

**Verizon
Up To Speed Live
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>> Stop me if you've heard this one before, we are living through unprecedented.

>> Unprecedented.

>> Unprecedented.

>> 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.

It was an era of payphones, dialup internet and not so smart wireless phones.

We have made so much history since then it's worth a look back at what went -- some of what went into who we are today.

There was our crisis response to September 11th, 2001.

>> I've seen people from everywhere down here working together pulling together and 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 a little more than a week.

There was this iconic campaign begun in 2002.

>> Can you hear me now, 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 fiberoptics to the home with FiOS.
Our recovery response to Hurricane Katrina.

>> We're out here to help the people we're out here 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 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 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 MEC.

It's about the superior experiences we deliver for today and the 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 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 of how far we've come.

They are also a celebration of the power of sticking together.

It's about the past we share, the future we're building, and all our efforts to keep the world moving forward.

So Happy Anniversary, V Teamers.

[Music].

>> Here's to our next 20.

>> 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's one thing that's kept us on the same page.

>> Who is this company that we call Verizon.

[Music].

>> 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.
- >> Better and faster.
- >> We believe integrity.
- >> Is at the core of who we are.
- >> We are committed to be part of the solutions.
- >> 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 was 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.

[Music]

[Music].

>> My name is Corey Speel I'm a Managing Director in Verizon Business Group I live in Raleigh, North Carolina I've been with Verizon for about ten years.

My wife and I recently had our first child.

Avery is a nine-month-old I enjoy spending as much time as I possibly can with them and doing whatever it is he wants to do.

I joined Verizon to begin my career.

Before that I graduated from East Carolina University.

Go Pirates.

Verizon has always been the gold standard in telecom.

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 that we've been kind of trailblazers in technology.

I'm constantly motivated by people I work with across the globe and the focus that we've got for the company experience and bringing the best of Verizon to them.

I started out out of college and I joined Verizon.

I was working back when operations -- on operations overnight shift I was able to complete my Master's.

Luckily Verizon supported me in that endeavor but I was able to complete my Master's in business administration during my tenure at Verizon.

I'm interested in making sure that our customers continue to be cared for.

I'm very focused on trying to bring the best of Verizon, focus on enhancing my employees' career progression and developing them into what they want to do I'm also very bringing 5G and the Fourth Industrial Revolution to our customer base.

I like to fancy myself as a card trick entertainer so once in a while I pull out card tricks at

parties and embarrass my wife but I have fun with it.

I encourage them to think of Verizon as being a technological trailblazer.

It's 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 which is a real inspirational Mission Statement that we've got.

[Music].

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

>> Despite all of the obstacles our GN&T team continued to exceed targets as the traffic patterns in our network shifted our engineers adjusted resources and implemented new solutions to increase capacity we continued to innovate 5G. Partnering in trials with DSS technology which will enable 4G and 5G on the same band of spectrums and with pivotal repeaters technology which amplifies the reach of existing millimeter-wave node we lit up mobile 5G in San Diego 5G Home in Detroit kept evolving 5G Home network in Houston, Indy and LA and how cool is this we introduced the 5G virtual lab to help our innovation partners advance their next gen solutions. We continued our network winning streak with rave reviews from OepnSignal, RootMetrics and J.D. Power all giving us great reviews for 5G, 4G and FiOS our response teams answered every call to support essential services. Our field teams kept evolving how we work 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.

>> 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 needed to digitally interact with us 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 an exclusive on Verizon, the Samsung Galaxy S20 5G and the latest iPhone the SE. We also launched a world first the Lenovo Flex 5G, that's the first PC built for 5G ultra-wideband we introduced our own and very special Verizon visa card the demand from customers is already sky high we created new prepaid plans that will reward customers the longer they stay we offered even more entertainment options on us. We gave students our best pricing with the new student discount we celebrated the second anniversary of Visible our all digital carrier and we helped customers avoid over 5 billion robo calls to date making us the leader in the industry.

