

Verizon
Up to Speed Live
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(Music).

>> JEREMY GODWIN: Hello and good afternoon good morning and good night Noon Eastern here on the East Coast we are Monday August 31st. Last day of the month of August moving into September tomorrow. What another month that it has been now coming up today we will have Hans Vestberg joining us from one of our store locations, giving us an update on one of our -- what our employee retail locations are working through right now and we'll have an update on the network and our recovery and response restoration efforts down in Louisiana and Texas.

As that continues.

We're just shy of not quite a week yet after Hurricane Laura made landfall of course we'll also be answering some of your questions if you have any of those you can drop them in email to us live@Verizon.com let's get to it I'll bring in Jeff Plowman. You met Jeff last week for network director down in the area of east Texas western Louisiana where Hurricane Laura made landfall one of the strongest hurricanes to ever make landfall in Louisiana and the teams are out there working to get things back in order want to get an update from him Jeff how was the weekend how are you and how are the teams in the recovery response effort.

>> JEFF PLOWMAN: Thank you, Jeremy and thanks for having me on I think the team is just doing an exceptional job right now.

And when I say team, I'm not just talking about the local folks and if people want to go further let's remember there's a lot of people working on our recovery right now that live in that area.

Their friends and family.

A lot of devastation down there.

The storm was actually more powerful than Katrina when it hit but overall the team is enthusiastic, they are energized.

We're knocking out accomplishments by the hour right now so really doing well. On top of that I think it couldn't go without saying that this was the fastest and largest deployment the Network Team has ever had of temporary assets. Just phenomenal work and that's due to the national teams from the supply chain to the I.T. team, working on tools and improving them for us on the fly. All of the submarkets sending us assets and personnel. Never really seen in the number of storms I've been involved in never seen a reaction like this. And it's truly amazing. Testament to our culture.

>> JEREMY GODWIN: Yeah it certainly is and we're seeing some video here of one of the LTE drones up that's the first time we were able to deploy that and all of our assets down there tell me about what the team is seeing on the ground and some of the conditions they are working through to keep our folks connected, first responders included.

>> JEFF PLOWMAN: Right, we're seeing just quite a bit of devastation. Our area is yet that we haven't been able to access we've sent some scout teams out some of the pictures you'll see were a team sent out a helicopter to look at the coast where it's inaccessible for us. The drone itself. Quite a phenomenal feat by our research teams and our creative teams. This drone allows us to put this up in the air up to 400 feet and cover a wide swath of people. And in this case when you see that video you'll see that it's covering a Command Center and also a place where they are feeding up to 30,000 people. The scene you're seeing right now is one of our towers. You can see the amount of wind damage that took place in the area. To knock one of these puppies down the wind has to be over 120 miles an hour. On landfall I think you have all seen the reports on landfall I think it was at 150 shortly thereafter we were seeing winds of 137 miles per hour. And yet you'll see pictures here of some of the coastline sites potentially that we'll show you them standing. And we've got damages to repair on them but they are standing tall. And they are going to have to be working for us very soon we did get a site up down in Cameron yesterday I'm happy to say first site by any carrier that's up in the area and just a little anecdote the neighbors came out, saw what we were doing. And the field engineer that was working out there was having trouble with our generator because of course it took some damage they provided their own generator and said they would refuel it for us. So great people.

>> JEREMY GODWIN: That Louisiana spirit is shining through Jeff thanks so much for everything you and the team are doing we saw those pictures and just can't imagine the devastation and what people are going through and how we're there to help them stay connected I know there's a long road ahead but thanks for everything you and the team are doing to keep them connected I do appreciate it, Jeff.

>> JEFF PLOWMAN: No problem.

>> JEREMY GODWIN: One of the folks before we get to Hans I want to share this story Mark is a hurricane researcher and head of storms he developed weather instruments so he can work with various agencies to help forecast storms it's because of our network they are able today that on so many of the past stories check out his story.

>> Hello my name is Mark I'm a physical geographer that studies hurricanes for a living.

Our project is a crowd funded project that's completely supported by the public at large through that crowd funding we're able to provide this visual representation of what's going on through these live cameras to social media via YouTube and Facebook at no cost to the people watching on a general level.

