

**Verizon  
Up To Speed Live  
October 12, 2020**

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(Standing by).

>> 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 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?

Twenty years ago on June 30th Verizon was born it was an era of payphones, dialup internet and not so smart wireless phones.

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

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

>> I have 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 empower 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.

[Music].

>> 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?

>> 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].

>> My name is Corey 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 with him and doing whatever it is he wants to do.

I joined Verizon to begin my career.

Before that I graduated East Carolina University.

Go Pirates.

Verizon has always been the gold standard in telecom.

It remains innovative in technology.

I was inspired to join because of the culture, the people and I have a lot of respect for the brand.

Verizon has evolved from a telecom to more of a technology organization.

I've been impressed with the way 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 customer experience and bringing the best of Verizon to them.

I started out out of college and I joined Verizon I was working back 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.

Focused on enhancing my employee's career progression and developing them into what they want to do.

I'm also very interested in bringing 5G and the Fourth Industrial Revolution to our customer base.

I like to fancy myself as a card trick entertainer so once in a while I pull off card tricks at parties and embarrass my wife but I have fun with it.

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

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 re-- our new normal and an opportunity for us to rewrite our rule book.

>> Despite all of the obstacles our GN&T team continued to exceed targets as the patterns 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 spectrum with pivotal's 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 how cool is this we introduced our 5G lab with our partners next gen solutions we continued our winning streak with root MasterCard 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 the 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 an exclusive on Verizon, the Samsung Galaxy S20 5G and the latest iPhone the SZ we also launched a world first the Lenovo Flex 5G.

That's the first PC built for 5G ultra-wideband we introduced our very own Verizon visa card and demand from customers is already sky high we created new prepaid plans

rewarding customers the longer they stay we offer 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 million robo calls a day 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 provided critical connectivity and devices to enable distance learning, including with the Los Angeles Unified School District and the state of California.

We stood up virus testing in 14 centers and provided enhanced connectivity and provided things to ships like 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 services portfolio with Cisco's EMCS for more flexible and agile networking 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 innovating across advertising subscriptions and transactions we accelerated our 5G initiatives. The launch of Verizon video immersive a new suite of AR, VR and mixed reality products to empower the future of 5G in guiding and content we partnered with Cooler Screens and Samsung to leverage emerging formats such as home and connected TV we saw steady increases in the number of advertisers on the DSP we have won Readers' Choice Awards for all nominated categories ESP, SSP, add network video and add network mobile this is the most wins for any nominated company and 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 people 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 in add venture to help Black owned small businesses.

>> This has been another incredible quarter proving again what this V Team is all about once again we were honored as a Top 10 best company for multicultural women and celebrated Hispanic Heritage Month Military Appreciation Month including this tribute and Pride Month with PRISM our newly unified Verizon LGBTQ 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 Bratton and when yet 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, innovate and maximize the opportunities we have in front of us.

>> The best networks, the best experiences, the best service.

How and where our customers expect.

>> There are enormous opportunities ahead of us.

Let's go get them.

Forward, together, go, fight, win.

>> Our purpose and passion are unbeatable.

[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?

>> 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 you can easily set it up in the My Verizon app we make sure your calls, texts and other information are yours and only yours your number is safe with us.

[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 advancements.

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

My name is Sam and I work at Verizon.

Sometimes setting up new tech can be overwhelming that's why there's Tech Coach in 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].

>> ANDY CHOI: Welcome to your Monday edition of Up to Speed Live.

Hope all of you had a restful weekend we are thrilled to start the week with our HR leader Christy Pambianchi.

Christy joins us live to talk about a personal perspective on International Day of the Girl, an update on our Racial Justice Action Plan, reminders about the upcoming election and so much more but of course we are thinking about everyone impacted by Hurricane Delta this weekend we're we continue to work around the clock on network restoration efforts significant progress is being made along the Gulf Coast and once again we're thinking of everyone in the Gulf Coast of course our hard working Network Team are making sure our communication tools are ready to go for not only the residents there but for first responders, as well.