>> Verizon Business helped our customers in Second Quarter react and rebound as they filtered business continuity, disaster recovery plans to really meet their customer requirements we have provided critical connectivity to enable -- and devices to enable distance learning including the Los Angeles unified School District and the state of California we stood up virus testing in quarantine centers and provided enhanced connectivity to temporary field hospitals and ships like the USNS Comfort. We supported over 400 small businesses through our Pay It Forward small business grant program.

And we proudly served more than 80,000 meals to frontline healthcare and EMS workers in New York City and Detroit, which also supported local restaurants.

We continued to expand our portfolio of advanced business solutions none timelier than the addition of BlueJeans we expanded our virtual network portfolio with Cisco EMCS for a more flexible agile network infrastructure, launched the integrated video for 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 have continued to meet changing customer behavioral shifts by doing that over advertising subscription and transaction we accelerated our 5G initiatives the launch of video immersive with AR VR and mixed reality products for content and 5G we partner with cooler screen and Samsung to leveraging emerging formats for at home and connected TV we saw steady increases the number of new advertisers and growth on the DSP.

VMG we won readers choice awards for all nominated categories, ESP, SSP, add network video add network mobile this was the most wins for any company but we secured an industry first with Walmart by enabling Yahoo Mail users to make their grocery purchases through their inbox no other email 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 5 million to help 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, which is our newly unified Verizon LGBTQ Employee Resource Group.

We joined Amazon and Global Optimism in signing the climate pledge hosted a virtual Commencement series Class of 2020 ready for anything featuring inspirational leaders like our very own Hans Vestberg and former President Bill Clinton and yet when another

crisis struck we opened our hearts our minds and our resources to support urgent issues around social and racial injustice.

Forbes named us as the No. 1 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 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 and maximize the opportunities in front of us.

>> The best networks, the best experience, 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.

[Music].

>> I'd like to pay my bill.

>> Happy to help with that your minimum payment due is \$75 how much would you like to pay?

[Music].

>> 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 phone number will be stolen too now with number lock you can prevent your phone number from being transferred to another carrier without your permission set it up in the My Verizon app we make sure your calls and texts and other information is yours and only yours.

Your number is safe with us.

[Music].

>> 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 unboxed your new device, you look at the instruction, and that's when the fun ends.

[Music].

>> 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 the My Verizon app chat live with a Tech Coach to help you with your wireless devices and virtually anything that connects you like smart home accessories or your SmartWatch and this service is included for 30 days after you activate a new device. The support you need whenever you need it.

[Music].

>> As you may have seen we just announced some really exciting news that will broaden our suite of offering and optionality for our customers. I'm proud to let you know that we have entered into an agreement to acquire TracFone, the largest and best reseller of wireless services in the U.S.

>> DIANE ALVEAR: Wow and there you have it.
A huge, huge day for Verizon today.
We're so excited that we are expanding the family, so to speak.
But before we get to this big, big announcement I would like to give an update because we have so much going on and so much response happening right now in particular the fires burn out west and Tropical Storm Sally so with the wildfires we have the ongoing relief in place this is for consumer and small business customers impacted in -- and last Thursday we provided unlimited calling texting and data for those residing in the areas most impacted by the wildfires the offer runs through this Wednesday and you can go online to our website to see who is affected and of course we are busy prepping for Tropical Storm Sally they are on the ground and keeping our first responders connected this storm expected to make landfall in southeast Louisiana it seems the storms won't give us a rest but our teams are always ready to go.
This is a big Monday, ya'll and we have many special guests for you today and we have Hans on live with us today and Hans just before we turn to you for your update I would love to read to you a letter that touched all of our hearts and it really -- it speaks to what Verizon is doing for our community.

