



Redefining Communication Access

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>> What is 5G? For most people, 5G means faster. You might have heard the example about how fast you can download a movie, but there's more to it than that. 5G stands for fifth generation, the next evolution of wireless technology, and it represents a massive step forward that will revolutionize entire industries. But not all 5G is the same. In fact, most of what's advertised as 5G is only slightly faster than current 4G offerings. But with Verizon 5G ultrawide band, we built something completely different. Our 5G runs on radio frequencies, just like 4G, but at a higher frequency known as millimeter wave, and thanks to our spectrum assets, a much larger bandwidth. It's the fastest 5G anywhere in the world, with more speed, more capacity, and lower latency than traditional 4G. All of that translates into experiences even closer to real-time, which means it can do things like bring augmented, virtual, and extended reality vividly to life for consumers, increase speed and accuracy for all types of industries, like health care and smart manufacturing, and support massive IoT deployments that will change how we live, work, and play. And just like you've heard a lot about 5G, you may have also heard about something called edge computing, multiaccess edge computing or M.E.C., for short, which takes the stress off the consumer's device and out of the business office and puts it on the cloud, and instead of being miles away, M.E.C. brings the computing power as close to the consumer as possible, or one might say right to the edge of the network, resulting in increased processing power without upgrading systems, downloading applications or investing in expensive equipment, and the close proximity means the data has a shorter roundtrip, which makes for near instantaneous responses. By off-loading the processing burden from the end device, you open the door to exciting possibilities like form factor and lower cost options.

When you put all of the power at the edge of the network, the network you're using matters more than ever. To get the most out of M.E.C., you need 5G, for its massive increases in speed and number of supported devices and dramatically reduced latency. Think of it this way: If M.E.C. is the rocket, then our 5G ultrawide band is the rocket fuel. Our 5G ultrawide band network provides the perfect platform to harness the full potential of edge computing. We partnered with Amazon Web Services to bring our platform to developers everywhere, across all our strategic partnerships at our 5G labs and through all of our 5G innovation programs. We are enabling the next generation of innovators to push the limits of 5G and

edge computing. Here are just some of the use cases that are currently in development, augmented commerce, real-time quality control, AI-assisted health care, public safety, drone automation and inspection, online and mobile gaming, and autonomous vehicles. And that's just a start. Every day, the demand for real-time enterprise keeps growing, and 5G ultrawide band and edge computing will be there to meet it.

>> I'm Mike Moore, CEO and co-founder of my own. The goal is to make sure that the customers have the right product on their shelves when they need to sell it, and one of the ways we have always achieved this is by making sure that we double-check every single shipment so that it has the right product in the box. This can add a lot of time and cost. One thing that's really exciting is we are working with Verizon and Microsoft using 5G and edge computing to automate our quality control process. We are installing cameras that are powered by the 5G M.E.C. network. What you're seeing in the video is automation for what people were doing before, so matching that data for that particular order to what the camera is seeing inside the box to validate that it is the right material and flagging it if it's not. The great thing about the M.E.C. is it literally knows the entire journey of the box. It knows the product, it knows the customer, it knows what the worker is putting in the box. It literally eliminates the quality control step, but even more importantly, it increases access, because now you have validated processes doing it. Without, frankly, the 5G M.E.C., we couldn't do this.

I have had a 37-year relationship with Verizon, and it's the first place I went. And then when I heard that they were partnering with Microsoft, it kind of sealed the deal for me. We have always been a Microsoft house for everything that we do in our business, and it became the natural selection at that point.

The next step is really the transformational step, learning the full power of the 5G network to be doing things differently, using our high-definition cameras for many different things, social distancing, contact tracing. Frankly, we are just getting started. There's a long list of opportunities created by this technology.

[Music playing]

>> The NFL is back, and you could be watching free live football on your phone with your friends. Just download the app, allow your location, and get live, local, and prime time games to watch together, start a room, pick a game, invite your friends, and catch the action together, because on the Yahoo Sports app, you get free live football with friends.

