

**VERIZON**  
**UP TO SPEED LIVE**  
November 28, 2023 11:30 AM ET

>> HAPPY TUESDAY, EVERYONE!

>> WE HOPE YOU ALL HAD A WONDERFUL WEEKEND – AND A LOVELY THANKSGIVING – WHETHER YOU WERE ENJOYING YOUR FAVORITE DISHES, REFLECTING ON EVERYTHING YOU'RE GRATEFUL FOR, OR ENJOYING A HOLIDAY TRADITION LIKE WATCHING THE ICONIC NEW YORK CITY THANKSGIVING DAY PARADE.

>> ABSOLUTELY.

I PERSONALLY WATCH THE THANKSGIVING DAY PARADE EVERY SINGLE YEAR WHILE MY MOM PREPARES DINNER.

IT'S ONE OF MY FAVORITE TRADITIONS AND EVEN MORE SO KNOWING THAT VERIZON PLAYS AN INTEGRAL PART IN MAKING THE PARADE AVAILABLE ON MAJOR NETWORKS SO HOUSEHOLDS LIKE MINE CAN TUNE IN.

>> ABSOLUTELY.

AND RAQUEL, LET'S GET

TECHNICAL FOR A MINUTE – BECAUSE

THIS IS NEAT – WE ACTUALLY UPGRADED OUR NETWORK ALONG THE PARADE ROUTE BY EQUIPPING 14

SITES WITH C-BAND, UPGRADED TWO SITES FROM 150 MEGABITS PER SECOND TO 1 GIGABIT PER SECOND AND MORE.

>> THAT'S AMAZING.

>> PLUS, VERIZON FIOS ENGINEERS

WERE ALSO THERE A WEEK AHEAD OF TIME TO PROVIDE CONNECTIVITY TO THE VENDORS AND PUBLIC SAFETY PARTNERS ALONG THE PARADE ROUTE. WE'RE ALWAYS MAKING OUR NETWORK

EVEN BETTER AND OUR TEST FORCE WAS ON-SITE DOING JUST THAT. LET'S TAKE A LOOK.

>> WE'RE HERE IN MIDTOWN MANHATTAN IN THE HERALD SQUARE, THE FINAL DESTINATION OF THE THANKSGIVING DAY PARADE WHERE THOUSANDS OF PEOPLE FLOCK EVERY YEAR TO ENJOY THE FESTIVITIES.

AND IF YOU'VE GOT VERIZON,

YOU'VE GOT SERVICE, BECAUSE OUR

TEST FORCE IS OUT THERE TESTING AND BUILDING UP THE NETWORK EVERY DAY SO YOU HAVE A SEAMLESS EXPERIENCE.

FOR THOSE WHO HAVE DECIDED TO

STAY HOME AND ENJOY THE PARADE FROM THE COMFORT OF THEIR COUCH, VERIZON HAS YOU COVERED AS WELL.

OUR FIOS TECHS HAVE BEEN OUT LAYING FIBER MAKING SURE THE TV NETWORKS HAVE THE CONNECTIVITY THEY NEED TO PROVIDE A GREAT VIEWING EXPERIENCE FOR YOU AT HOME.

>> WE'RE OUT HERE TESTING OUR FIBERS AND TESTING OUR NETWORKS.

THE PRODUCTION COMPANY IS FEEDING THE PARADE THROUGH OUR FIBER NETWORK SO THAT IT CAN BE BROADCAST.

>> WE'RE THE PRIMARY PROVIDER.

WE SET THE BAR HIGH WHEN IT COMES TO THE SERVICE THAT'S EXPECTED.

WE START ABOUT TWO WEEKS OUT, WE

TRY TO ACTIVATE ALL THE SERVICE

PRIOR SO THAT IT'S PLUG AND PLAY WHEN THE VENDORS SHOW UP.

>> DAY OF WE'RE FOCUSED ON MAKING SURE OUR NETWORK IS RUNNING PROPERLY SO THE PRODUCTION COMPANIES ARE ABLE TO BROADCAST OVER OUR NETWORK WITHOUT ANY PROBLEMS.

>> I TAKE THE MOST PRIDE IN BEING PART OF THE TEST FORCE.

>> IT'S GREAT TO BE A PART OF SOMETHING THAT THE WHOLE COUNTRY IS WATCHING AND YOU KNOW YOU WORKED ON.

WE'RE ALWAYS HAPPY WITH HELPING

PEOPLE GET THE SERVICES THEY NEED.

>> WELL, NOW THAT THANKSGIVING'S

OVER, THERE'S ONLY ONE THING LEFT TO DO, SHOPPING.

UNTIL NEXT TIME, YOU'RE UP TO SPEED.

>> I LOVE THAT.

>> I LOVE THAT TOO. THAT'S SO NICE.