Let's get back to the main topic here.

We have a couple of topics we want to talk about.

And it's ripe for interaction so please feel free to jump on Twitter and Periscope and how you're doing and what you are thinking about as we continue this conversation with Christy if you haven't taken a look at Christy's post about International Day of the Girl you'll find it on Christy's LinkedIn you'll see it on the slide the post is titled dear Sarah love mom it's a poignant letter from Christy's daughter Sarah to Christy.

This is a post from our female leaders using the #whatInowknow this is wisdom for our future female leaders and how we can be part of the movement fantastic posts fog #whatInowknow going back to Christy's letter to Sarah I wanted to take a moment to show an excerpt Christy writes every woman leading from the front was once a young girl unsure of what their future would bring they were in the same place you are right now wondering if their next step is the right one however one thing I learned over my career is that there is no right step.

Life is anywhere about linear and there are many steps we take that shape our journey and in so many ways of course our Up to Speed guest today continues to share our V Team journey Christy thank you so much for joining us today and we'll start with that beautiful letter to Sarah, what was the driving force behind those words to your daughter?

>> CHRISTY PAMBIANCHI: Andy, thanks so much and it's great to be here on Up to Speed with you.

And thanks to all of the V Teamers that are tuning in around the world or watching on replay.

International Day of the Girl is just such an opportunity to acknowledge that there's more to be done and that we really aren't done ensuring that there is equality and an equitable future for our girls.

And so as I was heading into the weekend and thinking about that, I had to reflect on the past year and my own daughter.

And how many challenges were in front of her and how I just watched her rise to the occasion.

She actually relocated with me to join the Verizon family as a junior in high school.

And just as she was beginning to settle in and make friends, right, the pandemic happened and schooling was put to home.

All activities were cancelled.

And she had to really pivot and readjust.

And now she's in her senior year of high school with the pandemic.

All of the racial justice crises and really as just having turned 17 and I think about her future, I've watched her continue to confront these challenges and really work them through in a way that was really inspiring to me.

I wanted to write a letter to her letting her know I was so proud of her.

And that there was so much ahead of her that would come in life.

And also that for women at the stage of life I'm at, we're learning a lot from the girls and the younger women in the world and they are teaching us, too, as hopefully they will learn from some of the lessons we've had.

So for me, I wanted to just send that letter to my daughter as if it was my former self, think about some things that might inspire her on the next leg of her journey.

Spark other women to contribute to the dialogue and Andy one of the things I fundamentally believe is that all women helping each other is such a huge contributor to the progress that we're making.

And helping bring up the next generation of girls into young women and adult women and having their thoughts and ideations help guide us is something really inspiring.

And this weekend actually I participated in the TED Countdown 10/10/2020 and there were so many young women speakers and I was so inspired so I just want to thank



anyone who took the time to add a post and add an inspiration because you filled me back up with all of those thoughts.

>> ANDY CHOI: Christy thank you for those poignant words and watching our interaction here on Twitter lots of hearts popping a lot of people talking about International Day of the Girl 2020.

And of course in that letter there, if you take a look at the letter there's a section in your letter addressing the need to dig deeper when it comes to systemic injustices it was June 1st I can't believe how long it's been when Hans delivered that heartfelt message following the death of George Floyd.

We've had so many thoughtful conversations about this within days of that remark from Hans, you assembled a Task Force, built an action plan to map out how we as a company will contribute to a more equitable future both within our walls and beyond taking actions beyond those words there Christy we are four months into that plan.

How are we doing.

And where are we going with that plan?

>> CHRISTY PAMBIANCHI: Andy thanks so much for that.

One of the big things we heard from our V Team right at the outset of those communications from Hans and when we laid out the action plan was excitement and thankfulness we were doing that and also a plea to please stay with it, stick with it, keep telling us how we're doing and really stay the course.

So we have been working with Up to Speed team here to make sure we're back in front of our employees and our V Team giving us progress updates so I'm delighted to be here four months later and you'll keep seeing me and other members of the Leadership Team talk about our progress because we are very serious and very committed and so we put a plan together that had three pillars one was continuing the conversation.

