

Verizon
Up To Speed Live
Friday, October 23, 2020



Redefining Communication Access

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

>> Unprecedented.

>> Unprecedented.

>> Unprecedented.

>> I am not sure how many times I have used the word unprecedented, but it's a really good word.

>> So much of what we do now is virtual, meetings, happy hours, graduations, even weddings. Now it's time for a virtual anniversary. Won't you join me?

20 years ago, on June 30th, Verizon was born. It was an era of pay phones, dial-up internet, and not so smart wireless phones. We have made so much history since then, it's worth a look back at some of what went into who we are today.

[Music playing]

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

>> I have seen people from everywhere down here, working together, pulling together, and we are 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 are asking to help the people.

>> 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 of 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 the network leader in 4G, 5G, Fios, One Fiber, and M.E.C. It's about the experiences we deliver today and the groundbreaking ones we are building for tomorrow. With the profound support of our V Team, day by day, we keep creating a more empowering, inclusive environment, becoming the company that 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 that we do to make the Earth a better place. Anniversaries are a symbol of how far we have come, the power of sticking together, the past we share, the future we are building, and all of our efforts to keep the world moving forward. So, happy anniversary, V Teamers.

[Music playing]

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?

>> 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.

>> Bigger and faster.

>> We believe integrity.

>> Is at the core of who we are.

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

>> 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 playing]

>> My name is Corey Spiel. I'm a managing director in Verizon Business Group. I live in Raleigh, North Carolina. I have 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 him and doing whatever it is that 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 and 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, and I have been impressed with the way that we have been kind of trailblazers in technology.

[Music playing]

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

I started out out of college, and I joined Verizon, and I was working back when operations, an 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 employees' career progression, helping them in what they want to do. I'm also interested in bringing the 5G 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 think about Verizon as being a technological trailblazer that is a company that cares deeply for their employee base, as well as continues to focus on the customer. We are 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 have got.

(Drum solo.)

>> 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 continue to exceed targets. As the traffic patterns in our network shifted, our engineers adjusted resources and implemented new solutions to increase capacity. We continue to innovative 5G, partnering in trials with VSS Technology, which will enable 4G and 5G on the same band of spectrum, and with pivotal repeaters technology, which amplifies the existing reach of millimeter wave nodes, we lit up mobile 5G in San Diego, 5G home in Detroit, kept evolving 5G home in Houston, Indy, and LA, and how cool is this, we introduced the 5G virtual app to help our partners advance their next gen solutions. We continued our winning streak with rave 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 ease to digitally interact with us, and bringing a touch to retail stores with a clear focus on social distancing and a nationwide pickup pilot. We launched the new Motorola Edge+, which is an exclusive on Verizon, the Samsung Galaxy 20, and we launched a world-first, the Lenovo Flex 5G, the first PC built for 5G ultra wideband. We introduced our own and very special Verizon Visa card, and demand from customers is already sky high. We created prepaid plans to reward customers the longer they stay. We offered even more entertainment options on us. We gave students our best pricing with a 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 a leader in the industry.

>> We helped our customers in the second quarter react and rebound, and they built 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 in the state of California. We stood up virus testing and 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 health care 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 Blue Jeans. We expanded our portfolio with Cisco's more flexible and agile networking infrastructure, launched the integrated video for Enterprise connect integrated platforms, and we 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 Media immersive, a new suite of AR, VR, and mixed reality products to power the future of 5G content. We partnered with cooler screens and Samsung to leverage emerging formats for ads, such as digital out of home and connected TV. We saw steady increases in the number of new advertisers and growth on the VSP. We won reader's choice awards for all nominated categories. This is the most wins for any nominated companies. We secured an industry first with Walmart by enabling Yahoo Mail users to make grocery purchases through their in-box. 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 organizations impacted by COVID-19 and 5 million to Black-owned small businesses.

>> This has been another incredible quarter, proving yet again what this V Team is all about, honored as a top ten company for multicultural women, celebrating Asian-Pacific heritage month, military appreciation month, including this V Teamer tribute, and pride month with prism, which is our newly formed Verizon LGBTQ employee resource group. We hosted the virtual commencement series class of 2020, ready for anything, featuring inspirational leaders like our very own Hans Vestberg and former President Bill Clinton, and when yet another crisis struck, we opened our hearts, minds, and resources to support urgent issues around social and racial injustice. Forbes named us as the number one brand for employees in society in terms of dealing with the pandemic. Brand Finance recognized us as having the most 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, best in 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 playing]

>> I would 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 that your texts and information are yours and only yours. Your number is safe with us.

[Music playing]

>> 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.

>> 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 check can be overwhelming. Chat live with a tech coach to set up your new wireless devices and anything

they connect to. And this service is included for 30 days after you activate a new device. Support you need whenever you need it.

