

VERIZON
UP TO SPEED LIVE
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>> DIANA ALVEAR: Welcome to Up to Speed Live I am Diana Alvear.

We made it to Friday. Okay.

We have a packed show but first we're going to review the week that was.

Monday we started off with a bang.

Andy letting you know the new Pulse survey is out.

So let's go, everybody, let's get 100% participation.

And we also met V Teamer Jimmy Barry who is celebrating his 50th Anniversary.

Go Jimmy.

Tuesday, we got to know the super awesome team at our Inglewood, California store.

Our retail teams always making us so proud with their charm and dedication.

And yesterday, Raquel told you how Verizon is helping MetroHealth improve peoples' lives.

And let's keep talking about how we want to improve peoples' lives we want to start by letting you know we are now offering Unlimited talk, text and data relief to those hardest hit by the flooding in Tennessee this relief runs through September 1st you can click the link in the story to see if you or your loved ones are eligible.

Also this week we began offering Unlimited calling to Afghanistan to our consumer and business wireless customers as well as customers with residential landlines.

This relief runs through September 6th and I want you to know if you're watching I personally spoke to one grateful African American customer who is doing his best to reach his loved ones and get them out and he is so thankful to all of you.

Our hearts are with the Service Members, all of the Veterans who have served and the people of Afghanistan.

We also want to remind you that currently we are waiving charges for calls from residential and business wireless and landline customers to Haiti.

This offer ends August 31st.

The details on the effort are on today's story as well as in the news center.

And a major shoutout to our network teams who kept everyone connected as Tropical Storm Henri came ashore in New England last weekend.

And we're not done.

Finally we're monitoring Tropical Storm Ida, the latest new storm forecast to possibly hit Louisiana this Sunday as a Category 3 our network and Verizon response teams are preparing for whatever comes our way and as always we thank them.

All right let's turn our attention to retail now.

We have a new reason to be proud.

Verizon was selected as a 2021 Brand Experience Award winner by RetailX and Retail

Touchpoints.

In the category of Most Effective Pivot Strategy.

And look at these guys, Matt Carr, David Oliveira picking up the award Tuesday night.

On our behalf.

Smiles all around.

Verizon beat out 80 other companies for this honor.

80.

And a few of our leaders would like to personally congratulate you.

>> Just wanted to give a huge shoutout to our amazing Retail Team.

Winners yet again.

It's time for a 2021 Brand Experience Award.

Amazing achievement.

>> Hey, team, I could not be more proud and excited about this recognition.

It's such a big deal because it recognizes the work of this complete team.

Everyone that contributed to making our channels ready for business.

I hope that you are as excited and as proud of this achievement as I am.

Special thanks to every one of you.

You played a role.

You made it happen.

This is your award.

Congratulations.

>> Congratulations to the VCG team for the award this award is the recognition of the innovation, for the teams adapting the technologies in the retail environment thank you for your quality, hard work and creativity.

>> DIANA ALVEAR: And I congratulate all of you, as well.

Very well deserved.

By the way, do you remember us asking do you Flip or Flop?

Well it's a big day for our V Teamer customers the new Samsung phones are now available so happy shopping.

Earlier this week Verizon Business hosted a conversation around diversity in the workplace as part of its Women in Business series live on LinkedIn the fearless Wendy Taccetta leader for nationwide small business and Channel Chief, moderated a discussion with Janelle Panebianco, Senior Director of external communications at Papa Johns.

And author, activist, actress and producer Sheetal Sheth let's take a look.

>> In general I try to encourage and try to show that I'm willing to help people on their allyship journey and advocacy journey but I also caution that that's not a responsibility of any Person of Color.

And that is a very personal choice that I have.

>> My watchword for the last year and a half has been grace.

That we need to have grace with each other if we're moving in the same direction that we didn't all start in the same place.

And we're not in the same place today.

And I do think that piece of, am I on the spot?

And nervousness of what if I say something that is misunderstood?

And especially in the work environment, right?