Another was building a strong organization and the third was engaging the community.

And I'm going to just take a minute to highlight the progress we have made on each of these areas, Andy, because we have assembled an amazing group of teams from across the company really earmarked and working against this, VLC members, meet and do a review every few weeks on the progress we're making.

Let me touch on a few knowing I can't do justice to everything we've done in four months continuing the conversation since June 1st we've dedicated multiple Up to Speed episodes to discuss how we as V Teamers can go from being sideline supporters to really active allies for racial justice.

We introduced something called the #Next20 series to address the most pressing issues that will drive the next 20 years as we celebrated Verizon's 20 year birthday and we have been able to use this series to highlight and educate our viewers on topics around racial justice and I just have to pause when I make this next statement on our progress because it's really breathtaking.

We have had some of the leading experts in the world, historians, contributors, Gen Zers in the space of racial justice and the history of race relations, we have over 4 million views.

4 million views of these programs.

And so I am so touched by how many of our V Teamers are participating as well as the society at large is getting enjoyment and participation and learning out of these amazing speaking series.

In addition, our ERGs, our Employee Resource Groups, these are volunteer employees from across the company.

A third of our employees are now members of our ERGs.

They have hosted over 100 courageous conversations where we're bringing people together from every background in the company that wants to be part of a conversation. And we're making it a safe space.

And we're having break-through conversations around all of the issues confronting society today about racial injustice and we're going continue to do more of those we also had the BOLD sponsored virtual march in Washington which was our biggest to date we also participated in the IEE conference which is a conference on how worked with Black leaders and how we bridge the digital divide within groups which is a key issue for society this is a large technical standards organization in the world and it was an honor to sponsor it and participate in it finally we have a racial justice toolkit it's available for employees it's a one-stop shop if you want to get educated or make more insight on this area we put something together where you can touch in and do that so that's in the area of continuing the conversation and that's a part of the employee plea keep it going and an active part of the conversation and help us find a way forward together.

On a building a strong organization one of the things we really want to do we want to build inside Verizon that organization that we hope can be out there for every employee in the world to participate in.

We're taking a number of steps to do that.

One of the first ones is really being completely transparent so we were delighted in September to publish our diversity representation report it's out there on both our diversity webpage as well as our -- with our ESG report.

And I have to tell you, I am so proud of everybody that helped bring that to light.

And all of the conversation it's sparking because it's from a basis of fact that we will be able to make progress together and I know there's so many great ideas that our V Teamers have and now armed with all of this information we're going to continue to collaborate together and do that and have break-through for all of our employees, Andy, one of the things that's so important and I get questions about this, we care about every V Teamer, every 135,000 team member V Teamer we want you to thrive personally, professionally and at Verizon so hopefully all of these are there for all of you.

Another thing we're doing is we're driving deep into recruitment and we are partnering with 11 historically Black colleges and universities HBCUs our BOLD ERG is helping us with campus relations and strong reachout many of you have asked how can I participate, how can I help and believe me we're tapping into all of that.

We're also building bridges to programs with high school students such as Inroads where we have long standing ties and partnerships and also through our social platform where we built the Verizon Innovative Learning Schools we are taking the middle school formula and looking at some ways to bring it into high schools because we know the high school channel is a really huge channel to help students make that bridge into STEM careers.

We also have unconscious bias training and we now have 98% of our leaders have completed that training.

We've got new material on conscious inclusion.

Anti-race as a leader program.

And we also have an allyship program that we piloted and we'll be bringing that to scale for employees that want to learn more about how to go from ally to advocate to action.

And we're very excited about that.

