERE'S NO DIFFERENCE ON THIS ONE.

5G IS ONE OF THE MOST-IMPORTANT STRATEGIES WE HAVE FOR THE COMPANY.

FIRST, YOU SHOULD REMIND ALL YOUR FRIENDS THAT VERIZON HAS THE FASTEST 5G NETWORK IN THE WORLD.

WE'RE NOT DOING INCREMENTAL 4G, WE WANT TO DO A STEP CHANGE.

SOMETHING TRANSFORMATIVE IN 5G.

THAT'S WHY WE LAID SOUTH TEXAS THE EIGHT CURRENCIES.

THAT'S WHY WE DO 5G MOBILE EDGE COMPUTE AND 5G HOME.

THAT'S VERY IMPORTANT TO REMIND.

WE'RE NOT DOING INCREMENTAL AND DOING 5G NETWORK.

IT'S VERY SIMILAR TO OUR 4G NETWORK, WHICH IS ALSO THE BEST IN THE WORLD.

THAT'S THE SECOND ONE.

THE THIRD ONE -- WE'RE GOING NATIONWIDE THIS YEAR AS WELL.

KYLE AND THE TEAM IS DOING A GREAT JOB PREPARING OUR NETWORK FOR BEING NATIONWIDE AS WELL, TO GET WITH ULTRA WIDEBAND AND HIGH SPEED.

RONAN AND TAMI ARE GOING TO DECIDE WHERE WE'LL LAUNCH IT.

PROBABLY DURING GOOD COMMERCIAL TIMING FOR IT.

THE TECHNOLOGY TEAM, NETWORK AND TECHNOLOGY TEAM ARE ALREADY PREPARED TO LAUNCH IT AND THEN... RONAN AND TAMI ARE GOING TO DECIDE WHICH IS THE BEST TIMING, COMMERCIALY.

I FEEL REALLY GOOD ABOUT THIS AND TALKED ABOUT IT BEFORE.

WE HAD SUCH A FANTASTIC TOOL COMING UP WITH SO MANY NEW CITIES, NATIONWIDE, NEW DEVICES COMING OUT.

I'M EXCITED FOR THE SECOND HALF OF THIS YEAR, EVEN THOUGH WE LIVE IN THIS PANDEMIC AND TOUGH SITUATION.

WE'RE CONTINUING TO EXECUTE ON OUR 5G STRATEGY.

>> ANDY: REALLY MAKING SURE THAT THE SECOND HALF OF THE WEIR REALLY PAVING THE WAY FOR GREAT SUCCESS.

REGARDLESS OF WHAT OUR CHALLENGES ARE.

HANS, WITH THAT, THANK YOU, AGAIN, FOR ANSWERING OUR QUESTIONS AND I'LL LEAVE YOU WITH SOME FINAL THOUGHTS HERE.

SO... MORE DINNER TABLE TALK AS WE MOVE THROUGH THIS UP TO SPEED.

>> I DON'T HAVE ANY DINNER TABLE TALK TODAY, BUT THANKING ALL THE V TEAMERS FOR ALL THE GREAT WORK YOU'RE DOING.

IT'S UNHEARD OF TIMES.

I SAID IT LAST MONDAY WHEN I WAS SO HAPPY TO SEE THE RESPONSE RATE WE GOT ON THE PULSE SURVEY.

IT TELLS ME THAT YOU WASN'T TO SEND, MAKE YOUR VOICE HEARD AND WE NEED TO ADJUST ACCORDINGLY.

WE CAN ALWAYS DO BETTER.

ON THE SECOND PORTION OF THAT -- I COME BACK TO THIS PANDEMIC.

IT'S NOT OVER.

THE ECONOMIC CRISIS, AND... HOW TOUGH IT IS FOR PEOPLE ACROSS THE GLOBE, THAT WILL NOT GO AWAY FOR AWHILE.

I HAVE TO REMIND US OF THAT.

WE SEE TOUGHER ECONOMIC SITUATIONS, FOR MANY OF OUR CUSTOMERS AND... PEOPLE ACROSS THE GLOBE.

THAT WE NEED, WE NEED TO REALLY ATTEMPT TO --

AND FINALLY, IN THAT CONTEXT, WE ALSO TALKED ABOUT THE RACIAL INJUSTICE THAT WE'RE SEEING AND HOW WE, AS A COMPANY, EMBRACE DIVERSITY, INCLUSION AND WE NEED TO SEE THAT ALL VOICES ARE HEARD.

WE NEED TO REFLECT OUR COMMUNITIES BECAUSE THAT'S THE WAY WE DO BUSINESS AT BEST.

I'LL ASK YOU TO CONTINUE TO HAVE THAT DIALOGUE AND CONVERSATION,
BUT... ONE OF THE CORE VALUES HAS TO BE DIVERSITY AND INCLUSION.

SO... WHEREAS WE ARE, MY WEEK, THIS WEEK, IT'S EXCITING.

A LOT OF CUSTOMER MEETINGS.

LAST WEEK -- WITH GOVERNANCE WEEK, ALL THE 5G REVIEWS, AND
REVIEWS FOR 21 -- THAT MIGHT NOT BE EQUALLY EXCITING.

IT'S PART OF THE JOB WE DO, BUT... THIS WEEK, IT'S MUCH MORE
PARTNERS.

ESPECIALLY THE SPORT PARTNERS WE'RE TALKING TO.