>> I'm a Verizon junior, and I'm part of the team building of the 5G Verizon network. Today is a really big day for us, because today, we are turning on 5G across the country, and this is the 5G America has been waiting for, with the coverage of 5G nationwide, and in more and more cities, we have 5G ultrawide band, the fastest 5G in the world, 25 times faster than today's 4G network. 25 times, yeah, it's pretty incredible. I am excited about how it will change your phone and how it will change the way businesses do everything. I'm proud because we didn't build it the easy way; we built it right. This is the 5G America has been waiting for, only from Verizon.

>> This year, teachers are learning new ways to teach. Parents are learning to lesson plan, and young minds are learning a new normal. This year, we are all students. At Verizon, we are enabling the education that students deserve, with credentialed teacher training, free lesson plans for parents, and tech-enabled solutions for schools nationwide. It's Citizen Verizon in action, our plan for economic, environmental and social advancement.

>> I'm one of the founders of DD Sports, and our basketball product is called shot tracker, a sensor-based technology that tracks statistics and analytics, providing real-time data to coaches, broadcast partners, fans, and players, all with sub-second latency. Basketball is constant activity, up and down. Latency is so, so, so critical. One thing that we are doing that's really exciting is demoing our shot tracker technology over Verizon 5G and AWS

Wavelength. This allows us to see the delta between traditional process, which is 4G, and this accelerated, amplified process that utilizes both the 5G and M.E.C.

You can distinctly see the difference in the speed of ball movement. When I think about what 5G and Edge Computing can do, I think about coaches. I think about them getting access to this video and data anywhere in the facilities. It may be in the locker room at half-time or sitting on the bench during the game, all delivered in real-time. When you think about being able to take this data and incorporate it into the broadcast, latency is even more important. We are really excited about what 5G and M.E.C. will provide to the market. We have been waiting on this for so long, and the time is now. It is finally here. And it will revolutionize the fan experience, the data experience, and how we consume sports for the rest of our lives.

>> I didn't know that I was going to be a speaker at the Washington march on DC. I don't think anybody knew the feeling except that it was necessary and we had to be there.

>> I see this as a moment of taking feminism back, making feminism a project that all of us can share.

>> Black lives what?

>> Black Lives Matter!

>> When I put the hash tag in front of Black Lives Matter, I was like, we are going to make this thing go viral.

>> I still remember the exact moment when we hit the publish button.

>> We started to watch with wonder as the story started to take off like wildfire. Everyone was like, look, we have a movement! I was like, no, me too is a part of a movement that has been happening for decades.

>> They said a bunch of us are getting together, do you want to come over and join us? I was like, yes.

>> Someone said time is up on all of this behavior, and it was like, oh, that's our name.

>> There's a renaissance happening inside of Hollywood.

>> I remember calling my attorney, like, if I say this, are we sure it's true?

>> On behalf of women everywhere, I will brag that I am the highest paid show runner in television.

>> United States Congress certainly was not built for young women, but it's really young women of color who have pushed forward for so many changes, and that has just turned the power dynamic here on capital hill on its head. The world and this country is changing. It's been changed, and I think that we have an opportunity this time to do it right.

>> There are some people who think that we are post-civil rights, we are post-feminism, and, therefore, we are post-intersectional. I can't see how we are post anything, and I can't see how we can possibly think that we are done.

>> You never want to see a change in your account that you didn't make. My name is Zaryana, and I work at Verizon. We request that changes are approved on your account before they happen, not after. That way, if you change your user ID or you add someone onto the account, we are going to make sure that it's you that's doing it, no one else. Introducing Double-check, your extra layer of security so you never have to worry.

>> La-la-la-la.

>> Hi! I'm Chris Rock. Oh, this is not about me? I get it. No, no, zoom in on it, the new iPhone with Verizon 5G ultrawide band. Pow, this is a game changer! 5G just got real, man! Remember when the song of the summer took the whole summer to download? One time, I waited 50 minutes on a computer to download a song. That's longer than a whole album! But these don't blink. iPhone and Verizon are not playing around. Remember the time that you tried to watch Bigger and Blacker, and by the time it was done, I was older? Football just got

5G real. Remember when the only way multiplayer gaming worked was wi-fi? Boom, legendary pass with Verizon and 5G.

