

**VERIZON  
UP TO SPEED LIVE  
September 13, 2021 12:00 PM ET**

>>ANDY CHOI: THANKS FOR JOINING US FOR "UP TO SPEED" ON THIS MONDAY, SEPTEMBER 13TH.

WE ARE THRILLED TO START THE WEEK WITH OUR LIVE GUEST TODAY, VERIZON BUSINESS GROUP'S CHANNEL CHIEF WENDY TACCETTA.

WENDY ALSO LEADS OUR NATIONWIDE SMALL BUSINESS TEAM.

SHE WILL HELP US DIVE INTO SOME KEY FINDINGS THAT REVEAL HOW VERIZON CAN BEST SERVE OUR SMALL BUSINESS CUSTOMERS.

BEFORE WE GET TO WENDY, THOUGH, I DO WANT TO MENTION THE START OF HISPANIC HERITAGE MONTH.

STARTS LATER THIS WEEK.

IF YOU DIDN'T KNOW, HISPANIC HERITAGE MONTH STARTS IN MID SEPTEMBER TO HONOR THE MANY CENTRAL AMERICAN COUNTRIES THAT DECLARED THEIR INDEPENDENCE ON OR AROUND SEPTEMBER 15TH, INCLUDING MEXICO ON THE 16TH, AND CHILE ON THE 18TH.

BE ON THE LOOKOUT FOR MORE GREAT NEWS AND EVENTS ALL THROUGHOUT HISPANIC HERITAGE MONTH, WHICH KICKS OFF THIS WEDNESDAY, SEPTEMBER 15TH, GOES UNTIL OCTOBER 15TH.

IT'S WHY I AM ROCKING OUR VERIZON S.O.M.O.S. SHIRT TODAY, WHICH YOU CAN FIND ON OUR BRAND SHOP AS WELL.

SPEAKING OF APPAREL, IF YOU FOLLOW WENDY ON SOCIAL MEDIA, AMONG HER MANY POSTS PROMOTING POSITIVITY, GREAT MUSIC, AND OF COURSE VERIZON NEWS, YOU MIGHT ALSO FIND IN HER POSTS, THE #SHOECAM21.

NOW DURING HER VISITS WITH OUR TEAMMATES ACROSS THE COUNTRY, WENDY WILL OFTEN GET THE SQUAD TOGETHER FOR NOT JUST THE TRADITIONAL PHOTO, BUT ALSO A SHOT OF HER FOOTWEAR.

HER POSTS ALWAYS MAKE ME SMILE.

YOU CAN SEE THERE'S A NAIL CAM, TOO, AS WELL, AND OF COURSE IN THE UPPER

RIGHT-HAND CORNER, THE AT HOME SHOE CAM.

SO SHOE CAM IS TRENDING, FOLKS, AND IT'S A GREAT REMINDER TO CONTINUE PUTTING OUR BEST FOOT FORWARD.

AND WITH THAT IN MIND, WE WELCOME WENDY TO "UP TO SPEED" LIVE.

NOW, WENDY, I KNOW YOU'RE JOINING US VIRTUALLY TODAY, BUT FOR YOUR APPEARANCE, I KNEW I HAD TO UP THE SHOE GAME MYSELF.

WE'VE ACTUALLY DEDICATED A SECOND CAMERA IN THE STUDIO TODAY TO BE THE OFFICIAL "UP TO SPEED" LIVE SHOE CAM, SO I WENT WITH A THROWBACK SNEAKER TODAY, ROCKING SOME JORDAN 5'S, IN VERIZON RED, OF COURSE, #SHOE CAM 21.

I'M TRYING TO LEARN HOW TO MOON WALK.

WE'LL FIGURE THAT OUT LATER.

BUT WITH THAT MIND, WENDY, THANKS SO MUCH FOR JOINING YOU ON "UP TO SPEED" LIVE.

I HOPE I DID THE SHOE CAM PROUD.

>> CAN YOU HEAR ME?

>>ANDY CHOI: I CAN HEAR YOU.

>>WENDY TACCETTA: PERFECT.

OKAY.

SO YOU DEFINITELY DID THE SHOE CAM WELL.

