

**VERIZON
UP TO SPEED LIVE
August 31, 2021 12:00 PM ET**

>> WELCOME BACK TO "UP TO SPEED" ON THIS TUESDAY, AUGUST 31ST. WE ARE STARTING AT A SPECIAL TIME TODAY, 1:00 P.M. EASTERN, 12 NOON NEW ORLEANS TIME.

AND LIKE YESTERDAY, OUR FOCUS REMAINS ON THE GULFCOAST AND ALL THE WAYS WE CONTINUE TO RUN TOWARDS A CRISIS.

NOW, WE'VE GOT SOME LIVE GUESTS JOINING US, INCLUDING A VERY SPECIAL GUEST AT THE END OF THE SHOW WITH A VERY SPECIAL MESSAGE. IF YOU'RE WONDERING WHO IT MIGHT BE, JUST KNOW THAT I HAVE PERSONALLY INVITED HIM, AND THE MAN REALLY LIKES DINNER TABLES. SO TAKE A GUESS THERE.

IN ALL SERIOUSNESS, YOU'RE GOING TO WANT TO STICK AROUND FOR WHAT HE HAS TO SAY.

NOW, BEFORE THAT, UPDATES TODAY WILL FOCUS ON HURRICANE IDA, OUR VERIZON RESPONSE TEAM'S WORK, BOTH IN LOUISIANA AND OUT WEST AS WILDFIRES CONTINUE THERE.

WE'LL TAKE A CLOSER LOOK AT HOW OUR RETAIL TEAMMATES ARE BALANCING THE RECOVERY EFFORTS AFTER IDA, AND WE'VE GOT AN INSPIRING ANNOUNCEMENT THAT ALL OF US CAN BE PROUD OF.

SO LET'S START WITH THAT ANNOUNCEMENT AS WE CHECK IN NOW WITH DIANA ALVEAR, WHO'S BEEN STAYING CONNECTED WITH OUR V-TEAMERS SERVING THOSE HARDEST-HIT COMMUNITIES.

BIG NEWS TO SHARE TODAY, DIANA.

TELL US HOW THE V-TEAM IS STEPPING UP.

>> DIANA ALVEAR: ANDY, SO GOOD TO SEE YOU, MY FRIEND.

YEAH.

WE REALLY NEED SOME GOOD NEWS RIGHT NOW AND I'M HAPPY TO BE THE BEARER OF THAT GOOD NEWS.

WE ARE HAPPY TO ANNOUNCE THAT VERIZON IS DONATING \$100,000 TO THE FOUNDATION OF LOUISIANA.

THIS PARTICULAR DONATION BY VERIZON IS GOING TO SUPPORT THE HURRICANE IDA RELIEF FUND FOR EVACUATION AND RECOVERY TO HELP LOUISIANA COMMUNITIES THAT WERE IMPACTED BY THIS STORM.

YOU KNOW, LIKE I SAID YESTERDAY, I GREW UP IN HURRICANE COUNTRY, AND I'VE SEEN WHAT CAN HAPPEN WHEN A HURRICANE COMES THROUGH, AND WE'RE HOPING THAT THIS DONATION IS ABLE TO HELP THE PEOPLE THERE ON THE GROUND HAVE SOME COMFORT KNOWING THAT THEY'RE GOING TO GET SOME OF THE RESOURCES THAT THEY DESPERATELY NEED.

SO WE ARE SO PROUD TO ANNOUNCE THAT, AND, YOU KNOW, WE'RE JUST THINKING OF EVERYBODY THERE ON THE GROUND, INCLUDING OUR NETWORK TEAMS, ANDY.

>>ANDY CHOI: ABSOLUTELY.

GREAT COMFORT THERE.

GREAT ANNOUNCEMENT, DIANA.
WE TALKED ABOUT THIS YESTERDAY, AS YOU SAID, HOW CRITICAL IT IS TO KEEP OUR CUSTOMERS AND FIRST RESPONDERS CONNECTED RIGHT NOW.
ANY UPDATES FROM OUR NETWORK TEAM?

