

**VERIZON
UP TO SPEED LIVE**

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>> RAQUEL WILSON: Hey, V Team, I hope Tuesday has been treating you well so far thanks so much for tuning in.

Today I want to start by acknowledging the devastating cyclone that occurred on India's East Coast yesterday that brought heavy wind and rain to the City of Chennai we're extending our thoughts to our V Team in India as they navigate this difficult time as a reminder we have resources available to help during time of need one being our Employee Assistance Program which is here to support you if you need it there's information on the screen if you need to contact EAP directly and there are details in the today's story as well V Team if you want to help remember to think of V2V our employee relief program designed to provide aid for Verizon employees displaced from their homes due to natural disasters or domestic violence there are multiple ways you can donate personally I donate via paycheck it's quick and easy to set up so make sure to check out the story for more information we have a couple of other items to get through today including a special guest to discuss the exciting news that we're offering a new perk to myPlan.

Just yesterday we announced that Netflix & Max with ads is being offered as a bundle as a new perk for Verizon customers through myPlan for \$10 monthly. That means our offer saves customers 40% on these streaming services each month.

This is obviously a great deal and it's even better that it includes two of the most popular streaming platforms.

So we invited Frank Boulben, Chief Revenue Officer for Verizon Consumer Group to join us.

>> FRANK BOULBEN: Hello.

>> RAQUEL WILSON: Hello, Frank how are you.

>> FRANK BOULBEN: Very well, thank you.

[APPLAUSE].

>> RAQUEL WILSON: So Frank before we get into the perk let's just back up a little bit and talk go myPlan.

We introduced this this year and you know it really is a disruption.

Can you tell us more about what makes it so different from what our competitors offer?

>> FRANK BOULBEN: Yes, what makes myPlan different from our competitors' offer is fundamental the fact that we are responding to customer needs in a unique way.

What our customers -- what are customers asking us?

They are asking us to pay only for what they want.

So that's what we did with myPlan.

We've made the network choice very simple, good, better, best.

And then once you've made your network choice, you choose perks and those perks are not add-ons they are deals that we have negotiated on your behalf thanks to our scale.

For instance you can get the Disney bundle for \$10.

If you try to get it from Disney, it's \$19 so you save \$9 a month.

>> RAQUEL WILSON: Wow.

>> FRANK BOULBEN: Those perks are exclusive to Verizon.

And one important aspect of them, you don't need to be on a Premium plan.

Even when you are on Welcome Unlimited, you can have access to the perks.

So our competitors offer nothing that compares to myPlan.

>> RAQUEL WILSON: There you go.

Nothing that compares.

Now, speaking of the perks, this has been buzzing news just yesterday we announced it on Up to Speed we have lots of comments, employees are excited but can you talk to what exactly makes it so exciting?

>> FRANK BOULBEN: So first you've mentioned it, it's another savings. \$17 if you get it directly from Netflix & Max, \$10 with Verizon you save \$7 a month.

Think about it, if you get the Disney bundle and the Netflix/Max perk for \$20 you get 5 services.

>> RAQUEL WILSON: Five is a lot.

>> FRANK BOULBEN: Why is it also big news it's a first.

Today you have bundles for OTT services like Disney bundle or AppleOne but it's the same company the bundle company we have with Netflix & Max is the first perk with two -- where two companies are partnering together and not any company, Netflix & Max Warner Brothers we are the ones who enabled that industry first.

>> RAQUEL WILSON: That's awesome that's great to hear a lot of

exciting things on Netflix & Max that I'm excited to check out before you go, Frank, anything for you?

What are you going to be watching.

>> FRANK BOULBEN: So I've got two recommendations.

So first on Netflix I'm watching Marchella on season 3.

So it's on the trailer and on Max I'm watching The Last of Us, just started.

>> RAQUEL WILSON: We have a lot of The Last of Us fans on our team so we'll have to connect about that.

>> FRANK BOULBEN: So enjoy them during your holiday.

>> RAQUEL WILSON: Awesome, thank you so much, Frank.

>> FRANK BOULBEN: Thank you.

>> RAQUEL WILSON: Appreciate you.

[APPLAUSE].

>> RAQUEL WILSON: All right.

V Team if you haven't switched to myPlan yet remember that Verizon customers like Frank said you choose which perks you want to add to your Unlimited plan at only \$10 per month for each perk you can save big on the services you love like Disney+ AppleOne +Play credits to save on more streaming and content Walmart+ TravelPass and so much more and listen, here the best part you're going to want to listen to this as employees on the employee phone program, myPlan perks are just \$5 which means you can enjoy Netflix & Max with ads for only \$5 a month.

Make sure to go check out Frank's recommendations.

All right.

