

VERIZON
UP TO SPEED LIVE
December 9, 2022 12:00 PM ET

>> HEY, V-TEAM.

I HOPE YOU'RE ALL DOING WELL ON THIS FRIDAY.

THANK YOU SO MUCH FOR JOINING US FOR UP TO SPEED LIVE.

IT'S BEEN A BUSY WEEK, BUT BEFORE WE GET INTO SOME NEW UPDATES, LET'S TAKE A LOOK BACK AT THE WEEK.

ON MONDAY, RAQUEL REMINDED US OF OUR INCREDIBLE HOLIDAY DEALS PLUS THE GREAT NEWS THAT VERIZON IS COVERING MORE THAN 175 MILLION PEOPLE WITH OUR ULTRA FAST, ULTRA RELIABLE 5G ULTRA WIDEBAND SERVICE.

ON TUESDAY, OUR CHAIRMAN AND CHIEF EXECUTIVE OFFICER, HANS VESTBERG SHARED SOME IMPORTANT BUSINESS UPDATES AND EMPHASIZED HIS COMMITMENT FOR ACCELERATING OUR TRANSFORMATION BY ASSUMING DIRECT RESPONSIBILITY FOR RUNNING VERIZON CONSUMER GROUP.

HE ALSO ENCOURAGED THE V-TEAM TO CONTINUE PUSHING FORWARD TO FINISH THE YEAR STRONG.

AND ON THURSDAY, DISABLED VETERAN AND V-TEAMER TERRI LEACH SHARED HOW SHE FOUND COMFORT AND ACCEPTANCE AT VERIZON.

ALL RIGHT, TEAM, WE WANT TO START THE SHOW WITH A SITUATION THAT IS CURRENTLY UNFOLDING IN HAWAII.

PERHAPS YOU'VE HEARD OF MONA LOA, THE WORLD'S LARGEST ACTIVE VOLCANO.

WELL, ON NOVEMBER 27TH, IT BEGAN ERUPTING FOR THE FIRST TIME IN NEARLY FOUR DECADES, AND TODAY, WE'RE JOINED LIVE BY OUR CONSUMER SALES LEADER STEVEN KELLER, WHO'S CURRENTLY IN ONE OF OUR RETAIL STORES IN HONOLULU TO TALK MORE ABOUT HOW WE'VE BEEN RESPONDING TO THE MONA LOA ERUPTION.

STEVEN, THANK YOU SO MUCH FOR JOINING US.

WE APPRECIATE YOU TAKING THE TIME.

CAN YOU TELL US A LITTLE BIT ABOUT WHAT'S HAPPENING AND HOW EVERYTHING IS GOING ON THE BIG ISLAND?

>> JEN, THANK YOU VERY MUCH.

IT'S REALLY GOOD TO BE ON UP TO SPEED.

I'M COMING AT YOU LIVE FROM HONOLULU, HAWAII.

EARLIER THIS WEEK, OUR SALES DIRECTOR AND I WERE ON THE BIG ISLAND.

WE VISITED WITH THE HILO TEAM.

WE ALSO -- [AUDIO CUTTING OUT].

CURRENTLY THE VOLCANO IS ACTIVE.

LEVELS HAVE ACTUALLY BEEN DECREASED FROM RED TO ORANGE, SO THAT'S A REALLY GOOD SIGN.

THERE'S NO SIGNIFICANT AIR QUALITY ISSUES ON THE BIG ISLAND AND MOST IMPORTANTLY, NO V-TEAMER IMPACTS.

ALL EMPLOYEES ARE SAFE AND SOUND.

NETWORK PERFORMANCE IS SOLID.

THERE'S FIVE TIMES MORE TRAFFIC ON THE CELL SITE NEAREST THE VOLCANO, BUT WE DON'T HAVE ANY ANTICIPATED IMPACTS AND WE'RE ACTIVELY MONITORING TODAY.

>> GOT IT.

PERFECT.

NOW, WE KNOW WE HAVE A LOT OF V-TEAMERS BASED IN HAWAII, SO WHAT CAN YOU TELL US ABOUT WHAT WE'VE BEEN DOING TO SUPPORT THEM?

>> YEAH, JEN.

LISTEN, WE'VE GOT 30 V-TEAMERS ON THE BIG ISLAND.

WE HAVE 115 V-TEAM EMPLOYEES ACROSS THE ISLAND ON VCG SIDE.

OUR TEAM, ALSO KNOWN AS GEMC, AND OUR CRISIS MANAGEMENT TEAM HAVE BEEN PROACTIVE IN THEIR AWARENESS.