>> DIANA ALVEAR: YEAH.
I ABSOLUTELY DO.
IT'S BEEN UNBELIEVABLE HOW QUICKLY THEY'VE BEEN ABLE TO GET TO WORK.
AND WE'RE TALKING ABOUT FOLKS THAT HAVE HAD DAMAGE OF THEIR OWN. LIKE, THEY ARE ON THE GROUND AND THEY ARE ASSESSING THINGS AND GETTING TO WORK.
SO LET'S START FROM THE BEGINNING.
WE WANT TO BE VERY CLEAR THAT EVERYBODY'S FIRST PRIORITY HERE IS SAFETY.
NUMBER ONE IS SAFETY.
SO OF COURSE THEY DEFINITELY HAVE TO DO SOME ASSESSMENTS OF THE DIFFERENT AREAS AND SEE WHERE IT'S SAFE TO PROCEED, BUT I DO HAVE SOME UPDATES FOR YOU.
WE'VE SEVERAL TEAMS DEPLOYING TO SOME OF THESE AFFECTED AREAS AND THEY'RE BRINGING WITH THEM A LOT OF THE TEMPORARY ASSETS THAT MAKE THEIR WORK POSSIBLE.
WE'RE TALKING ABOUT THINGS LIKE BACK-UP GENERATORS, TEMPORARY CELL SITES, FUEL, DRONES AND SATELLITES, JUST TO NAME A FEW. AND I WANT TO SPEAK TO ONE PARTICULAR AREA.
WE WERE ABLE TO BRING UP ONE CELL SITE IN MORGAN CITY USING SATELLITE LINKS TO CONNECT IT, SO ALL OF THIS PROGRESS IS JUST REALLY GREAT NEWS.
WE'VE ALSO DEPLOYED TWO MOBILE SITES IN SUPPORT OF GOVERNMENT AND FIRE DEPARTMENT STAGING AREAS.
OUR PRIORITY IS TO HELP THOSE FIRST RESPONDERS DO THEIR CRITICAL LIFE-SAVING WORK, AND WE CONTINUE TO KEEP THOSE COMMITMENTS. ONE REALLY INTERESTING THING FOR EVERYBODY TO CONSIDER HERE, WHEN IT COMES TO THIS SORT OF WORK IS THE FACT THAT THIS TERRAIN, THE GEOGRAPHICAL AREA THAT WE'RE TALKING ABOUT IS PRONE TO FLOODING.
FLOODING IS ABSOLUTELY A PROBLEM THERE RIGHT NOW.
AND SO SOME OF OUR TEAMS HAVE HAD TO USE HIGH-BOY TRAILERS AND EVEN AIR BOATS TO BE ABLE TO ASSIST IN THIS RECOVERY EFFORT. BUT THEY ARE STOPPING AT NOTHING TO GET THE JOB DONE, AND I JUST WANT TO SEND OUT A HUGE SHOUT-OUT TO EVERYBODY OUT THERE, ALL OF THE FOLKS THAT HAVE BEEN PICKING UP THE PHONE WHEN I CALL FOR UPDATES, WE JUST WANT TO SAY WE KNOW HOW HARD YOU'RE WORKING, AND WE THANK YOU AND THESE ARE FOLKS ON THE GROUND, PEOPLE THAT ARE ASSISTING AT THE VIRTUAL COMMAND CENTER, EVERYBODY IS COMMITTED TO THIS RECOVERY EFFORT, ANDY, AND IT'S REALLY GOOD TO WORK FOR A COMPANY LIKE THIS.
TO BE ABLE TO TELL YOU ABOUT OUR DONATION AND THEN TO TELL YOU ABOUT THE GREAT PROGRESS THAT OUR NETWORK TEAMS ARE MAKING, IT

JUST MAKES MY DAY.

>>ANDY CHOI: IT IS AWESOME, DIANA, AND I KNOW YOU'VE BEEN WORKING THOSE PHONES AND WORKING WITH OUR V-TEAMERS OVER THE WEEKEND AS WELL, SO A SPECIAL THANKS TO YOU.

THANK YOU SO MUCH FOR THAT UPDATE.

WE KNOW THAT DONATION YOU SPOKE OF, IN ADDITION TO OUR RELIEF EFFORTS, WILL CONTINUE TO MAKE A SIGNIFICANT IMPACT TOWARDS RECOVERY THERE.

LET'S TAKE A MOMENT NOW TO SHIFT OUR FOCUS ON WHAT'S HAPPENING OUT WEST.

