

Verizon
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>> The most important thing is to try and inspire people so that they can be great in whatever they want to do. Keep your face to the sunshine and you cannot see a shadow. I often think that the night is more alive and more richly colored than the day. The way positive re-enforcement is carried out is more important than the amount. Our chief want is someone who will inspire us to be what we know we could be. Trust in dreams, for in them is hidden the gate to eternity. Correction does much, but encouragement does more. Keep your face to the sunshine and you cannot see a shadow. Always turn a negative situation into a positive situation. If you're not making mistakes, then you're not doing anything. I'm positive that a doer makes mistakes. Yesterday is not ours to recover, but tomorrow is ours to win or lose. The person who can bring the spirit of laughter into a room is indeed blessed. You learn far more from negative leadership than from positive leadership. Because you learn how not to do it. And therefore you learn how to do it. The gift of fantasy has meant more to me than my talent for absorbing positive knowledge. I always like to look on the optimistic side of life, but I am realistic enough to know that life is a complex matter. You have to listen to the people who have a negative opinion as well as those who have positive opinion. Just to make sure that you are blending all these opinions in your mind before a decision is made. Your smile will give you a positive countenance that will make people feel comfortable around you. My dear friend, clear your mind of can't. A good laugh is sunshine in the house. The joy of life comes from our encounters with new experiences, and hence there is no greater joy than to have an endlessly changing horizon, for each day to have a new and different sun. Always do your best. Your best is going to change from moment to moment. It will be different when you are healthy as opposed to sick. Under any circumstance, simply do your best and you will avoid self-judgment, self-abuse and regret. I've always believed that you can think positive just as well as you can think negative. I feel that sin and evil are the negative part of you. And I think it's like a battery. You've got to have the negative and the positive in order

to be a complete person. Positive thinking will let you do everything better than negative thinking will. Once you replace negative thoughts with positive ones, you'll start having positive results. I'm looking forward to influencing others in a positive way. My message is you can do anything if you just put your mind to it. You are the sum total of everything you ever seen, heard, eaten, smelled, been told, forgot. It's all there. Everything influences each of us and because of that I try to make sure that my experiences are positive. In order to carry a positive action, we must develop here a positive vision.

>> 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 team continued to exceed targets. As the traffic patterns shifted we implemented new solutions to increase capacity. We continue to innovate 5G, trial of the new tech to enable 4G and 5G on the same band spectrum and amplify the reach of the millimeter wave node. We lit up San Diego. 5G home in Detroit. Kept evolving 5G home network in Houston, Indy and L.A. We introduced the 5G virtual app to help our innovation partners advance their next gen solutions. We continued our winning streak with rave reviews from route metrics and JD Power and Associates giving us great reviews for 5G, 4G and fio. Our response team answered every call. Our field teams kept evolving how we work to support our customers and due to the pandemic our technology team delivered years work.

>> That meant rapid redeployment of a large portion of our retail team, constantly evolving, our customers to digitally interact with them 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. We launched a world first, the Lenovo flex 5 -- Lenovo flex 5G. The first built. We introduced our own and very special Verizon Visa card and demand from customers is already sky high. We created new pre-pay plans to reward customers the longer they stay. We offered even more entertainment options. 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.

>> Helped our customers in the second quarter react and rebound as

they filter through business continuity, disaster recovery plans to really meet their customer requirements. We provided critical connectivity and decisive to enable distance learning including with the Los Angeles unified school district and the state of California. We -- virus testing in quarantine centers and provided enhanced activities and ships like the USS comfort. We supported over 400 small businesses through our pay it forward small business grant program and 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 and none timelier than the addition of blue jeans and expanded our virtual network services portfolio with Cisco's EMCS with more flexible and Agile networking structure launched the integrated video for Verizon connect, enterprise platform and 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 innovating across advertising, subscription, and transactions. We activated our 5G initiative. The launch of Verizon media immersive a new suite of AR, VR and mixed reality products we powered the future of 5G. We partnered with cooler screens and Samsung to leverage emerging format of this a lot of home and connected TV and we saw steady increases in the number of new advertisers. We are leaders choice award for all nominated categories. And this is the most win for any nominated company. We secured an industry first with WalMart by enabling Yahoo! users to make their purchases through your in-box. No other e-mail provider allows you to do this. We launched the Yahoo! life and a new site focused on well being. We donated 10 million in to mental health organizations impacted by COVID-19. And added 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, military appreciation month including this V-teamer tribute and pride month with prism which is our newly unified Verizon employee resource group. We joined Amazon and global optimism in climate list the class of 2020 ready for anything featuring inspirational leaders like our very own Hans Vestberg and former President Bill Clinton and another crisis struck we opened our hearts, our minds and resources to support urgent issues around social and racial injustice. Forbes named us as the number one grant 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, innovate and maximize the opportunities we have in front of us.