>> THANK YOU TO OUR TEST FORCE

FOR THEIR HARD WORK THIS HOLIDAY SEASON.

>> ABSOLUTELY. AND JEN, THE V TEAM SHOWED UP

BIG ON THE STREETS ACROSS NEW YORK CITY BUT

ALSO AT OUR RETAIL STORES ACROSS THE COUNTRY.

WE ABSOLUTELY LOVED SEEING SO

MANY OF YOU POSTING PROUDLY FROM YOUR STORES.

>> I COULDN'T AGREE MORE,

RAQUEL, WE APPRECIATE THE FRONT

LINE ALWAYS WORKING EVEN ON THE DAYS WHEN MOST FOLKS ARE RESTING

OR IN THIS CASE SHOPPING AND THEY ALWAYS DO IT WITH A SMILE

ON THEIR FACES BECAUSE THEY

TRULY UNDERSTAND THE VALUE OF SERVING OUR CUSTOMERS.

>> AND SPEAKING OF DEDICATION TO

OUR CUSTOMERS, WE'D LOVE TO GIVE A HUGE SHOUTOUT TO GREG MAUPINS

WHO RETIRED THIS BLACK FRIDAY AFTER 27 YEARS AS A RETAIL REP

AT OUR STATELINE STORE IN KANSAS CITY, MISSOURI.

>> YEP.

THAT DEFINITELY GOT SOME CLAPS HERE IN THE AUDIENCE.

I'M CLAPPING NOOR TOO.

-- FOR THAT TOO. THAT'S SO AMAZING. 27 YEARS.

WE APPRECIATE YOU AND HOPE YOU ENJOY YOUR RETIREMENT.

>> AND STAYING ON THE TOPIC OF

THE HOLIDAY SEASON, TEAM – IF YOU'VE BEEN CATCHING OUR

EPISODES RECENTLY YOU KNOW THAT

WE'VE BEEN SHARING ALL OF OUR LATEST HOLIDAY PROMOS – ONES YOU

ABSOLUTELY HAVE TO TAKE ADVANTAGE OF THIS SEASON.

>> THAT'S RIGHT.

AS A REMINDER, VERIZON CUSTOMERS WITH SAMSUNG, GOOGLE PIXEL, AND APPLE PHONES ARE ELIGIBLE FOR VERIZON'S GUARANTEED TRADE-IN OFFER.

THAT'S ANY MODEL, ANY CONDITION, GUARANTEED – PLUS A TABLET AND WATCH FOR FREE.

>> AND REMEMBER V TEAM, YOU CAN SUPPORT OUR RETAIL TEAMS BY POPPING INTO A STORE FOR ALL YOUR DEVICE, HOME, AND ACCESSORY GIFTS.

BUT IF YOU'RE RUNNING LOW ON TIME, BECAUSE A LOT OF US ARE DURING THE HOLIDAY SEASON, DON'T WORRY, BECAUSE RETAILSPECIALISTS ARE POPPING UP ACROSS SELECT OFFICES TO BRING THE EXPERIENCE TO YOU!

>> IN FACT, IF YOU'RE IN BASKING RIDGE BETWEEN TODAY AND TOMORROW HEAD OVER TO THE UPPER CAFETERIA UNTIL 2:00 P.M. EASTERN TIME FOR ALL YOUR GIFTING NEEDS.

>> SO WE FIGURED WHO BETTER TO EXPLAIN HOW THESE POP-UPS WILL WORK THAN ONE OF OUR VERY OWN

REPS WHO'S RUNNING OUR BASKING RIDGE POP UP!

PLEASE GIVE A WARM WELCOME TO RETAIL SPECIALIST, BARBIE EVANS.

[CHEERS AND APPLAUSE]

>> THANK YOU.

>> HI, BARBIE.

GREAT TO HAVE YOU ON TODAY.

>> THANK YOU FOR HAVING ME HERE. I'M SO EXCITED.

>> ABSOLUTELY.

IT'S SUCH A GREAT EXPERIENCE THAT YOU ARE OFFERING FOR OUR EMPLOYEES HERE WHO ARE ALSO CUSTOMERS.

>> ABSOLUTELY.

>> TELL US MORE ABOUT THE EXPERIENCE.

WHAT ARE YOU ALL DOING?

HOW ARE YOU SELLING THE ITEMS HERE IN --

>> WELL, WE'LL BE SET UP OVER IN THE CAFETERIA TODAY FROM 10:00 TO 2:00.

YOU CAN COME BROWSE, WE CAN HELP YOU FINISH UP THAT SHOPPING LIST.

WE HAVE ACCESSORIES, PHONE OPTIONS, HOME SERVICES.

STOP ON BY SO WE CAN GIVE YOU MORE INFORMATION ABOUT IT.

