It's the most wonderful time of year in this historic city. From lighting displays to holiday markets. There's no place like the hub for the holidays. In its 8th year the SoWa Winter Festival is a recent addition to holiday activities around the city. Arts and crafts from small businesses can all be found under one roof at the historic power station.

Lays up your skates and go to Frank pond if you're new to skating. No need to worry the skating club offers private and group lessons throughout the week.

Do you like apples? How about some applesauce and latkes from a popup bar across the Charles River. The bar will be transformed into a Hanukkah wonderland with special decor, themed cocktails, and traditional bites.

To complete your holiday swing through one of America's oldest cities be sure to stop by TV gardens after watching your favorite scene of Celtics or Bruins. You might be asking who is helping us to win the holidays. The answer can be found in the beautiful Causeway office which is home to over 500 hard working V Teamers willing with being a Work Forward Engagement Hub. This office hosts the Verizon Innovation Lab showcasing the possibilities of emerging technologies over 5G connected infrastructure.

AI and robotic solutions and workforce training applications not to mention that Boston One Fiber was the original large scale building utilizing the One Fiber approach.

The field team has placed over 14 miles of feeder cable throughout the city bringing FiOS to over 245,000 people while serving over 50 5G small cells and 60 macro sites and grab a eclair and hang your stocking with care because Verizon Up to Speed is proud to welcome you to Boston, Massachusetts.

[MUSIC PLAYS].

[CHEERS AND APPLAUSE].

RAQUEL WILSON: Love the energy here in the room.

You guys should be so proud of being here in the Boston office. Come on that video was super cool always love to be able to go on tour and visit all of you. This is my second time technically in the Boston office but first time personally doing Up to Speed Live so I'm super happy to be here with all of you.
For folks who are watching online and you've been watching Up to Speed and we have been teasing where we're going if you guessed Boston you are correct.
This is home to about over 650 V Teamers so we're going to talk to some of you soon.
So stay on your toes.
We're going to get in the audience and get to know some of you.
But before we do that, let's get down to business a little bit.

All right.

So I'm going to ask Hans to come and join me.
Hello, Hans.

>> HANS VESTBERG: Hello.

[APPLAUSE].

>> HANS VESTBERG: It's great to be in Boston.
>> RAQUEL WILSON: It is.

>> HANS VESTBERG: Yeah, it's great to be here.
We have been all the morning here and actually came yesterday.
It's great -- not great weather you up but lots of fantastic V Team crowd here.
>> RAQUEL WILSON: I thought New Jersey was cold. I'm freezing.
I don't know about you.
>> HANS VESTBERG: I'm Swedish.

>> RAQUEL WILSON: Okay.
That -- you've got --
[CHUCKLES].
>> HANS VESTBERG: It's good to be here.
>> RAQUEL WILSON: Hence my sweater today we have a lot of really fun sweaters in the audience I know you all have your holiday party so we have a lot of fun sweaters there but we'll get to that in a second Hans let's talk about any business updates that you want to share with us.
>> HANS VESTBERG: Maybe I'll start with we had some announcements Wednesday, time is flying.
On some leadership changes.

Very deep review.
And process.
We have found a new Chief Marketing Officer.
So Leslie Berland will join us in the beginning of next year.
She recently came from Peloton.
Before that she was at Twitter.
And before that came from American Express.
A long history in marketing, digital marketing.
Great leader.
We look forward to have her.
I think also Rima looking forward to that because Rima Qureshi our head of strategy has actually kept that position since it's been open for a while.
Done a fantastic job.

At the same time we did some other announcements.
Including Rima.
Rima has been here with us for six years running everything from strategy, partnership, M&A.
She has decided for reasons I cannot really understand that she wants to retire.
So as the nice guy I am, I accepted it.

[CHUCKLES].

>> HANS VESTBERG:  No all jokes aside fantastic journey in Verizon for Rima.
I think all companies -- the whole company should be really happy for the contributions she has done and all the support for her in her next steps.
We had also some more announcements.
That was sort of the way I wanted to communicate.
So Jim Gerace somewhere here he usually hides.

