

VERIZON
UP TO SPEED
DECEMBER 14, 2020

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ANDY: THANK YOU FOR STARTING YOUR WEEK WITH US ON UP TO SPEED LIVE. OUR GOAL TODAY IS TO CONVINCING EVERY SINGLE ONE OF YOU WATCHING... THAT YOUR VOICE MATTERS. AND WE'RE GOING TO DO THIS THROUGH THE VOICES OF SOME VERY SPECIAL FRONT LINE TEAMMATES JOINING US LIVE TODAY FOR AN HONEST CONVERSATION. AND BECAUSE OF THAT, I KNOW WE'VE GOT A PRETTY SIZABLE FRONT LINE AUDIENCE TODAY... [SLIDE 01] -- SO LET'S TAKE OUR FIRST SLIDE AND SEND A BIG SHOUTOUT TO EVERY SINGLE ONE OF OUR TEAMMATES MAKING THOSE CRITICAL CONNECTIONS WITH OUR CUSTOMERS. YOU'RE SEEING JUST A FRACTION OF OUR FRONTLINE V TEAMERS HERE. AND TO THOSE TEAMMATES, THE MESSAGE FROM US? WE SEE YOU, WE HEAR YOU, AND WE LOOK FORWARD TO LEARNING FROM YOU TODAY. ANDY -- BEFORE WE JUMP INTO TODAY'S MESSAGE, MAKE SURE YOU DOWNLOAD THE INSIDE VERIZON APP. WE'LL BE TALKING MORE ABOUT THAT TOMORROW AS WELL.

I'VE GOT GEORGIA ON MY MIND, AND KATE JAY IS ON THE LINE -- OUR UP TO SPEED TEAMMATE IS CONNECTING WITH US THROUGH THE POWER OF OUR NETWORK. KATE'S HERE LIVE ON HER 5G PHONE TO SHARE WITH US HOW WE'RE MAKING 5G IN THE A-T-L A BIG DEAL. KATE IS THAT A 5G BUS BEHIND YOU?

>> I MEAN IT IS MORE OF A 5G TRUCK, ANDY.

OKAY?

I HAVE TO SAY YOU WERE HERE IN ATLANTA WITH ME IN JULY OF LAST YEAR WHEN WE TURNED OUT THE ULTRA WIDE BAND.

IT WAS WARMER THAN IT IS NOW.

WE'RE EXCITED TO ROLL OUT 5G IN ATLANTA.

OUR LATEST LAUNCH WAS 5G HOME.

ATLANTA IS ONE OF 12 MARKETS TO HAVE THIS SUPER FAST HOME INTERNET CONNECTION.

WHAT WE HAVE HERE WILL BE HERE, YOU KNOW, FOR -- THROUGH THE 22ND BECAUSE VERY COOL 5G POP-UP EXPERIENCE.

WHAT YOU ARE GOING TO SEE IS THE SCAN THE CAR BODE AND YOU GET TO PICK BETWEEN SEVERAL EXPERIENCES.

I'M GOING TO THRIP MY CAMERA AROUND AND SHOW YOU WHAT THIS IS ALL ABOUT.

>> NICE.

VERY COOL.

>> SUPER INTERACTIVE.

>> YOUR HOME INTERNET EXPERIENCE.

THEY HAVE SOME BIG NEWS, TOO.

I'LL TELL YOU.

>> I SEE SOMEONE IN THERE.

WHAT IS GOING ON?

IT IS LIKE WE'RE PEEPING INTO SOMEONE'S APPOINTMENT APARTMENT THERE OR SOMETHING.

>> THIS IS ABOUT HOW YOU ARE GOING TO REIMAGINE YOUR HOME INTERNET EXPERIENCE WITH 5G HOME.

RIGHT NOW WE'RE CHECKING OUT ALL OF THE 5G OSES ON THE TV.

IT IS JUST REALLY COOL.

THERE ARE THREE EXPERIENCES THAT YOU CAN CHOOSE FROM TO REALLY UNDERSTAND WHAT IS THE MEANS FOR THE VERIZON 5D HOME IS THIS.

>> I LOVE IT.

>> EVERYONE IS DANCING IN THEIR APARTMENTS.

THROUGH THE POWER OF 5G, YOU CAN DO ALL FINDS OF THINGS AT HOME.

IT IS OBVIOUSLY GOING TO DRAW QUITE A FEW EYEBALLS THERE IN ATLANTA.