MASSIVE WILDFIRES CONTINUE TO SPREAD, FORCING EVEN MORE EVACUATIONS IN SEVERAL PARTS OF CALIFORNIA.

AND JUST LIKE OUR WORK AFTER IDA, OUR NETWORK REMAINS CRITICAL OUT WEST.

SO LET'S NOW HEAD TO OUR TEAM'S HEIDI FLATO, KEEPING A CLOSE EYE ON THOSE CALIFORNIA WILDFIRES.

HEIDI, IT'S GOOD TO SEE YOU.

WHAT CAN YOU SHARE WITH US?

>> HEY, ANDY, IT'S NICE TO SEE YOU, TOO.

YOU KNOW, WE'VE BEEN LIVING WITH THIS TERRIBLE DROUGHT OUT HERE IN THE WEST FOR SEVERAL YEARS AND THE CONDITIONS ARE JUST REALLY RIPE FOR THESE CRAZY WILDFIRES WE'VE BEEN SEEING ACROSS THE WEST.

OUR CREWS HAVE ALREADY RESPONDED TO MORE THAN 100 NAMED FIRES THIS YEAR ALONE, AND THAT'S ACROSS LIKE 11 STATES IN THE WEST. SOME OF THE LARGEST AND MOST DESTRUCTIVE FIRES ARE STILL BURNING HERE IN CALIFORNIA.

YOU MAY HAVE SEEN THE NEWS ABOUT THE CAL DOR FIRE, WHICH IS NEAR LAKE TAHOE, BEAUTIFUL LAKE TAHOE.

THIS FIRE GREW MORE THAN 14,000 ACRES JUST LAST NIGHT ALONE, AND FORCED LIKE 25,000 PEOPLE TO EVACUATE.

IT'S REALLY TRAGIC, AND THAT FIRE IS NOW ALMOST 200,000 ACRES, AND IT'S ONLY 16 PERCENT CONTAINED.

SO DESPITE THESE DANGEROUS CONDITIONS, YOU KNOW, OUR CREWS, LIKE DIANA SAID, THEY WORK WITH SAFETY FIRST, BUT THEY'VE BEEN KEEPING OUR NETWORK RUNNING WELL THROUGHOUT MOST OF THE FIRE AREAS.

WE'VE REALLY SEEN GREAT PERFORMANCE THERE, AND THAT'S REALLY A TESTAMENT TO THEIR DEDICATION.

OUR NETWORK CREW IS JUST AMAZING, AND SO DEDICATED.

AND THEN I JUST REALLY CAN'T SAY ENOUGH ABOUT OUR VERIZON RESPONSE TEAM, WHICH IS RESPONSIBLE FOR RUNNING OUT AND DELIVERING LOANER DEVICES AND EQUIPMENT OUT TO THE FIRST RESPONDERS TO KEEP THEM CONNECTED WHILE THEY BATTLE THESE BLAZES.