>> RAQUEL WILSON:  He's hiding back there.

>> HANS VESTBERG:  He won't say where he is but he's here Jim our head of communication, he has worked for Verizon for 37 years.

>> RAQUEL WILSON:  Yes.

[APPLAUSE].
HANS VESTBERG: Jim is our head of communications. He wrote the credo you should know. By hand.

He was the guy writing the credo that we live off of every day we come to work he wrote that it was so many years ago it was probably by hand I'm not sure he had a computer. He started NYNEX mobile. He has one of the largest impacts on this company culture what we do here every day.

So of course a big challenge to replace him. He also asked to be retired as the nice guy I am I told him.

RAQUEL WILSON: I guess.

HANS VESTBERG: So those were the things we announced on Wednesday. Important moves but of course I have all the respect for Rima and Jim to take their next steps in their life they have both worked for a long time but also excited we have a new Chief Marketing Officer that will continue to refresh our brand and see that we have a long time of driving our revenues and engagement with our customers.

RAQUEL WILSON: Absolutely keeping the momentum going there so let's talk a little bit about what you did earlier today you met with roundtables and met with the retail folks and Test Force out there making the network better every day I know there's also an Army and Navy game coming up in that stadium.

HANS VESTBERG: Yeah that stadium in the city. So usually when the Executive Team comes out to a hub we meet different groups this morning we started with retail leaders talking to them what's going well what's not going well, talked of course about myPlan. The new incentives in the stores. I think we got a good feeling what is working really well right now but also what we can always do better I think Sampath was of course there had a lot of good comments. How we continue to be even better. How we serve our customers better. How we write offerings and all of that.
So that was a really good conversation.
And then we pivoted into talk to our Test Force, talked about the technology in this region.
And actually Boston’s wireless network is really good.
Can always get better.
But we had a long discussion all the way from the transport network for the C-band implementation we’re doing the millimeter-wave and seeing how we actually measure it what we need more, what tools we need very rich discussion led by Joe.
So it went really good.
For us as a leadership it’s always great to come out and then we have a longer All Hands here with a lot of great questions.

>> RAQUEL WILSON: Absolutely we’ll talk a little bit more about network later with Joe but before we do that, Hans, you talked about a little earlier you went to the Bruins game which was the wrong game because the Patriots won. Right.

[APPLAUSE].
>> RAQUEL WILSON: All right.
Big Patriots fan I'm upset because I'm a Steelers fan.
I guess we're in Boston so . . .
>> HANS VESTBERG: Yeah.
>> RAQUEL WILSON: But have any of you listened to the playlist for the Patriots on Run the Playlist?
Anyone?
Well, everybody here needs to listen to it.
I did my homework.
I listened to it before I came I listened on the plane there was what, Jump Around, do you know that song, jump, jump, jump, anyone know that one.

[CHUCKLES].
>> RAQUEL WILSON: All right.
Okay.

>> HANS VESTBERG: Okay.
I know that one.
>> RAQUEL WILSON: Walk this way, Aerosmith.
Any fans of that one?
Okay.
Come on, Boston, this is your playlist.

[APPLAUSE].

>> RAQUEL WILSON: We have to tell them about Run the Playlist.
>> HANS VESTBERG: You know the playlist you know how engaged we are with NFL and sports this is a way to also do local activations so every week we launch two to four teams what they have actually put together their music on Apple Music so the Patriots put together their best songs that they listen to when they prepare for the game when they come out on the field so they have prepared that.
So we will soon we have not released all teams yet I think we're a little bit more than half through and you can go into -- if you have Apple Music you just go into Verizon Run the Playlist.

Then you find the different ones when I'm out running of course I listen to the Patriots that's my way to listen in to what will get me pumped up yesterday we were pumped up because they won yesterday and they haven't done that for quite a while.