Remember when I told you to clean your room?

>> Nope.

>> You'll remember when your allowance is due! You'll never forget that!

[Music playing]

iPhone on Verizon with 5G, this is going to change everything.

[Music playing]

5G just got real! Pow! 5G ultrawide band, now in more and more cities.

[Music playing]

>> Hans Vestberg: We can finally say 5G just got real.

>> This is a game-changer!

[Music playing]

>> Diana Alvear: Wow! Okay. We are unstoppable. What a way to start off a Thursday, right? Thank you for joining us today on Up to Speed Live. I'm Diana Alvear, and speaking of unstoppable, we have a very special guest with us today. Diego, it's so good to have you.

How are you, my friend?

>> Diego Scotti: Hey, Diana. I don't think people know, Diana is Chilean. I'm from Argentina. So, you know, we are like neighbors right there, so, of course, it's great to be here. And, yes, we are unstoppable. I think we should say -- I want to hear it, I want to hear it from everybody.

>> Diana Alvear: We are unstoppable, and Diego, your phone is going to blow up with texts from me when we are playing soccer against each other. You know that's coming.

Well, let's talk a little bit about what we just saw, because clearly, all that happened during this year, during a year that was so unprecedented, 2020, really just so much happening, and hard to believe, Diego, we are less than 50 days out from 2021, and we are nowhere near stopping. So, tell us a little bit about what you're looking forward to doing and where we are right now.

>> Diego Scotti: Well, a couple of things. First of all, I want to take this opportunity to thank all of the marketers in the company for an amazing year, everything that happened this year was due to that amazing work and creativity. So, I'm very excited about what we have done so far, and I'm looking into next year.

But I'll tell you, that video that we just watched is Verizon at its best, basically. We are saying we are a force for growth and a force for good. If you think about it, we started the year when the world asked Verizon to step up via the COVID crisis, and we did just that. We are supporting our employees, our customers, and our communities in general, and we continue with the launch of Citizen Verizon and everything that we are doing with our responsible business plan.

And then a force for growth, and I think this is an amazing year to say this, with the early bid that we took on 5G and then the launch of 5G nationwide a few weeks ago, just a few weeks ago, in the partnership with Apple, as well as everything that's going through throughout the business to support our business goals. So, when I think about our purpose, when I think about our drive for trust and innovation, and when I think about what defines us, being a force for growth and a force for good is this thing that is, in a way, a virtue cycle that we are trying to create, where the more we try to do to drive our business, the bigger responsibility we have to be a responsible player in society, and the more we do that, the more our business grows. So it's good to see these two things as kind of like influencing each other, I would say.

>> Diana Alvear: Absolutely, and 5G just got real. What a brand differentiator. It just put us on another planet at that point.

So, like I mentioned earlier, I can't believe that the holidays are upon us. This is always a big push for us all. Every V Teamer has a role to play. So, tell us, how are we showing up this year?

>> Dying: First of all, as I was going to say, I think there are 45 days between now and the end of the year, and it's not a lot of time, so it will take all of us, every single employee of the company, driving us to have an amazing end of the year to finish really, really strong. But, yeah, the holiday is a special time, and before I tell you some of the things that we will be doing, I want to show you a pre-Thanksgiving spot that's breaking in the next couple of days, so let's take a look.

>> Black Friday is here early, so get the 5G America has been waiting for.

>> Verizon 5G is next level.

>> Unlimited plans that everyone in your family can get, starting at just \$35, with 5G included at no extra cost. Plus, you'll get the entertainment and gaming the whole family will love.

>> 100 percent obsessed with the Mandalorian.

>> I watch a lot of sports

>> It has all of my favorite shows.

>> It's like a gift on top of another gift. Gifts keep coming at you.

>> This is 5G from America's most reliable network.