WE'VE BEEN AWARE OF WHAT'S GOING ON ON THE BIG ISLAND.

WE'VE BEEN TAKING PROACTIVE MEASURES.

SOME OF THOSE MEASURES ARE AIR QUALITY MITIGATION, SO CLOSE DAMPER RETAIL

STORES, WE'VE INSTALLED AIR SCRUBBERS TO ENSURE OUR EMPLOYEES AND CUSTOMERS ARE SAFE AND THEY'RE BREATHING THE BEST QUALITY AIR INSIDE OUR RETAIL STORES.

WE'VE GOT CHARCOAL AIR FILTERS INSTALLED, AS WELL AS N95 MASKS.

WE HAVE USED OUR RESOURCES TO ENSURE OUR V-TEAMERS ARE SAFE.

[AUDIO CUTTING OUT].

BUT WE'VE ALSO INCREASED RETAIL INVENTORY.

WE'VE GOT CHARGING SOLUTIONS AND MOBILE HOT SPOTS AND CONNECTIVITY SOLUTIONS.

[AUDIO CUTTING OUT].

WE HAVEN'T HAD TO TAKE ANY ACTION FOR OUR PUBLIC SECTOR.

WE'RE ANTICIPATING THAT EVERYTHING WILL BE SAFE, BUT JUST IN CASE, WE'RE READY.

>> THAT SOUNDS GREAT.

SO THAT SOUNDS LIKE WE'RE TAKING ALL THE RIGHT STEPS.

NOW, I KNOW WE HAVE NETWORK ASSETS THAT ARE READY TO BE DEPLOYED, SO WHAT ARE THE NEXT STEPS THE TEAM IS LOOKING AT FOR RETAIL OR NETWORK SHOULD WE NEED IT?

>> YEAH, LISTEN, JEN, RIGHT NOW WE'RE IN GREAT SHAPE.

AS I STATED EARLIER, WE'RE SAFE, WE'RE UP HIGH.

IT'S THE HOLIDAYS OUT HERE IN HAWAII AS WELL, ALTHOUGH WE DON'T GET HORRIBLE WEATHER OUT HERE, THIS IS A SERIOUS SITUATION, SO IT'S TIME LIKE THESE THAT REMINDS US THAT WE'VE GOT THE V-TO-V EMPLOYEE RELIEF FUND, AND OUR V-TO-V WHEN EMPLOYEES ARE DISPLACED FROM THEIR HOMES DUE TO NATURAL DISASTERS. IN MY CAREER, I'VE BEEN THROUGH EARTHQUAKES, FIRES, TORNADOES AND HURRICANES, AND IN MY TIME AS A VERIZON LEADER, THIS IS MY FIRST VOLCANO, AND I CAN TELL YOU IT'S THE SAME WITH VERIZON.

ALWAYS GOING TO BE HERE FOR OUR EMPLOYEES, AND V-TO-V IS ANOTHER EMPLOYEE RELIEF PROGRAM THAT REALLY PUTS US IN THE BEST POSITION TO BE SUPPORTIVE AND

TO MAKE SURE THAT ALL OF OUR EMPLOYEES CAN PROVIDE SUPPORT AND COMFORT TO OUR EMPLOYEES IN NEED.

FORTUNATELY, WE'RE IN A GOOD SITUATION IN HERE, BUT I ALWAYS WANT TO REMIND EVERYBODY THAT THIS IS SUPPORTED ENTIRELY BY EMPLOYEE DONATIONS AND THEY CAN ALSO SEARCH V-TO-V ON VZ WEB.

BUT IN TERMS OF THE NETWORK, IN TERMS OF RETAIL STORES, IN TERMS OF ALL OUR VBG EMPLOYEES, WE ARE READY, WE ARE IN GOOD POSITION TO BE SUCCESSFUL OUT HERE AND LET'S JUST HOPE FOR THE BEST IN TERMS OF THE VOLCANO.

>> ABSOLUTELY.

THAT IS SUCH AN IMPORTANT FUND.

THANK YOU AGAIN SO MUCH FOR YOUR TIME, STEVEN, WE APPRECIATE IT.

STAY SAFE OUT THERE.

THANKS FOR ALL YOU'RE DOING FOR THE V-TEAM.

WE APPRECIATE IT.

>> THANKS, JEN.

THANK YOU.

>> ALL RIGHT.

WELL, ALL RIGHT, TEAM.

WE ARE SHIFTING GEARS NOW TO SOME GREAT NEWS REGARDING VERIZON'S SMALL BUSINESS DIGITAL READY PROGRAM.

WE WON!

THAT'S RIGHT.