[CHUCKLES].
>> RAQUEL WILSON: Oh.
>> HANS VESTBERG: No, it was a good comment.
Here in Boston it was a great comment.

[CHUCKLES].
>> RAQUEL WILSON: We'll see about that.
>> HANS VESTBERG: I don't know about the Steelers.
>> RAQUEL WILSON: That's okay.

All right.
Hans the next time I see you will be kickoff.

>> HANS VESTBERG: Yeah it will be kickoff early in the year I just want to end up saying that what we said when we spoke of the Third Quarter we're going to win this holiday season and you see how much things that Sampath and his team have put into the market, how much Kyle is doing for his customers.
We're going to win this season.
We have a fantastic offering from the myPlan we just came out on Monday or Tuesday with the Netflix together with Max for 10 bucks, a 40% saving so we have so much in the market and momentum from the Third Quarter as I told all the investors when I met them last week that's continuing for us we have a good sort of continuation from the Third Quarter.

So guys, all of you, we just need to finish this year very strong. Because that's -- we're all going to benefit from. And we're all going to be proud of the teamwork we have done.

So I'm going to wish you a fantastic holiday season.

But not too much. Because I also want you to deliver for the rest of the year and I know you will do because your commitment wherever you are as a V Teamer, your commitments are fantastic.

I couldn't be more proud of leading you guys with what you're doing every day to see that this company serving our customers in the right way every day. So that's how I want to end. And it's a big thank you.

And a push for the rest of the holiday season.

>> RAQUEL WILSON: Absolutely.
Thank you so much, Hans.

>> HANS VESTBERG: Thank you Raquel.
Thank you, bye.

[APPLAUSE].

>> RAQUEL WILSON: All right.
Like you saw in the opening video you cannot mention Boston without talking about our network.
So let's welcome someone who knows our network very well, President of Global Network & Technology, Joe Russo.
Hello, Joe.

[APPLAUSE].
>> JOE RUSSO: How are we doing.
It's pretty good to be in Boston.

>> RAQUEL WILSON: Yeah, absolutely.
So talk to us about our network, anything you want to share there.

>> JOE RUSSO: Sure we have a lot to share No. 1 up here in Boston it's a great place to talk about the network because we have a 1, 2, 3 punch up here with our fiber network as you saw in the opening video.
Our FiOS product that's coming from that fiber build that we did so many years ago here in Boston.
Our wireless network which I'll talk about, as well.
And Fixed Wireless Access to complement the broadband in this area.
So that's a great place for our customers to be.
To really take advantage of the capabilities that the Network Team is building up here.
I'll start with FiOS first.
We're on track this year to add about 500,000 new FiOS customers to our footprint.
So more than half a million new people can get access to FiOS.
And they are rocking it up here in Boston.
I was here a few weeks ago.
We were partnering with the sales teams at some of the multi-dwelling units around where we were holding kind of coffee events in the morning and we had the Sales Team and our field technicians working together doing installs same day.
Signing people up.
I love to see the partnership.
And you know we don't talk about it enough.
But in our footprint where we have FiOS, we have absolutely world class technicians that make sure that that FiOS install goes smooth and if anything breaks they are here to fix it and that's a competitive advantage for us.
It is an unbelievable competitive advantage.

And it's why our NPS is higher than any other broadband supplier in the market.
And when I say higher, they are negative mostly.
And we're 40 plus in NPS.
Right?
And it's not only the centers and the FSC, et cetera, but it's those field
technicians.
So broadband, you can't have a better choice than FiOS.
And we have tons of it here in Boston.
As I shift to wireless a little bit, we met with the team this morning.
Tons of work going on across the country.
And the way I wanted to describe that to everybody is we have been on this journey to advance the network with 5G.
We've put tons of capabilities in the network and in the hands of our customers.
But all of the carriers have seen, since really 2020, as that has happened, that you know the number of complaints I would use it has risen.
And we've seen it, too.