>> ABSOLUTELY.

ATLANTA IS AT THE FORE PRONT OF THE TECHNOLOGY.

SO EXCITED TO HAVE THERE.

THROUGH THE 22ND AND GIVEN THE ATLANTA A CHANCE TO REALLY SEE WHAT IT WILL MEAN TO HAVE THE AWESOME SERVICE.

>> THANK YOU.

MUCH LIKE THAT 5G BUS AIMS TO INFORM AND EXCITE OUR CUSTOMERS, OUR FRONT LINE TEAMMATES ARE WORKING HARD TO DO EXACTLY THAT EVERY SINGLE DAY. IT IS WHY OUR UP TO SPEED TEAM WANTED TO BETTER UNDERSTAND THE FRONT LINE PERSPECTIVE. SO OUR TEAMMATES RAQUEL WILSON AND DAVE BOERGER WENT ON A GRASSROOTS MISSION TO REACH OUT AND CONNECT ONE ON ONE WITH A BUNCH OF OUR FRONT LINE V TEAMERS, IN THE HOPES OF

UNDERSTANDING HOW WE CAN IMPROVE OUR COMMUNICATIONS WITH THEM. HERE ARE JUST A FEW FINDINGS FROM RAQUEL AND DAVE, THANK YOU SO MUCH FOR SHARING THIS WITH US, AS WE TAKE A LOOK AT THE NEXT SLIDE. THREE BIG POINTS TO THINK ABOUT -- THE FIRST IS JUST HOW BUSY THINGS CAN GET, ESPECIALLY RIGHT NOW -- TIME IS A HUGE INVESTMENT, AND OUR TEAMMATES LOVE SEEING THE COMPANY'S PASSION ON UP TO SPEED, BUT THAT PASSION MUST COME WITH TANGIBLE, EASY OPPORTUNITIES TO CONNECT AND LEARN. SOMETHING OUR DEVICE GUY GEROGUE DOES SO WELL, AND GETS MUCH-DESERVED CREDIT HERE. SECOND, IT'S ALL ABOUT BEING GENUINE WHEN WE COMMUNICATE, OUR TEAMMATES SAY IT IS ALWAYS A GIFT TO HEAR LEADERS LIKE HANS SHARE THE PERSONAL SIDE OF THEIR LIVES. AND FINALLY, THE THIRD POINT... WE WANT OUR VOICES HEARD. THE QUOTE THERE IS OF COURSE DESCRIBING OUR CALL FOR KINDNESS CAMPAIGN. AND THAT DESIRE FROM THE FRONTLINE TEAM TO HAVE THEIR VOICES HEARD IS THE FOCUS OF TODAY'S UP TO SPEED CONVERSATION. WITH THAT, I'D LIKE TO INTRODUCE BRIAN ADAMEK FROM OUR "YOUR VOICE MATTERS" PROGRAM. BRIAN, THANKS FOR JOINING US ON UP TO SPEED, HOW ARE YOU?

>> I'M DOING GREAT.

THANKS FOR ASKING.

DEFINITE WANTED TO HAVE A GREAT CHANCE TO TALK TO YOU ABOUT "YOUR VOICE MATTERS."

IT'S BEEN A CHALLENGING YEAR FOR US ALL.

IT IS THAT TIME OF YEAR WHERE WE REFLECT BACK AND THINKING ALL OF THE BLESSINGS AND THINGS THAT WE HAVE.

SO GREAT TO BE HERE AND TALKING TO YOU TODAY.

>> ABSOLUTELY.

WE'VE TALKED A LOT ABOUT HOW WE NEED TO SHIFT THE WAYS THAT OUR CHANNELS COMMUNICATE WITH OUR TEAMMATES.

FOR FOLKS WHO MAY NOT KNOW, TELL US ABOUT YOUR VOICE MATTERS AND HOW IT AIMS TO STRENGTHEN THAT FRONT LINE VOICE.

>> I ALWAYS THINK BACK AND WE HAVE THE CONVERSATION BACK WHEN I WAS AN INDIRECT AS AN ACCOUNT MANAGER.

I ALWAYS HAVE THE IDEAS OR DIFFERENT THINGS I WANTED TO TRY TO GET ACROSS OR HELP MY PEERS AND TEAMMATES.

I DIDN'T KNOW WHERE TO GO OR HAVE THAT PLACE.