This is from Tracy Sanders she says this is a letter of gratitude and heartfelt thanks to your emergency teams that responded to the cold creek fire in Eastern Washington I was born and raised in Okanogan County my family and friends still reside there I keep a close watch on where was as my mother Sherry lives alone in Washington the cold creek fire has been an enormous and dangerous wildfire since it started on Labor Day the fire has already consumed over 188,000 acres many structures in the life of a one year old those of us not in the immediate area need to communicate with our loved ones in the danger zone as the fire burns everything in its path it took down cell towers and communication lines many people stranded without any communication without emergency or 9-1-1 services fortunately Verizon had deployed an Emergency Response Team to help I have been told by many people in the area that Verizon was the only carrier to work in Okanogan County for days and let's see the slide your team is to be commented and praised for their timeliness braving this fire for the people of the Okanogan valley I am forever grateful for your team for keeping me in communications with my mother when she couldn't reach anyone else thank you Daisy Sanders Hans you receive a lot of lens all the time but this one is really special. What are your thoughts on that.

>> HANS VESTBERG: Yeah I receive quite a lot of letters and I read all of them from customers to see how the mood is this of course moves me load for many reasons first of all I know the heroic work our team is doing out there and also the natural disaster we see at the same time so it moves you in many dimensions and of course hearing that they can connect with his mother when nobody else can connect them when they are super stressed in a natural disaster like this and knowing that our team is out there doing the work every day to see that that's happening and as I said so many times before it's too dimensions.

One you build the network robust from the beginning and that we always take pride in second of course that we have the Response Team there when these times things are happening and towers are falling and things are not working and energy and power is not there.

So I have to say I'm thanking my team and the whole technology team and Network Team for doing what they are doing out there every day.

It makes a difference.

So thank you very much.

Other than that a lot of things happening.

>> DIANE ALVEAR: Yeah.

>> HANS VESTBERG: Starting with what I say all the time, we still are in a pandemic we still are in crisis when it comes to health, et cetera.

There's different states, different countries in different stages.

All in all what I want to say, remember the protocols we have.

That's very important when it comes to how we deal with one another.

We wear masks and social distancing and all of that because that's the only way we can contribute as a company and how we think about our friends, colleagues, customers in all the things we're doing every day.

I see a great lot of things happening in our field, on our field force in our stores doing this every day.

As Krista Bourne and I spoke a week ago we of course still have some unfortunate situations in our stores where people are not behaving and Ronan and I will agree 100% it's totally unacceptable we will do everything to see that we do the right things for our employees so they feel safe and -- safe in this environment.

But thank you, all out there doing a great work.

Other than that I think the main headline today is of course that we have made a deal with TracFone.

And there's a lot of people being involved for a long time to make a deal like this.

And the legal guys, the business guys, the strategy guys but of course one person that has been personifying this process and done a lot of work we have had a lot of discussions around this is of course Ronan.

And I would like to thank him personally for being so perseverant in this case this feeds straight into our strategy I want to say that before I let Ronan talk about it.

It's network as a service.

We want to address all segments on the market.

And it's part of our growth potential.

So it feels really good to announce this today and I had a chance to speak to the market today, to investors so I think everybody understands it but I think it will be even more clear when we're here.

Ronan give us a small tutorial of what we have decided and what type of company we're buying.

So I hand it straight back to you Ronan for giving an update to all of the V Teamers what we have announced today.

>> RONAN DUNNE: Well, thank you, Hans, and thanks for the opportunity.

I think I start where you highlighted.

This is about executing a strategy that we've been clearly articulating for a couple of years now and really it's a great opportunity for building on a business that we know. We've been in a relationship with TracFone for 15 years.

So this is big we know.

But a segment which we're not represented in directly so we have the opportunity to take the premium provider in the marketplace and to partner through this acquisition with the provider of choice in the prepaid and value segment.

That's a huge opportunity for us.

Building on this idea of network as a service, allowing us to invest in more and more customer opportunities.

Really the message here is this is a great news story.

Not just for us in Verizon but it's a great news story for consumers in the U.S.

Because the -- take TracFone married to the best-in-class technology that we have in Verizon allows us to deliver even more.

So huge opportunity for us.

Now a couple of things to share.

If you don't know anything about TracFone think about it, it's 21 million customers of whom about two-thirds are on the Verizon Network already.

It's 850 high caliber employees based in Florida who have been leaders in this segment for many, many years.

And so we have an opportunity to bring those things together.

Now, a couple of things to say to you, it's a win-win.