AND LET ME TELL YOU WHY WE DO IT, BECAUSE WE'VE ALL GOTTEN USED TO SEEING EACH OTHER ON THESE LITTLE BOXES, AND WE HAVE FORGOTTEN THAT WE ARE WHOLE PEOPLE AND IT'S JUST A LOT OF FUN TO BE OUT IN THE STORES AND JUST GET THE TEAM HUDDLED AROUND SOMETHING THAT'S JUST A LITTLE BIT OF FUN.

>> IT IS SO MUCH FUN, AND YOU SAID IT.

FROM HEAD TO TOE, WE BRING OUR WHOLE SELVES TO WORK, AND IT'S GREAT TO SEE OUR TEAMMATES IN PERSON AS WELL AS WE CONTINUE TO MOVE FORWARD HERE

THIS YEAR, SO AS WE THINK ABOUT OUR SMALL BUSINESS CUSTOMERS, WENDY, LET'S WALK A MILE IN THEIR SHOES NOW.

WHAT ARE YOU HEARING FROM THEM AND HOW CAN WE STEP UP?

>>WENDY TACCETTA: SO YOU KNOW ONE OF THE THINGS I FIND INTERESTING, ANDY, IS THAT WE THINK THERE ARE BAD THINGS HAPPENING TO SMALL BUSINESSES, THAT WE'RE WORRIED ALL THE TIME.

SO WE ACTUALLY WENT OUT AND DID A SURVEY TO TALK TO 500 SMALL BUSINESS OWNERS, AND WHAT THEY TOLD US WAS SOMETHING VERY DIFFERENT.

68 PERCENT OF THOSE CUSTOMERS SAID, I FEEL MORE OPTIMISM TODAY THAN I DID A YEAR AGO.

THEY'RE TALKING ABOUT INVESTING IN DIGITAL TOOLS.

THEY'RE TALKING ABOUT THE NEED FOR HIGH CAPACITY INTERNET, AND THEY'RE TALKING ABOUT THE EXPERIENCE OF THEIR EMPLOYEES, AS MUCH AS THEY'RE TALKING ABOUT THEIR BUSINESS.

AND WHAT EXCITES ME ABOUT THAT IS THAT'S OUR WHEEL HOUSE.

WE SIT IN THE SPACE WHERE WE CAN HELP YOU HAVE A GREAT EMPLOYEE EXPERIENCE SO YOUR CUSTOMERS HAVE EVEN A BETTER EXPERIENCE.

WE SIT IN THE SPACE WHERE WE'VE MADE THE BIGGEST INVESTMENT I'VE EVER SEEN TO DELIVER HIGH-CAPACITY INTERNET, AND WE CONTINUE TO INVEST IN NEW PRODUCTS THAT CAN HELP YOUR BUSINESS NOT SURVIVE, BECAUSE I HATE THE IDEA OF SMALL BUSINESSES SURVIVING.

IT CAN HELP YOUR BUSINESS THRIVE.

SO THAT'S WHAT WE'RE HEARING, AND THAT'S WHAT WE'RE FEELING, AND IT'S BEEN SO GREAT TO BE BACK OUT IN THE STORES, IN OUR AGENTS, AND MOST IMPORTANTLY WITH OUR TEAMS, BECAUSE WHAT THEY'RE TELLING US IS THEY FEEL THAT INNER SPARK WHEN THEY HELP A SMALL BUSINESS CUSTOMER, BECAUSE THEY KNOW THAT 48 PERCENT OF THE WORKING POPULATION IS EMPLOYED BY A SMALL BUSINESS.

AND WHEN VERIZON CAN HELP A SMALL BUSINESS COME BACK EVEN FASTER,

THAT'S HOW WE KEEP OUR COMMUNITIES STRONG.

AND I MEAN, ISN'T THAT THE REALLY WHAT WE WANT TO DO, AND WHO WE ARE?  
IT'S THE BEST OF WHO WE ARE, AND IT'S BEEN NOTHING BUT A BLAST.

>>ANDY CHOI: ABSOLUTELY.

IT IS TRULY THE BEST OF WHO WE ARE, AND THAT OPTIMISM, IT BEGETS MORE  
OPTIMISM.

YOU MENTIONED BRIEFLY HERE, IT HAPPENS TO BE NATIONAL SMALL BUSINESS  
WEEK, AND WENDY, I UNDERSTAND OUR VERY SUCCESSFUL SMALL BUSINESS DAYS  
HAVE RETURNED.