>> The best network, 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 perfect and passion are unbeatable.

>> I like to pay my bill.

>> 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 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 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 advancement.

>> Unboxed your new device and look at the instruction and that's when 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 in the my Verizon app. Chat live with the tech coach and virtually anything that connects you like smart home accessory or your Smartwatch. The service is included for 30 days after you activate a new device. The

support you need whenever you need it.

>> Number ones again. Welcome to Up to Speed live. It is Friday. I'm Diana Alvear. Thank you so much for being with us today live. This kind of Verizon connect ranked number one innovation for fleet management globally, commercial telematic, vendors competitive ranking report. Verizon connect was named industry leader in implementation and we have our very own Verizon connect Peter Mitchell.

>> To recognize as the global leader in innovation in management was an endorsement of all of the work we have been doing in Verizon connect which really started back early 2018 where we decided to add more value than just the connected vehicle to the recognition for just that. It's for connected and connected assets for intelligent and integrative video and field service. The validation on that is how customers have reacted and they react with their wallets that we have gone from those bucket of additional products representing only 8% of our revenue when we began to 33%. We are proud of the work. Done by all of our teams globally to achieve this.

>> As it should be. I was blown away reading this. Verizon connect help businesses manage their fleet of vehicles and assets and enabled companies to reduce costs and improve efficiency and assure compliance across their entire fleet of operation. We were number one in our latest advancements in AI, machine learning, computer vision and this is transforming how our customers do business and drive their revenue. So essentially Verizon connect has moved from delivering products to delivering extraordinary experiences and clearly we are winning. So congrats to them.

Now let's look at this absolutely incredible image we glimpsed earlier this week. This is from our friends Actima. This is the sky in San Francisco. Unreal. Both northern California and Oregon have suffered from rampant wildfires. Now calling Heidi Flato, hosted the Actima to talk about the wildfires and the devastating effects and how Verizon has been responding to those disasters, we are on the ground and doing our utmost to keep people connected and relief.

We will talk about promos you don't want to miss this weekend. So ready for this? \$10 a month you can get an iPhone 11 pro and for \$25 a month get an iPhone 11 pro Mac. For \$25 a month you can snag this, the note 25G. And, yes, if you are on the employee phone program you are eligible and all of the details are on the web.

Now do you have friends and family who aren't Verizon customers yet? First what's up with that? Second of all, now you have some ammo to get them on board. They get up to \$25 a month on mobile and \$10 off FiOS when they switch to Verizon. You can get the promo code and get all of the details on this on how no share with your loved ones with the about you page and a big shout out to FiOS where it's number one for the east region and JD Power and Associates residential ISP satisfaction study. That is the 8th time we ranked number one. How do you like them apples?

>> It also ranked number one in the region for performance and reliability. You can't go wrong. Get those friends and family on board. Now is the time.

Now we will turn to my favorite part of most Friday shows. Meeting our awesome V Teamers. And first we will meet somebody who makes it her mission to include everybody in what she is doing and I need to warn those of you who are hungry right now, I warned you, this woman can cook.

>> Kisiah Timmons and I'm the principal product designer on the accessibilities team on Verizon media. I work with our developers and engineers to make sure there are apps and websites for accessible for people with disabilities. I love to travel. My daughter and I we have a goal to visit all of the Native American ruins in the Americas. In 2008, I left my engineering job at the VA to become a full-time mom. That was very important for me. I earned an MBA in 2015. I worked the accessibility consultant focused on helping start up firms and organizations make their products conform to industry standards.

The accessibilities team at Verizon media hands down the leading accessibility team in the country. That was something that I could not pass up. These leaders especially played very significant role in my life because they help develop many of the products that I need as someone with a visual impairment. At Verizon media, we make our products accessible to people with disabilities especially for those that need assistive technology like screen readers and -- and that's -- and I know the work that I'm doing is adding real value to the lives of others.

