

Verizon
Up To Speed Live
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>>> STOP ME IF YOU'VE HEARD THIS ONE BEFORE.

WE'RE LIVING THROUGH UNPRECEDENTED.

>> UNPRECEDENTED.

>> I'M NOT SURE HOW MANY TIMES I'VE 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.

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

WE'VE 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 9/112001.

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

WE'RE 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 LITTLE MORE THAN A WEEK.

THERE WAS THIS ICONIC CAMPAIGN GUN IN 2002.

>> CAN YOU HEAR ME NOW?

CAN YOU HEAR ME NOW?

GOOD.

>> SOME OF YOU ARE SO YOUNG, YOU MAY NOT KNOW THIS GUY 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.

>> WE'RE INTO HELPING PEOPLE.

GIVING THEM AN OPPORTUNITY TO CALL THEIR FRIENDS AND FAMILY.

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

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

WE REACH MORE THAN 150 COUNTRIES AND ALMOST ALL 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'S OUR OBSESSION WITH BEING A NETWORK LEADER IN 4G, FIOS, 5G, ONE FIBER AND NEXT.

IT'S ABOUT THE SUPERIOR EXPERIENCES WE DELIVER FOR TODAY AND 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.

AND OUR COMMITMENT TO SOCIETY, SUCH AS OUR VERIZON INNOVATIVE LEARNING SCHOOLS, OUR SUSTAINABILITY LEADERSHIP AND THE HEART FELT 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 OF 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'VE MOVED THE WORLD FORWARD IN SO MANY DIFFERENT WAYS.

AND THROUGH IT ALL, 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 JUST SOME OF THE LINES FROM OUR VERIZON CREDO.

AND THIS IS WHO OUR CREDO IS FOR.

>>> MY NAME IS COREY.

I'M MANAGING DIRECTOR IN VERIZON BUSINESS GROUP.

I LIVE IN RALEIGH NORTH CAROLINA.

I'VE BEEN WITH VERIZON ABOUT TEN YEARS.

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

I ENJOY SPENDING AS MUCH TIME AS I CAN WITH HIM DOING WHATEVER HE LIKES 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 I HAVE A LOT OF RESPECT FOR THE BRAND.

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

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

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

I STARTED OUT, OUT OF COLLEGE AND I JOINED VERIZON, WORKING BACKBONE OPERATIONS, OVERNIGHT SHIFT, I WAS ABLE TO COMPLETE MY MASTERS, VERIZON SUPPORTED ME IN THAT ENDEAVOR.

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

I'M INTERESTED IN MAKING SURE THAT OUR CUSTOMERS CONTINUE TO CARE FOR -- I'M VERY FOCUSED ON TRYING TO BRING THE BEST OF VERIZON, FOCUS ON ENHANCING MY EMPLOYEE'S 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 AWHILE, I PULL OUT 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'RE DOING SOME REALLY SLICK THINGS IN TECHNOLOGY AND WE ALWAYS CARE FOR OUR EMPLOYEES FIRST AND FOREMOST.

A REAL INSPIRATIONAL MISSION STATEMENT THAT WE'VE GOT.

>>> THIS QUARTER WAS REALLY OUR FIRST STEP INTO THE NEW NORMAL AND AN OPPORTUNITY FOR US TO REWRITE THE RULE BOOKS.

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

AS TRAFFIC PATTERNS IN OUR NETWORK SHIFTED, OUR ENGINEERS ADJUSTED RESOURCES AND INCREASE CAPACITY -- WE CONTINUE TO INNOVATE 5G, PARTNERING IN TRIALS OF DSS TECHNOLOGY WHICH WILL ENABLE 4G AND 5G ON THE SAME BAND OF SPECTRUM.

WITH PIVOTAL REPEATERS TECHNOLOGY, WHICH AMPLIFIES THE REACH OF EXISTING MISDEMEANOR 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 INTRODUCED THE 5G VIRTUAL LAB TO ADVANCE THEIR NEXT GEN SOLUTIONS.

WE CONTINUED WITH RAVE REVIEWS FROM OPEN SIGNAL, JD POWER GIVING US GREAT REVIEWS FOR 4G, 5G AND FIOS.

OUR RESPONSE TEAM ANSWERED EVERY CALL TO SUPPORT ESSENTIAL SERVICES.

OUR FIELD TEAMS KEPT EVOLVING.

DUE TO THE PANDEMIC, OUR TECHNOLOGY TEAM DELIVERED YEARS WORTH OF 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 BRINGING TOUCHLESS RETAIL TO OUR STORES WITH A CLEAR FOCUS ON SOCIAL DISTANCING AND A NATION-WIDE CURB-SIDE PICK-UP PILOT.

WE LAUNCHED MOTOROLA EDGE PLUS.

THE SAMSUNG GALAXY, S20, 5G AND THE LATEST IPHONE, THE SE.

WE ALSO LAUNCHED A WORLD FIRST, THE LENOVO FLEX 5G.

THE FIRST PC BUILT FOR 5G ULTRA WIDEBAND.

WE INTRODUCED OUR OWN SPECIAL VERIZON VISA CARD AND DEMAND FOR CUSTOMERS IS ALREADY SKY HIGH.

WE CREATED NEW PREPAID PLANS 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 AVOID OVER 5 BILLION ROBO CALLS TODAY.

MAKING US THE LEADER IN THE INDUSTRY.

>> VERIZON BUSINESS HELPED OUR CUSTOMERS IN SECOND QUARTER REACT AND REBOUND AS THEY FILLED THE BUSINESS CONTINUITY DISASTER RECOVERY PLANS TO REALLY MEET THEIR CUSTOMER REQUIREMENTS.

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

WE STOOD UP VIRUS TESTING IN QUARANTINE CENTERS AND PROVIDED CONNECTIVITY TO TEMPORARY FIELD HOSPITALS AND SHIFTS LIKE THE USNS COMFORT.