TELL US MORE ABOUT HOW WE'RE STEPPING UP THERE.

>>WENDY TACCETTA: SO WE ACTUALLY STARTED SMALL BUSINESS WEEK BACK IN  
APRIL, AND WE POSTED OUR BEST DAY SINCE BLACK FRIDAY OF 2020.

SO WHAT HAPPENED, THOUGH, IS THE COUNTRY ACTUALLY DECIDED TO WAIT TO  
HAVE NATIONAL SMALL BUSINESS WEEK UNTIL RIGHT NOW.

SO WE, OF COURSE, DECIDED TO PARTICIPATE AGAIN.

HERE'S WHAT I WANT EVERYBODY ON THE V-TEAM TO KNOW, THOUGH.

WE'VE SPENT THE LAST 90 DAYS LISTENING TO YOU AND LISTENING TO  
CUSTOMERS, AND INVESTING IN OUR BUSINESS AND OUR PRODUCT SO THAT THIS SMALL  
BUSINESS DAY, WE ARE EVEN BETTER THAN WE WERE 90 DAYS AGO.

SO NOT ONLY DID WE HAVE ADVERTISING ALL WEEKEND LONG, GO NFL, EVEN  
THOUGH MY COWBOYS LOST, WE ALSO HAVE ALL OF THE OFFERS WE BROUGHT.

SO WE'RE WAIVING FEES, WHICH IS GREAT.

THAT'S A GREAT WAY TO GET A CUSTOMER TO BUY AN ADDITIONAL PRODUCT.

BUT WE'RE ACTUALLY ADDING A BUSINESS INCENTIVE CREDIT SO THAT THEY CAN  
ADD MORE LINES TO THEIR BUSINESS, BECAUSE ONE OF THE THINGS THE SURVEY TOLD  
US WAS ABOUT 70 PERCENT OF THOSE CUSTOMERS KNOW THAT THEY HAVE TO INVEST  
IN MORE TECHNOLOGY.

SO WHAT TECHNOLOGY IS THAT GOING TO BE?

WELL, THAT'S WHERE OUR TEAM COMES IN TO PLAY.

WE'RE GOING TO TALK TO THEM ABOUT THE PRODUCTS THAT THEY DON'T KNOW ABOUT, BECAUSE YOUR GREAT HAIR DRESSER MAY NOT BE A GREAT TECH PERSON.

BUT WE ARE.

AND WE'RE INVITING THEM INTO OUR STORES TO DO VIRTUAL VISITS SO WE CAN TALK ABOUT THOSE PRODUCTS AND HELP THEM LEARN ABOUT THINGS THEY DON'T KNOW ABOUT YET.

>>ANDY CHOI: AND THAT'S WHERE THAT MAGICAL PARTNERSHIP TAKES SHAPE.

THAT'S WHY WE NEED TO THINK ABOUT ALL THE TOOLS AND THE WAYS THAT WE CAN OFFER THOSE UPGRADES FOR SMALL BUSINESS, AND OF COURSE, YOU KNOW, BEING THERE FOR SMALL BUSINESS MEANS BEING THERE IN OUR STORES AND ONLINE AS WELL, AND HERE'S ANOTHER WAY WE'RE DOING JUST THAT.

WE ARE LAUNCHING A NEW NO COST ONLINE RESOURCE FOR SMALL BUSINESSES. IT'S CALLED VERIZON SMALL BUSINESS DIGITAL READY.

THIS IS ALL PART OF OUR CITIZEN VERIZON COMMITMENT TO HELP ONE MILLION SMALL BUSINESSES THRIVE BY 2030, AND HERE'S MORE ON HOW WE ARE KEEPING SMALL BUSINESSES DIGITAL READY.

>> THE WORLD IS GOING DIGITAL.

DOES YOUR SMALL BUSINESS HAVE WHAT IT NEEDS TO SUCCEED?

INTRODUCING VERIZON SMALL BUSINESS DIGITAL READY, THE FREE ONLINE PROGRAM DESIGNED TO GIVE YOUR BUSINESS THE TOOLS IT NEEDS TO THRIVE IN TODAY'S DIGITAL ECONOMY, WITH ACCESS TO PERSONALIZED LEARNING PLANS THAT HELP YOU STAY AHEAD IN THE ONLINE MARKING PLACE, WITH NETWORKING WITH OPPORTUNITIES IN YOUR INDUSTRY.