YOU CAN CHECK SOME THINGS OFF YOUR SHOPPING LIST AND MAKE LIFE A LITTLE MORE EASIER.

>> AWESOME.

DEFINITELY NEEDED RIGHT NOW.

>> VERY, VERY TRUE.

AND FOLKS ARE GOING TO GET THOSE ITEMS PRETTY QUICK AFTERWARDS, RIGHT?

>> YES.  
THEY'LL BE SHIPPED DIRECTLY TO THEM.  
>> WONDERFUL.  
>> SO IT WILL TAKE NO TIME AT ALL.  
>> HASSLE FREE.  
>> HASSLE FREE.  
>> DON'T HAVE TO CARRY ANYTHING OUT, IT'S ALL FUN. I LOVE IT.  
>> ABSOLUTELY.  
>> BARBIE, BY THE WAY, WE LOVE YOUR NAME.  
IT'S THE YEAR OF BARBIE. YOU'RE A REAL LIVE BARBIE.  
>> THANK YOU SO MUCH, YOU'RE SO KIND.  
>> COURSE.  
ALSO, BEFORE WE GO, I NEED TO KNOW BECAUSE I FEEL LIKE I HAVE THE  
REAL EXPERT HERE.  
>> YEAH.  
>> WHAT SHOULD WE BE GETTING FOLKS FOR CHRISTMAS?  
WHAT DO FOLKS NEED TO GET?  
I'LL TELL YOU, MUST-HAVE WOULD BE YOUR APPLE WATCH, GOOGLE WATCH,  
SAMSUNG WATCH, ANYTHING THAT CAN CONNECT TO YOUR CURRENT  
DEVICES FOR THE, YOU KNOW, ONES YOU LOVE.  
IT'S REALLY WONDERFUL, YOU DON'T HAVE TO BE ON YOUR PHONE ALL THE  
TIME.  
YOU GET EVERYTHING PROMPTED RIGHT TO YOUR DEVICE FOR HEALTH,  
WELLNESS, SLEEP.  
IT'S GREAT.  
AND THEN ANOTHER REALLY GOOD ITEM COULD BE A TABLET FOR SOMEONE,  
BIGGER VIEWING AREA, ABLE TO BE REMOTE WITH IT, TAKE IT ON THE GO  
WHEREVER YOU NEED TO.  
WE HAVE SOME REALLY GREAT PROMOTIONS AVAILABLE ON THAT AS YOU  
SAID AS WELL.  
IT'S GREAT.  
>> THANK YOU SO MUCH.  
>> OF COURSE.  
WELL THANK YOU SO MUCH, BARBIE, FOR BEING HERE.  
>> MY PLEASURE.  
>> THANK YOU, BARBIE.  
>> ALL RIGHT.  
BASKING RIDGE, YOU HEARD HER!  
CHECK OUT THE POP-UP STORE IN THE UPPER CAFETERIA TODAY AND  
TOMORROW FROM 10:00 A.M. TO 2:00 P.M. EASTERN.  
>> ALRIGHT, LET'S KEEP THIS  
HOLIDAY TRAIN GOING.  
YOU MAY RECALL A FEW WEEKS AGO  
WE TOLD YOU ABOUT THE "WISH UPON ON A STAR" AR CHARITABLE  
EXPERIENCE.  
>> THIS INTERACTIVE WEB AR EXPERIENCE IN COLLABORATION WITH

DISNEY AND TOYS FOR TOTS WILL GRANT WISHES TO UNDERPRIVILEGED CHILDREN IN LOCAL COMMUNITIES NATIONWIDE.

>> WE'LL LINK THE DETAILS IN

TODAY'S STORY IF YOU WANT TO DONATE.

BUT TEAM, FOR THOSE OF YOU WHO WORK OUT OF PARTICIPATING

OFFICES AS WELL AS MANY OF OUR

WORK FORWARD ENGAGEMENT HUBS, THERE'S A CHANCE TO BRING IN AND

DONATE THOSE NEW UNWRAPPED TOYS

FOR YOUR LOCAL TOYS FOR TOTS CHAPTER.

>> YEAH, THAT'S A GREAT OPPORTUNITY.

AND YOU CAN DO SO RIGHT HERE IN BASKING RIDGE.

YOU CAN DONATE IN THE DESIGNATED

AREA NEAR THE STARBUCKS RIGHT BEHIND US.

STAY ON THE LOOKOUT FOR A DONATION BOX AT YOUR HUB AND

HELP MAKE A CHILD'S WISH COME TRUE.

>> ABSOLUTELY.

WE BUILT THOSE BOXES.

>> WE DID.

>> THEY'RE STURDY, SO BRING IN THOSE TOYS.