And finally one of the things we got a rallying cry for from all of our employees is more formal ways to find mentors and engage in a mentor-mentee relationship so we're doing a pilot right now in Q4 into Q1 we're partnering with the BOLD ERG to do the pilot and take those learnings and eventually scale that to the whole company in 2021 so you can see there's a lot going on in the company and then finally in our third pillar is community engagement and we know from our Citizen Verizon commitments as well as from all of the points you hear from our Chairman we focus on all of our stakeholders, our customer, our investor our employees and society so we thought long and hard, as well, on our racial justice action plan what would be our societal facing elements here so on this platform right away you note we need donations of \$10 million the 7 of the leading organizations of racial justice we have since had meetings with Hans and the leaders of each of those seven organizations we have built out action plans for the donations we have made to those organizations tying to commitments that match priorities for their organization in Verizon.

And teams are continuing to follow up and continuing to meet the areas of the moneys we donated and areas we're going towards are focusing on criminal justice reform including fair belief practices of civic engagement including voting as well as economic empowerment and community building.

Including job training, community conversations and other focused efforts on social justice conversations that the -- at the community level.

I also want to note Verizon Media donated and provided \$5 million of donated media to organizations supporting minority owned businesses such as the National Minority Supplier Development Council and the U.S. Black Chambers.

We also launched a partnership with the Clinton Foundation really to focus on cultivating the next generation of innovators.

And that's specifically focusing on students from HBCUs as well as on each Hispanic serving institutions and tribal colleges and universities as well as those with community degrees.

So you can see we're very proud of what we have accomplished.

We also know there's so much more to do.

But we're trying to keep our conversations going, building the organization we want to see and be in the world as well as sharing our knowledge and our resources with society to make a difference.

>> ANDY CHOI: Christy, it's unbelievable when I think about just the breadth and the scope in which our teams have mobilized and have been able to put actions into those words that Hans had on June 1st.

So it's incredible.

And congratulations of course to all of our V Teamers involved in those three extremely important pillars there and Christy so much of what you just shared is what continues to bring us together.

It's galvanized so many of us to take action and of course we are just weeks away from one of the most important actions we can all take here in the U.S. as we turn to Election Day we have a video here to get us all thinking about why it's important to cast that ballot.

Here is the video.

[Music].

>> ANDY CHOI: So this really is one of the great things about our company and of course Christy it was right here on Up to Speed you announced some big news about Election Day talk to us about the feedback you've received from our V Team after that announcement.

>> CHRISTY PAMBIANCHI: Andy thanks for that question and this topic it's something that I'm deeply passionate about I think one of the things we heard back from our V Teamers was just a deep appreciation people wrote back to us they were really stressed out they wanted to figure out to know how they could safely participate in the election and really for us there were multiple things going on here just now today over the past week we have had one of the largest reported daily -- consistently daily sets of COVID cases.

We know Europe is having a surge.

And so this is just a high concern of the citizens looking at the vote like how can I vote safely.

The pandemic is still going on.

It's raging.

How do I stay safe?

As we looked at that against the backdrop of wanting to make sure we were allowing our V Teamers to participate in the democratic process we included the only way we could go forward is give our V Teamers four hours off of paid time to participate in the voting process or volunteer activities that we will host and curate on our volunteer platform related to Election Day and I mentioned that we needed time for our supervisors to work that through that this was really big news and we wanted to really find a way to make sure we could do that so supervisors have been working with those teams, scheduling and planning so on Election Day people will have four hours off with paid time to be able to participate in voting and if for whatever reason that's not necessary for them they can use that time to volunteer or the like we're pretty excited about being able to do that and we recognize these are incredibly unusual times so it calls for unusual action on our part as leaders and I think as the video points out and one of the things having traveled extensively in the world and done business globally for 30 years one of the absolutely amazing things that we have in the United States is elections and a democracy and citizens of the country get to vote and choose and have their voices heard one of the main reasons people cite for not being able to vote is not getting time off for their job and Election Day is on Tuesday so we felt it was an important step forward we had normal provisions but we're not in normal times and the normal provisions we had to allow people to vote on Election Day when we looked at half of them we said this may not work with Coronavirus going on in the background and what states have to figure out to conduct the election so hopefully if you have heard the news before you've had a chance to follow up in your work team and have developed a plan to vote I can't say it enough for our employees make a plan now don't make a plan on November 3rd find out what's going on in your voting district are you going to vote by mail or in-person where are the in-person stations if you're voting by mail what are the reasons to do that and we have a lot of resources on our webpage about how to get the information you need to do that.