IT'S ALL PART OF OUR PLAN TO LEAVE NO SMALL BUSINESS BEHIND.

REGISTER AT [VERIZON.COM/SMALLBUSINESSDIGITALREADY](https://www.verizon.com/smallbusinessdigitalready).

>>ANDY CHOI: AND THERE IT IS.

AND AS WE CONCLUDE, I WANTED TO GET YOUR TAKE ON THE SURVEY.

YOU MENTIONED THE OPTIMISM WAS HIGH, AND IT'S INTERESTING BECAUSE I FEEL LIKE THE NARRATIVE HAS CHANGED HAS THE MONTHS WENT ON AS RECOVERY CONTINUES.

SMALL BUSINESSES AS WE KNOW ARE AS RESILIENT AS EVER.

WHAT DO YOU THINK IS DRIVING THAT OPTIMISM AND HOW CAN WE MATCH THAT OPTIMISM TO GIVE THEM THE BEST THAT WE CAN GIVE THEM?

>>WENDY TACCETTA: I THINK IT'S A LOT OF THINGS.

PEOPLE ARE FIGURING OUT HOW TO LIVE WITH COVID.

I KNOW NONE OF US WANTS THAT TO BE TRUE, BUT WE'RE FIGURING IT OUT.

AND THAT MEANS SMALL BUSINESSES HAVE TO BE READY AND OPEN TO TAKE CARE OF THEIR CUSTOMERS.

BUT THE OTHER PIECE IS PEOPLE ARE STILL SPENDING MONEY.

SO YOU'VE GOTTA BE AGILE TO HOW THEY WANT TO DO IT.

SOME PEOPLE STILL WANT TO COME TO YOUR LOCATION.

THEY LIKE LEAVING THEIR HOMES AND COMING TO YOU.

SOME PEOPLE WANT YOU TO DO IT VIRTUALLY.

SOME OF YOUR EMPLOYEES WANT TO BE ABLE TO WORK VIRTUALLY.

IT'S SO IMPORTANT THAT SMALL BUSINESSES ARE AGILE.

AND TWO YEARS AGO, THE BIGGEST THING SMALL BUSINESS OWNERS THOUGHT ABOUT WAS WHERE'S MY REAL ESTATE GOING TO BE.

NOW WHAT THEY HAVE TO THINK ABOUT IS HOW WILL I KEEP MY BUSINESS RUNNING.

AND HERE'S SOMETHING I LOVE.

WHEN YOU THINK ABOUT SOMETHING THAT'S TURNED ON FOR SMALL BUSINESS OWNERS, THEY USED TO ONLY BE ABLE TO, OFTEN, OFTEN, MANY, USED TO ONLY DO BUSINESS WITH THE PEOPLE IN THEIR COMMUNITIES.

WELL, DIGITAL GIVES YOU AN OPEN DOOR TO LOTS OF CUSTOMERS ACROSS THE COUNTRY.

BECAUSE WHEN YOU CAN DELIVER A VIRTUAL EXPERIENCE, YOU CAN HAVE A CUSTOMER ANYWHERE.

AND I LOVE THAT ABOUT WHAT WE'RE DOING.

BUT, ANDY, BEFORE WE CLOSE OUT ON THIS, CAN I SHARE SOME OTHER THINGS?

>>ANDY CHOI: ABSOLUTELY.

>>WENDY TACCETTA: OKAY.

SO LET ME JUST TELL YOU SOME OF THE WORK THAT OUR MARKETING TEAMS AND OUR GPS TEAMS HAVE DONE IN THE LAST 90 DAYS TO GET US READY.

THE FIRST THING WE HEARD ABOUT WAS CREDIT.

SOMETIMES I'M WAITING ON HOLD.

SOMETIMES I'VE GOTTA CALL MORE THAN ONCE, BUT WE JUST LAUNCHED SOME OF THE BIGGEST ENHANCEMENTS AROUND SMB CREDIT.

WE ARE LETTING SMALL BUSINESSES THAT ARE CONSUMERS USE THEIR CONSUMER CREDIT TO ESTABLISH THEIR BUSINESS CREDIT.