YOUR VOICE MATTERS AND PROVIDES THAT.

IT IS A PLACE WHERE REPRESENTATIVE CAN GO AND BE A PART AND COLLABORATE WITH OTHER CHANCES AND HELP US IMPROVE AT THE DIFFERENT PROCESSES AND SYSTEMS THAT ARE OUT THERE TO NOT ONLY INCREASE THE CUSTOMER EXPERIENCE BUT ALSO INCREASE

EMPLOYER EXPERIENCE AS WELL AND REALLY PROVIDE THAT BEST IN CLASS EXPERIENCE FOR EVERYBODY.

>> WE'RE SEEING HERE.

YOUR VOICE MATTERS PROGRAM HAS BEEN WIDELY POPULAR.

FOLKS HAVE BEEN ABLE TO APPLY AND BE A PART OF THAT.

TALK ABOUT WHAT IT MEANS TO FIND THE MOTIVATED V TEAMERS.

WHAT ARE SOME OF THE WAYS THE COMPANY HAS SEEN AND FELT THE "YOUR VOICE MATTERS"?

>> WOULD YOU BELIEVE WE HAVE DONE OVER 2,000 ITEMS THIS YEAR ALONE?

>> IF WE PUSH ON OVER TO THE NEXT SLIDE.

ALL OF WHAT WE ARE SEEING THERE IS FROM YOUR VOICE MATTERS.

MAYBE IF YOU ARE NOT A PARTICIPANT, YOU CAN STILL INTERACT.

AS WE GO TO THE NEXT SLIDE HERE AND BRIAN THIS IS JUST A SNIPPET

OF THE GUESTS THAT YOU HAVE ON INSTAGRAM, WHICH IS A HUGE

TOOL FOR THE RETAIL TEAM.

YOU HAVE THE CONVERSATIONS.

THESE INSTAGRAM LIVES ON THE "YOUR VOICE MATTERS CHANNEL

THERE.

TELL US WHAT THAT IS ALL ABOUT?

I'VE LISTENED IN ON A FEW.

THERE'S A LOT OF HONEST CONVERSATION.

WHAT HAS IT BEEN LIKE TO HAVE TO MODERATE THE CONVERSATION AND

FOLKS ON THE FRONT LINE READY AND WILLING TO GIVE US THEIR

PERSPECTIVE?

>> DEFINITELY.

WE'VE BEEN USING THE PLATFORM TO TALK ABOUT THE ACTION ITEMS.

SOME OF THEM HAD COME FROM THE RAM.

I WOULD BE REMISED IF I DIDN'T GIVE A SHOUTOUT TO THE TEAM.

REALLY RELENTLESS IN THEIR PURSUIT OF TRYING TO GET THE ITEMS

RESOLVED ON THE PARTNERSHIPS WITH THE SYSTEMS TEAM AND WITH

THE OARPGS DB OARGS -- OPERATIONS TEAM AND UNDER THE

ASSISTANT TEAM AND JEFF'S OPERATION TEAM.

THOSE PARTICIPANTS HAVE HELPED US TO RESOLVE OVER 90% OF THE

ACTION ITEMS THAT YOU SAW IN THE PREVIOUS SLIDE.

SO SOME OF THE THINGS THAT WE'VE BEEN ABLE TO WORK ON THAT WE

TALK ABOUT THE INSTAGRAM AND REDEPLOYMENT.

COUNTLESS GROUPS AND SURVEYS.

ONE OF THE BIG ONES WAS SMART LINKS.

WE WERE ABLE TO WORK THE ANDY CLOIN'S TEAM ON MIX AND MATCH.

WE HELD A FOCUS GROUP ON TALKED ABOUT WHAT ARE SOME OF THE

THINGS THAT CUSTOMERS LOOKED FOR.

YOU SEE THAT WITH ESPN BUST AND HULU.

I'M MOST EXCITED THAT WE'VE BEEN WORKING FROM THE GROUND UP IS ONE THAT YOU TALKED ABOUT THIS ON SHOW WHICH WAS DISCOVERED DAILY.

WE'VE BEEN WORKING HAND TO HAND WITH ALEX AND MIKE.

JUST BUILDING THAT NEXT LEVEL THAT IS GOING TO TAKE THAT TO THE WHOLE NEW LEVEL.