I hope to continue to serve as a leader in accessibility industry and making sure that I'm promoting the work that Verizon media does.

I love to cook. I am a native of southern Mississippi so Creole

and Cajun cooking is something that I grew up with.

It's supportive environment. People care about each other. I've worked at two multi-national companies prior and neither can hold a candle to Verizon with the quality of life. You will never find a better fit if quality of life is important to you. It's a joy and a dream come true.

>> Thank you so much, Kisiah Timmons. You are amazing. As I mentioned, we know it's Hispanic heritage month and in full swing right now so I have the pleasure of introducing you to man who says he got his hard work ethic and sense of accountability from his momma.

>> Hey, everybody. My name is Johnny Gomez Orozco. I am a engineer in Raleigh, North Carolina. I am from Nicaragua. I came to the United States -- I got an offer when I was living in Panama with my family and something comes up and realize it was an offer and an opportunity. I never thought of coming to this country. So many people dream about it but there are so many opportunities being here. I had a boy, 13 years old. He was born in Nicaragua. Mateo is actually from Panama. Having two boys they are always jumping and fighting and trying to play. Now they are dreaming. They are on the technology trend making videos. It's awesome.

It's also the trend to make a channel to receive -- so that's good.

One time our kids came down to home and said, dad, mom, I want to participate in that. Are you sure? Yeah. He went to participate and, okay. We will be around and around and it will be eliminated. He went through the first round, second round and all of a sudden there were only two kids and it was he and another kid. The finalist. It was an opportunity for him to make us proud. Don't give up. Never give up.

Up Verizon is a great company for engineers and for me was a big opportunity.

I will send my mom. My mom was a model. She didn't have the opportunity to college. She never had also a permanent job. Taking all of this into account and seeing how she was able to make an opportunity for all of us to get a degree and go to college. Now being a professional and now bringing myself here working with the best company, she was proud. She passed away two years ago but she was able to see what is the final product she was able to put out there.

[Speaking foreign language]

>> Gracias, Johnny, pleasure to get to know you. For those who don't speak Spanish is that you have to work hard and go the extra mile and you can't just talk about what you are going to do. You have to do what you will do. So always some great advice and always a pleasure meeting our Latinx V-teamers. Muchas gracias. All you have to do is download inside Verizon the app. It is free. You just have to download it to your phone and it is beautiful. They have re-vamped it. You will see all of the latest views and we start with the coronavirus resource page and you can see the my why for today and Up to Speed live. You will get exclusive access to things like events and web casts so download it right now and no problem you can do this while watching me now.

Now quick reminder, we showed you the trailer for the upcoming makers documentary. Not done earlier this week. This is a celebration how far we have come in the women's movement and all of the work that still left to do. This premieres on PBS on October 27. It will be well worth the watch.

And yesterday Verizon announced a \$1 million grant to we mean business. This is a global coalition of non-profits that are working with businesses to take action on climate change. The funding is going to provide 1 million small and medium sized businesses with tech enabled carbon footprint and education to enable a 50% reduction of their carbon emissions by 2030 with the goal being to become net zero before 2050 and this is further our commitment through citizen Verizon.

Speak of the social justice issues we have other resources to tell you about if you can show that slide. It has been a hard week for a lot of members of the V-team community. There is a lot of people carrying around a lot of pain in their hearts right now and are trying to do the best they can to function. We have the social justice action tool kit that can help you whether it's finding somebody to talk to or getting tips how to have tough conversations, this tool kit has everything that you need for this sort of thing. And don't forget the Verizon is committed to making sure that everyone votes. In fact, V-teamers will get up to four hours on election day to cast their ballots. So make your voice heard and make your vote count.

Also brand-new to share, with very a special segment with Guru Gowrappan, Rathi Murthy and Sri Sri Ravi Shankar. A globe -- Guru

Gowrappan and Sri Sri Ravi Shankar. He has four million fans on Facebook. He knows what he is talking about. And in this particular conversation they discuss how to be our best self during the very uncertain and stressful times including some techniques they discuss that you can incorporate into your life today to start feeling a little bit more zen. All of us can use a little bit more zen. All of the details on this are on the web.

And with that, that will do it for us today. Thank you so much for spending time with me. I'm Diana Alvear. I wish you a weekend full of love, a weekend full of your loved ones and most importantly please stay safe. Until next time, you are Up to Speed.