We talked that I think it's now 16 years running we win J.D. Powers in the wireless space.
And we continue to do that.
We did it in the first half of this year.
And we just won it in the second half of this year, as well.
But since 2020, all of the carriers, even though we have the lowest number of complaints, we have seen that risen over quarter-over-quarter half over half except in the second half of this year the Verizon number of complaints per customers as reported by J.D. Power, although way lower than our competition, was also better for the first time since 2020.

>> RAQUEL WILSON: Great.
>> JOE RUSSO: And I share that -- by the way, I think you should applaud that.

[APPLAUSE].

>> JOE RUSSO: I share that with you because we are always out there trying to make the best network even better.
And putting new technology in the network, it's not an easy thing.
The Test Force, I wore my gear today.
Because they are out there every single day optimizing all of this new technology.
And to see the inflection point happen at the middle part of this year where now we're really getting to a place where the performance we're providing to our customers is even better than it was in the kind of stable 4G environment is a
great inflection point.

It's one that we have to build on. And I hope all of us feel the momentum that's happening around the business that starts with this network that we build and all of the VBG and VCG folks that use it to sell, we have so much momentum going on in the space.

So I'm really proud of the Network Team and all the capabilities and capacity they are putting out in the network. And we're seeing it in the results. And that is phenomenal.

>> RAQUEL WILSON: Awesome.
That's super exciting, Joe. And you know you're welcome any time on Up to Speed to give us a network update.

>> JOE RUSSO: Yeah, I think it's a good thing us network guys we tend to not be front and center on camera but more and more next year I hope to bring my team to explain all the great things that we're putting out there. You know this is the foundation of the product, the network, so we want to make sure that all of you understand what we're doing and the great capabilities we're putting in the hands of our customers.

>> RAQUEL WILSON: Absolutely.
>> JOE RUSSO: So I'll see ya next year.
>> RAQUEL WILSON: You will, I'll see you then.

[APPLAUSE].

>> RAQUEL WILSON: All right. Now I think it's time for some fun. I'm scanning the room here I said earlier I wanted to get to know all of you -- some of you all. I'm going to get my microphone don't be scared -- don't be shy more so.

I heard there were a lot of rivalries here and I need to get the lay of the land because I'm still learning there's a lot of Dunkin's there's a lot of Starbucks I don't know there's a lot of Modern fans but also a lot of Mike's fans so hmmm, let's see what this crowd thinks.
Let's see.
You have a nametag so you are ready to go.
I'm going to go to you.

[CHUCKLES].

>> RAQUEL WILSON: Richard is your name why don't you introduce yourself and tell us what team you're on let's start with you.
>> Thank you and just welcome, everyone, to our Boston hub.
Our leadership.
And we're very grateful to be here.
Richard Scott.
I serve in the network security group under Wes Sabott and I'm on Floor 18 here with my also my home office and what was the other part of your question, was it --

>> RAQUEL WILSON: I'm going to ask you now, do you like Dunkin' or Starbucks better?

>> So if the question is just for me individually, Dunkin'.
>> RAQUEL WILSON: If it's up to my wife --

[APPLAUSE].
>> RAQUEL WILSON: That got some claps.
>> But if it's up to my wife and my daughter Starbucks.
>> RAQUEL WILSON: Uh-oh.
Yeah, I'm a Starbucks fan.
Starbucks girlie as they call it.

And why do you enjoy coming into the Boston office?
What's so fun about being in the office here?

>> I think what we're doing here right now today is I think the epitome of coming into a hub office.
Just the energy is palpable in the room.
Seeing all the faces.
It's humbling, as well, to know how much energy and how much experience and knowledge is here and all we have to do is reach out I met Sanjay for the first time today.

>> RAQUEL WILSON: Nice.
He and I are in the same office, I had no idea.

RAQUEL WILSON: All right.

It’s a great opportunity so thank you for having us.

RAQUEL WILSON: That’s awesome, nice to meet you Sanjay.