WE TRY IT TO USE THE INSTAGRAM PLATFORM IS TO HIGHLIGHT THE WINS AND SUCCESSES AND THINGS THAT COME FROM THE FIELD THAT WE'RE ABLE TO IMPLEMENT BACK.

>> I THINK TO YOUR POINT ABOUT FINDING WAYS AND USING INSTAGRAM AS A CHANNEL.

WE HAVE AN AUDIENCE THAT WE MAY NOT BE AS CLOSE TO THE FRONTLINE AS YOU ARE.

I THINK WE CAN TAKE AWAY THE MATERIALIZES DON'T MATERIALIZE WITHOUT THE CONNECTION.

BRIAN, YOU'VE DONE SUCH A WONDERFUL JOB DESPITING THAT.

I WANT TO EXPAND OUR PANEL HERE.

IN THE INTEREST OF HEARING AND LEARNING MORE, WE'VE GOT A NEW OF THE YOUR VOICE MATTERS ALUMNI.

CHELSEA WEAVER IS HERE.

HOW ARE YOU?

>> HI.

GOOD MORNING.

GOOD AFTERNOON.

I'M DOING GREAT TODAY.

THANK YOU FOR HAVING ME.

>> EXCELLENT.

WE LOVE HAVING YOU HERE.

ANDRES MONGE FROM THE INDIRECT SALES TEAM IS JOINS AS WELL.

>> HELLO.

HOW ARE YOU DOING, EVERYBODY?

>> THIS IS THE WAY THAT WE HAVE DESIGNED IT?

I WANT TO MAKE SURE YOUR VOICE IS COMPLETELY HIGHLIGHTED HERE.

I'LL TOSS THIS UP AND START WITH YOU.

TALK ABOUT WHY A PROGRAM LIKE YOUR VOICE MATTERS HAS BEEN IMPORTANT TO YOUR DEVELOPMENT AND YOUR ROLL -- ROLE.

WHY THE RETAIL TEAM AND WHY IS IT IMPORTANT FOR THEM TO HAVE A CHANNEL AND VOICE THEIR OPINIONS AND KNOW THAT CHANGE MAY BE COMES?

>> THANK YOU, ANNE.

I'LL TELL YOU FROM THE START OF "YOUR VOICE MATTERS" AND BEING A PART OF THE PROGRAM IT DUIS EVERYONE A PLATFORM FOR OUR

VOICE TO BE HEARD AND GIVE FEEDBACK ON WHAT'S GOING ON OUT IN THE FRONT HAIN WITH OUR CUSTOMERS.

WHEN THEY THINK ABOUT 2020, THE FEEDBACK THAT WE HAVE RECEIVED FROM OUR TEAM MEMBERS HAVE BEEN INSTRUMENTAL IN ALLOWS US TO MEET OUR CUSTOMERS IN A DIFFERENT MANNER THAT WE EXPECTED WE WOULD MEET THEM.

BECAUSE OF THE FEEDBACK WE WERE ABLE TO ADJUST AND ADAPT IN WAYS LIKE YOU HEARD BRIAN SAY A LOT OF IT.

WHEN WE THINK ABOUT CURVE SIDE AND HOW WE'RE ABLE TO ENHANCE THE IN-STORE PICK UP FROM A TOUCHLESS PERFECT -- PERSPECTIVE.

ALL OF THIS EVOLVING HAS COME FROM THE FRONTLINE TEAM GIVING US AT THE KNOWLEDGE SAYING THIS IS WHAT WE NEED TO BE ABLE TO SHOW UP FROM THE CUSTOMERS.

HOW DO WE SHOW UP IN A SAFE MANNER?

AS WE'VE GOTTEN THE FEEDBACK, WE'VE BEEN ABLE TO EVOLVE.

HAVING A PROGRAM LIKE YOUR VOICE MATTERS AS ALLOWED US TO DO THAT IS THIS.

>> GREAT.

I WANT TO EXPAND THAT AND TALK ABOUT HOW THE NETWORKING AND THE RELATIONSHIPS THAT YOU BUILT WITH FOLKS ARE CRITICAL. ANDRES TALK TO US ABOUT WHAT IT PEENS TO SPORT OF CONTINUE BUILDING THAT RELATIONSHIP ACROSS THE COMPANY AND HOW THAT HAS SHAPED YOUR ROLE AND IMPACTED YOU IN YOUR ROLE?