So people evacuate.

We put a camera there.

We were able to share these feeds and the weather data with law enforcement officials, Emergency Management and the Government at absolutely no cost to them which just in turn helps to serve the greater good.

>> That's the camera box looking over the Steinhatchee River there.

>> We've been able to develop very small camera boxes using off the shelf technology to literally stream live from anywhere there's a Verizon LTE signal. As long as we see that Verizon LTE signal we're going to be able to accomplish our goals.

We have these instruments that allow us from a visual and meteorological perspective to very easily even though it's a big effort it's easier now than it ever has been to collect a tremendous amount of data when these hurricanes make landfall.

And we even learned here during Hurricane Laura that the raw best nature of that LTE signal the upload speeds are enough that we can put two cameras on one hotspot looking in two different directions.

That could potentially double what we're doing.

We're dealing with some of the strongest weather events on the planet but it has survived Category 5 Michael all the way to the eye wall we were streaming live video during that it didn't just cut off and that's it.

That's a huge testament to the network, the engineering and the overall commitment that Verizon has made from just an average everyday user we're able to take advantage

of that under the most extreme weather conditions under the planet.

It's literally like Verizon said let's build a network for Mark and his team and the public can take advantage of it secondarily.

It's that reliable and ubiquitous and it just makes us even more confident for future events.

And that's from here.

I mean that's real world not, well, I know you need a good sound base we wouldn't use Verizon if that's not what we needed.

It's incredible.

Lives are at stake lives will be changed and to be able to make a difference capturing the science telling people at the same time showing them what is happening through these unmanned cameras that's exactly why I do what I do.

>> JEREMY GODWIN: Incredible effort the engineers figuring out at every level you can see lives do depend on it thanks to Mark for sharing his story I want to go to Hans, Hans with an update on kind of our storm response and other things going on, Hans, how are you I see you're out in front of the East Hanover store today.

>> HANS VESTBERG: Yes, I need to take the mask off but I'm here at East Hanover at our store here I've been meeting the team here I'll talk a little bit about the place but first I just want to comment on what we're seeing from this brute of storms and natural disasters and the importance of the network.

We heard Mark and Jeff talking about how the V Teamers are getting together and we have a response all the way in our supply chain to see we are recovering as soon as possible but only that we have built the network from the beginning to actually be very resilient.

Still there are some impacts from the bottom of my heart the whole Verizon team we're thanking the team on the ground and Lutianne in Texas and working and seeing that our customers and first responders are getting connectivity as soon as possible in the areas where we have the impact that's great to see and also great to hear from Mark of course how their storms are being captured how important it is to keep the network up. That's how we've built the network.

We say we build it right, 5G right.

We build it right.

That's important.

The whole team with Kyle and the network and technology should have a shoutout in these times for what you're doing as well.

So thanks for that.

As usual I start with talking about safety and the health of all of us.

We see gradual improvements in the U.S. in many countries in Europe they are actually starting to return I just want to tell all of the V Teamers we continue with the social distancing.

We continue to keep the masks on.

Because ultimately that's going to hopefully take this disease away and we can get back to something more normal that we recognize.

So we can also get back to business in another way.

I had a good chat with the team here, with the manager, Noelle O'Brien and her team what they have doing and how they have changed so much in the last six months how they deal with customers how the customer interactions are happening.

And it's just amazing how much we have done as a company and what teamwork we have done.

I also spoke with some of the customers coming in here and they really felt good about what's happening in the store and how we're dealing with it.

So a big shoutout to all of our store employees and management that have done so much work.

And I guess we're going to hear a little bit more about it later on.

A couple of other things that I also think are important.

When we talked about the racial injustice.

On Friday we had more than 20,000 V Teamers doing the march which I greatly appreciate from all of you.

And it's our voluntary there is an important event even more exciting of course is to hear that on -- on Thursday Rima interviewed Clarence Jones and so far we have had 700,000 people watching that interview.

That's amazing.

And talking about all of this that is happening in our country.