[Music playing]

>> Katie: Hey, everyone. Welcome to Up to Speed, and happy Friday to all of you. It is, of course, an especially happy Friday for the Apple fans out there. It's officially launch day for the Apple iPhone 12 and iPhone 12 Pro. iPhone models with 5G open up the full power of 5G ultra wideband and brand-new nationwide 5G network. Customers will have access to experiences and applications from the National Football League, the New York Times, Riot Games, and others, which will take advantage of the unprecedented speed and, of course, low latency of the 5G ultra wideband network. We have already seen an example of this come to life. Last night, Verizon in collaboration with Apple, Riot Games, and Twitch Rivals hosted the first tournament for League of Legends on 5G. We changed the game from a multiplayer experience to on the go. It was enabled on the new iPhone 12 and iPhone 12 Pro. Speaking of gaming, earlier this week, Verizon announced that it has expanded its partnership with Niantic, the developer of Pokemon GO. You may remember that as a craze that swept the world a few years back. It will make mobile gaming more interactive and rewarding for Verizon Wireless customers. The company has teamed with industry leaders to create a new planet-scale platform that paves the way for immersive A.R. experiences on 5G and offering to wireless customers unlimited access to events and rewards, so trainers can experience Pokemon GO like never before.

But Pokemon GO is not the only cool virtual experience in town, so check this next one out. Verizon's 5G labs team recently partnered with Smithsonian's Open Access collection and created a new set of virtual museum experiences. So let's check this out. This inspires and educates our students during difficult times, when so many are learning remotely and unable to do the classic field trips we got to do as kids. They will also be requesting proposals from creators for interactive tools that redefine the way people visit, engage with and learn from museums. There will also be \$10,000 commissions awarded to developers who want to work with prototypes and build these new experiences. Pretty cool. We'll be sure to share the links with you so you can share the Smithsonian exhibits with the students in your life.

Virtual museum experiences though are not the only way that we as a company are supporting education. Verizon and nonprofit organization Generation announced a new multi-year grant aimed at closing the opportunity gap for American workers and expanding access to digital skills. Verizon's commitment of over \$44 million will allow Generation to significantly increase access to free technology-focused career training programs that help reskill workers. So, all of it is a part of Citizen Verizon, which is, of course, our responsible business plan for economic, environmental, and social advancement, and it's a part of our goal towards retraining and reskilling 500,000 individuals for jobs of the future. So, of course, more to come on that as the partnership progresses.

Now, if you're a loyal Up to Speed viewer, you may remember that Jess, Andy, Matt, Cal and the team are talking about all of the events and causes that we marked during the month of October. Among them, Breast Cancer Awareness Month. Take a look at this story from Amanda Stevens, a V Teamer in the Verizon Media Group.

>> Amanda: My name is Amanda Stevens. I have been with Verizon for six years now. I'm based in the Chicago office. I am a field account director. I have a really unique, tight relationship with my dad, in part because I lost my mom at a young age to inflammatory breast cancer. She passed at age 39, and at the time, I was eight years old.

[Music playing]

I have had a really long road, even being what I would consider still a young woman. It was the recommendation of my doctors, when I was 29, roughly ten years prior to her passing, and

very close to her diagnosis, that I start my own journey through mammogram and MRI process to monitor my own breast health. Out of my first mammogram, I ended up having a lumpectomy, where they found abnormal precancerous cells. Over the past nine to ten years, I have been doing this, alternating monitoring schedules. It's pretty exhausting, lots of emotional highs and lows.

You know, you're going in for testing. You're waiting for results, and then you're doing that all over again six months later, and it starts to feel like it's constant. I went in in early June, and out of that, luckily, or unluckily, you can look at it both ways, they found a very early stage invasive ductile carcinoma. So I was then officially diagnosed with breast cancer in the middle of June. Shock was definitely a feeling that comes to mind. I certainly felt scared.

The first person I obviously told was my husband, and, again, in the face of COVID, luckily, we were both working from home that day, so I was able to process this information in the comfort of my home. You know, and I kept saying I refuse not to be anything but okay, and he really was like very much behind me in that, so that was great. For better or worse, there are many women who have had the same experiences, and without even really knowing you personally, they will step up and support you. I found women like that within the Verizon Media family and then also through several friends from all walks of my life.

The last nine and ten years of this continual monitoring and kind of that emotional roller coaster that I had been on, that experience for myself, coupled with just that this has always been in the back of my mind, really propelled me forward to deciding that now is the right time to have the bilateral mastectomy, and that I would go the reconstruction route. And then the morning of -- you know, some of that you don't really remember, driving to the hospital, but I was with my husband, Drew, and as I was walking into the hospital from the parking garage, my dad met us on the second floor bridge and gave me a huge hug and just, you know, he said that if he could, he would switch places with me in a heartbeat, and even though I'm an adult, I have my own kids, and I think you just never -- you never want to see your kids, no matter how old they are, going through something so challenging. So that was an emotional surprise, and it still gets me now.