WE ARE, WHEN WE TALK ABOUT PRODUCTS LIKE BRING YOUR OWN DEVICE AND WE TALK ABOUT ONE TALK, WE ARE LETTING CUSTOMERS STAND UP THAT NEW LINE OF SERVICE WITHOUT A DEPOSIT REVIEW, BECAUSE WE KNOW THAT THIS THESE PRODUCTS UNLOCK OPPORTUNITIES, AND THEN FOR THESE NEW SMALL BUSINESSES, 1.4 MILLION THAT WERE FORMED IN Q1, WE ARE ALSO LOOKING AT OTHER SOURCES TO SEE THEIR CREDIT PROFILE SO THAT WE CAN GIVE THEM THE BEST ACCESS BUT STILL PROTECT OUR BUSINESS.

AND HERE'S ONE STORY FROM FRIDAY FOR YOU.

I WAS OUT IN NEW JERSEY, I WAS WITH SHAWN PAUL AND HER TEAM.

SHE SAID WE JUST ACTIVATED A BRAND NEW SMALL BUSINESS CUSTOMER.

WE WEREN'T SURE IT WOULD GO THROUGH.

IT TOOK FIVE MINUTES.

THAT USED TO BE A THREE-HOUR TRANSACTION.

THAT IS A TESTAMENT TO THE INVESTMENT VERIZON IS MAKING, TO THE FEEDBACK

THAT YOU ALL ARE GIVING US AND THAT OUR GPS AND MARKETING TEAMS ARE IN THE BACKGROUND MAKING MAGIC HAPPEN.

SO I'M JUST SUPER EXCITED ABOUT THIS MOMENT.

IT FEELS LIKE WE'VE BEEN IN SPRING TRAINING, AND NOW THE KICKOFF IS HERE, AND WE'RE GOING TO SEE WHAT WE DO TOGETHER OVER THE NEXT FOUR MONTHS, AND I THINK IT'S GOING TO BE EPIC.

>>ANDY CHOI: WHEN YOU HEAR A STORY LIKE THAT, YOU KNOW THAT THE TOOLS ARE THERE.

THE OPTIMISM IS THERE FROM OUR CUSTOMERS, AND YOU JUST -- THE ENERGY GOING INTO 4Q IS GOING TO BE AMAZING.

WE'RE GOING TO FINISH SO STRONG.

APPRECIATE YOU JOINING US TODAY, WENDY.

AND BEFORE WE GET YOUR FINAL THOUGHTS AND CLOSE OUT THE SHOW, WE'VE GOT SOME NEWS UPDATES TO SHARE, STARTING WITH FIRST, KINDNESS WAS ON FULL DISPLAY OVER THE WEEKEND AS A VERY SPECIAL BLOCK PARTY TOOK PLACE IN RALEIGH, NORTH CAROLINA.

LOCALS ENJOYED MUSIC, FOOD, ART AND, OF COURSE, KINDNESS AT OUR KINDNESS MURAL IN NORTH HILLS.

AND BE ON THE LOOKOUT.

OUR KINDNESS BLOCK PARTY COULD BE MAKING ITS WAY TO YOUR CITY.

SO KEEP YOUR EYES OPEN, AND LOOK FOR THOSE KINDNESS MURALS.

AND A BIG SHOUTOUT TO ALI STEVENS ON OUR TEAM FOR COORDINATING ALL OF OUR EFFORTS WITH OUR KINDNESS CAMPAIGN AND OUR KINDNESS MURALS.

AND SINCE WE'RE TALKING BUSINESS TODAY, LET'S TALK ABOUT VERIZON BUSINESS GROUP'S GLOBAL RECOGNITION DAY.

LAST WEDNESDAY, WE SHARED HUNDREDS OF POSTS SHOUTING OUT TEAMMATES ALL THROUGH AN EPIC FLAT CHANNEL TAKEOVER.

IN ADDITION TO THAT, AN EVENT FEATURING TWO DOZEN V-TEAMERS RECOGNIZING THE PERFORMANCE OF THE FINE INDIVIDUALS THAT YOU SEE HERE.



LOTS OF LOVE AND RECOGNITION TAKING PLACE IN THE WORLD OF VERIZON BUSINESS.