VERIZON SMALL BUSINESS DIGITAL READY JUST WON GOLD FOR BEST NEW SERVICE AT THIS YEAR'S NORTH AMERICAN BEST IN BIZ AWARDS!

THIS AWARDS PROGRAM SAW MORE THAN 700 ENTRIES, AND WE'RE TRULY SO EXCITED TO CONTINUE HELPING SMALL BUSINESS OWNERS ADAPT TO A DIGITAL FUTURE IN 2023.

YOU CAN LEARN MORE ABOUT THIS FREE PROGRAM AND OUR GOAL TO HELP ONE

MILLION SMALL BUSINESSES BY 2030 IN TODAY'S STORY.

NOW, TEAM, IF YOU HAVEN'T HEARD, WE RECENTLY ANNOUNCED A UNIQUE PRE-GAME FAN EXPERIENCE AT METLIFE STADIUM.

LAST SUNDAY, THE RECHARGE GAMING LOUNGE DEBUTED AT METLIFE WITH THE PURPOSE OF SHOWING FANS WHAT GAMING CAN DO ON THE NETWORK AMERICA RELIES ON.

FANS WERE ABLE TO LEARN ABOUT THE REWARDS THEY CAN EARN AS VERIZON VISA CARD HOLDERS, AND, OF COURSE, HOW TO APPLY.

THEY ALSO TOOK ADVANTAGE OF CHARGING STATIONS, HEATERS FOR WARMTH, AND, OF COURSE, GAMING FUN BEFORE THEIR FAVORITE TEAMS TOOK THE FIELD.

BUT THAT'S NOT ALL.

FANS ALSO HAD THE CHANCE TO MEET FORMER NFL PLAYERS WHILE PLAYING THE MADDEN NFL 23 VIDEO GAME.

NOW, IN CASE YOU WANT TO CHECK IT OUT YOURSELF, OR, OF COURSE, SPREAD THE WORD, THE LOUNGE IS LOCATED AT THE VERIZON GATE, WHICH IS IN THE SOUTHWEST CORNER OF METLIFE STADIUM.

IT WILL BE OPEN FROM 11 A.M. TO 3 P.M. ON DECEMBER 11TH AND 18TH.

FOR MORE INFORMATION ON THOSE SPECIFIC GAMES, JUST HEAD OVER TO TODAY'S STORY.

IN OTHER EXCITING NEWS, AS PART OF OUR CONTINUED INVESTMENT IN THE STATE OF MASSACHUSETTS, VERIZON IS BRINGING HIGH-SPEED FIBER INTERNET TO CUSTOMERS ACROSS THE STATE, INCLUDING BROCKTON, LOWELL, EVERETT AND PLAINVILLE.

THE LATEST VERIZON HOME INTERNET EXPANSION IS EXPECTED TO MAKE VERIZON'S 100 PERCENT FIBER OPTIC NETWORK AVAILABLE TO OVER 70,000 ADDITIONAL HOMES AND BUSINESSES IN ANOTHER BAY STATE.

AND VERIZON CONTINUES TO DRIVE INNOVATION AND DEPLOYMENT IN VIRTUALIZING OUR RADIO ACCESS NETWORK.

VERIZON AND SAMSUNG HAVE NOW DEPLOYED OVER 10,000 V-RAN SITES IN THE VERIZON NETWORK, A FAST INCREASE FROM THE 8,000 WE ANNOUNCED JUST TWO MONTHS AGO.

AND JUST YESTERDAY, VERIZON ANNOUNCED THE ADDITION OF THE FIRST ERICSSON

VIRTUALIZED CELL SITE IN OUR NETWORK, AND VERIZON AND ERICSSON PUBLISHED A POSITION PAPER OUTLINING THE OPTIMAL TECHNOLOGY PATH FOR V-RAN.

THIS TECHNOLOGY PATH WILL MAXIMIZE THE PERFORMANCE AND EFFICIENCY OF THE NETWORK, DISAGGREGATE HARDWARE FROM SOFTWARE AND SIMPLIFY DEPLOYMENT WHEREVER POSSIBLE.

THIS TECHNOLOGY IS BUILT INTO THE FIRST ERICSSON CELL SITE DEPLOYED IN THE VERIZON NETWORK, AND GET THIS, WE PLAN TO HAVE OVER 20,000 VIRTUALIZED CELL SITES DEPLOYED BY THE END OF 2025 AND THIS WEEK THE VERIZON BUSINESS TEAM WRAPPED A SIX-MONTH JOURNEY ACROSS AMERICA WITH THE LAST 5G INNOVATION SESSION OF THE YEAR AT THE FOOTPRINT CENTER IN PHOENIX, ARIZONA.