>> Diana Alvear: That was so great. So exciting, definitely putting us in the holiday mood. So, what are we looking forward to for the holiday promos and things that you're excited about?

>> Diego Scotti: Well, I like to think about this like the lady on the spot was saying, a gift on top of a gift on top of a gift. That's Verizon in a nutshell.

I'll tell you, I'm very excited because the team has done a tremendous job of pulling together, with offers, devices, and really a lot of value for our customers when you think about it, and in the case of the consumer, for example, we are saying that 5G is included as part of the buy, so that's a tremendous message in this moment, in which 5G devices are coming into the marketplace, and alternatives and options that we are offering in terms of entertainment, not only with Disney+ but also more and more in the gaming space, which is something that we know our customers really want in terms of content and options. So, all in all, I think you're going to see a very strong push on not only the value proposition but the offers that we are going to put into the marketplace for Black Friday. So I'm very excited, and I think everyone will be too.

>> Diana Alvear: And our audiences are very excited about what we are offering, especially those families who want things like Disney+, so really great strategic decisions there. And speaking of Thanksgiving, you said it, Thanksgiving is always really important to us. But what have we got lined up specifically for that?

>> Diego Scotti: Well, you said it, Thanksgiving is very special because we always want to reach out to our customers in a very compelling way and relevant for the time. So, this year is going to be the fifth year that we participate in the Macy's Thanksgiving Day parade.

Obviously, this year is going to be a little bit different type of a parade, because we are not going to have the big crowds, but we thought that it was important to have the parade still going on. We are going to bring the specialness of the parade in a virtual way for our customers and our audiences using 5G so we can have virtual reality, 360 views, and really a very exciting way of accessing the parade in ways that probably you've never seen before, if you went there in the past. So, that's very, very, very exciting.

>> Diana Alvear: I'm excited about that and grateful for that because safety is so important and it just shows that we really care about our community, and we are getting the accessibility to watch the parade together. But, you know, there's so much shopping that goes on that's

associated with Thanksgiving, and we are trying to stay away from having these big crowds, right? Well, we've seen some other brands saying to heck with Black Friday, we are going to do our deals early, some as early as even last month. So what are we doing differently for our customers this Thanksgiving?

>> Diego Scotti: Well, first of all, I would say, as we have discussed many, many times, there's nothing more important to us than the safety of our employees, all of you, as well as our customers. So, this year, there's definitely as we have said before a reinvigorated experience shopping online, so our customers will going to be able to access all of these offers easier than ever on our website as well as our Verizon Apps. It's going to be very easy to get access to that. And then you can either get it at home, in the safety of your home, or do curbside pickup in the stores, so there's an easy and protected way to do it. And, you know, we are constantly looking to serve our customers in a way that it protects their safety, and again, it protects the safety of our employees as well. And I'll tell you, one thing that I'm very excited about this year is when you talk about shopping, I love to talk about the Verizon Visa Card. And I hope this is not a shameless plug, but I am so excited because I don't know if people know the amazing value that the Verizon credit card has. I think it's terrific. I want to read it, because I don't want to get it wrong.

There you go. You can earn \$100 off your Verizon bill, \$100 off your Verizon bill, and then there are Verizon dollars that you can use on anything that you want, but it includes 4% cash back on groceries, 3% cash back on dining, including delivery, so it works when you want to do it from the safety of your home, and 2% on Verizon purchases to use on things like devices, accessories, or lower the cost of your bill. I love the credit card, because this idea, earning these Verizon dollars that then you can use in everything Verizon, I think it's genius. I love it, and I think there's no better time to get the credit card than the holidays.

So, I would say hurry up. You can go and apply online. I am sure the information is going to be on the screen, so let's go and get it. I have it, and I love it.

>> Diana Alvear: It's funny, you say shameless. I know I have it and love it too. We use it for gas and get the benefits of the points. I'm a points person, and it shows up and delivers.

>> Diego Scotti: It's this card that every time you use it somewhere, people say, ooh, what is this card? It's Verizon, and they are very surprised by it. You should get it.