AND IN THE SPIRIT OF THE VERIZON BUSINESS GROUP GLOBAL DAY OF RECOGNITION, WE WANT TO TAKE A MOMENT TO SHOUT OUT THE BUSINESS BIG MARKETS EAST TEAM.

NOW, THIS INCREDIBLE TEAM REPRESENTING A PART OF SQUAD LED BY MARK TINA HAD THEIR BEST MONTH EVER.

THEY SIGNED ON A RECORD BREAKING NUMBER OF BUSINESSES WHO ARE NOW NEW VERIZON CUSTOMERS.

WELL-DONE TEAM, CONGRATS ONCE AGAIN TO OUR BUSINESS MARKETS EAST TEAM.

FINALLY WE KNOW THAT MANY OF YOU TOOK SOME TIME THIS PAST WEEKEND TO REFLECT ON THE 20-YEAR ANNIVERSARY OF 9/11 AND IN THE SPIRIT OF THAT REFLECTION, SEVERAL OF YOU, MYSELF INCLUDED, TOOK PART IN OUR SMS EXPERIENCE THAT UNFOLDED ON OUR DEVICES ON SUNDAY.

THIS IS THE UNTOLD STORY OF RECONNECTING NEW YORK.

IT BROUGHT TO LIGHT HOW V-TEAMERS PUT OUR CREDO INTO ACTION IN THE DAYS FOLLOWING 9/11.

WE TAKE A MOMENT EVERY YEAR TO REMEMBER THE LIVES.

THREE V-TEAMERS WE LOST THAT DAY, OF COURSE, DONNA BOWEN, DERRICK WASHINGTON AND LEONARD WHITE.

MANY OF YOU HAVE SHARED YOUR THOUGHTS, REFLECTIONS AND RECOLLECTIONS OF THAT DAY, AND I WANTED TO SHARE A NOTE WITH YOU THAT I RECEIVED FROM MARIANNE OFSONKA.

SHE SHARED SOME BEAUTIFUL REFLECTIONS ABOUT HER COLLEAGUE AND FRIEND DONNA BOWEN, WHO LOST HER LIFE AT THE PENTAGON ON 9/11.

MARIANNE MET DONNA BACK IN 1984 AND SHE WRITES DONNA HAD A FABULOUS PERSONALITY AND IMMEDIATELY WELCOMED ME AS A FRIEND BOTH IN AND OUT OF THE WORK.

SHE INTRODUCED ME TO TWO OF HER CO-WORKERS AND WITHIN A WEEK I WAS

PART OF THEIR CAR POOL.

THE MEMORY OF OUR ADVENTURE STILL MAKES ME SMILE.

I ATTENDED HER WEDDING AND WATCHED AS SHE HAD HER THREE BABIES.

SHE WAS AN OUTSTANDING MOM AND PROUD VERIZON EMPLOYEE.

MARIANNE, WE JUST WANT TO THANK YOU TO THAT BEAUTIFUL TRIBUTE TO YOUR FRIEND.

THESE ARE THE FRIENDSHIPS AND THE STORIES, OF COURSE, THAT ILLUSTRATE THE GRAVITY OF WHAT SO MANY OF OUR TEAMMATES LOST THAT DAY.

AND IF YOU MISSED OUR 9/12 SMS EXPERIENCE, YOU CAN STILL TAKE PART, THE UNTOLD STORY OF RECONNECTING NEW YORK WILL BE AVAILABLE ALL MONTH.

WE WILL SHARE DETAILS ON HOW TO SIGN UP THROUGH YOUR MOBILE DEVICES ON OUR WEB STORY.

AND BY THE WAY, MANY OF YOU HAVE ALREADY PARTICIPATED IN OUR COMPANY'S VIRTUAL 9/11 VOLUNTEER WALK.

JUST A REMINDER, THIS VIRTUAL EVENT IS RUNNING THROUGH THE END OF THE MONTH AS WELL, SO PLEASE VISIT OUR VOLUNTEER PORTAL.

SIGN UP, TAKE THAT WALK, SEND YOUR MESSAGES TO OUR FIRST RESPONDERS.

FINALLY, WANTED TO SHARE A PRETTY COOL IMAGE WITH YOU.