And we promise you on Day 1 we will talk, we will listen, we will engage and we are doing that and we will continue to do so.

Finally we want to talk a little bit on the customer side as you saw last week we talked a lot about supporting schools.

I can tell you the network continued to perform well, we have so many things coming up in the next four, five months when it comes to 5G.

So the whole network and technology is very busy to put it to work but also our Verizon Business Group is doing quite a lot when it comes to new customers and dealing with new requirements.

And ultimately, also, Verizon Consumer Group are getting more and more back to the normal way or the new way of dealing with customers in the stores.

And also delivering services.

And finally Verizon Media Group continues to innovate.

We see them actually being out there much more nowadays.

And of course if you are not following Yahoo Sports right now, I'm not sure what you're doing because I am doing it, it's NHL, it's NBA a lot of fun stuff happening out in sports you need to have some balance in these times because I want to stress these are

uncertain and unprecedented times and the economical downturn and of course the racial injustice we see here in the United States.

So all of that we need to deal with but we also need to do our daily jobs.

And that I see us doing more and more.

So short summary.

Or maybe it was a long one.

But it was a summary at least.

Mr. Jeremy.

>> JEREMY GODWIN: Thank you, Hans, I appreciate all of that.

Don't forget fantasy football drafting is going on right now Yahoo Sports a good opportunity for that Hans with you at the store I know you mentioned talking to store employees, some customers.

With everything that's going on right now, it's fair to say emotions are running high across the country especially for both our customers and our employees how is the team doing and how are they responding and keeping it all going.

>> HANS VESTBERG: From what I see here of course it's a lot of pressure, a lot of changes and people are frustrated our customers might be frustrated so of course it's tough for some of our employees being out there in the stores.

And dealing with it every day.

And of course with the new requirement, we need to have masks, we need to have curbside, we have the digital or no touch.

If anything there's some customers that aren't really happy.

And that's okay -- our team is stacking it up and constantly working with the lead team with Krista Bourne and Ronan to see that we also think about the safety and the health of our store employees.

But here and over in New Jersey, I think the team felt good about what has been done but it's different spaces also and different stores in our country that has different exposures.

So I really want to thank all of you being in the stores and dealing with our customers in this new way.

>> JEREMY GODWIN: Yeah and I know Krista Bourne is on the line with us, as well.

Krista, give us a bit more about this and how our V Teamers are responding across the country.

>> KRISTA BOURNE: Yes, thank you, Jeremy and thank you Hans for being out there with the team today.

So listen, I appreciate in more ways than I could ever express how our employees have taken the high road.

How the frequency of some of the bad behavior that we've experienced has caused some of our employees to be desensitized to it and I really want to make sure that I

send a message to all V Teamers that it is not okay.

This experience is not okay.

In fact it's unacceptable.

And we don't believe that this is what we want for this kind of environment that we're creating.

It's not good for our employees.

It's not good for our shoppers in our stores.

We expect that anybody in our stores are treated with respect and with dignity and that includes our sales professionals.

And we're working very hard with our leaders to track these instances.

I want the team to know that when you file an incident report our corporate security moves quickly to take the most appropriate action, sometimes, sometimes, that includes ending a relationship with a customer.

And/or getting local authorities involved so that they can revisit with that customer that we will not tolerate that level of engagement inside our stores.

It's so important that we continue to work to our standards.

We keep everyone safe.

We respect everyone and we treat people with dignity, both our employees and our shoppers.

It's good for everybody in this environment.

>> JEREMY GODWIN: Krista a quick follow-up have you and the team there made any specific changes to processes to help further alleviate some of these disturbances in our stores.

>> KRISTA BOURNE: We have, Jeremy and I think that's another very important point.

We have choices here.

We have chosen to manage the crisis but lead through change.

Lead through transformation, which means that we are introducing new procedures to our base of customers.

And it will take a little time for everybody to get used to these new norms.

But they are designed with everyone's safety in mind.

They are designed with what Hans mentioned, the intent to get back to business and do it in a way that's reflective of the time we find ourselves in.

So a few things we have expanded our curbside pilot.

We have just one way of doing curbside services with our stores with great feedback coming from the field.