>>ANDY CHOI: WELL, HEIDI, JUST LIKE WE ARE THINKING ABOUT OUR TEAMMATES OVER IN THE AREA THAT IDA MOVED THROUGH, WE ARE

THINKING OF YOU, AND OF COURSE ALL OF OUR COUNTS AND V-TEAMERS, HEIDI, THANK YOU SO MUCH FOR THAT UPDATE. NOW, WHETHER IT'S THE FIRES OUT WEST OR THE STORMS AROUND THE GULFCOAST, WE CLEARLY PUT OUR CREDO INTO ACTION. WE RUN TO A CRISIS. WE GIVE IN WAYS THAT TRULY MATTER FOR OUR CUSTOMERS. I WANT TO SHARE WITH YOU A POST THAT SHOULD WARM ALL OF OUR HEARTS. THIS IS FROM V-TEAMER JOS BOWMASTER. CHECK THIS OUT. JOS NOTICED A DRIVER ON THE SIDE OF THE ROAD IN COVINGTON, LOUISIANA NEEDING SOME GAS. THIS WAS AN OFF-DUTY PARAMEDIC, WHO WAS JUST TRYING TO GET HOME AFTER A LONG OVERNIGHT SHIFT. PUMPS IN THE AREA WERE ALL CLOSED. JOS, WHO HAPPENED TO BE DELIVERING PHONES TO FIRST RESPONDERS, STOPPED TO HELP, REACHED OUT, GAVE THE PARAMEDIC HIS SPARE GAS. JOS ALSO LEARNED THIS PARAMEDIC, WHO SPENT HOURS IN THE HOSPITAL HELPING FOLKS DURING THE HEIGHT OF HURRICANE IDA WAS, INDEED, A VERIZON CUSTOMER. BIG SHOUTOUT AND THANKS TO JOS FOR HELPING IN WAYS THAT TRULY, TRULY MATTER. IT'S A GREAT REMINDER FOR ALL OF US TO THINK ABOUT WAYS WE CAN HELP AS WELL FROM AFAR. AS WE TALKED ABOUT YESTERDAY, OUR V-TO-V RELIEF FUND IS AN INCREDIBLE TOOL AND EASY WAY FOR ALL OF US TO GIVE BACK TO OUR COLLEAGUES WHO NEED OUR HELP. WE WILL PROVIDE INFORMATION IN TODAY'S WEB STORIES SO ALL OF US CAN GIVE BACK TO V-TO-V. THOSE OF YOU WHO HAVE ALREADY GIVEN TO V-TO-V, THANK YOU VERY MUCH FOR YOUR GENEROSITY. NOW, WE KNOW IN MOMENTS LIKE THESE, HOPE CAN FEEL FLEETING. BUT AS WE SHARED ON "UP TO SPEED" YESTERDAY, WE WANT TO MAKE SURE ALL OF OUR V-TEAMERS LOOKING TO FIND THAT HOPE CAN FIND IT IN THE STORIES THAT WE SHARE AND SOMETIMES IT'S A SINGLE IMAGE THAT CAN HELP US SHARE THAT STORY. SO LET'S TAKE A MOMENT TO REFLECT ON THE STORY OF THIS BEAUTIFUL IMAGE THAT WEAVES TOGETHER SUCH A GREAT STORY. IN A SINGLE SHOT YOU SEE NOT JUST THE WAY WE RESPOND, STAYING AT THE READY FOR ANYONE IN NEED. YOU SEE THAT EVEN AFTER THE STORM, THERE'S STILL HOPE ON THE HORIZON. THAT RAINBOW, A BEAUTIFUL REMINDER THAT EVEN IN MOMENTS LIKE THESE, THERE IS LIGHT, WHERE THERE MAY HAVE BEEN DARKNESS AND A REMINDER FOR ALL OF US TO THINK ABOUT WHAT OUR TEAM STANDS FOR. A BEAUTIFUL IMAGE THERE. AND WITH SO MANY OF OUR COLLEAGUES TAKING IT DAY TO DAY, WE WANTED TO LEARN MORE ABOUT HOW OUR RETAIL TEAMS ARE DOING AFTER THE HURRICANE.

SO WE CAUGHT UP WITH DOUG GILLIO, DISTRICT MANAGER BASED OUT OF METAIRIE, LOUISIANA, JUST OUTSIDE OF NEW ORLEANS. HERE'S OUR CONVERSATION WITH DOUG.
HEY, DOUG, FIRST, TELL US HOW YOU AND YOUR FAMILY, HOW ARE YOU GUYS DOING?

>> THANKS.
APPRECIATE IT, OBVIOUSLY FOR HAVING US ON.
SO MY FAMILY, THEY EVACUATED.
THEY'RE IN ALPHA.
AND THEY'RE WITH SOME OTHER FAMILY THERE.
AND I STAYED BEHIND WITH THE PET TO MAKE SURE THE HOUSE IS OKAY TO MAKE SURE EVERYBODY IS ACCOUNTED FOR AND EVERYBODY IS DOING WELL.

>>ANDY CHOI: YOU SHARED WITH US SOME PRETTY HARROWING IMAGES OF THE STORM.
DESCRIBE WHAT WAS GOING ON OUT THERE.