A GRAPHIC DESIGNER KEITH FLECK TRANSFORMED SOME OF THE MOST ICONIC AND RECOGNIZABLE CORPORATIONS INTO BRANDING FOR THE STATES IN WHICH THEY ARE HEAD QUARTERED FOR A PERSONAL PROJECT CALLED THE CORPORATE STATES OF AMERICA, AND CHECK OUT THE COMPANY REPRESENTING NEW YORK.

OTHER BIG BRANDS, INCLUDING NIKE REPRESENT OREGON, COCA COLA REPRESENTING GEORGIA, MCDONALD'S, MY HOME STATE OF ILLINOIS, BUT IT'S GOOD TO SEE THAT NEW YORK, AS WELL, REPRESENTED BY VERIZON, OF COURSE.

IT'S BEEN A JAM-PACKED MONDAY, AND OF COURSE THERE'S MUCH MORE AHEAD ON "UP TO SPEED" LATER THIS WEEK.

BEFORE WE GO, WANTED TO CHECK BACK IN WITH WENDY FOR SOME FINAL THOUGHTS.

SO WENDY, FIRST, YOU HAD A GREAT POST OF REFLECTIONS FOR 9/11.

JUST WANTED TO GET YOUR THOUGHTS ON THAT.

>>WENDY TACCETTA: YOU KNOW, ANDY, I THINK FOR SO MANY REASONS, THIS WEEKEND FELT A LITTLE MORE POIGNANT.

IT'S HARD TO BELIEVE IT'S BEEN 20 YEARS.

I HAD STARTED IN THE COMPANY IN 1999.

AND IT'S HARD FOR US TO IMAGINE THIS, BUT WHEN 9/11 HAPPENED, EVERYONE DIDN'T HAVE A CELLPHONE, AND YOU WERE WATCHING IT ON THE NEWS, BUT WE DIDN'T HAVE A SAFE FEED OF INFORMATION THAT WE HAVE TODAY.

AND WITHIN 24 HOURS, THERE WAS A GROUP OF US PILED INTO A CAR IN THE DARK OF NIGHT HEADING INTO THE CITY, AND FOR MYSELF, I WAS AT 37TH STREET PROGRAMMING PHONES AND WATCHING FIRST RESPONDERS COME IN THAT WERE DOING THEIR BEST TO HELP THIS CITY RECOVER.

AND WE WERE HANDING OUT PHONES AND WE WERE DELIVERING PHONES, AND I SAW CHRIS POSTED A STORY ABOUT WHAT THEY WERE DOING AT OUR WALL STREET STORE.

WE WERE EVERYWHERE, AND IT'S HARD TO IMAGINE HOW WE MADE THAT HAPPEN IN A WORLD WHERE WE DIDN'T HAVE TECH GROUPS, AND WE WEREN'T ABLE TO INSTANT MESSAGE EACH OTHER.

BUT YET WE FIGURED IT OUT.

AND WHAT I LOVE FOR NEW EMPLOYEES ABOUT THE 9/12 EXPERIENCE IS THEY GET A CHANCE TO SEE JUST HOW CRITICAL AND ESSENTIAL VERIZON IS.

THAT'S WHO THEY'RE A PART OF.

AND WE'VE SEEN IT AGAIN OVER THE LAST YEAR AND A HALF WHEN BEING CONNECTED HAS NEVER BEEN MORE IMPORTANT.

AND I THINK IT'S JUST SUCH A GREAT PART OF WHO WE ARE, NOT JUST THAT WE RUN TO A CRISIS, BUT IT'S THE EVERYDAY HEROES WE'VE IN OUR BUSINESS.

THE ONES WHO TAKE THAT EXTRA PHONE CALL, THE ONES WHO CARE ABOUT THAT CUSTOMER WHO THANK ME, GET THAT MESSAGE BACK FROM ME.

YOU KNOW, WE OWE A DEBT OF GRATITUDE TO THE PEOPLE WHO HAVE BUILT THIS

COMPANY AND WE OWE IT TO THEM TO CONTINUE THAT LEGACY, AND I THINK WE'VE LIVED UP TO THAT OVER THE LAST YEAR AND A HALF AND I COULDN'T BE MORE PROUD.