Customers get the best of both world but also it's a great opportunity for us to invest in growth, a strategy that we have been very clear and articulated over the last four or five quarters that we want to grow and outgrow the market by being the provider of choice in as many segments as possible in the marketplace.

Now a couple of things just to remind you.

This deal won't close for maybe 9 to 12 months so there are certain protocols we have to keep in place, TracFone continues to be a third party until such time as the transaction closes so just remember that.

We are of course excited to welcome both our customers and their employees into the V Team in due course.

But we just have to wait until the normal processes for approval are over.

So plenty of news will come between now and then as we build our readiness to embrace the TracFone family of brands and their employees.

And really to deliver best-in-class opportunities and outcomes for an even broader range of U.S. consumers.

I personally couldn't be more excited.

And as Hans said it's been a stunning piece of work from a team that is involved all across the organization from commercial people to legal people to strategic people to finance pique and I just say a huge -- finance people and I say a huge thank you for everybody who has given up days, nights and weekends for quite some time so thank you and let's build from here.

>> DIANE ALVEAR: Yes such great thoughts and so incredible to have you on live both of you today on this momentous today for our Verizon family.

So many things coming from it, Hans, any final comments on this before we officially kick our for Hispanic Heritage Month?

>> HANS VESTBERG: Yeah, first of all you might see that my environment is a little bit different today.

So I'm in the office.

I'm following the protocol.

The return-to-office protocol so this is my week so I'm allowed to be here.

Not so many people here in Basking Ridge.

But it's good to be back in the office.

I haven't been here for a long, long time.

But that part of our -- that's part of our process.

Gradually we'll come back for the ones who want to come into the office and spend some time so I'm here today.

Another thing that happened today which I want to highlight, as well, we kicked off the second session of Leadership Edge training for leaders.

So some 15,000 leaders of Verizon will go through virtual training for leadership based on our curriculum meaning our leadership philosophies, our core values, both external and internal.

And seeing that we continue to develop the Verizon 2.0 sort of culture, transformation we want to do.

So that was exciting.

I spoke to them this morning.

I didn't see all of the 15,000 but I know there were many on it to see how we now take this to the next step.

And this part of the whole movement we decided for Verizon 2.0.

And now we're engaging leaders and of course the leaders have a much better database right now with pulse plus which I think all V Teamers for responding to because that's creating a base and a data sheet that makes us much more accurate in doing this workplace and employee place a much better place to be in.

So I was excited for that.

Other than that, I mean a lot of business as usual here.

Everything goes from reviews of the financials, it seems like it's normal here.

Of course the Leadership Team continues to have our calls twice a week now on the crisis management.

Where Christy is reporting on the pandemic.

What's happening in different parts of the world.

And for our employees.

So it's still high on the agenda for the VLC that we are following this up but we are moving much more quicker business as usual even in a virtual environment so that's a little bit of a summary I would like to end on two things.

First of all, exciting times with TracFone.

This is -- we are moving from a position of strength.

We are in a company on a good movement right now.

We'll have a lot of things happening in the second half.

This was just one of all of the things that we have in the bag for the second half so I'm really excited.

I can tell you that.

If you don't hear that.

And finally, excited of course to listen to the Hispanic Heritage Month.

What we're doing.

And so that's next up here so Diana, back to you.

>> DIANE ALVEAR: Mucho gracias.

>> HANS VESTBERG: Mucho gracias.

>> DIANE ALVEAR: Si senior you will enjoy what we have in store we have Latinx V Teamers we're happy to have you too Hans thank you for your leadership in all of this.

>> HANS VESTBERG: Thank you.

>> DIANE ALVEAR: Let's turn things over to Ronan I think we should get right to it do you want to introduce us to this SOMOS video.

>> RONAN DUNNE: Yes thank you it's a great opportunity for us to celebrate and the theme of this whole month will be celebration so what better point to start with this video and then we can talk about the excitement we have around SOMOS and our plans for the month.

[Music].

>> DIANE ALVEAR: SOMOS Verizon.

So exciting that we have this fantastic and dynamic group, Ronan tell me a little bit about your role with SOMOS today.

