

VERIZON
UP TO SPEED
SEPTEMBER 4, 2020, 12:00 PM ET

REMOTE CART PROVIDED BY:
ALTERNATIVE COMMUNICATION SERVICES, LLC
www.CaptionFamily.com

>> Stop me if you heard this one before. We are living through unprecedented.

>> Unprecedented.

>> Unprecedented.

>> I'm not sure how many times I 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. It was an era of pay phones, dial-up internet and not so smart wireless phones. We have made so much history since then it is worth a look back at what went into who we are today.

There was our crisis response to September 11th, 2001

>> I have seen people from everywhere working together and pulling together.

>> A character defining effort from V-teamers working around the clock to get things back up in little more than a week. There was this iconic campaign begun 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 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. Our recovery response to Hurricane Katrina.

>> We are out here to help the people. Giving them the 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 our Verizon business group's global scale. We now reach more than 150 countries and almost all of the Fortune 500 partner with us. There is 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. The 4G, FiOS, 5G. About the experience we deliver for today and the ground breaking ones we are building for tomorrow.

Our profound support of our V-team day by day, we keep creating a more authentic and empowering environment becoming the company everyone wants to be a part of. And 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 how far we've come. They are a celebration of the power of sticking together. It's about the path we share, the future we are building, and all of our efforts to keep the world moving forward. So happy anniversary, V-teamers.

Here is to our next.

>> A lot has happened in our 20 year history. We have moved the world forward in so many different ways. And through it all, there is one thing that has 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 teamwork.

>> Enables us to serve our customers.

>> They --

>> We believe in integrity.

>> It's the core of who we are.

>> We are committed to be part of the solution.

>> For some of our world's biggest challenges.

>> To make the world which we work.

>> Better than it was yesterday.

>> We know our best was good for today.

>> Tomorrow we will do better.

>> These are just some of the lines from our Verizon credo. And this is who our credo is for.

>> My name is Cory. I'm a managing director. I live in Raleigh, North Carolina. Have been with Verizon for about ten years. My wife and I recently had our first child. A nine month old. I enjoy spending as much time as I possibly can. I joined Verizon to begin my career. Before I graduated from eastern Carolina University.

Verizon has been the gold standard in telecom and remains innovative technology. I was inspired to join because of the culture and the people. The Verizon evolved from a telecom to more technology

organization. I have been impressed with the way that we are trail blazers 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 and I was working back in operations, overnight shift. I was able to complete my masters. Verizon supported me in that endeavor and I was able to complete my master in business administration during my tenure at Verizon.

I'm interested in making sure that our customers are cared for. I'm focused on trying to bring the best of Verizon focused on enhancing my employee's career progression and developing them into what they want to do. I'm very interested in bringing 5G and the fourth industrial revolution to our customer base. I like to fancy myself as a card trick entertainer. 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 trail blazer that is a company that cares deeply for their employee base as well as continue to focus on the customer. We are doing some things in technology and we care for our employees first and foremost which is a real inspirational mission statement that we've got.

>> This quarter was our first step into the new normal. And an opportunity for us to rewrite the rule book.

>> Despite all of the obstacles, our teams continue to exceed targets. As the traffic patterns in our network shifts our engineers implemented new solutions to increase capacity. We continue to innovate. And pivotal repeaters technology which amplifies the reach. We lit up mobile 5G in San Diego. Home in Detroit. Kept evolving 5G home network in Houston, Indy and L.A. How cool is this? We introduced the 5G virtual lab to help our innovation partners to help advance their next gen solution. Raven reviews with the J.D. Power all giving us great reviews for 5G, 4G and FiOS. Our response teams answered every call to support essential services. Our feel teams kept evolving how we worked to continue to support our customers and due to the pandemic our technology team delivered years worth of digital transformation in a matter of months.

>> We continued to evolve our response. That meant rapid redeployment of a large portion of our retail team. Constantly evolving. And bringing touchless retail to our stores with a care focus on social distancing and a nationwide curbside pickup pilot. We launched the new Motorola edge plus which is exclusive. The Samson galaxy 5G and the latest iPhone. We launched the Lenovo flex 5G. The first PC

built for 5G ultra-Wi-Fi. We introduced our own special Verizon Vista card and demand from customers is already sky high. We created new pre-pay plans that would reward customers the longer they stay. We offer even more entertainment options. We gave students our best pricing with a new student discount. We celebrated the second anniversary of visible. Our old digital carriers and helped customers avoid 5 billion robo calls to date making us the leader in the industry.