WE SUPPORTED OVER 500 SMALL BUSINESSES THROUGH OUR PAY IT FORWARD SMALL BUSINESS BRAND PROGRAM AND WE PROUDLY SERVED MORE THAN 80,000 MEALS TO FRONT LINE HEALTH CARE AND EMS WORKERS IN NEW YORK CITY AND DETROIT, WHICH ALSO SUPPORTED LOCAL RESTAURANTS.

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

WE EXPANDED OUR NETWORK SERVICES PORTFOLIO WITH CISCO'S ENCS FOR A MORE FLEXIBLE AND AGILE NETWORK INFRASTRUCTURE.

LAUNCHED INTEGRATED VIDEO FOR VERIZON CONNECT, ENTERPRISE PLATFORMS, KICKED OFF RETURN TO BUSINESS AS UNUSUAL, THE NEW MONTHLY WEBINAR SERIES FOR ENTERPRISE.

AND RELEASED THE 13TH EDITION OF OUR DATA BREACH INVESTIGATIONS REPORT TO SPARK CRITICAL SECURITY CONVERSATIONS WITH OUR BUSINESS CUSTOMERS AROUND THE GLOBE.

>> WE CONTINUE TO MEET CHANGING CUSTOMER BEHAVIORAL SHIFTS BY INNOVATING ACROSS TRANSCRIPTIONS AND TRANSACTIONS.

WE ACCELERATE OUR 5G INITIATIVES.

THE LAUNCH OF VERIZON MEADSA, IMMERSIVE, NEW SUITE OF AR, VR AND POWER THE FUTURE OF 5G DIVING INTO CONTENT.

WE PARTNERED WITH COOLER SCREENS AND SAMSUNG TO LEVERAGE MORE PERFORMANCE IN HOME AND TV.

WE SAW STEADY INCREASES IN THE NUMBER OF ADVERTISERS ON THE DSP.

WE HAVE WON READERS CHOICE AWARDS FOR ALL NOMINATED CATEGORIES.

ESP, SSP, AD NETWORK VIDEO AND AD NETWORK MOBILE.

THIS IS THE MOST WINS FOR ANY NOMINATED COMPANY.

WE SECURED INDUSTRY FIRST WITH WAL-MART, BY ENABLING YAHOO, TO MAKE USERS THROUGH THEIR INBOX.

NO OTHER E-MAIL 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 HEALTH PLATFORMS SMALL BUSINESSES.

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

ONCE AGAIN... WE WERE HONORED AS A TOP 10 BEST COMPANY FOR MULTICULTURAL WOMEN.

WE CELEBRATED ASIAN PACIFIC HERITAGE MONTH -- MILITARY APPRECIATION MONTH, INCLUDING THIS V TEAMER TRIBUTE AND PRIDE MONTH WITH PRISM, OUR NEWLY UNIFIED VERIZON LGBTQ RESOURCE GROUP.

WE JOINED AMAZON AND GLOBAL OPTIMISM IN ASSIGNING THIS SWITCH.

HOSTED A VIRTUAL COMMENCEMENT SERIES, CLASS OF 2020, READY FOR ANYTHING, FEATURING INSPIRATIONAL LEADERS LIKE OUR VERY 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 NAMED US AS THE NUMBER ONE BRAND FOR EMPLOYEES IN SOCIETY, IN TERMS OF DEALING WITH THE PANDEMIC.

BRAND FINANCE RECOGNIZED US AS HAVING THE MOST TELECOM BRAND 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.

>> THE BEST NETWORKS, THE BEST EXPERIENCES, THE BEST SERVICE. HOW AND WHERE OUR CUSTOMERS EXPECT.

>> THERE ARE 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 MILITARY 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.

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 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'RE 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 UNBOX YOUR NEW DEVICE, LOOK AT THE INSTRUCTIONS AND THAT'S WHEN THE FUN ENDS.

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 MY VERIZON APP.

CHAT LIVE WITH A TECH COACH WITH THINGS LIKE SMART HOME ACCESSORIES AND SMART WATCH.

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

WHENEVER YOU NEED IT.

>>> GOOD EVENING, GOOD AFTERNOON, AND GOOD MORNING.

GOOD AFTERNOON, GOOD MORNING, AND GOOD EVENING.

JEREMY, AM I DOING THIS RIGHT?

>> PERSONALLY I LIKE, GOOD MORNING, GOOD AFTERNOON AND GOOD EVENING, I'LL LEAVE IT UP TO YOU, IT'S ALL YOURS.

>> MAKE IT MY OWN, GOT IT... SO... HOW'D YOU GET A PICTURE OF MY HOME OFFICE?

IS THAT A BEARD YOU'RE GROWING?

>> NO... ON THE VIRTUAL BACKGROUND?

>> NO... ON THE VIRTUAL BACKGROUND.

THANK YOU, JEREMY, FOR PLAYING ALONG.

FOR THE RECORD, I'M NOT GROWING A BEARD -- NOT THAT I EVEN CAN -- THE REAL GOAL IS TO MATCH THE HEART AND SPIRIT AND DEDICATION THAT JEREMY HAS SHOWN ON UP TO SPEED OVER THE YEARS.

CONGRATS ON A WELL-DESERVED PROMOTION.

AS JEREMY MENTIONED, ON MONDAY, YOU'LL STILL SEE HIM HERE FROM TIME TO TIME.

WITH THE OFFICIAL, GOOD AFTERNOON, GOOD EVENING AND GOOD MORNING.

WELCOME TO UP TO SPEED.

LET'S THINK OF THIS LIVE EPISODE AS A LITTLE EXTRA CREDIT FOR YOU AND YOUR REMOTE LEARNING STUDENTS AT HOME.

IF THEY'RE SITTING NEARBY, HAVE THEM JOIN US, IF THEY'RE FREE, AS WE LEARN MORE ABOUT HOW OUR COMPANY CONTINUES TO SHOW UP FOR OUR STUDENTS, PARENTS, TEACHERS, DURING A CRUCIAL TIME IN OUR LIVES AND IN OUR WORLD TODAY

LAST WEEK, WE SHOWCASED ALL THE WAYS VERIZON IS STEPPING UP IN OUR SCHOOL UP TO SPEED SEGMENT.