>> RONAN DUNNE: So I have the privilege of being the Executive Sponsor for the ERG.

My relationship originally was with HSO before we brought HSO and this together and it's been a huge part of my role to get to understand the deep talent that we have within our organization.

And to recognize that by creating an environment in which every one of us feels confident to bring our best selves to work every single day, our cultural identities, our gender identities, our skills, our talents, whatever they may be, we create the best possible environment for us to succeed.

And particularly to make each of us as individuals the success that we deserve to be. And what better way than to celebrate the rich heritage and capabilities that we have within our Latinx community and what better way to do that than to introduce you now to Marissa Muonz the co-lead of SOMOS to really get a sense from Marissa tell us a little bit about SOMOS and tell us about what the mission is, Marissa.

>> MARISSA MUNOZ: Well we came together over a year ago thank you so much for giving us the opportunity to speak with you today and we recognize that we needed

to build a new foundation and that led to us building a new home and therefore a new name.

If you think about the word Hispanic a Hispanic organization it's a social construct based on the U.S. census which its foundation implies that the person speaks Spanish and the country of origin is Spain or conquered by Spain but we recognize that we're global being Verizon, being part of this Verizon community.

And so we needed to change.

We needed to evolve and we came up with SOMOS.

It means we are in both Spanish and Portuguese it includes all of the Americas including el Caribe, Indigenous groups and Afro-Latinx. We use the term SOMOS to be more inclusive we need to be gender neutral so we can include communities that are marginalized.

We have a mission our mission we spent some time collaborating on with our group to be the voice of the Latinx community globally our mission with allies is to be a platform to grow employee base increase opportunities for personal and professional development for our members support our external and internal community through cultural education and provide unique perspective to support Verizon Business goals.

>> RONAN DUNNE: Fantastic, Marissa thank you so much and thank you for the role that you and your Leadership Team do.

If you haven't been involved up to now if you haven't heard of SOMOS or haven't been involved in LIT and HSO before it's a great opportunity for you to engage with like minded people in our organization on a global basis and be there to celebrate what makes us special, what makes us inclusive and what makes us different and makes us Verizon.

So it's an exciting month coming up, Diana you can share a little bit about what's coming up but let's all get involved.

I couldn't be more excited about the plans for the month.

>> DIANE ALVEAR: Absolutely.

And we're so lucky to have these co-leads of SOMOS I've been blown away by how much commitment and passion there is within the V Team community to bring the outstanding achievements and contributions of the Latinx V Team community alive with that said let's talk about what's coming up so tomorrow I'm so excited if we can see the slide at 1 p.m. I have the pleasure and privilege of monitoring count us in, the census the election and the Latinx community it will be livestreamed on Yahoo News it's going to be really good stuff also this sending we are presenting the new Uforia livestream concert come back out because you need to see my face you are going to be front row with bad bunny he's one of the biggest stars in the world this is a very big deal this is all thanks to Uforia we're also launching the Verizon Apple Music Room and partnering with Paley Center to show the television featuring Tribute to Hispanic Achievements in

Television with Alex Rodriguez this is just a sampling of things that are coming we want to highlight some of our outstanding Latinx V Teamers I know you are here to introduce our next video segment.

>> RONAN DUNNE: Yes indeed what we have, we have Mi Historia, my story, my history.

And the great opportunity today is the first of those fabulous stories is Maria Martinez Herrera from VBG.

So over to Maria.

>> Hi my name is Maria Martinez Herrera and I am a financial coordinator here at the VSO in Rolling Meadows, Illinois. I got here when I was six and then through DESA I was able to get a work permit once I got the work permit I applied to different positions and Verizon was one of the first companies that called me to go for interview. And that changed my life.

I was living with my grandmother in a very small town that does not even have indoor plumbing.

My mom wanted to give me the world as any mom would want to so she left me for three years with my grandmother to come here and test the waters then three years later she went back to get me.

I remember the very first day of first grade and not knowing a single word of English being absolutely terrified because you don't understand what people are saying.

My first grade teacher gave me a Spanish-English dictionary that I still have to this day. So we would like look up words.

We didn't have Google back then.