>> NOT ONLY DO YOU GET TO KNOW WHAT'S GOING ON IN THE BACK END WHEN YOU ARE A REP AND AM AND SALES SOCIAL IN THE FIELD. YOU ALSO GET TO MARKET YOURSELF AND YOU GET TO UNDERSTAND WHAT OTHER PARTS OF THE BUSINESS THERE ARE.

THAT'S BEEN HUGE FOR ME FOR MYSELF AND FOR MY TEAM.

YOU LEARN TO UNDERSTAND THE BIGGER PICTURE.

AND WHILE YOU ARE UNDERSTANDING THE BIGGER PICTURE, YOU THEY -- THEY NEED YOUR FEEDBACK.

YOUR IDEA THAT THEY THOUGHT WAS MINIMAL BECOMES SOMEBODY'S HUGE IDEA FOR THE BIGGER PART OF VERIZON.

THEY GET THE HUGE LEGO PIECES GET PUT TOGETHER.

YOU ARE LOOKING AT THE HUGE PART OF THE PUZZLE.

I CAN UTILIZE THE LEGO PIECES TO GET TO KNOW AT THE WHY AND TELL THE Y AND CALL SOMEBODY AND SAY, OPEN.

REMEMBER ME?

WAIT FOR IT?

LET'S HELP EACH OTHER.

IT'S BEEN FUN.

>> THAT'S SUCH A GREAT TOINT -- POINT.

TO BE ABLE TO GIVE OURSELVES AND EACH OTHER PERMISSION TO ASK
FOR THAT HELP GOES A LONG, LONG WAY.

I WANT TO SHIFT OUR CONVERSATION TO NOW PERHAPS SOME OF THE
MORE CHALLENGING THINGS THAT HAVE COME OUT OF THE
DISCUSSIONS WITH THE FRONT LINE HERE.

I'M GOING TO GO BACK TO THE SOME OF THE RESEARCH.

WE GO TO THE NEXT SLIDE HERE.

LOTS OF HIGH LEVEL STUFF.

NOTHING NEW OR EARTH SHATTERING.

RIGHT NOW IN THE STORE WE'RE PUTTING OUT FIRES ON A DAILY BASIS.
IT IS GOOD.

SOME CUSTOMERS HAVE TO WAIT A LONG TIME AND GET ANGRY ABOUT
HAVING TO WEAR A MASK.

CHELSEA, YOU WHEN YOU HEAR THAT?

YOU ARE NODDING ALONG.

YOU'VE HEARD IT BEFORE.

TELL US ABOUT LET'S GET REAL ABOUT THE CONVERSATION.

IT IS A DIFFICULT YEAR ESPECIALLY FOR THE FRONTLINE TEAM.

WHAT ARE YOU HEARING AND HOW ARE YOU PROCESSING AND HELPING
YOUR TEAM TEAMMATES PROCESS SOME OF THE CHALLENGING
PORTION OF THE TO 2020 YEAR?

>> I'VE SAID THAT TO MY TEAMS SO MANY TIMES OVER THE YEAR.

I FEEL THAT 2020 HAS BROUGHT OUT THE BEST IN PEOPLE AND THE
WORST IN SOME PEOPLE.

WHEN I THINK ABOUT WHAT WE'VE DONE AS A BUSINESS TO BE ABLE TO
RECOGNIZE THAT, IT IS ANOTHER PROOF THAT A PROGRAM LIKE THE
CALL FOR KINDNESS IS SO NEEDED.

BECAUSE IT HELPS TO REMIND US THAT WE HAVE TO SHOW EMPATHY.
YOU SAW IN ONE OF THE PREVIOUS SLIDES THAT IT SAYS SOMETHING
ALONG THE LINE THE PERSON BEHIND THE MASK.

WE HAVE TO REMEMBER THERE'S SOMEONE BEHIND THAT MASK AND
THAT CUSTOMER MIGHT BE HAVING A REALLY TOUGH DAY.

THEY MAY HAVE HAD SOMEONE WHO THEY'VE LOST IN THEIR LIVES.

THEY ALSO MAY NOT KNOW WHAT THEY ARE GOING THROUGH.

WE MAY HAVE COME OFF OF THE TOUGH CUSTOMER AND MOVED ON TO
THE NEXT ONE.

WHEN YOU THINK ABOUT IT, IT IS NOT THAT HARD TO BE KIND.

KINDNESS SHOULD BE FREE.

IN 2020, THE STRESS AND ANXIETY SOMETIMES AFFECTS HOW WE SHOW
UP AS A HUMAN BEING.