WE ASKED YOU TO SHOW US HOW YOU AND YOUR FAMILIES ARE GETTING READY.

WE GOT GREAT PICTURES IN THE GOOD MAILBOX -- LET'S SHOW SOME OF THOSE IMAGES RIGHT NOW.

SO... SOME GREAT THROWBACKS, CLASS PICTURES, THANK YOU SO MUCH. SIBLINGS EXCITED ABOUT STARTING A NEW CHAPTER.

WE HEARD FROM SO MANY OF YOU, TALKING ABOUT HOW YOUR STUDENTS ARE LEARNING FROM HOME -- LEARNING HYBRID.

SOME OF YOUR COLLEGE STUDENTS ARE ON CAMPUS.

THE RANGE OF CHALLENGES, OF COURSE, VARY, BUT THE SENTIMENT IS A UNIVERSAL ONE.

WE ARE DEDICATED TO OUR YOUNG PEOPLE'S EDUCATION AND THE FACES YOU SEE HERE -- THESE FACES ARE REALLY, THE WHY BEHIND ALL THE WHAT THAT WE DO AND... THIS IS WHAT THIS EPISODE, LIVE, IS WHAT IT'S ALL ABOUT.

THE WHY BEHIND THE WHAT.

YOU HEARD LAST WEEK, WHAT WE'RE DOING.

TODAY, WE'RE GOING TO HAVE A CONVERSATION ABOUT THE WHY.

WITH THAT, WE'RE GOING TO HAVE SOME FANTASTIC GUESTS FOR YOU.

WE HAVE CHIEF CORPORATE SOCIAL RESPONSIBILITY OFFICER, ROSE KIRK JOINING US, JOHN NITTI, ANDRES IRLANDO AND YOU'RE GOING TO SEE HOW ALL OF THE EXTRAS THAT WE HAVE AS A COMPANY ARE REALLY KIND OF HEADED TOWARDS ONE GOAL.

THAT'S MAKING SURE THAT OUR STUDENTS ACROSS THE COUNTRY ARE CONNECTED AND THEY'RE READY TO LEARN AS WE BEGIN THIS NEW SCHOOL YEAR.

WITH THAT, LET'S BRING IN ROSE KIRK.

ROSE... WE'D BE REMISS IF WE DIDN'T TALK, FIRST, ABOUT THE FANTASTIC MARCH ON WASHINGTON.

I JUST WANT TO TALK ABOUT, JUST, THE SUCCESS THAT WE'VE SEEN, FIRST OF ALL, CONGRATULATIONS.

SUCCESS WE'VE SEEN.

24,000 V TEAMERS LACED UP FOR MARCH ON WASHINGTON.

OUR MOST-PARTICIPATED EVENT TO DATE.

HOW DO YOU FEEL KNOWING THOUSANDS PARTICIPATED WORLDWIDE?

>> THANK YOU, ANDY.

I HAVE TO THANK THE TEAM THAT PUT IT TOGETHER.

IT WASN'T JUST MY TEAM.

IT WAS AN INTEGRATED GROUP OF PEOPLE THAT CAME TOGETHER WITH A VISION AND A BELIEF THAT VERIZON, AS A COMPANY, IS COMMITTED TO ENGAGING WITH THESE ISSUES, UNDERSTANDING THESE ISSUES, BEING A PART OF THE SOLUTION.

SO... 24,000 EMPLOYEES, WHO LACED UP THEIR BOOTS, THEIR WALKING SHOES, THEIR RUNNING SHOES, ALL AROUND THE WORLD AND IT WAS SO EXCITING TO SEE FOLKS FROM HONG KONG AND JUST DIFFERENT PARTS OF THE WORLD ENGAGING AND CARING.

I THINK IT'S IMPORTANT FOR US TO REMEMBER THAT THIS ISN'T JUST A MOMENT, THIS IS REALLY A MOVEMENT.

THIS IS A PLACE WHERE THERE'S A GENERATION OF EMPLOYEES AND INDIVIDUALS WHO REALLY WANT TO DRIVE CHANGE IN THIS COUNTRY AND AROUND THE WORLD.

WE HAVE AN OBLIGATION TO CONTINUE TO EDUCATE THEM, BUT... ALSO GIVE THEM SPACES WHERE THEY CAN DO THAT.

A PART OF THE MARCH AND THE WALKING WAS TO UNDERSTAND AND TO LEARN ABOUT HISTORY, SYSTEMATIC RACISM ISSUES, WHAT WE CAN DO TO MOVE THINGS FORWARD.

THEN... I THINK THE FACT THAT WE SAW OVER 700,000 PEOPLE WHO HAVE ENGAGED WITH THE CONTENT, FROM DR. CLARENCE JONES, WHO

HELPED, YOU KNOW... WRITE DR. MARTIN LUTHER KING JR.'S I HAVE A DREAM SPEECH, WHO MARCHED WITH HIM.

PEOPLE ARE CURIOUS AND INTERESTED AND THEY WANT TO HONOR THE PAST, BUT BE A PART OF CHANGING THE FUTURE.

SO... I THINK IT'S JUST REMARKABLE AND I THINK IT SPEAKS TO THE SPIRIT OF VERIZON EMPLOYEES AND A COMMITMENT THAT WE HAVE TO BEING ON THE FRONT LINES OF DRIVING CHANGE AND MAKING THIS SOCIETY A BETTER PLACE FOR EVERYONE.

>> YEAH... AND THAT COMMITMENT, FOR CHANGE, AND FOR OUR YOUNG PEOPLE, IT EXTENDS, OF COURSE... TO THE EDUCATIONAL PLATFORM.

AND... WITH THAT IN MIND, ROSE... WHY IS IT SO IMPORTANT TO -- FOR VERIZON TO PLAY THIS INTEGRAL ROLE, FOR EDUCATORS AND STUDENTS?

THIS IS AN UNPRECEDENTED SCHOOL YEAR -- WHAT ARE YOU HOPING TO SEE THIS YEAR?