But, yes, and, you know, my husband was with me the whole way. He was the last person I saw before and the first person I saw after.

What I'm really hoping in sharing my story, not only to give just a glimpse of real life, I think to really drive home the message of being an advocate for yourself, knowing your risks, learning how to, you know, discover what your risk is, speak to your doctors about your screening. Just don't ignore any warning signs you might have too.

There were times when I would curse it. I didn't want to go through those procedures, I didn't want to be taking time out of my life, and I didn't want to have the emotional worry that something was going to be found. But, in the end, of course, I'm extremely thankful that they had me on such a close monitoring schedule. I'm now cancer-free, and I have taken some control over a situation that, you know, was fairly uncontrollable.

>> Katie: Amanda, I know I speak for the whole V Team when I say thank you for sharing your emotional story. We wish you continued good health. I looked at that piece yesterday and cried a lot, a little less today. So, thank you for sharing that with us. October is Domestic Violence Awareness Month, and last week, Kelley Kurtzman joined us as a guest host to talk with V Teamers with experiences with domestic violence in their own life, and following that episode, so many people asked about how they could help, what they could do.

We had purple Thursday, a national day of action bringing awareness to domestic violence, and on the next slide, I want to be sure to tell you to check out the new resources on the GG landing page, including a new Learning Portal filled with articles and videos with critical

information that can help you or someone you know who has or is currently experiencing domestic violence.

Next Wednesday, October 28th, is National First Responders Day, and, of course, we have got a few things planned to show our appreciation and commitment to those who serve and keep us safe every day. More details on that next week.

But in the meantime, check out this week's My Why profile on Thomas Stobaugh, who knows firsthand how Verizon helps first responders. Take a look.

[Music playing]

>> My name is Thomas Stobaugh, and I'm an engineer in the Northern California, Nevada market. Being a part of the network team, we get our hands on a physical part of the network. I attended California Polytechnic State University. I was fortunate to obtain an internship in engineering spacecraft. When Verizon acquired Golden State Cellular, I joined Verizon. I really enjoy the outdoors, camping, hunting, and volunteering for the Tuolumne County search and rescue team. A group of hikers decided to hike up the river canyon, and there was an apparent rock fall that injured one of the hikers, and they required a hoist from a helicopter. We encountered severe communication issues with our radio, and we all switched over to our Verizon phone. Thankfully, the hikers were also Verizon customers, so it was pivotal in locating them and providing comms for basically the entire rescue.

My daily motivation is the opportunity to have a significant impact on our local communities. Most of my friends and family, including myself, we are all Verizon customers, and we all appreciate what the network has to offer.

It's the respect of my peers that invested a lot of time in helping me evolve and grow as an individual and as a valuable contributor. Our continual success that actively improves our customer experience and activating our 5G up here and improved network reliability on our off-grid sites. I have a passion for making them better.

I can build a 5-star survival shelter and keep you comfortable in the snow.

Verizon's culture offers endless opportunities for success, if you work hard for it. It's like a financial investment or a personal investment. You get out what you put into it, and even from the search and rescue teams and first responder standpoint, it can and does save lives, along with providing a personal connection to friends and family.

>> Katie: Thomas, thanks so much for sharing your story. And speaking of first responders, we'd be remiss if we didn't mention the work our team is doing to work with first responders who are dealing with the wildfires in Colorado. Let's go ahead and take this video. Because wildfires are in areas of national forest with canyons and high elevations, there's little to no coverage in the area, and because of the canyons, first responders' two-way radios don't do much to help. The biggest risk is the high winds. Our network team follows them close behind, relocating spot trailers, up to seven deployed at a time, as fast as possible, knowing they don't have too much of that two-way radio service. Over the last couple of months, we have been averaging at least five moves per week along with the first responders. Defense network assurance manager Kevin says it is tiresome and frustrating, but the firefighters are working much harder than we are. Every time we move them, they are so happy to see big red show up. At one camp, a firefighter told me he hasn't been able to get out to call his wife in three weeks and was in tears when his phone started to ping notifications. Thank you so much for sharing the videos and for everything that you're doing to keep first responders connected. Also this week, our employee resource group BOLD celebrated homecoming week, with panelists talking about their own college experiences, and tracing ancestry of team members and focusing on why who you are matters, and a meet and greet that allowed current college students to explore potential internships and job opportunities with Verizon. There's one more

event coming up. You can catch a finale about HBCUs on the HuffPost Black Voices Facebook page.

Next, back in July, Yahoo launched a partnership with Black artists to bring light to items that you can purchase, including this water bottle and journal by Pittsburgh-based artist Janel Young, and it's available for employees and consumers on the Verizon Media Shop. We'll put that next slide up for you there. So, the goal is to empower Black artists and shine a light on systemic racism and racial inequality through their stories.