>> YEAH.
OBVIOUSLY FOR THE AREA I LIVE IN, WHICH IS JUST WEST OF NEW ORLEANS, IT WAS, YOU KNOW -- WE WERE WATCHING THROUGHOUT THE DAY, ABOUT 10:00, 11:00, NOT EXPECTING, LIKE, YOU KNOW, REAL, REAL BAD WINDS, AND, YOU KNOW, 2, 3:00 COMES AROUND, IT'S GETTING A LITTLE BIT WORSE, AND WE START HEARING A LITTLE BIT LATER ON THE NEWS THAT THE STORM JOGGED A LITTLE BIT MORE, AND SO NEXT THING YOU KNOW, YOU'RE IN A CAT 2 TO CAT 3 HURRICANE, AND YOU WEREN'T NECESSARILY FULLY EXPECTING, BUT, YOU KNOW, THERE'S ALWAYS THE POTENTIAL.
AND SO YEAH, THINGS START TO GO A LITTLE CRAZY.
POWER GOES OUT.
YOUR WATER PRESSURE DROPS, AND, YOU KNOW, IT'S DEFINITELY ONE OF THOSE THINGS WHERE IT GETS A LITTLE OMINOUS, ESPECIALLY WITH IT COMING IN LIKE AND GETTING MORE TENSE FOR WHERE I LIVE AT NIGHTTIME.
YOU REALLY CAN'T SEE ANYTHING.
YOU HEAR THE TRANSFORMERS BREAKING AND BUZZING IN THE BACKGROUND, AND YOU SEE SOME OF THE FLASHING LIGHTS.
IT'S DEFINITELY A LITTLE SCARY.

>>ANDY CHOI: YEAH.
AND WE KNOW HOW CLOSE WE ARE TO OUR TEAMMATES.
AND DOUG, YOUR TEAM IS NO EXCEPTION.
TELL US HOW YOU'VE BEEN STAYING IN CONTACT WITH OUR TEAMS WHO I'M SURE MANY OF THEM HAVE EVACUATED ALREADY.

>> YEAH.
FIRST AND FOREMOST, I HAVE A GREAT TEAM, AND THE LEADERS ON THE TEAM HAVE BEEN CONSTANT CONTACT WITH ME AND I'VE HAD A GREAT OPPORTUNITY TO TALK TO EACH OF MY MANAGERS.

ABOUT 75, 80 PERCENT OF THE TEAM EVACUATED, GOT OUT OF THE TOWN, WHICH IS GREAT, AND THE ONES WHO STAYED, YOU KNOW, TYPICALLY THEY HAD TO STAY, SIMILAR REASONS, EITHER TO TAKE CARE OF THEIR HOUSE, OR RELATIVES, ET CETERA.

SO, YOU KNOW, LOOK, IT'S -- YOU KNOW, I'M REALLY, REALLY PROUD OF THE TEAM THAT I HAVE AND THEIR ABILITY TO, YOU KNOW, JUST CONTINUE TO STAY IN CONTACT AND MAKE SURE EVERYBODY'S ACCOUNTED FOR.

>> WE'VE SEEN TIME AND AGAIN THE RESILIENCE OF NEW ORLEANS AND THE PEOPLE THERE.

OUR TEAMMATES AT OUR STORES, NO EXCEPTION TO THAT.

WHAT HAPPENS AFTER A DISASTER LIKE THIS?

WHAT DOES THE STORE REPRESENT FOR THE COMMUNITY?

WHAT WILL OUR V-TEAM REPRESENT FOR OUR COMMUNITY?

>> OH, YOU KNOW, WE SEE ALL KINDS OF ROUTE REACH.

YOU'LL SEE CHARGING STATIONS.

YOU'LL SEE CUSTOMERS COME IN, THANKING YOU, SAYING, OH, MAN, IT'S SO GREAT.

YOU GUYS HELPED US GET IN TOUCH WITH X, Y AND Z.

THEY'LL TALK ABOUT THEIR LOVED ONES.

THEY'LL TELL YOU THEIR STORY, AND IT'S JUST -- IT'S VERY HEART WARMING TO KNOW THAT YOU'RE KIND OF ON THAT SIDE OF HELPING THEM STAY CONNECTED, AND, YOU KNOW, IF THEY HAVE BROKEN PHONES, YOU'RE AUDIOLOGIST THERE TO HELP THEM OUT.

SO IT'S A SIGH OF RELIEF WHEN YOU OPEN THE DOORS FOR THOSE CUSTOMERS, AND THEY'RE VERY APPRECIATIVE OF IT AND THEY'LL REMIND YOU OF IT.