>> IF WE CAN GET SOME INFORMATION THAT SAYS THAT, ESSENTIALLY... WE WILL HAVE AROUND THE GLOBE, WHEN ALL IS SAID AND DONE WITH THIS PANDEMIC, CLOSE TO A BILLION KIDS WHO WILL ACTUALLY HAVE AN ECONOMIC ISSUE IN THEIR FUTURE.

THEY'RE NOT GETTING THE EDUCATION THAT THEY NEED TODAY.

AND... THAT'S CONCERNING.

THAT MEANS THAT WE HAVE TO THINK ABOUT THE LOAN GAME.

WHAT ARE WE DOING TO ENSURE WE'RE ENABLING A QUALITY EDUCATION AND ALLOWING PARTICULARLY VULNERABLE POPULATIONS TO CATCH UP?

OUR COMMITMENT TO THIS HAS BEEN ONGOING.

I MEAN, WE DIDN'T JUST GET INTO THE GAME OF CARING ABOUT EDUCATION AND EQUALIZING THE PLAYING FIELD WITH COVID.

WE'VE BEEN DOING THIS FOR ABOUT SEVEN OR EIGHT YEARS AND WE ARE ESSENTIAL.

OUR NETWORK, OUR CONNECTION, OUR DEVICES, OUR APPLICATIONS.

THE CORE OF WHO WE ARE IS SO ESSENTIAL TO THE EDUCATION OF, YOU KNOW... OUR YOUTH AND SO... I'M SO EXCITED ABOUT WHAT VERIZON HAS BEEN DOING AND IN THIS SCHOOL YEAR IN PARTICULAR -- AS WE GO BACK IN THE FALL, WE HAVE A LOT OF LEARNING FROM WHAT WE WERE ABLE TO DO FOR MARCH ON.

UNDERSTANDING THAT WE HAVE TO ENABLE CONNECTIVITY IN EVERY WAY POSSIBLE.

WE HAVE TO ENABLE IT IN A WAY THAT'S AFFORDABLE FOR INDIVIDUALS.

WE HAVE TO CARE ABOUT THE APPLICATION OF THAT TECHNOLOGY, BECAUSE... IT'S NOT JUST ENOUGH TO MAKE SURE YOU HAVE A DEVICE, THAT YOU HAVE, YOU KNOW... CONNECTIVITY, BUT... HOW DO YOU APPLY IT TO THE LEARNING ARENA?

AND THAT MEANS THAT WE HAVE TO PUT THE RIGHT APPS IN THE HANDS OF TEACHERS AND PARENTS AND WE'RE DOING THAT ACROSS THE BOARD.

WE HAVE TO MAKE SURE THAT WE'RE TRAINING TEACHERS ON HOW TO APPLY IT AND WE DO THAT, YOU KNOW... WITH VERIZON INNOVATIVE LEARNING AND OTHER INITIATIVES.

SO... IT REALLY IS ABOUT MAKING SURE THAT WE ARE A TRUE PARTNER IN THE EDUCATION ARENA AND NOT JUST COMING IN OVER THE TOP.

BUT... WE'RE THERE WITH AN UNDERSTANDING OF THE PEDAGOGY, WHAT'S BEING TAUGHT, WHAT ARE THE COURSES THAT ARE CRITICAL, THAT WE'RE PAYING ATTENTION TO THE FACT THAT STUDENTS ARE STRUGGLING IN MATH AND SCIENCE.

IT'S A VERY DIFFICULT SUBJECT TO TEACH ONLINE.

SO... HOW DO WE MAKE SURE THERE ARE THE RIGHT APPLICATIONS THAT ARE AVAILABLE TO ENABLE THAT?

AND YOU KNOW... ANDY, ONE OF THE THINGS MY TEAM IS DOING IS LOOKING AT ACTUALLY BUILDING ONE OF THE BEST-IN-CLASS ONLINE TECHNOLOGY PLATFORMS THAT COMPLEMENTS WHAT WE ARE DOING WITH VERIZON INNOVATIVE LEARNING.

BECAUSE... WE'RE FINDING THAT MORE AND MORE SCHOOLS AND TEACHERS AND PARENTS WANT TO UNDERSTAND HOW DO THEY LEVERAGE THAT TECHNOLOGY IN THE LEARNING?

HOW DO THEY -- YOU KNOW... LEVERAGE IT FROM A REMOTE PERSPECTIVE?

AND I THINK WE'RE FINDING THAT THAT'S GOING TO BE EVEN MORE CRITICAL, GOING FORWARD.

AND THEN... WE HAVEN'T GIVEN UP ON PUTTING 5G LABS IN SCHOOLS.

EVEN THOUGH SOME SCHOOLS ARE NOT IN CERTIFICATION PHYSICALLY AND SOME ARE... YOU KNOW... TEACHERS ARE STILL ASKING FOR THE TECHNOLOGY THAT CAN HELP THEIR KIDS CATCH UP.

THAT CAN HELP ENABLE, YOU KNOW... THE PATH FORWARD.

SO... I THINK TO SUM IT UP, IT'S A, UNDERSTANDING THIS CATEGORY OF EDUCATION AND UNDERSTANDING IT RICHLY AND DEEPLY.

MAKING SURE THAT TEACHERS AND PARENTS HAVE ALL THE RESOURCES THAT THEY NEED BEYOND CONNECTIVITY, THAT THEY ALSO UNDERSTAND THE APPLICATION AND HAVE APPS AND THEN, MAKING SURE THAT WE'RE DELIVERING CONTENT THAT CAN BE USEFUL AND CAN HELP WITH THE TEACHING AND THE LEARNING BECAUSE... WHEN YOU FLIP THAT CLASSROOM TO BEING MORE ONLINE, MORE VIRTUAL, CONTENT IS REALLY IMPORTANT.

SO... WE'RE LEVERAGING THE PARTNERSHIP WE HAVE ACROSS VERIZON TO ACTUALLY MAKE THAT SO.

>> WE THINK ABOUT CONTENT, SOME OF OUR GREAT PARTNERSHIPS WE'VE HAD.

WITH THAT, LET'S BRING IN JOHN NITTI.

OUR CHIEF MEDIA OFFICER.