VERIZON BUSINESS AND FRONT LINE TOOK OVER THE ARENA SHOWING OFF WHAT WE CAN DO FOR BUSINESS CUSTOMERS OF ALL SIZES.

FROM T.H.O.R., T.H.O.R.'S HAMMER, S.P.O.T. AND M.U.T.T. OUTSIDE THE FRONT DOORS TO THE INSIDE OF THE ARENA, WHICH WAS FULLY BRANDED WITH VERIZON ON EVERY SINGLE DIGITAL SIGN, AND, OF COURSE, A WIDE ARRAY OF IMMERSIVE 5G DEMOS, IT'S SAFE TO SAY IT WAS AN IMPRESSIVE DISPLAY.

WHETHER IT'S DELIVERING MISSION-CRITICAL TECHNOLOGY AND RELIABLE CONNECTIVITY FOR FIRST RESPONDERS, AND SERVES AS THE LIFEBLOOD OF SMALL BUSINESSES, ESPECIALLY HEADING TOWARDS THE SUPER BOWL, TO BEING THE PARTNER OF CHOICE FOR LARGE ENTERPRISES, VERIZON CONTINUES TO SHOW UP IN A MAJOR WAY.

AND A SPECIAL MOMENT TOOK PLACE WHEN MAYOR KATE GALLEGRO SURPRISED MAGGIE HALLBACH AND THE TEAM WITH A PROCLAMATION STATING THAT DECEMBER 6TH AND VERIZON 5G INNOVATION DAY.

VERY COOL.

AND IT WAS A BUSY WEEK IN EUROPE.

SOME OF OUR TOP VERIZON BUSINESS SALES PROFESSIONALS SPENT TIME TOGETHER WITH SAMPATH TALKING THROUGH HOW THEY PLAN ON CLOSING OUT THE QUARTER AND MAKING A DIFFERENCE IN 2023.

LAST NIGHT, 22 FINALISTS AND TWO WINNERS REPRESENTED VERIZON AT THE 2022

WOMEN IN SALES AWARDS EUROPE.

PRASHANTI MUKHI, ENTERPRISE SALES SENIOR ACCOUNT MANAGER, TOOK HOME THE TOP HONORS FOR BEST SALES NEWCOMER.

AND BEST CUSTOMER SERVICE MANAGER WENT TO ACCOUNT SERVICES CONSULTANT PAULINA BRISSENDEN.

THESE SPECIAL AWARDS GIVE EMPLOYEES THE CHANCE TO CELEBRATE THE ACHIEVEMENTS OF WOMEN IN SALES ROLES WHILE HIGHLIGHTING DIVERSITY AND INCLUSION.

A BIG CONGRATULATIONS TO ALL OF THIS YEAR'S FINALISTS AND WINNERS!

AND SAMPATH WAS THE KEY NOTE SPEAKER AT THE IDATE DIGIWORLD SUMMIT TALKING ABOUT 5G AND THE OPPORTUNITY ACROSS EUROPE.

HE SHARED HOW VERIZON BUSINESS IS BEST POSITIONED TO SERVE BUSINESSES AROUND THE WORLD IN HOW THEY TRANSFORM THE WORLD OF LOGISTICS, MANUFACTURING AND SPORTS AND ENTERTAINMENT.

ALL RIGHT, TEAM.

BEFORE I GO, HERE'S AN IMPORTANT REMINDER FOR OUR U.S.-BASED V-TEAMERS.

DID YOU KNOW THAT YOU'RE ELIGIBLE FOR A \$100 CREDIT TOWARDS YOUR 2023 MEDICAL BENEFITS?

ALL YOU NEED TO DO IS COMPLETE A BIOMETRIC SCREENING THROUGH QUEST DIAGNOSTICS, OR ANY OF THE FOUR OTHER WELLNESS INCENTIVES ON WELLCONNECT BY DECEMBER 31ST.

YOU CAN CHECK OUT TODAY'S STORY FOR A LINK THAT WILL TAKE YOU TO THESE SITES. NOW, YOU CAN STILL COMPLETE THE SCREENINGS OR THE OTHER INCENTIVES AFTER DECEMBER 31ST, BUT THE \$100 WILL BE PRORATED.

SO DON'T WAIT.

GO AND DO IT NOW!

MAKE SURE YOU TAKE ADVANTAGE OF THIS GREAT INCENTIVE.

AND WITH THAT, I HOPE YOU ALL HAVE A WONDERFUL WEEKEND.

STAY SAFE, AND UNTIL NEXT TIME, YOU'RE UP TO SPEED.