We think that will alleviate some of the confusion at the door level. We have also introduced ondemand appointments to help our sales professionals help customers that are visiting our store have help with customers that would otherwise need a plan we continue to implement the store signage to make it clear for customers to know what to

expect when entering our stores including face masks when it comes to face masks we continue to require face masks we have the employees wear it the whole time on the showroom floor and respectfully ask our customers do the same if customers don't have a face mask we have one we will provide to them but in the instance a customer is not interested in wearing a face mask our store employees are heeding CDC guidance and working hard to come up with creative ways to deal with that customer and keep everybody safe it's not easy but we didn't sign up for easy we signed up to do the right thing our leaders are working hard every day to do just that so we'll continue to look for ways we can also be proactive and use predictive information so recently a good example of this would be the civil unrest and some of what we see happening with the protests.

When we get that information for Chicago coming weekend that just passed rather we were able to board up six downtown Chicago stores and keep our employees out of that environment with they may have otherwise found themselves with confrontation.

We'll continue to do what we can there.

But I just want to stress that this takes everyone's efforts and I appreciate what our sales professionals are doing.

I appreciate what our operations and our support teams are doing.

And most importantly, I respectfully appreciate so much the work of everyone at Verizon to keep all of our communities safe.

And we ask that our customers think about our employees inside the store as they are there to serve them and help them with their needs through these teams that we're all living with each other and learning these new experiences together one day at a time.

I really just want to thank everyone for being patient and understanding here.

>> JEREMY GODWIN: Good Krista thanks so much for everything that you and the team are doing to keep our employees safe thanks for joining us here on Up to Speed today one of our frequent guests here so always good to see you thank you for that Hans I want to jump into some of the other questions that we have right now that have come up.

I want to start with Sylvia Sutton actually a General Manager from a location in Texas let's roll that video question please.

>> SYLVIA SUTTON: Hi my name is Sylvia Sutton from Dallas, Texas and my question for Hans is, what is Verizon doing to encourage voting in the upcoming election.

>> HANS VESTBERG: Thank you, Sylvia, first of all I want to repeat back for a little bit of Krista and what she said the words for all of us the importance of safety and health dignity and respect for each and every one of you visiting our stores we are of course concerned for things happening in our stores and to our employees and we just need to see that we are doing everything to see that we all are protected this is on the

highest level so as you know so on the morning calls that I have with my Executive Team we get the updates to see what's happening to see we are really taking the measures and support for the team on the ground to do the right thing.

So thank you for everything you're doing, guys.

We know how important it is for our customers to be out there.

That doesn't mean we're going to accept people that cannot behave in our stores.

So thanks to all of you again and appreciation is in all of the V Teamers working on the frontline here.

Sylvia when it comes to voting yes this is a very important year when it comes because it's a general election.

We are discussing how we're going to support the V Teamers for doing that in the best way.

We haven't decided exactly how we're going to do it yet so you probably need to hold a little bit more but we think of course it's important everybody has a chance to do it's part of a democracy that everybody can do that so we will review that in the weeks to come with the Executive Team and see what is best for the V Teamers and how we want to support you all to make the voting.

We will come back to you, Sylvia.

But thanks for the question.

It's well posted.

>> JEREMY GODWIN: One more question before we wrap this one up today, Hans this one is coming from Mario a solutions specialist out in California.

>> MARIO AVILEZ: This is Mario from California with everything that's going on in the country and in the world how do you stay grounded?
Any tips you can maybe share with us?

>> HANS VESTBERG: Okay I think I heard the question there it was related to me I guess Jeremy.

>> JEREMY GODWIN: Yeah how do you stay grounded with everything that's going on?

>> HANS VESTBERG: Yeah, I don't know.

It's great to be out here today and to be with our employees.

It's fantastic.

I like to be around what is happening in the company and with our employees and of course I try to reach out to so many people as possible during these times in order to stay grounded, getting the feedback and I reported last week that I talked to almost all of the Black organizations that we have donated to to talk to them knowing we are doing the right thing and another thing is staying grounded because we need to do that

around the company we need to continue to do the right thing for our shareholders, our customers, of course for us our employees and society and that's of course keeping it grounded because there's so much to be done and so many things to do.