WHEN WE TALK ABOUT CONTENT -- YOU THINK ABOUT THE NEW YORK TIMES AND THE COLLABORATION WE'VE HAD, IT'S BEEN A SUCCESSFUL LAUNCH AND A PARTNERSHIP WITH ENEMY, SO... JOHN, CONGRATULATIONS TO THAT.

I KNOW THERE'S AN EXTENSION NOW, WITH THE ACCESS TO THE NEW YORK TIMES.

THIS GOES TO ALL HIGH SCHOOLERS -- HIGH SCHOOL STUDENTS AND TEACHERS IN THE USE.

HOW HAS THAT PARTNERSHIP EVOLVED AND... WHAT'S NEW THIS YEAR?

>> JOHN: THANKS, ANDY.

AND HI, EVERYBODY.

TO BUILD ON ROSE'S POINT, OUR ROLE IS TO ENABLE STUDENTS AND TEACHERS, RIGHT?

THE NEW YORK TIMES PARTNERSHIP IS A GREAT PART OF THAT.

BACK IN 2019, WE FIRST STARTED WITH TITLE 1 SCHOOLS AND PROVIDING THEM ACCESS TO THAT NEW YORK TIMES CONTENT AND ARTICLES.

FOR THE TEACHERS TO HELP WITH THAT CURRICULUM AND THEN, IN APRIL, WHEN... YOU KNOW, WE WERE ALL TASKED WITH HOMESCHOOLING AND VIRTUAL LEARNING, YOU KNOW... WE ADDED HIGH SCHOOL STUDENTS

AND TEACHERS TO THAT, TO YOUR POINT, WE DECIDED TO EXTEND THAT THROUGH SEPTEMBER OF 2021.

THIS IS SOMETHING, WHETHER IT BE HYBRID OR SOMETHING MORE PERMANENT, IT'LL BE A TOOL AND AN ACCESS POINT THAT WILL HELP WITH THE EDUCATION OF THOSE STUDENTS AND GIVE TEACHERS ANOTHER TOOL TO LEVERAGE IN THE V LEARNING ENVIRONMENTS.

IT'S A GREAT -- YOU KNOW... I THINK PARTNERSHIP AND EXAMPLE OF HOW WE CAN LEVERAGE A PARTNER THAT WOULD HAVE BEEN IN ONE SPACE FROM A MEDIA MARKETING STANDPOINT AND INTEGRATE THEM INTO MORE AND MORE OF WHAT WE'RE DOING OVERALL.

WE'RE LOOKING AT A LOT OF OUR PARTNERS --
>> JUST A REFLECTION OF THAT LEARNING ARENA THAT WE'RE TRYING TO BUILD THAT FOUNDATION AROUND WHETHER IT'S IN THE CLASSROOM OR AT HOME.

AND... ONE THING THAT I WANTED TO MAKE SURE WE TALKED ABOUT, WE MENTIONED WE'D HEAR FROM ANDRES IRLANDO, PUBLIC SECTOR, PRIVATE BUSINESS, THINKING BACK TO WHERE THIS ALL STARTED.

IN MARCH, 124,000 SCHOOLS CLOSED, 55 MILLION STUDENTS IN NEED OF DISTANCE-LEARNING SOLUTIONS ACROSS THE COUNTRY.

WHILE OUR PUBLIC SECTOR TEAMS STEPPED UP, THEY LAUNCHED VERIZON BUSINESS LEARNING, VERIZON BUSINESS LEARNING PROGRAM, STARTING IN MARCH, IT IDENTIFIED A NEED, IN THE L.A. UNIFIED SCHOOL DISTRICT -- THE SECOND LARGEST DISTRICT IN THE COUNTRY AND THAT PARTNERSHIP CONTINUED WITH DISTRICTS IN CALIFORNIA, BUT IT DIDN'T JUST STOP THERE.

AND... WE'RE GOING TO TAKE A MOMENT, NOW, TO HEAR FROM ANDRES ABOUT THAT EXTENSION, AS MORE AND MORE STATES TURN TO US TO MAKE SURE THEIR STUDENTS ARE CONNECTED AND EDUCATED.

LET'S ROLL THAT VIDEO FROM ANDRES.

>> FROM THERE, WE STARTED TO SEE A NEED ALL ACROSS THE COUNTRY.

WE ENTERED INTO SPONSOR STATE AGREEMENTS WITH STATE OF GEORGIA, STATE OF MASSACHUSETTS, STATE OF TEXAS, MODELLED AFTER THE USD AGREEMENT, WHERE EACH OF THOSE STATES ALLOWED A BUNCH OF OTHER STATES AND SCHOOL DISTRICTS WITHIN THOSE STATES TO BUY OFF THEIR CONTRACT AND... WE ALSO DID A BUNCH OF STAND-ALONE AGREEMENTS.

STATE OF SOUTH CAROLINA, OKLAHOMA COMES TO MIND.

THERE WERE A BUNCH OF OTHERS THAT WE DIDN'T ANNOUNCE PUBLICLY, BUT ARE IN PLACE.

AT THE END OF THE DAY, OUR PROGRAM IS THE FASTEST, EASIEST WAY FOR SCHOOLS AND SCHOOL DISTRICTS TO GET CONNECTED AND TO STAY ONLINE.

WE'RE UP TO 38 STATES, PLUS THE DISTRICT OF COLUMBIA, SOME 36 MILLION STUDENTS NOW, HAVE ACCESS TO OUR PROGRAM THROUGH THE DISTANCE LEARNING PROGRAM.

AND... LOOK, WE'RE JUST GETTING STARTED.

EVERY DAY... EVERY WEEK -- EVERY MONTH, WE'RE ADDING MORE SCHOOL DISTRICTS, MORE STUDENTS TO THE PROGRAM, OUR GOAL HERE, IS TO ENSURE THAT AS LONG AS THIS PANDEMIC IS GOING ON... THAT ANY STUDENT, ANYWHERE IN THE COUNTRY, THAT NEEDS ACCESS TO AFFORDABLE AND RELIABLE REMOTE LEARNING, CAN GET IT AND CAN CONTINUE TO ENGAGE IN THEIR EDUCATIONAL STUDIES WHILE THEY'RE AT HOME OR THEY'RE IN SOME HYBRID SITUATION, THAT IMPACTS THEIR EDUCATION.