TO THIS DAY, WE STILL HEAR ABOUT STORIES FROM KATRINA, WHICH WAS 16 YEARS AGO, RIGHT?

AND THEY USE THAT AS LIKE A BENCHMARK FOR TIME LINES DOWN HERE IN NEW ORLEANS.

AND REMIND YOU THAT WHEN VERIZON STAYED UP AND WORKING FOR THEM IT HELPED KEEP THEM CONNECTED.

>>ANDY CHOI: GREAT WORDS OF SUPPORT THERE, DOUG.

THANK YOU SO MUCH FOR YOUR TIME, AND WE'RE WISHING YOU ALL THE BEST AS THE ENTIRE COMMUNITY CONTINUES TO GET BACK ON THEIR FEET.

>> THANKS FOR HAVING ME.

>>ANDY CHOI: AND THERE YOU HAVE IT.

DOUG, THANK YOU VERY MUCH.

THANK YOU TO OUR RETAIL TEAM, OUR NETWORK TEAM.

WE'RE THINKING OF ALL OF YOU IMPACTED BY NOT JUST THE HURRICANES, BUT THE WILDFIRES.

A BIG THANKS TO ALL OUR TEAM.

AND AS PROMISED NOW, AS WE WRAP UP THE SHOW, WE'VE A VERY SPECIAL GUEST.

I PERSONALLY INVITED HIM.
HERE HE IS, THE MAN HIMSELF, MR. VESTBERG.
HANS, IT'S GOOD TO SEE YOU.

>> THANK YOU FOR BEING INVITED.

>>ANDY CHOI: SO WE'VE TALKED ABOUT A LOT HERE.
WE'VE HEARD FROM OUR TEAMMATES, A LOT GOING ON WITH IDA A LOT
WITH THE WILDFIRES.
THE DONATION, OF COURSE, GREAT.
THERE'S A LOT FOR US TO THINK ABOUT, THERE'S MORE WORK TO BE
DONE, A LOT FOR US TO BE THANKFUL FOR.
WHAT'S ON YOUR MIND AS YOU ADDRESS OUR V-TEAMERS?

>> I THINK WE ARE IN A MOMENT IN HISTORY WHEN YOU SEE SO MANY
NATURAL DISASTERS AT THE SAME TIME, YOU KNOW, WE'VE TWO RIGHT
NOW, TALKING ABOUT THE WILDFIRES IN CALIFORNIA THAT YOU HAVE
DISCUSSED TODAY, HAVE BEEN ONGOING SINCE JUNE, MULTIPLE FIRES.
MORE TODAY, YESTERDAY HAPPENED AGAIN, IT'S JUST TOUGH FOR THE
PEOPLE LIVING IN THIS AREA, AND WE KNOW HOW CRITICAL OUR
INFRASTRUCTURE IS, AND OUR TEAM HAS BEEN ON THE GROUND SINCE
IN JUNE, SEEING THE NETWORK KEEPING UP, AND I HAVE TO SAY OUR
NETWORK KEPT UP VERY WELL, AND OUR NETWORK TEAM HAS DONE A
TERRIFIC JOB NOT ONLY SUPPORTING THE PEOPLE LIVING IN THE AREA
THAT ARE IMPACTED, BUT ALSO, OF COURSE, SUPPORTING THE
RESPONDERS, THE LOCAL, THE FEDERAL, ALL THE RESPONDERS THAT ARE
THERE THAT NEEDS TO HAVE COMMUNICATION TO DO THE TASKS THAT
THEY'RE ALL TO DO, AND SEE THAT THESE WILDFIRES ARE STOPPING.
SO I CAN'T THANK YOU MORE FOR DOING THAT, AND IT'S JUST VERY
TOUGH SITUATION FOR THE PEOPLE IN THIS AREA.
AND THEN GOING, OF COURSE, WITH THE HURRICANE EARLIER THIS WEEK,
OR LAST WEEK, I HAVE TO SAY, BECAUSE IT'S -- WE'RE ON A TUESDAY
TODAY, YOU KNOW, TIME IS FLYING.
AND OF COURSE HURRICANE IDA JUST DEVASTATING FOR SO MANY PEOPLE,
YOU KNOW, PUTTING OUT THE ELECTRICITY, EVERYTHING.
PEOPLE CANNOT BE HOME.
THEY HAVE TO FLEE.
WE'VE V-TEAMERS THAT CANNOT BE WHERE -- IN THEIR HOMES, AND THEN,
OF COURSE, AGAIN, HOW IMPORTANT THE INFRASTRUCTURE IS, AND THE
NETWORK TEAM AND THE -- AND OUR PEOPLE IN OUR STORES THAT CAN
HAVE THE STORES OPEN WHICH ARE AREAS THAT ARE OPEN, ARE SO
CRITICAL FOR PEOPLE IN THIS AREA, FOR OUR CUSTOMERS TO BE ABLE
TO COMMUNICATE.
AND WE SEE IT WHEN WE RUN TO A CRISIS, AS WE SAY, AND WE CLEARLY
DO THAT.
OUR NETWORK IS KEEPING UP GOOD IN TIMES, AND SO MUCH POWER
OUTAGES IN THE REGION OUT THERE, AND I HAVE TO THANK ALL OF THEM
FOR BEING THERE, TAKING CARE OF OUR CUSTOMERS, FOR THE FEDERAL
FIRST RESPONDERS COMING DOWN THERE AND SEEING THAT THEY ARE
CONNECTED, AND ALSO SUPPORTING OUR V-TEAMERS, WHICH YOU CAN DO