So I think that's kept me grounded and then of course I have my training.

I run, I bicycle I try to do everything, spend time with my family.

Which has been great.

So I don't have my two children at home because they are going to college this week.

So that's going to be both emotional and exciting.

But I think that's for any parent who have children in that age.

That was a long answer.

On that without trying to do, Jeremy.

This is so unnormal.

>> JEREMY GODWIN: Yeah I think it's a realistic look into your life and so many people can appreciate that so I appreciate you sharing it.

I know we were lucky to have nice weather here in the northeast this past weekend so we could get out and do a little bit of walking socially distanced of course that's all of the time we have for questions today Hans over to you for you to wrap it up for us on this Monday.

>> HANS VESTBERG: A quick wrap today.

I thought we heard a couple of very important things that we need to share V Teamers first of all, these natural disasters are coming in a frequency never seen before.

Our team in totality is doing a great job.

And our network is built to be resilient.

And then I think when it comes to our frontline employees, now we talked about the store employees today.

How valuable and how important they are to us.

And how we need to keep it together to show up as a V Teamer with the core values every day and seeing that we're not accepting that we -- not accepting things we shouldn't accept in a world where frustration and a lot of things are happening at the same time.

So I think that's important.

But I also want to add we have all of our field engineers out there every day doing heroic work.

So it's an important time where many of us V Teamers are doing a total different work.

And I thank you all for doing that.

So it's been a tough time so far.

I think we're getting much more business as usual.

We're trying to bring everything back to business as usual as much as we can because ultimately we need to run a company we are responsible for not only hundreds of millions of customers but also some 135,000 V Teamers and thousands and thousands

of shareholders.

And society that rely on us. And we just need to continue to push on that.

So I'll spend probably 90% of my time today to work business as usual.

It's not business as usual.

But working on things that are actually moving things forward.

So before I end today, you know, I pick up a lot of rumors and it might be a rumor that Jeremy is being promoted.

I am not sure it's true.

But you know someone has told me it seems okay he has done a decent job so he should be promoted of course.

And he is now being promoted.

We might not see him equally much in the -- on the screen.

We put together a little bit small farewell for him here that we want to run as he has been such an integral part of the Up to Speed since he joined Verizon.

But again, he's going to higher levels right now.

So let's roll.

(Music).

>> Hey what's up everybody Jeremy here in Basking Ridge giving you an overview of what happened on Day 1 of the strike.

(Music).

>> I want to pass over my purpose coin to Jeremy.

He has done such a fantastic work on this Up to Speed.

Jeremy, I am giving you my purpose coin because you stand for everything we thought about when we created this.

Thank you, Jeremy.

(Music).

>> Make it a great Tuesday.

>> Make it a great Wednesday.

>> Have a great Earth Day.

>> Hope you have a great Friday.

>> Great weekend.

>> And until next time.

>> And until next time.

>> Until next time.

>> Until next time.

>> We'll keep you updated.

>> We'll keep you updated.

>> And until next time, you're up to speed.

>> JEREMY GODWIN: Ah.

>> HANS VESTBERG: So best of luck, Jeremy.

And you are well deserved to be promoted you have done a great job and it was not for nothing I gave you that coin.

You represent what we want to see in all of the V Teamers.

So thank you very much, Jeremy and best of luck.

I know you're going to be around but I just wanted to say it.

>> JEREMY GODWIN: I'll miss you Hans every day we've had this lunch date for about five months now.

>> HANS VESTBERG: Exactly.

>> JEREMY GODWIN: I appreciate that.

I appreciate the team.

Wow, they got me good.

I think I know all of the inner workings that are going on and yet they pull that surprise on me so thank you so much yeah I'm not going far away I'm joining the VBG our Verizon Business Group Communications Team talking about everything that they are doing there with communications.

I'm looking forward to that and the new adventure that's ahead and every day is an opportunity to learn more about our business that's what I'm looking forward to luckily we got to see some of the people along the way there so until next time.

You're up to speed.