>> IT'S TRULY SOME IMPRESSIVE NUMBERS FROM ANDRES AND HIS TEAM.

ANDRES, WANTED TO MAKE SURE WE SHOUTOUT OUR PUBLIC SECTOR TEAM, OUR VBG TEAM, FOR MAKING SURE THAT THE STATES ARE FULFILLED WITH THEIR NEED -- TO MAKE SURE ALL STUDENTS ARE CONNECTED.

JOHN... BRINGING THIS CONVERSATION BACK TO US LIVE, HERE... WHEN YOU THINK ABOUT, JUST... THE SHEER NUMBERS AND THE SHEER NUMBER OF PARTNERSHIPS, EVEN JUST WITHIN PUBLIC SECTOR TEAMS, YOU'RE SEEING HOW OUR PARTNERS ARE RESPONDING AND REACTING TO THE CONTINUED IMPACT OF THIS PANDEMIC.

WHAT HAS CHANGED IN THE MEDIA LANDSCAPE?

WHAT DO YOU THINK IS GOING TO HAVE LONG-TERM IMPACTS IN THE WAY WE DO BUSINESS?

>> A LOT HAS CHANGED.

I TALK ABOUT THE SILVER LINING OF ASPECTS THIS PANDEMIC PUT US INTO.

THE ASPECT OF LIVE SPORTS OR LIVE ENTERTAINMENT -- THAT'S CHANGED AND WEEK TO WEEK, THAT'LL CONTINUE TO CHANGE BASED UPON GEOGRAPHY AND OTHER ELEMENTS THAT IMPACT WHAT WE DO THERE.

HOW WE SHOW UP TO THESE PARTNERS, LIKE I MENTIONED WITH THE NEW YORK TIMES -- IT'S ALSO A GOOD CHANGE IN EVOLUTION.

WE SHOW UP WITH A TECHNOLOGY PARTNER, NOT JUST A MEDIA OR
MARKETING PARTNER.

WE SHOW UP WITH A PARTNER THAT CAN HAVE ENHANCED EXPERIENCE AND
BRING VIRTUAL ASPECTS TO WHETHER THAT'S BMG OR CONSUMER GROUP.

WE SHOW UP AS A BUSINESS PARTNER.

YOU CAN SEE US BRING PEOPLE BACK INTO VENUES AND STADIUMS.

THE CONVERSATIONS WITH THE NBA, NFL -- ANY OF THESE PARTNERS ARE
DIFFERENT NOW.

IT'S BEEN A GREAT BY-PRODUCT OF IT.

IT'S GOING TO BE -- ULTIMATELY, IT'LL CHANGE HOW CONSUMERS
INTERACT WITH THAT CONTENT.

TO YOUR POINT, ALSO CHANGING THE MEDIA MARKETPLACE, RIGHT?

AS FAR AS WHERE ARE THE AVAILABLE [INDISCERNIBLE].

YOU MAY HAVE WATCHED THE VMAS THIS PAST WEEKEND -- VERY
DIFFERENT EXPERIENCE THAN THE PAST.

YOU GO BACK TO HOW WE DID PAY IT FORWARD LIVE, RIGHT?

VIRTUAL, ACROSS MULTIPLE PLATFORMS, HOW YOU GUYS ARE ENGAGING
WITH US TODAY ACROSS MULTIPLE PLATFORMS AND ENDPOINTS.

THOSE ARE ALL THINGS THAT WILL LAST -- TO YOUR POINT, THAT WE
NEED TO CHANGE AND EVOLVE HOW WE SPEAK TO OUR CUSTOMER BASE.

HOW WE REACH OUT TO PROSPECTS -- HOW WE HELP ENABLE PARTNERS AND
SHOW THE POWER OF WHAT OUR TECHNOLOGY IN 5G IS IN ENABLING THAT
OVERALL.

>> BY THE WAY, FOLKS... THIS IS HOW LOCKED IN MR. NITTI IS TO
OUR PARTNERSHIPS.

HE'S SITTING IN HIS CHILD'S GAMING CHAIR AND SO...

[LAUGHTER]

>> ANDY: IT'S NOT A GAME, BUT IT'S TRULY A GAME IN THE ARENA OF
LEARNING.

AS WE WRAP THINGS UP HERE -- ROSE, AND JOHN -- YOU CAN CERTAINLY
JUMP IN OF COURSE.

WHEN WE THINK ABOUT THE PICTURES WE SAW AT THE TOP OF THIS
BROADCAST, WHAT KIND OF ADVICE DO YOU HAVE FOR OUR V TEAM
PARENTS WHO FEEL LIKE THEY'RE HEADING BACK TO SCHOOL WITH THEIR

KIDS?

>> YEAH... I'M GOING TO ANSWER THAT -- BUT I WANT TO GO BACK FOR A SECOND AND WEIGH IN ON THE PARTNERSHIP.

WHAT I HEARD JOHN SAY -- I THINK WHAT'S IMPORTANT -- AS WE THINK ABOUT THIS EDUCATION SPACE IS... WE'RE ALL LEARNING THIS NEW VIRTUAL WORLD.

OUR PARTNERS ARE BEGINNING TO CHANGE THEIR NEW BUSINESS MODELS.

WE'RE TAKING LEARNING INTO THE EDUCATION SPACE FOR THESE TEACHERS -- FOR THESE STUDENTS, FOR THESE PARENTS.

BECAUSE... EDUCATION, OFTEN, AS WE KNOW IS UNDER-FUNDED.

OFTEN LACKS INNOVATION AND SO... I REALLY APPRECIATE ALL THAT ANDRES AND HIS TEAM ARE DOING -- ALL THAT JOHN AND HIS TEAM ARE DOING.

IT'S GIVING US AN OPPORTUNITY, AS A COMPANY, TO THINK ABOUT OUR PARTNERSHIP, OUR RESOURCES, AND WHAT CAN THEY MEAN IN EDUCATION?