>> Diana Alvear: Exactly. I don't know if your eye has been looking beyond me at this beautiful bag behind me. I mean, really, who needs to worry about Christmas when all you need is a bag sitting on mantle, right? But it's not just beautiful, Diego. Tell us why this bag is so special.

>> Diego Scotti: I'll tell you, people say how can Diego get so excited about a bag? I'll tell you why I'm excited, because of this. This is the first and most sustainable shopping bag we ever, ever had. It's 100% recyclable, and what that means is it's made out of -- 90% of the materials we use for this is coming out of waste materials that are completely recyclable. So, as I said, it's the most sustainable bag that we have ever had, and it's out there and in some cases surpassing the standards that you see in the marketplace, even for brands like Apple. For our company, this is a tremendous, tremendous achievement. I really want to thank the whole team that worked on this, but also because it makes another point, which is marketing is also about driving the objectives that we have in the company, not only on the business side but, in this case, when we talk about being a responsible business.

And it continues to make the point that our responsible business plan is not just what we do in our philanthropy efforts or what we do in the way, you know, we manage, you know, some of our resources, but it's everything that we do across the company.

So, I get excited about the bag because it's another example of how do we do responsible business at Verizon, but also a great example and a leadership example for Verizon in the

marketplace, that marketing needs to get more sustainable. Sometimes marketing uses a lot of paper and materials that are not really sustainable, and we are on track to get better and better and better. It's not something that you can do overnight, but getting better and better and better, that's what we want to do in this space. And listen, when you think about our plan, we want to become carbon neutral by 2035. That is a big, big North Star goal that we have, and there's a lot of work that is happening across the company, across a lot of teams. It's not just in marketing that is driving this tremendous objective, and we'll continue and we will get there.

>> Diana Alvear: Your team shared a statistic that just blew me away, and I'm going to read it because I think it's important for everybody watching. We are doubling our tree planting commitment from 10 million to 20 million by 2030. So we are living the Citizen Verizon commitment. We are looking for all of these different ways that we can make a difference, and I think at a time like right now, Diego, it's really reassuring to see visible, tangible ways that Verizon is doubling down on this commitment to the environment and to the world at large. I know you get so excited talking about digital inclusion and the commitment to education. Can you tell us a little bit about that?

>> Diego Scotti: Yeah, and I'll tell you before I get to that, I just want to emphasize the point about the importance of collaboration. You talked about the World Economic Forum initiative. I talked about the -- if we don't collaborate with external organizations and creating coalitions that in a lot of cases have the private sector coming together and in some cases collaborating with the public sector, and then collaboration internally in the company across areas, we can't get any of this real impact to happen. So I want to make sure that that is something that is a good takeaway from this conversation.

And on digital inclusion, I mean, you know and I hope people know, because we have talked a lot about this around the Verizon Innovative Learning program, digital inclusion is one of our three pillars, in conjunction with human prosperity and climate protection for the responsible business plans that we have, and the Verizon learning program is a program that not only continues to stretch in terms of scale, reaching more and more students and schools in the country, but especially during this moment in which students need to study from home and remotely, it has a tremendous, tremendous impact, but it also continues to grow and adapt in terms of the times that we are currently living in, as it relates to the resources that we provide to teachers.

So, I'm very excited about the work that Rose and her team have done on this area. We have just announced yesterday a program that we are calling again, and I want to get it right, the Teacher Training Pathways. Sorry, I wanted to get it right -- that it is providing resources to teachers to really navigate how to teach in this world of remote education, and it's going to reach more than 3 million teachers, impact three million teachers across the country. So, when we talk about the impact, the scale that Verizon brings to these efforts, it's significant, and it really, really matters. So, very, very excited about this new initiative.

>> Diana Alvear: And I think it's really -- it is, again, worthwhile pointing out that it really does need to be marketing and branding working hand in hand with CSR, because CSR is a part of our plan. The fact that Verizon Innovative Learning won the 2020 Chamber of Commerce Foundation citizen award -- look at how the team delivered how at a time of extreme need. You know, they are closing that digital divide, and I'm so grateful that it's a part of our brand, and I don't want to forget, you did want to mention again that Apple event that we are having today at 1:00 p.m.