AND BY THE WAY, IF YOU'RE WONDERING ABOUT WHAT OUR HUBS

HAVE BEEN UP TO SO FAR BE SURE

TO CHECK OUT THE ARTICLE ON OUR INSIDE VERIZON INTRANET WHICH

WILL ALSO BE LINKED IN TODAY'S STORY.

THERE'S PLENTY OF BEAUTIFUL PICTURES IN THERE AND LOTS OF NICE

THINGS GOING ON.

>> A LOT OF CELEBRATION GOING ON.

>> YEP.

>> LET'S MOVE ON NOW TO SOME

VERIZON BUSINESS NEWS.

JEN, DID YOU KNOW THAT ONLINE SHOPPING IS EXPECTED TO OUTWEIGH

IN-STORE TRAFFIC THIS HOLIDAY SEASON, SAME AS LAST YEAR?

>> WOW.

HONESTLY, I DO BELIEVE IT, RAQUEL.

I'M ALL ABOUT THE ONLINE SHOPPING, UNLESS IT'S SHOES.

FOR WHATEVER REASON, I CAN'T GET MY SIZE RIGHT.

THOSE ARE TOUGH, THEY ALL FIT SO

DIFFERENTLY.

>> I AGREE.

I SPEND A LOT OF TIME SHOPPING, ESPECIALLY THIS WEEKEND ONLINE.

>> AND THIS FINDING COMES FROM THE 2023

SMALL BUSINESS SURVEY.

THE SURVEY SHOWS KEY DATA ON THE TRENDS OF SMALL TO MIDSIZE

BUSINESSES AMONG A NATIONAL SAMPLE OF 681 SMALL TO MIDSIZE

BUSINESS OWNERS AND DECISIONMAKERS.

>> PRETTY COOL.

DEFINITELY A TIMELY REPORT CONSIDERING ALL THE HOLIDAY

SHOPPING DURING THIS TIME.

>> NOW, THERE ARE ALSO A LOT OF INTERESTING FINDINGS ON HOW AI IS SHAPING THE FUTURE OF SMALL BUSINESS.

CHECK IT OUT FOR YOURSELF, WE'LL LINK THE SURVEY IN TODAY'S STORY.

>> ALL RIGHT TEAM, WE'VE GOT SOME MORE COOL NEWS TO SHARE. OUR CHIEF INFORMATION SECURITY OFFICER NASRIN REZAI WAS RECENTLY NAMED AS ONE OF THE TOP 10 CISOS IN THE U.S. BY CYBER MAGAZINE.

>> THIS TOP HONOR RECOGNIZES THE LEADING CISOS WHO ARE WORKING TO IMPROVE THE CYBERSECURITY MEASURES WITHIN THEIR RESPECTIVE COMPANIES, AS WELL AS ENSURING THAT THE DATA OF THEIR CUSTOMERS REMAINS SECURE.

>> THEY NOTED THAT WITH MORE THAN 25 YEARS IN THE TECHNOLOGY SECTOR, INCLUDING 17 YEARS IN CYBERSECURITY, NASRIN'S INCREDIBLY UNIQUE INDUSTRY PERSPECTIVE IS KEY TO HELPING US KEEP OUR CUSTOMERS SAFE, AND WE COULDN'T AGREE MORE.

>> CONGRATULATIONS TO NASRIN!  
SO WELL DESERVED.

>> YEP.

WELL, BEFORE WE GO, TEAM, WE ALSO HAVE SOME MORE EXCITING NEWS. WE ALWAYS HAVE EXCITING NEWS.

>> WE DO, THAT'S RIGHT

>> AS YOU KNOW, WE'VE BEEN TAKING UP TO SPEED ON THE ROAD IN THE PAST FEW MONTHS!

SO FAR WE'VE MADE STOPS IN

ALPHARETTA, GEORGIA, AND WE'LL BE HEADING TO A NEW CITY THE WEEK OF DECEMBER 4TH.

>> OOH, ROLL THE QUESTIONABLE MUSIC.

>> IT'S GOING TO BE A PRETTY SWEET EPISODE!

AND SPEAKING OF SWEET - HERE'S A HINT.

THE VERY FIRST CHOCOLATE FACTORY IN THE UNITED STATES WAS ACTUALLY ESTABLISHED IN THIS CITY!

GIVE US YOUR BEST GUESS IN THE COMMENTS SECTION, WE LOVE TO READ THEM!

>> ON THAT NOTE, WE HOPE YOU ALL HAVE A WONDERFUL TUESDAY.

>> ABSOLUTELY.

AND BEFORE WE SIGN OUT, WE'VE GOT TO BRING BARBIE BACK IN HERE. ARE YOU READY, BARBIE.

>> I'M READY.

AND UNTIL NEXT TIME. YOU'RE UP TO SPEED!