AND HOW CAN WE HELP THEM REDEFINE THE EDUCATION SPACE?

FOLKS ARE RALLYING AROUND THIS ISSUE OF DIGITAL DIVIDE AND THINKING ABOUT UNIQUE PARTNERSHIPS TO ADDRESS EDUCATION.

THAT'S A LEADERSHIP MOMENT FOR VERIZON

HAVING SAID ALL THAT -- I'LL ANSWER YOUR QUESTION AND... I THINK AS A MOTHER, AS A PARENT... I'D GIVE TWO SETS OF ADVICE TO THE V TEAMERS.

GIVE YOURSELF SOME GRACE BECAUSE... NO MATTER WHAT YOU DO... YOU'RE PROBABLY GOING TO FEEL BAD ABOUT IT -- I WAS TALKING TO ONE OF THE DIRECTOR'S ON MY TEAM ABOUT THIS, JUST A COUPLE HOURS AGO.

YOU'RE SENDING YOUR KIDS TO SCHOOL -- YOU'RE NERVOUS AND CONCERNED ABOUT IT.

IF YOU'RE KEEPING THEM HOME -- YOU'RE NERVOUS AND CONCERNED ABOUT THEIR SOCIALIZATION.

NO MATTER WHAT DIRECTION YOU GO IN, YOU PROBABLY WILL FEEL LIKE YOU'RE NOT DOING THE RIGHT THING.

YOU HAVE TO GIVE YOURSELF GRACE.

THE OTHER THING I'D SAY, ASK YOUR COMPANY FOR WHAT YOU NEED.

AS YOU WORK WITH YOUR BOSS'S, YOUR SUPERVISORS, YOUR PEERS... BE VERY OPEN IN SHARING WHAT YOU'RE GOING THROUGH.

WE HAVE FOLKS WHO, KIDS WENT OFF TO COLLEGE AND SUDDENLY, THEY HAVE TO DROP EVERYTHING AND GO GET THEM.

WE HAVE INDIVIDUALS WHOSE SCHOOL DISTRICT HAS CHANGED THEIR, YOU KNOW... RETURN TO SCHOOL, TWO OR THREE TIMES -- PARENTS ARE TRYING TO FLEX ACROSS THAT.

SO... I THINK WITHIN VERIZON, WE'VE GOTTA ALWAYS HAVE A FINGER TO THE PULSE OF UNDERSTANDING WHAT OUR TEAMMATES NEED AND MAKING SURE THAT WE ARE FLEXIBLE IN GIVING THEM THAT SO THAT THEY CAN THRIVE.

SO... THAT'D BE MY ADVICE AS A PARENT AND AS A V TEAMER.

>> GREAT ADVICE, ROSE, THANK YOU.

WE'LL EXTENDS THAT QUESTION TO JOHN, AS WELL.

AS A DAD.

ANY THOUGHTS FOR OUR V TEAMERS?

>> I THINK TO BUILD ON WHAT ROSE SAID AND TO TIE, ANDY, HAVING OPENNESS.

AS A PARENT, YOU'RE ALL IN THIS TOGETHER AND IT'S ALL UNKNOWN.

RIGHT?

AND SO... YOU KNOW... TO HAVE THAT FLEXIBILITY GOING INTO IT -- THINK ABOUT -- MY TEAM IS ALL FOCUSED ON CONTINGENCY PLANS FOR EVERYTHING WE'RE DOING.

THERE'S SO MANY UNKNOWNNS.

SAME THING WITH SCHOOL FOR MY BOYS.

THEY'RE SUPPOSED TO GO IN EVERY THURSDAY, FRIDAY AND EVERY OTHER WEDNESDAY.

I'M GOING INTO THAT KNOWING THAT VERY MUCH, MAY WELL CHANGE.

YOU NEED TO ADJUST.

I HAVE HUGE TREPIDATION ABOUT THE DECISION TO KEEP THEM HOME AND EXPOSE THEM TO THAT ENVIRONMENT -- ALL YOU CAN DO IS EDUCATE YOURSELF AND WE'RE FORTUNATE ENOUGH THAT WE WORK AT A COMPANY THAT IS TECHNOLOGY-DRIVEN.

WE'VE BEEN IN THIS VIRTUAL ENVIRONMENT -- WE CAN PROVIDE COUNSELING AND LEVEL OF UNDERSTANDING THERE.

WE KNOW THERE'LL BE CONTINGENCY AND CHANGES TO WHAT THAT EXPERIENCE IS AND COMMUNICATION IS GOING TO BE KEY, RIGHT?

TO THIS POINT AND BEING OPEN WITH THAT COMMUNICATION, THAT'S WHY YOU, AS A PARENT CAN BEST DO WHAT YOU NEED TO DO FOR YOUR FAMILY AND FOR YOUR CHILDREN AND ALSO FOR THE COMPANY.

>> WE ARE CERTAINLY ALL IN THIS TOGETHER.

AND AS WE WRAP UP, I DO WANT TO MAKE SURE WE ALL TAKE A LOOK AT THIS 30-SECOND SPOT AND THEN WE'LL COME BACK TO YOU, JOHN, AND ROSE, FOR FINAL THOUGHTS HERE.

AS WE THINK ABOUT OUR CHILDREN, AND WE WATCH THIS SPOT, I GUESS THE ASK IS REALLY THINK ABOUT, WHERE IS YOUR CHILD IN THIS ASK?

WHERE IS YOUR FAMILY IN THIS?

LET'S THINK ABOUT WHAT WE'RE DOING FOR OUR OWN FAMILIES AND FOR KIDS ACROSS THE COUNTRY -- LET'S PLAY THAT CLIP.

>> WITH EVERYTHING GOING ON RIGHT NOW, WE'VE HAD TO ALTER OUR CLASSROOM SETTINGS.

>> SCHOOL IS BACK AND VERIZON IS HERE TO HELP.

WE'RE SUPPORTING MILLIONS OF STUDENTS BY GETTING THEM ONLINE WITH DISCOUNTED CONNECTIVITY SO THEY AREN'T LEFT BEHIND.