If you would like to pick one up, we'll have all of the details for you on the web.

Next, let's round out the week with a quick recap of our big news. So Verizon business announced earlier this week the launch of its international private 5G platform for global enterprises who are located in Europe and Asia-Pacific region. Delivered in partnership with Nokia, the offering enables businesses to deploy a private 5G network within their premises. Here's Tami Erwin with more.

>> Tami Erwin: The opportunity to really scale 5G and our 5G leadership and expertise and experience to deliver global solutions that has never been more important than it is today. You know, we look at how businesses are thinking about digital transformation and the acceleration of digital transformation, and we have talked about how they view 5G as critical to unlocking that value. Yesterday, when we did an international news conference to talk about 5G private networks and our partnership with Nokia, we hosted that in the morning in EMEA, and we had a thousand people join the call to hear what we are doing in 5G because they understand our expertise, they understand our experience, and they understand our 5G global leadership. The most important thing we can do as Verizon business team members, right now, is to make sure that we understand 5G, the unique characteristics of what we are building, our ability to build platforms and solutions at scale worldwide, and then really position those solutions for our customers.

>> Katie: Thanks, Tami, and, of course, that was Tami's response to a question that came in during our webcast about how we can leverage 5G internationally, and if you missed it, with our leaders answering more employee questions, Chris Warren talking about our new Call for Kindness initiative and the famous what to talk to your family about around the dinner table. We have replays of the webcast for you on the web.

That will wrap it up for us today and for this week.

>> Katie? It's Andy.

>> Katie: Hi. How are you doing?

>> Andy: I'm doing pretty well. How are you? I'm excited. I didn't mean to take you by surprise there. And it's probably because we forgot to mention one last bit of news, and it's bittersweet news, folks, this happens to be Katie's last Up to Speed Live, and I just want to make sure that I mention she's not leaving the V Team but will be moving to a new opportunity in the business, and we certainly will wish her well, but Katie, I wanted to say thank you for everything. So many V Teamers have looked to you, Jeremy, and others in the early years of Up to Speed, the original Up to Speed crew, to learn more about the company and celebrate our wins. And I was one of those V Teamers not too long ago, and wondering like, how do they get all of this done and inform us and make it all work, and Katie, I had the pleasure, of course, to join the team and really see for myself the work that goes into it, and you have been such a rock for our team, and I got to watch just how incredibly knowledgeable you are of the business, and you have been such a wonderful person to lean on in making sure that the shows that we put out for our team are ones that we can be proud of, and you are such a big part of this team, and, obviously, Katie, you'll be close by, and I just wanted to thank you and give a chance for our audience to thank you as well.

So, I didn't mean to hijack the show here. I just wanted to say thank you, and give you a chance to just talk about where you're going.

>> Katie: Sure. This may be a record, crying twice in one episode, but yeah, so I'm taking an opportunity in the Verizon Business Group on the business operations team. So, I'm not going too far. Hopefully I'll still be here in my living room, for the time being, but it has been a joy and pleasure and privilege to be a part of this for the last four years. So, I mean, I know I'm in excellent hands, and I'm so grateful for all of you and for all of this, this experience.

>> Andy: Thank you, Katie, and you know my favorite metric, the hearts are popping on Twitter. Please take a moment, folks, to send Katie a note and well wishes, and really, truly, if you even think about the structure of this show alone, this is a reflection of the work that Katie does for our team, every single day, even during earnings. All of those guests that we had on Q&A, it was Katie who was able to make sure that we managed everyone's connections and made sure everyone was comfortable enough to ask those questions. So, Katie, thank you, and we wish you the best of luck. And we do have a little surprise for you that we did put together, so here's how we'll do this.

>> Katie: Okay.

>> Andy: We'll roll the video at the very end after your final sign-off, but I'm going to just keep watching the hearts popping here and send it back to you for one last final sign-off, but, Katie, from the bottom of my heart, thank you very much, and we wish you all the best.

>> Katie: All right. Thank you, Andy. Now, that will almost wrap it up for us today and for this week. Andy will be back with you on Monday, and for now, everyone, have a great one. You're Up to Speed. Take a look.

(Video playing.)

>> Katie: Hey, everyone, Katie here to get you Up to Speed on everything that happened around Verizon this week.

[Music playing]

Yanni or laurel?

>> Laurel, laurel.

>> Katie: Every parent of a toddler loves it. It's really fun.

[Music playing]

>> Katie: Have a great Monday everyone. Have a great Tuesday everyone. Have a great Thursday, everyone. Have a great weekend, everyone. Until next time, until next time, until next time. Well, that will do it for me today. Until next time, you're Up to Speed.