Now let's move on to Verizon Business news starting with a remarkable milestone.

Verizon Business has achieved 1 million Fixed Wireless Access connections as of September 2023.

Fixed Wireless Access brings broadband connectivity to more businesses in more places whether it's broadband for primary operations, temporary site connectivity or dedicated uses for backup, security or safety applications.

Now get this, in 2022, Verizon had 120,000 FWA connections and have since added over 900,000 achieving a growth rate of nearly 9 times with the team's hard work and dedication they reached this milestone two months ahead of plan.

A big congratulations to the team.

This achievement is a reflection of the dedication, hard work and innovation of the team in providing top-notch connectivity solutions to our customers.

All right.

Now, let's turn to an inspiring story.

We've talked about the Verizon Small Business Digital Ready many times here on Up to Speed.

And its benefits to small business owners looking to improve their digital acumen, financial management, media marketing and so much more well today we're telling the story of Deirdre Mathis, owner of the Wanderstay Hostel Hostel, who is a member of the Small Business Digital Ready and applied for the program's grant a few years ago.

Deirdre credits the success of her business and her ability to open a second building to Verizon's free Small Business Digital Ready courses.

Now, ever since registering for the program a couple years ago, Deirdre has been an active member of her community.

In fact, recently Verizon's State and Government Affairs Director Tandra LeMay completely surprised Deirdre and presented her with a check for \$10,000 to help her grow her business further.

Plus, Deirdre was featured on local NBC affiliate in Houston KPRC-TV as part of their Houston Life lifestyle program to talk about how the program transformed her business.

Let's check it out.

>> I am just so grateful, I'm so honored, I'm so happy just to be recognized as a small business owner.

It really means a lot.

This is a very isolating world people don't understand as a small business owner there's not a lot of people you can align yourself with so to be recognized for the work you've done it means so much.

>> You've been doing quite a bit with Verizon with their Small Business Digital Ready program.

>> Yes.

>> How did you discover that program.

>> Yeah, so I received an email and it told me about the program.

And I said, wow, that looks amazing.

Registered, applied.

Marketing was a really big thing for me to get into and learn.

So just having courses that walk you through how you can spend your

marketing dollars where to market which was invaluable and super helpful so I'm really grateful for that platform.

>> RAQUEL WILSON: What an awesome story.

Now, if you know a small business owner like Deirdre who could benefit from Verizon's Small Business Digital Ready program make sure to spread the news and encourage them to apply for the \$10,000 grant we'll link details in today's story.

All right any hockey fans watching?

It's just been a day full of awesome stories and we have yet another one to share.

This time about how Verizon 5G Edge Cashierless Checkout changed the game for Florida Panthers fans at the Amerant Bank Arena.

Panthers COO Bryce Hollweg and Verizon's sales director for venues Brian Gorney shared how Verizon played a big part in digitally transforming operations throughout the arena and how these changes completely elevated the fan experience.

Let's take a look.

[MUSIC PLAYS].

>> Verizon's ability to innovate in stadiums, arenas, and music venues really starts with the investments that have been made in 5G. That our clients can use to either create experiences for their fans and guests or run the event itself.

>> We engaged with the Panthers in late 2022.

Talking about the possibility of delivering cashierless.

>> We transformed a traditional grab and go area that wasn't performing very well we said what can we do to spruce the area up and provide yet another option for guests to improve their experience you're not going to win the Stanley Cup every year we're not selling wins we're selling good times and enjoyment.

>> We all want to get back to our seats and enjoy the concert and next song or back to the game.

>> With this solution the fan just scans their app or credit card the gate opens it validates that it's valid they walk in they are grabbing whatever they want they have cameras and technology following them around and they just leave.

So talk about frictionless.

It's about as frictionless as you're ever going to get.

>> A typical deployment is usually in the eight-week range.

>> We worked with Verizon on a very aggressive time schedule to get it open for All Star Game.

Being able to see those fans walk through, tap their card, walk out, smiles on their faces, get to their seats as quickly as possible was pretty rewarding.

>> And it was really cool to be a part of delivering that experience and creating that excitement with the cashierless checkout.

>> RAQUEL WILSON: That is so awesome, cashierless technology is definitely a game changer when time is of the essence we all know the feeling of missing the best part of a game or show because you were no line for a hotdog of all things.

All right.

Now before we go the clock is ticking as we count down to our next Up to Speed tour stop last week we dropped our first clue about where we were headed and some of you are on the right track.

But listen closely, because here is your next clue.

In the year 1897, the first American subway was built in this city.

Do you think you know where we're going.

Let us know in the comments.

All right, well on that note, I will see you Friday live from our next stop.

Until next time, you're Up to Speed.

[APPLAUSE].

[MUSIC PLAYS].