There's an association to not wanting to be judged in your work environment that also comes with some complexity I think.

>> DIANA ALVEAR: Some wise words there.

Thank you, ladies.

And onto some more business news, I love this story, okay so when lightning strikes, our team strikes back.

Recently a storm knocked out a system that provides phone service to parts of the island of Nantucket just off the coast of Massachusetts.

So in partnership with our Verizon Business and Wireline Network Operations teams, the race was onto locate a spare electronics card to restore service.

The last ferry to Nantucket was at 5:30 p.m. and our team fought Boston, yes, Boston Rush Hour traffic to meet the Hyannis ferry after multiple handoffs between teammates.

Are Richard Buckel William Wilson Michael Berard Michael Fontaine and Paul McManus all played their parts on the ground to make it happen.

As the business customer needed their service to start the day, the teamwork and interactions of VBG and WNO resulted in a successful repair to rebuild the cross connects and replace that defective card.

And the best part was that when our customer picked up their phone the next day, they had our dial tone and they were onto their day.

So a job so well done to all of you.

Earlier this week we launched the Verizon Innovative Learning HQ portal.

And we caught up with Alex Servello to tell us more.

Let's take a look.

>> ALEX SERVELLO: To help all schools in integrating technology, we are launching Verizon Innovative Learning HQ.

A free next generation K12 online Learning Portal.

And this portal provides free access to the latest in augmented and virtual reality

education materials.

Standard aligned lesson plans and credentialed professional technology on integration it's an exciting showcase of the future of the technology and the best practices of our Verizon Innovative Learning program this free portal will include content created by colleges and universities including Columbia, New York University and Arizona State University as well as nonprofit partners like Digital Promise.

This portal is free to access and is accessible now at [Verizon.com/learning](https://www.verizon.com/learning).

As Verizon employees, you are our biggest advocates.

Advocates for educational equity and digital inclusion so please use your voice to make teachers, parents, schools, superintendents and principals everywhere aware of this valuable and impactful resource.

>> DIANA ALVEAR: I love it.

That's great news.

Okay.

For all of you eSports fans out there, the League Championship Series Final or LCS is happening this Saturday and Sunday where the No. 1 professional North American League of Legends team will be crowned and Verizon is the official 5G wireless and network services partner of the LCS.

So right now we've got our Sixth Champion social campaign.

We're giving you the chance to have your tweets featured during the competition this weekend by using the #sixthchampion and V Teamers you also have the chance to win an exclusive LCS prize pack so to be entered for a chance to win all you have to do is email us at live@Verizon.com.

Live@Verizon.com.

Even more exciting, Verizon sponsored Team Liquid is vying for the top spot this weekend so tune into the LCS Twitch, YouTube or LoLesports.com beginning at 4 p.m. Eastern on Saturday and Sunday to join us in cheering them in to bring home a #TLWIN this year's March on Washington will be held on Saturday August 28th it has the theme March On for Voting Rights. It is the 58th anniversary of the historic event where Martin Luther King, Jr. delivered his famous I Have a Dream speech.

We've curated a variety of activities that you can do in our Volunteer Portal.

And we're going to link to all of the details in today's story.

Finally, do not forget to the your Pulse Survey.

We have started off the week with it.

It took me 2 minutes tops to make sure my voice was heard and I want you to have your voice heard, as well, that is going to do it for us today and we love to leave you with a smile.

So here is a story for you.

Recently Courtney Barnard my friend and a small Government teammate in Florida

attended the release of some sea turtles who had been found suffering from some cold shock the Florida aquarium a Verizon partner for more than ten years now rehabbed the turtles outfitting them with a tracking device funded by a Verizon grant all part of our Citizen Verizon climate protection pillar and these devices are critical to saving these endangered turtles as they help us understand the migratory patterns that they have and now finally they are headed back to sea.

How about that.

On that inspiring note, I am Diana Alvear.

Have a safe weekend.

Hug your loved ones.

Call the people that aren't in your area.

And until next time, you are Up to Speed.