WITH THE V-TO-V AND SUPPORTING THE ONES THAT CANNOT BE AT HOME AT THE MOMENT.

SO THAT'S MY THINKING.

AND I KNOW YOU HAVE BEEN DISCUSSING ABOUT SOMETIMES WE FORGET TO THANK THE PEOPLE DOING THE WORK ON THE GROUND EVERY DAY, AND NOT ONLY THAT, THIS IS A LIVE CRISIS FOR MANY PEOPLE, AND OUR CUSTOMERS BECAUSE THEY ARE NOT CONNECTED AND FOR THE PEOPLE DOING THE WORK, THEY JUST NEED TO BE CONNECTED.

WE UNDERSTAND THE IMPORTANCE OF OUR INFRASTRUCTURE, AND THE GROWING IMPORTANCE OF ALL THE V-TEAMERS BEING OUT THERE SUPPORTING OUR CUSTOMERS, EITHER IN CALIFORNIA OR IN THE WEST, OR IN THE -- IN THE HURRICANE SEASON, THANK YOU SO MUCH. YOU'RE DOING A TERRIFIC JOB, AND IT'S SO IMPORTANT FOR THE COUNTRY, AND FOR OUR CUSTOMERS.

>> THE GRATITUDE YOU SHARE WITH OUR V-TEAM, IT MEANS THE WORLD. THANK YOU SO MUCH.

AND OF COURSE A BIG THANK YOU TO THOSE TEAMS OUT THERE.

>> YEAH.

>>ANDY CHOI: IT'S MOMENTS LIKE THESE THAT WE SEE OFTENTIMES THE BEST OF US.

>> ABSOLUTELY.

AND WE SEE THE BEST OF THE NETWORK AS WELL.

I MEAN, HOW SAD IT IS TO TALK ABOUT IT BUT CLEARLY OUR NETWORK IS PERFORMING WELL, DESPITE, BUT THAT'S HOW WE HAVE DESIGNED THE NETWORK FROM THE BEGINNING, HOW WE PLANNED, HOW WE SEE EVEN THOSE PREPARED, WE'VE THE POWER.

IT HELPS A LOT IN THIS CRISIS:

>>ANDY CHOI: ABSOLUTELY.

HANS, THANK YOU.

WE'RE GOING TO WRAP UP THE SHOW NOW AND I THINK A SPECIAL "UP TO SPEED" UPDATE DESERVES A SPECIAL SIGN-OFF, SO IF YOU CAN HELP ME, I THINK YOU KNOW THE WORDS TO THIS, RIGHT?

I'M GOING TO GIVE YOU THE FIRST HALF AND YOU CAN KIND OF SAY THE END THERE.

SHOULD WE GIVE IT A SHOT HERE?

SO ONCE AGAIN OUR THANKS 0 OUR V-TEAMERS.

THANK YOU SO MUCH FOR WATCHING, AND UNTIL NEXT TIME...

>> YOU'RE UP TO SPEED.

>> PRETTY GOOD.

PRETTY GOOD.