>> Diego Scotti: Before I do that, I just want to really congratulate Rose and the whole team, because it -- Verizon Innovative Learning is a leading program that others in the industry and in society are looking at us to say how are you guys doing this, because it seems to be

working, and I'll tell you what is so special is that it doesn't only give connectivity or a way of teaching curriculum, it's a solution for all three, a holistic solution. That's why it's so special, and it continues to win awards, which is just a demonstration of the amazing work that we are doing. So, thank you to Rose and the team.

And your point about exciting, exciting events happening right now, one happening in a few minutes at 1:00, we are partnering with Apple, so, Verizon business and Apple are doing today a joint keynote to talk about how the future of enterprise will be transformed through 5G. We are going to have, you know, Tami on our side and then Susan Fresca, a VP at Apple, talking about how 5G uses cases are going to change the environment. We are making some noise in the marketplace, and listen, it continues to show our leadership in the marketplace. So I think it's really, really exciting to see. So if you don't watch it at 1:00, please, please watch it later. It's tremendous.

>> Diana Alvear: Absolutely. I wanted to mention for our viewers as well, we talk about volunteering all the time, and we do have a goal of reaching 2.5 million volunteer hours by 2025. We ended October with having engagement from 62,000 Verizon employees, working with over 300 of our nonprofit partners. So these numbers are amazing, and especially at a time like right now when people really -- I mean, it's all about kindness. It's all about helping others. Diego, for you personally, I know how committed you are about making a difference. You care about mentoring. You care about volunteering. Can you share with us a little bit about your own personal commitment?

>> Diego Scotti: Totally, and listen, before I do that, I really want to thank everybody, because every single group, every single person in the company is doing their piece, big or small. You can contribute in ways that you can maybe not even imagine. There are 300 organizations that through our digital and virtual programming you can volunteer. So, either with Verizon or not with Verizon, just help, everything helps.

Personally, you know, I actually am very committed to the importance of diversity and the importance of also helping our society in big ways, so there are two things that I'm spending a lot of my time on. One is the fellows program that as you know is helping bring new diverse talent into the marketing and a number of types of industries, and this is not only with Verizon but really now with a terrific set of partners externally. So it's a beautiful feeling to see how when we invest the time and the resources to help these individuals succeed, you can do it. And then I don't know if I ever told you, but I'm a part of the council -- I'm vice chairman of the Ad Council, which is an organization in the country that creates public service campaigns on big issues, and so we are working on right now helping people to understand as the COVID vaccine becomes available, helping people to become more aware of how to get it and maybe demystify some of the fears that people might have about the vaccine. So we are working on some pretty substantial issues that, as a marketer, as a brand person, you love to work with your skill set and doing what you can for others so that it really gets put to the best use.

>> Diana Alvear: We have made a call for questions to our V Teamers, and they delivered, so really, I want to go ahead and go to that very first question that comes to us from a solutions specialist. So let's hear that.

>> Hi. My name is Curtis. I work out of our store here in Glendale, Arizona, and my question for Diego is this: Our Call for Kindness campaign just started. Can you tell us a little bit about why we are doing it?

>> Diana Alvear: So great. I'm very excited about Call for Kindness, and we have been hearing such great things, but Diego, I'm going to let you tell us a little bit about it.

>> Diego Scotti: Yes, and thank you, Curtis, for the question. I love the T-shirt that he is wearing, the purpose of Verizon.

I'll tell you, I'm very excited about a Call for Kindness. It started from a very simple idea, which is this has been a very tough year for a lot of people and for our communities. We have 16,000 frontline team members in Verizon that are out there helping customers, and this is a way of really shining a light on those amazing stories that are behind the masks and that celebrate and recognize the amazing work that our frontline employees are doing. So, people like you, Curtis, you deserve our respect and our gratitude, because you guys are out there making it happen for our business and for our customers.