So we had to make do with what we had.

By the time I went into fourth grade I was in an all English gifted class, so it was a journey for sure.

The sky is the limit if you really want to do things, if you really want to move around and it's okay to take lateral positions.

It's okay to just you know to experience other things.

And Verizon has given me that opportunity.

In the five years that I've been at Verizon I've had five different roles.

>> We have a large Hispanic base of customers.

We -- and we need to be there for them.

I know -- I remember being on the phone speaking with my Spanish customers and they were just very grateful to be able to speak to somebody in their own language.

To be able to even use the same expressions that we use.

Us Hispanics, if they treat us well we're going to go tell our neighbors hey Verizon have this and they have that and they speak Spanish.

So they get really passionate, too, so we should meet them too.

In December I'll be graduating with my Associate's Degree in business administration all thanks to Verizon.

She's very proud and she always -- she says, I know you can accomplish this.

And a lot more things.

So she's always encouraging me to keep moving on she's like well now that you have this don't settle for this make another goal and keep pushing for it and I do it for her because I want to show her, her sacrifice was worth it her not seeing her mom for over 35 years that it's worth it and I hope I'm making her proud.

Food.

(Chuckles).

>> The food is the best.

Every type of food.

Because I'm Mexican yeah Mexican food is great, Puerto Rican food.

(Inaudible).

Dominican food platanos fritos and all of that I think I wouldn't want to be anything else but Latina because of just the food.

Period.

(Chuckles).

>> I have two kids.

Their names are Camilla and Natalia.

My hopes and dreams for them are just to grow up and be successful, successful and be happy.

They have already told me that they want to work at Verizon I want to show them by setting that example that yes even though you come here without knowing a single word of English you can most definitely continue your education.

Work with a great company that will allow you to buy a house.

That will allow you to help your family in Mexico that still has no plumbing at all.

But be able to help them.

(Speaking in Spanish).

>> DIANE ALVEAR: Gracias Maria let me translate for everybody she basically said her best advice is for everyone to continue to educate themselves and always, always, always look for ways to give back and volunteer because the only way we're going to move forward is forward together so let's just say we know Ronan that Maria is such a leader and now I'm hungry based on what she said, what do you think?

>> RONAN DUNNE: Well, I have to say I have a sweet tooth so docha is what I always think about for me when I think about South America.

But thank you, Maria for sharing your story.

But more particularly for sharing your passion and your purpose because whatever we do in life, passion and purpose is what makes a difference.

So I'm thrilled that we're launching the month in such a strong way.

And just to make sure that all of you, please do reach out.

Even if you have no Latin heritage, learn, discover, celebrate, share together, we're going to have a fantastic time so much to share so much to learn and so much to be proud about in our Latin heritage so have a great month, everybody.

I know I'll be tuning in and participating, as well.

So thank you, Diana thank you Marissa and please enjoy the month.

>> DIANE ALVEAR: Thank you Ronan.

In the words of my compatriot.

In final words on TracFone.

>> RONAN DUNNE: Just to say this represents a real opportunity for us to make a difference for customers that we have never had before in a segment that we never had the ability to bring our secret sauce as Verizon to do that we're partnering with a best-in-class TracFone who has great capabilities and established brands but this demonstrates for Verizon we have tremendous opportunity ahead of us it's an exciting time to be part of the business.

>> DIANE ALVEAR: And thank you for joining us today muchos gracias your passion is contagious we're so grateful to have you with SOMOS and so grateful to have you talk to us about all of these things what a pleasure talking to you live today this is my first time it's been fantastic thank you so much we'll chat with you soon and just for our greater V Team community I just got an update that Sally has upgraded to a hurricane with 85 miles an hour winds so as always our V Team techs and teams are on the ground they are monitoring this.

We are ready at Verizon.

We are ready for whatever Sally wants to throw at us and we are here for our community and I want to thank everybody who is on with me today.

The V Teamers, Latinos, I'm so grateful to be the one who helped kick off this month and again we have the whole month until October 15th.

I'm Diana Alvear thank you very much so much muchos gracias for being with us.

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