>> Verizon business helped our customers in the second quarter react and rebound as they -- the disaster recovery plan to meet their customer requirements. We provided critical connectivity and devices to have distance learning including with the Los Angeles unified school district and the state of California. We stood -- set up virus testing and temporary field hospitals and ships like the USNS comfort. We supported over 400 small business through our pay it forward small business branch 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 expand our portfolio advanced business solutions none timelier than the addition of blue jeans and expanded our portfolio with Cisco's EMCS for more plexable and a-- flexible -- and launched the Verizon connect enterprise platform. 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 are continuing to meet changing customer behavior shift by advertising, subscription and transaction. We activated our 5G initiative. The launch of Verizon media immersive a new suite of AR, VR and mixed reality products and power the future of 5G. We partner with Samsung to leverage the performance for at home and connective TV. Saw steady increases in the advertisers and drove on the DMC. We won the leader choice awards for all nominated categories. DSP, SSP, and this was the most wins for any nominated company. We secured an industry first with WalMart by enabling Yahoo! users to make the purchases through their in box. No other e-mail provider allows you. We launched Yahoo! life, the focus on well being and donated 10 million in mental health organizations impacted by COVID-19 and 5 million to help black owned 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 ten best company for multi-cultural women. We celebrated Asian Pacific

heritage month and military appreciating month and pride month with prism our new LGBTQ resource group. We joined Amazon and global optimism in signing the list posted a virtual commencement series class of 2020 ready for anything featuring inspirational leaders like our very own Hans Vestberg and former President Bill Clinton. We opened our hearts and 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 value in the world and 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 customer expect.

>> Enormous opportunities ahead of us. Let's go get them. Forward together, go fight, win.

>> Our purpose and passion are unbeatable.

>> I like to pay my bills.

>> 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 Jesse and I work at Verizon. If your identity is stolen, chances are your number will be stolen, too. You can prevent your phone number from being transferred. You set it up in my Verizon app. We make sure your 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 are 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 advancements.

>> You just unboxed your new device and then you look at the instructions and the fun ends. My name is Sam and I work at Verizon. Sometimes setting up new tech can be overwhelming and that's why tech coach. Help you with your wireless devices and virtually anything that connects you like smart home accessories or smart watch and the services included for 30 days after you activate a new device. The support you need whenever you need it.

>> Nothing like starting off your Friday with those soaring visuals. Thanks to our friends at Skyward. Wasn't that awesome? I just loved it and we can all use that relaxation a few minutes a day.

We are going to tell you about an awesome new partnership that Skyward has with some marine mammal researchers to use their drones for good. First we will start with a news update. I'm Diana Alvear and welcome to Up to Speed. We have the update involving Hurricane Laura recovery. We want you to know the relief offer we mentioned to you is going to be extended through September 8 and that is next Tuesday and it's for several zip codes in Louisiana and Orange County, Texas. Go to the web and find the list of eligible zip codes. You know the recovery takes a long time. Please take advantage of this relief offer because it will make life a little bit better for those affected.

Now we want to give you something really fun right now. We want to start with a shout out. If you missed going to concerts, visible has you covered. Check this out. This is the red rock show they have been putting on. It's a virtual concert series unlike anything that you have experienced before. Trust me, I watched, I loved Wednesday night they features megan thee stallion and lilbaby, two of the biggest stars right now. You get front row access from the comfort and safety of your own home and go and check them out. They had Nathaniel Radcliffe and the night sweats.

Now another great partner, we are talking with Tami Erwin and her empowering panel discussions as part of the women in business

mentoring program. Last month we kicked off the series talking about women in media. Here is a clip.

>> Right now we are facing unique obstacles as we think about COVID and the impact to families, and I think women are facing a bigger impact and a bigger disadvantage quite frankly than men because we play unique role in our families. We tend to be the one that kids go to cook the meals. Now the educators and the teachers at home.

>> The next one is the women in finance panel that will happen Tuesday September 8 at 4:00 p.m. eastern featuring impressive guests. We will find out how they handle the challenges they face and their best advice and hosted by Tami Erwin. You can tune in on Verizon's Linked-in page.

Speaking of a woman leader we are lucky to this have next V-teamer on our team. They are making a difference and we will find out why they get excited about getting kids geared up. Here is my way.