>> ANDY CHOI: Christy thank you and thank you so much for helping us voice our vote and really eliminating the need for thinking about all of the things that maybe keeps us from voicing who we're voting for.

I wanted to talk about the self-ID campaign Christy you've got some details on that and of course that's part of making our voices heard.

>> CHRISTY PAMBIANCHI: Thank you, Andy.

Yes later this week we're going to have for the United States based employees you'll get more information on our self-ID campaign this will help us further understand our workforce and workforce represent takes I have to underscore this is -- well, while Verizon is mandated as a -- at the Federal level to collect this information it does

provide employers an opportunity to pinpoint areas that need improvement we look to reinforce how we support and champion a more diverse workplace some of the information you'll be asked to disclose is whether you have served in the military or whether you have a disability et cetera and all of this information is voluntary. I want to underscore that you'll be asked to provide it if you choose to do that it's voluntary it's really going to be used in aggregate by us at the macro level to understand how we can better serve our V Team and how we can make sure we have the most inclusive workplace so all of our employees can thrive as well as making sure we're accessing all of the best talent out there in the world to join the V Team.

So if you could participate we would greatly appreciate it it will help us build a fuller picture of what we have here in the V Team so if you see that flagged for the self-ID campaign we hope you'll choose to participate.

>> ANDY CHOI: Thank you and of course that self-ID campaign coincides with National Disability Employment Awareness Month you may have seen that article we flexed on VZ Web later this week we have an exciting virtual event taking place with accessibility top of mind of course so V Teamers you can find more information on our virtual accessibility summit that's taking place October 14th and 15th it includes links to both Wednesdays and Thursday's sessions should be great in the world of accessibility we have been talking about benefits for annual enrollment just around the corner a Verizon benefit you can use right now of course is access to flu shots let's go ahead and take that next slide experts telling us getting that flu shot could be more important this year than ever through our primary care providers participating through pharmacies or even getting your shots at various Verizon locations yes we do that it's good to know that Verizon benefits is keeping us safe and healthy don't forget to check out that information.

We're thankful for the flu shots and we of course are so thankful to the HR team for making sure those benefits are possible for making sure we have the kinds of conversations that allows us to cast our ballots, allows us to make real changes in racial justice and of course great, great conversation we're having from this past weekend into this week about International Day of the Girl.

Christy we'll send it back to you for some final thoughts.

>> CHRISTY PAMBIANCHI: Andy thanks so much.

There's just so much going on and I think it's just really an exciting time to be a Verizon employee and I hope all of you feel that out on the V Team I know we have a lot of excitement in store for the balance of October and as we really look to bring home the Fourth Quarter strong we're in the final week of pulse plus action planning so hopefully all of you have had an opportunity with your team leader and supervisor to sit and talk through results on your team to populate action plans for your group and really here what we're looking for is one action item that you and your team want to focus on and really again going for 100% participation because we know if we improve at the micro

level it will all add up and we're so excited to be at that top quartile of engagement we're so excited about the pulse plus results we'll be back here in October to do a quick hit normal pulse we'll ask you five to seven questions that's coming up soon you'll hear more about that.

I would just say #forwardtogether that's the way we'll get moving the world forward and a really exciting time to be on the V Team.

>> ANDY CHOI: Absolutely Christy thanks so much for joining us today on Up to Speed one last thing before we go Christy mentioned finishing strong in the Fourth Quarter we of course have to look at how we did in Third Quarter V Team our 3Q webcast is right around the corner on October 31st we want to make sure your questions are front and center the email is [live@Verizon.com](mailto:live@Verizon.com).

Send your questions.

Our thanks to Christy and to our tech team on Up to Speed and our thoughts of course with our team in the Gulf Coast.

We are looking forward to a fantastic week ahead thank you so much for starting that week with us on Up to Speed.

Until next time, you're Up to Speed.