>>ANDY CHOI: WHEN YOU THINK ABOUT WHAT HAPPENED ON 9/11 AND YOU KNOW JUST IN YOUR HEART EVERY ONE OF US WHO WATCHED THIS UNFOLD KNEW THAT THE WORLD WAS GOING TO CHANGE FOREVER.

THE 9/12 EXPERIENCE, OF COURSE, IS A GREAT REMINDER THAT NOT ONLY DID THE WORLD CHANGE, BUT WE NEEDED TO CHANGE WITH IT, AND WE SAW, AS YOU MENTIONED, SO MANY PEOPLE FROM OUR TEAM WHO WERE THERE FROM THE VERY BEGINNING MAKE THAT CHANGE.

SO AS WE THINK ABOUT WHAT KIND OF THINGS ARE AHEAD IN FRONT OF US IN THE SHORT-TERM, IN Q4.

WE'VE TALKED A LOT ABOUT SMALL BUSINESS, BUT REALLY, THIS IS A MESSAGE FOR OUR ENTIRE COMPANY.

WE'VE GOT A VERY IMPORTANT TIME COMING UP HERE AS WE CLOSE 2021 STRONG. YOUR FINAL THOUGHTS FOR OUR TEAM.

>>WENDY TACCETTA: LISTEN, HERE'S WHERE I'M AT.

I'M SO UNBELIEVABLY PROUD OF THE WAY VERIZON HAS SHOWN UP OVER THE LAST YEAR AND A HALF.

I THINK OUR LEADERSHIP TEAM HAS EMPOWERED US ON THE GROUND TO DO WHAT'S NECESSARY.

AND EVERY TIME WE PUT OUR TRUST IN THE HANDS OF OUR EMPLOYEES, WE ARE BLOWN AWAY BY JUST HOW SPECIAL OUR V-TEAM IS.

SO WHETHER WE'RE TALKING ABOUT THINGS LIKE SMALL BUSINESS WEEK OR WE'RE TALKING ABOUT BEING ABLE TO DELIVER VACCINES, OR WE'RE TALKING ABOUT GETTING KIDS BACK IN TO SCHOOL, IT IS JUST SUCH A POINT OF PRIDE FOR ME THAT I CHOOSE MY CAREER AT VERIZON, AND THAT VERIZON LETS ME PLAY A ROLE.

AND THAT ROLE IS ONE THAT WE CAN ALL PLAY TO MAKE A DIFFERENCE WHEREVER WE SIT.

SO I WILL JUST TELL YOU I'M SO EXCITED ABOUT SMALL BUSINESS WEEK BECAUSE I KNOW WHAT THIS TEAM IS CAPABLE OF.

I AM SO PROUD OF THE EVERYDAY HEROES IN MARKETING AND OPERATIONS.

OUR CUSTOMER SERVICE TEAMS WHO ARE JUST MAGNIFICENT, AND THEIR STORY IS UNTOLD SO OFTEN.

BUT I'M JUST TRUSTING THAT WE'VE DONE THE INVESTMENT, AND OUR TEAMS ARE GOING TO TAKE IT FROM HERE.

I CAN'T WAIT TO SEE WHAT WE'RE GOING TO DO WITH THIS, AND WE'RE JUST GETTING STARTED.

>>ANDY CHOI: WE ARE JUST GETTING STARTED IS A PERFECT MESSAGE FOR THIS MONDAY AS WE HIT THE GROUND RUNNING.

WENDY, THANK YOU SO MUCH FOR BEING SUCH AN INSPIRATION, AND WE JUST REALLY APPRECIATE SPENDING TIME WITH YOU.

SO THERE YOU HAVE IT, FOLKS.

IT IS OUR MONDAY "UP TO SPEED," AND WE EVEN GOT A LIVE SHOE CAM IN. THAT'S FANTASTIC.

I'M GLAD WE DID THE SHOE CAM PROUD.

HOPEFULLY, WENDY, YOU AND I CAN ROCK A LIVE SHOE CAM TOGETHER ONE OF THESE DAYS, BUT FOR ALL OF OUR V-TEAM, THANK YOU SO MUCH, AS ALWAYS, FOR WATCHING.

MUCH MORE AHEAD ON A BUSY WEEK, OF COURSE, ON "UP TO SPEED."

AND UNTIL NEXT TIME, YOU'RE UP TO SPEED.