WE'RE PROVIDING FREE TRAINING AND LEARNING RESOURCES TO TEACHERS TO ENHANCE REMOTE LEARNING.

WITH THE NEW YORK TIMES, WE'RE PROVIDING TEACHING TOOLS FOR A RAPIDLY CHANGING WORLD.

>> WE'RE LUCKY VERIZON SUPPORTS TEACHERS LIKE US --

>> THE NETWORK MORE PEOPLE RELY ON BELIEVE EVERY STUDENT SHOULD GET THE EDUCATION THEY DESERVE.

>> FANTASTIC AD.

SUMS UP WHAT WE TALKED ABOUT AT THE TOP OF THE HOUR, AS WELL AS, AS WE WENT THROUGH THE UP TO SPEED TODAY.

JOHN, FINAL THOUGHTS?

>> JOHN: I THINK IT PAYS OFF, WHAT WE'VE BEEN DOING IN MARKETING, RIGHT?

THE REAL REASON, CAMPAIGNING AND SHOWING REAL CUSTOMERS HAS BEEN WHAT WE'VE BEEN DOING FOR THE PAST YEAR PLUS, RIGHT?

THAT'S SOMETHING THAT EVERYBODY'S FACING RIGHT NOW.

WE HAVE A GOOD BACK TO SCHOOL -- I THINK IT DOES A GREAT JOB IN SHOWING HOW WE HAVE A PART IN THAT, RIGHT?

HOW WE BRING PEOPLE TOGETHER AND ENABLE THOSE PARENTS AND CUSTOMERS AS THEY FACE THAT TOGETHER.

>> THANK YOU, JOHN.

ROSE... THE FINAL WORD?

AFTER WATCHING THAT AD?

FEELING THE PRIDE AND TALKING ABOUT WHAT WE TALKED ABOUT.

YOUR FINAL THOUGHTS?

>> SEVERAL THINGS -- FIRST OF ALL, IT DEMONSTRATES THAT WE'RE A TRUE PARTNER TO THE EDUCATION SECTOR.

IT'S THE WORK THAT THE BUSINESS UNITS ARE DOING -- UNDER ANDRES' TEAM, THE WORK MY TEAM HAS BEEN DOING, FOREVER.

IT'S REALLY DEMONSTRATING THAT WE HAVE FINGER TO THE PULSE IN THIS SEGMENT.

WE KNOW WHAT THE ISSUES ARE.

WE HAVE THE NETWORK STRENGTH AND RESOURCES TO BRING SOLUTIONS IN TO HELP TEACHERS BE SUCCESSFUL, HELP PARENTS BE SUCCESSFUL AND FRANKLY, MEET THE NEEDS OF THESE KIDS, WHERE MY HEART GOES TO.

THE VULNERABLE POPULATION THAT NEEDS IT MOST.

THE AD DOES A GOOD JOB SHOWING WE'RE THE PARTNER WHO IS THERE.

I THINK, EVEN BEYOND THAT -- YOU KNOW... ANDY, I THINK ABOUT IT AS A PART OF JUST OUR WHOLE CITIZENS VERIZON STRATEGY, RIGHT?

THAT WE'RE FOCUSED ON DRIVING ECONOMIC, ENVIRONMENTAL AND SOCIAL ADVANCEMENT AND YOU SHOULD LEAN INTO THAT ISSUE OF ADVANCEMENT.

THAT WE KNOW THAT EVEN WITH THE PANDEMIC, WE STILL HAVE AN OBLIGATION TO HELP PEOPLE ADVANCE.

AND... IF YOU DON'T GET IT RIGHT, FOR THESE KIDS NOW, THEY WON'T BE ABLE TO HAVE AN ECONOMIC -- A FUTURE OF ECONOMIC INDEPENDENCE IN THE FUTURE.

AND... SO... IT'S IMPORTANT THAT WE LEAN IN AND THAT WE'RE IN IT FOR THE LONG HAUL AND THAT WE RECOGNIZE OUR POWER FOR THE LONG HAUL.

MY PRIDE COMES FROM KNOWING WE'RE TRUE PARTNERS, KNOWING WE'RE IN IT FOR THE LONG HAUL AND KNOWING THAT WE KNOW EXACTLY WHAT PROBLEMS WE NEED TO BE SOLVING.

THAT CAN HELP MOVE THE WORLD FORWARD.

>> ABSOLUTELY.

THAT'S THE GOAL.

I THINK I HEARD ANDRES SAY IN HIS REMARKS, WE'RE JUST GETTING STARTED.

THIS IS THE BEGINNING OF THE SCHOOL YEAR, WE'LL KEEP THE DRUM BEAT GOING.

OUR THANKS, TO ROSE, AND JOHN, FOR THEIR WISDOM AND OF COURSE, THEIR TEAMS AS WELL.

CONGRATULATIONS FOR ALL THE WORK THAT THEY'VE DONE.

OUR THANKS TO ANDRES IRLANDO AND THE PUBLIC SECTOR OF VERIZON CONNECT VBG TEAM AND OF COURSE, OUR THANKS TO ALL OF OUR FAMILIES, OUR V TEAMERS OUT THERE DOING WHAT THEY CAN TO MOVE THE WORLD FORWARD FOR OUR CUSTOMERS AND LITTLE ONES AS WELL.

WITH THAT, I'LL SWITCH BACK TO MY VIRTUAL JEREMY BACKGROUND -- I DON'T KNOW IF THIS EVEN WORKS -- YEAH... ISN'T IT NICE?

>> VERY COOL.

>> WE ALL WANT TO BE A VIRTUAL JEREMY --

>> SO...

>> TELL YOU WHAT -- IF YOU WANT TO E-MAIL ME -- I'LL SEND YOU THE PICTURE -- WITH JEREMY'S PERMISSION, OF COURSE.

THANK YOU, BOTH.

ROSE, JOHN... THANK YOU TO ANDRES AND THANK YOU ALL FOR WATCHING.

UNTIL NEXT TIME -- YOU'RE UP TO SPEED.

>> ALL RIGHT... BYE.