So, both gratitude and kindness, kindness and gratitude.

>> Diana Alvear: Boy, our team has been working so hard. We have now partnered with Capital One, so, you know, the ball is rolling to get this going, and we have also been joined in this by the creators of Antidote, a documentary on Amazon Prime that is well worth your time.

>> Diego Scotti: Diana, can I say that sometimes we forget the amazing power that we have working in a company like Verizon to really make things happen that transcend Verizon, and sometimes we start with a little idea that becomes bigger and bigger and bigger, going back to the power of collaboration, but I want everybody to remember that, because everything starts with an idea, and it can be as big as we want. We are Verizon, and I don't want to end with what we started with, but we are unstoppable, so we can do this.

>> Diana Alvear: Absolutely, and when it's something like kindness, I think it's something that everyone can join in on. Kindness is unstoppable.

Okay. Let's move on to the last question that we have from Alexis.

>> My question for Diego is this: With the conditions of the pandemic changing by the day, how do we plan on keeping the retail experience consistent for our customers?

>> Diana Alvear: Yeah, that's a great question. And, you know, I heard you answer this at the Leadership Forum, so I would love to hear you say it again, Diego.

>> Diego Scotti: Thank you, Alexis, because I agree. I think it's a great, great question. And, first of all, the team has done a tremendous job across, you know, marketing, customer experience, and obviously, you know, across the board. On making sure, that, first of all, the experience is safe for our employees, first and foremost; second, for our customers, in the context of an omnichannel experience. And I'll tell you, even with all of the challenges that the pandemic has brought, it also has accelerated a lot of innovation and a lot of new ways of thinking about the experience, and obviously starting with a completely, you know, touchless experience, things like curbside pickup so our customers and employees feel protected, but also maybe a lot of things under the hood in terms of how do we simplify some of our processes. And listen, I'm very excited, because some of the maybe old paradigms that we were still carrying or some of the new ideas that things are bringing to life are now being accelerated and implemented, so we can have an experience that is digital first, but then it relates to however our customers want to interact with Verizon. That is the best experience. So, there's no other way to do that right than to have a very consistent experience, and we are committed to delivering that. And again, Christy's team, the experience team, they are working on that day in and day out. So, more to do, but we are on our life.

>> Diana Alvear: Curtis and Alexis, thank you for those questions. We could only take two. Okay. I'm going to get a little personal here. Thanksgiving, what are you doing for Thanksgiving?

>> Diego Scotti: Well, listen, I think my family, like a lot of families, this year are going to have a different type of Thanksgiving, because, obviously, the conditions that we are living under -- in my case, you know, my wife and my two kids, I have two kids that, you know, are young, you know, 15 and 13, so we are going to spend it together, and it's going to be a smaller Thanksgiving this year, but one that is going to be definitely full of love and a lot of great moments.

And listen, for all of you out there that like me maybe are not going to be able to see their relatives, their parents, your siblings, your friends, et cetera, I am sure we will find other ways to be as close as ever and to work together to make sure that in a future Thanksgiving, the sense of normality, normalcy comes back. But until then, just spread the love. Spread the love.

>> Diana Alvear: (Speaking Spanish.)

>> Diego Scotti: A little bit, a little bit.

>> Diana Alvear: A little bit of Argentina for you at home. Thanks for coming on and talking to us. It's always a pleasure to speak with you.

>> Diego Scotti: (Speaking Spanish.) Happy Thanksgiving, everyone. Thank you.

>> Diana Alvear: And thank you, everybody, for watching. To our V Teamers, please stay safe. We give our thanks to you because without you, we wouldn't be able to make any of this possible. So, stay safe, happy Thanksgiving, and by the way, a big hug and shout-out to Andy for sharing his story yesterday. I think we were all in tears witnessing his bravery, and the good news is you'll be back with Andy tomorrow. So, all of you out there, stay safe. I'm Diana Alvear, and until next time, you're Up to Speed. Ciao.