>> I'm Aleena Taufiq. I work in Erwin Texas. I'm a data scientist and I have been here for two years. I have a lot of different hobbies. I love traveling with my mom. I like to bake a little bit and I also like to run this non-profit organization I started called geared up. Geared up is an engineering enrichment program for underprivileged middle and high school students across the country. As I was in school and getting my degree in mechanical engineering degree at southern Methodist university in Dallas. Verizon is a crazy cool company. I wanted to be a part of a company making a difference in the world. I learned about their core values and it was cool to find a company whose core values align with your own.

It's not hard to be motivated and work hard whenever you love what you do and you love the people that you work with. I have been really lucky to be in an office where the office is more like family and I think that's actually how it is all across Verizon.

I obviously want to grow and develop as much as I possibly can here at Verizon. I also want to inspire kids. They can find something they are passionate about and they can succeed in the world of technology. I want to set that example. I can build things, a lot of things, robots, kinetic sculptures, bookshelves from scratch. I'm a builder.

If you want to be part of the company where you can work on

cutting edge technology and make a difference in the world and all of these different industries, then you definitely want to work at Verizon. If you want to work for a place that lets you come in and make a difference on the first day, this is definitely the place to be.

>> Wow, you are awesome. And not only are you awesomely talented at what you, do you are also using those talents to bring up the next generation of STEM leaders and we can't thank you enough for being the epitome of Verizon for moving forward together and we will bring those kids into the system and make sure they are rock stars in science and engineering as well. Thank you so much. And let's keep talking about technology. So I have shown you the awesome visuals at the top of the show. Now we will get into why we are featuring these drones. They are drones for good. Thanks to our partners at Skyward we will show you why they are now partnering with marine mammal rescue groups and researchers to use those drones to help animals. Take a look.

>> A lot of times we are unable to get to the animal. If we are trying to use boats or come up to them next to shore, a lot of times we disturb those animals. -- disturb those animals. We may need to bring disentanglement, stretchers. Medication. There is a lot of data we can collect using drones. A lot of animals will respond to drones so we want to make sure any time we are monitoring marine life using drones that we are not disturbing them.

>> The biologists said what drones would be the best to use. Then we found out there wasn't research that had been done in that area. We came out to the field environment. Flew the aircraft to see how the ambient noise of the ocean and waves crashing on the rocks made a difference in how we heard the drones and the noises that they made.

>> We are determining that the decibel and hertz level that different drones operate at to determine which drone is the most effective at remaining undetected by marine life.

>> We started out with Skyward. We used it from start to finish from planning to the completion of the mission. I can get Lance and do my safety assessments and then go fly it. I can use the Skyward inflight app after finished and we are able to download all of our flights into Skyward and go back and find the specific flights with the telemetry data. Now we cannot only supply the marine biologists with the drones with least amount of impact on the sea animals and make it available to the government and other agencies that might issue permits so they have a better idea what aircraft work best in these

types of environment.

>> Sharing data with other scientists and allowing them to see what you are doing and where you are having success and failure really allows the community to grow as a whole. Our hope is that other organizations will bring this information to their research and rescue efforts so that they can incorporate drones and get more information that can help these animals. Monitoring seals with drones is just the beginning. Looking forward, we have a lot to be excited about.

>> Was that awesome or was that awesome? And I just want to say thank you so much to the team at Skyward because when she told me about this story, I said we have to have it on Up to Speed. I think people will be interested because you don't think of using drones in this way, but it makes total sense and I think that together they will make a big difference. So kudos all of you and thank you for sharing those visuals and stories with us.

Finally on a more somber note, I am so blown away by the fact that it's been nearly 19 years since 9-11. And that day -- you just think back to that day and you are just speechless. And it is no less meaningful no matter how much time has passed. So Verizon wants you to commemorate that day by doing meaningful acts of service. Let's see that slide. We are going to be asking you to go to the volunteer portal for different ways to give back and get this. A donation of \$10 will be made for each V-teamer who signs up for a volunteer event between September 4 to September 11th, up to \$20,000. Check out the ways you can support your community from texting, to help games and help Alzheimer's. And I didn't know that was possibility and you know your service will have a tremendous impact if you learned anything from today's show, anyone can make a difference. All you have to do is go out there with good intentions and do the work. And that's what we do at Verizon. We do the work.

Thank you so much for spending time with me today. I hope that you have a wonderful weekend that you stay safe. We will see you back here next week. Until next time, you are Up to Speed.