See you guys are buddies I knew to come right over here to Richard. He was ready.

[CHUCKLES].

RAQUEL WILSON: All right.

Let’s see if we can get someone else.

I’m liking this crowd over here, because they have the fun sweaters.

And we also have someone here right on the end who has got the holiday colors on.

Tell us your name and what team you work on.

Amanda Depoma I work on Craig's team under Dan on finance op.

I support our global operations support for our collections fraud organizations across the country.

RAQUEL WILSON: All right.

Now, to the controversial question, Modern -- is Modern's or Modern --

It’s Modern but you don’t know need to worry about it.

Because Mike’s is definitely going to win.

[APPLAUSE].

RAQUEL WILSON: I didn’t even have to finish the question.

Does everyone agree with that?

I heard that Mike’s is for the tourist though.

You know those of us who have lived here, it’s because the tourists have embraced what the Bostonians do.

RAQUEL WILSON: That makes sense.

Next question for you how do you feel about working in the Boston office what brings you here.

I absolutely love the Boston office I started in Boston on High Street worked to Franklin and Bowdoin for those who -- at Bowdoin know we're in the palace here at the new hub location I love the energy more importantly when you step outside of the building you can just feel the energy from the street. Right through.

And I think the more and more we all come in and embrace it, I think it’s a great
way to bring in new talent, as well.
I mean amazing colleges and universities.
This Boston is the place to be.

>> RAQUEL WILSON:  Awesome.

All right.
Well thank you so much.

[APPLAUSE].

>> RAQUEL WILSON:  All right.

Moving on this is a situation up here, okay, thank you, everyone, for helping me understand a little bit more about Boston and the culture here but let's talk a little bit more about the hub specifically I do want to talk to someone who works very closely with all of the engagement initiatives here.
She's a Volunteer Champion.
Let's bring up Heather McSween.
Welcome, Heather.

[APPLAUSE].

>> RAQUEL WILSON:  Hi Heather.
>> HEATHER McSWEEN:  Hello thanks for having me.
>> RAQUEL WILSON:  Tell us about yourself what team you are on.
>> HEATHER McSWEEN:  I'm on the Verizon Business group I work for Massimo Peselli I lead his engagement efforts for employees part of which includes the volunteer Council and here in Boston I'm part of the Engagement Hub Council under Tom Colatosti and in that I'm responsible for volunteer events.

>> RAQUEL WILSON:  I know there's a lot of volunteer events we're having today and a holiday party I can't wait to go to tell us more about that and what engagement looks like in Boston.

>> HEATHER McSWEEN:  Well engagement in Boston there's always something happening here this building is absolutely beautiful we're so lucky to work here the Council we put on events for networking, Career Connections for people.

There's always a volunteerism component.
Just today we're having a holiday party downstairs on 22 and you can notice
from some of the folks in the audience that we have I'll say a sweater contest.

[CHUCKLES].
>> HEATHER McSWEEN: Not an ugly sweater contest.
>> RAQUEL WILSON: That's a good way to put it.
>> HEATHER McSWEEN: We also have some nonprofits downstairs as part of Meet and Greet.
We have some local nonprofits and some strategic partners.
And a couple of volunteer events.
So I hope everyone comes downstairs.

>> RAQUEL WILSON: All right looking forward to it.
Thanks so much Heather for all you do.

[APPLAUSE].
>> HEATHER McSWEEN: Thank you.
>> RAQUEL WILSON: All right.
Well, since we do have a holiday party to get to, I just want to thank you all again for having me here for Up to Speed.
Thank you, V Team, for tuning in.
We'll have to see where our next step will be.
But before we go, you know I always ask this, you know it's coming I would love to know if you all will sign off with me.
You know how it goes, right, I'm going to say until next time and then you'll say the rest.
You got it.
All right. So I'm not looking to this camera I'll stand here and we'll do it together.
Until next time.
>> We're.
>> Up to Speed.
[MUSIC PLAYS].