BUT... ALSO, LARGER ENTERPRISES THAT HAVE THE OPPORTUNITY TO
SPEAK TO AND SEE HOW WE'RE SERVING THEM IN THESE TIMES

SO... EXCITING TIMES TO COME AND... I ASK ALL OF YOU TO
STAY SAFE AND HEALTHY IN THESE TIMES AND... SEE THAT YOU TAKE
CARE OF YOUR FELLOW V TEAMERS AND COLLEAGUES AND REACH OUT TO
THEM AND SEE THAT THEY ALL ARE STAYING SAFE AND HEALTHY.

THAT'S ALL FOR ME.

>> ANDY: THANK YOU SO MUCH FOR YOUR LEADERSHIP, YOUR
COMPASSION, YOUR INSPIRATION ON THIS MONDAY.

WE APPRECIATE YOUR TIME AND OF COURSE, THANK YOU TO OUR FRIENDS
WHO ASKED SOME PRETTY IMPORTANT QUESTIONS FOR US.

AS WE BEGIN TO CLOSE AND WRAP UP, I'D LIKE TO TAKE THE NEXT
SLIDE HERE -- YOU MENTIONED, HANS, OUR THOUGHTS ON RACIAL
JUSTICE.

WE SHOULD CONTINUE THAT CONVERSATION AND A REMINDER HERE, THIS
FRIDAY, AUGUST 28TH.

MARKS THE 37TH ANNIVERSARY MUCH THE MARCH ON WASHINGTON.

THIS IS WHERE DR. KING DELIVERED HIS I HAVE A DREAM SPEECH.

WE'LL HOST A COMPANY-WIDE VIRTUAL MARCH ON WASHINGTON IN
PARTNERSHIP WITH OUR BOLD ERG.

THIS MEANS ALL V TEAMERS WHO PARTICIPATE WILL CONTRIBUTE TO
VERIZON'S COMPANY WIDE GOAL OF 2.5 MILLION VOLUNTEER HOURS BY
2025.

SIGN UP, MAKE THAT VIRTUAL MARCH.

V TEAMERS, IF YOU'RE LOCATED OUTSIDE THE U.S., SIGN UP AND LACE UP TO COMPLETE THE WALK AT 12:00 P.M. LOCAL TIME.

SO YOU CAN JOIN US IN SOLIDARITY NO MATTER WHERE YOU ARE.

LOOKING FORWARD TO THAT WALK ON FRIDAY

TAKING A STEP BACKWARDS TO THURSDAY.

UP TO SPEED PRESENTS NEXT20.

WE HAVE A DREAM.

JOIN US FOR A SPECIAL EDITION OF UP TO SPEED.

IN THIS EPISODE, JOINED BY RIMA, OUR CHIEF TRAGEDY OFFICER.

KALA GARNER, INTERVIEWED BY DR. CLARENCE JONES.

COFOUNDER AND DIRECTOR OF THE UNIVERSITY FOR SAN FRANCISCO'S INSTITUTE FOR NONVIOLENCE AND SOCIAL JUSTICE.

DR. JONES WAS A PERSONAL FRIEND, ATTORNEY, SPEECHWRITER AND CONFIDANTE TO DR. KING.

CO-WROTE HIS I HAVE A DREAM SPEECH DELIVERED AT THE MARCH ON WASHINGTON 57 YEARS AGO.

IN THIS NEXT INSTALLMENT, DR. JONES WILL SHARE WHAT HE HAS LEARNED AS LEADER ON THE FRONT LINES OF THE CIVIL RIGHTS MOVEMENT.

TAKE ANOTHER STEP BACK TO WEDNESDAY AND WE HAVE A FANTASTIC EVENT, LINKEDIN LIVE EVENT HERE.

DIANE WAS WILL BE HOSTING.

THIS IS CALLS READY FOR YOUR CLOSE-UP.

WITH DIANA ALVEAR AND WE'RE GETTING READY FOR BACK TO SCHOOL, WE'RE SPEAKING, PRESENTING VIRTUALLY, AND IF SOME OF THAT GETS YOU NERVOUS, DIANA IS HERE TO HELP.

THAT'S 2:00 P.M. ON WEDNESDAY.

WE'LL BE TEACHING OUR VERY FIRST LINKEDIN LIVE CLASS, CALLED READY FOR YOUR CLOSE-UP.

DIANA IS A FORMER NEWS CORRESPONDENT, SO... SHE'S GOT ALL THE TIPS AND TRICKS TO MAKE SURE YOUR PRESENTATIONS AND ALL OF YOUR SPEAKING ENGAGEMENTS ARE PRIMETIME AND READY TO GO.

THAT'S THIS WEDNESDAY.

2:00 P.M. ON INSIDE VERIZON'S LINKEDIN PAGE.

MAKE SURE YOU LOOK FOR THAT.

WE'VE GOT A FANTASTIC WEEK AHEAD.

A FANTASTIC START, WITH HANS AND THOSE QUESTIONS AND OF COURSE... A BIG THANK YOU AND A BIG SHOUTOUT TO OUR CRISIS COMMUNICATIONS TEAM.

RESPONDING TO, NOT ONLY THE WILDFIRES, BUT... GETTING READY FOR THE WEATHER THAT COULD BE HITTING THE GULF COAST.

WE'LL BE KEEPING A CLOSE WATCH ON THAT, BUT... AS HANS MENTIONED, WE EXTEND ALL OF OUR THANKS TO THOSE TEAMMATES AND TO OUR COLLEAGUES AROUND THE WORLD, HOPING ALL OF YOU ARE STAYING SAFE AND MAKING SURE THAT YOU AND YOUR FAMILIES ARE SAFE AS WELL.

WITH THAT, UNTIL NEXT TIME, YOU'RE UP TO SPEED.