AS WE CONTINUE TO WORK THROUGH AT THE TOUGH TIMES AND
REALLY RECOGNIZE WHAT OUR FRONT LINE IS GOING THROUGH,

SOMETHING LIKE THE CULPRIT KINDNESS HELPS ALL OF US REMEMBER THAT WE HAVE TO HAVE SOME EMPATHY.

WE'RE CONTINUE TO TAKE THAT FEEDBACK AND DO THE BEST THAT WE CAN DO OUR BEST TO PAQUE SURE AT THE TEAM IS -- MAKE SURE THE TEAM IS SAFE.

MAKE SURE THE TEAM IS SAFE AND KINDER THAN THE DAY BEFORE.

>> EXTENDING THAT QUESTION TO YOU.

WHAT'S THE BEST WAY THAT YOU ARE HANDLING IT TO KEEP THINGS IN PERSPECTIVE?

>> MY TEAM IS DIFFERENT.

WE'RE NOT ABLE TO BE IN FRONT OF THE -- TELL THEM TO SMILE.

WE HAVE TO EMPOWER THE PEOPLE IN THE FIELD TO MAKE SURE WE UNDERSTAND WHERE THEY ARE COMING FROM.

YOU KNOW, THANKING THEM FOR WHAT THEY ARE DOING.

IT IS NOT AN EASY JOB.

CHELSEA HAS SHARED SOME STORIES.

THEY ARE POWERFUL STORIES.

YOU HAVE TO SIT BACK AND SAY THE PERSON IN FRONT OF YOU IS HUMAN.

SOMETIMES THEY DON'T GET TREATED LIKE THAT.

WE HAVE TO MAKE SURE WE TREAT THEM LIKE HUMANS.

WE'RE NOT JUST THE LEADER OR THE FRIEND WERE WE'RE A HUMAN.

IT IS A HUMAN TO HUMAN CONNECTION THAT WE'RE MAKING.

THAT'S WHAT I LOVE ABOUT WHAT WE'RE DOING.

WE'RE PUTTING OUR WALLS DOWN AS A COMPANY.

WE'RE ALLOWING EVERYBODY TO COME IN AND SEE OUR SMILES.

SEE WHAT WE'RE BRINGING TO THE TABLE.

WE'RE BEING VULNERABLE.

THE FORTUNATE 500 COMPANY DOES NOT DO THAT.

FOR THAT TO BE HAPPENING RIGHT NOW IS PEAKING.

IF YOU TOLD ME FIVE YEARS AGO OR TEN YEARS AGO THIS IS WHERE WE WILL BE, I WOULD BE LIKE, OKAY, ANDY, SURE THING.

BUT IT IS.

IT IS A THING THAT'S HAPPENING AND IT IS AMAZING.

>> I CAN TELL YOU THE CONNECTIONS THAT WE'VE MADE WITH YOU AND CHELSEA AND BRIAN THIS IS THE EXTENSE AND CATALYST FOR MORE OPEN AND HONEST DISCUSSION.

THIS IS ONE OF THE THINGS WE THOUGHT ABOUT.

HOW TO BETTER CONNECT WITH THE FRONTLINE AUDIENCE AND MAKE SURE WHAT WE DO MATTERS.

ANDRES AND CHELSEA, THANK YOU FOR JOINING US.

I KNOW BRIAN HAS BEEN WATCHING AND WAITING IN THE WINGS HERE AND NODDING ALONG LIKE A VERY PROUD OF YOUR PROGRAM AND "YOUR VOICE MATTERS."

ANY THOUGHTS HEARING THAT DISCUSSION AND YOUR CHANCE NOW TO WRAP THINGS UP. I KNOW YOU'VE GOT ANOTHER WAVE COMING UP. ANOTHER APPLICATION.

>> WE DO HAVE ANOTHER WAVE. RIGHT NOW UNTIL 12/18. TO STEAL LIVE FROM YOUR PREVIOUS GUEST IF YOU WANT TO BE IN THE ROOM WHERE IT HAPPENS, THESE ARE THE FOCUS GROUPS WHERE YOU CAN BE IN THERE AND SIT SIDE BY SIDE VIRTUALLY WITH THE PEOPLE WHO MAKE THE DECISIONS AND THE STAKEHOLDERS MAKING THE CHANGE AND HAVE THE POWERFUL CONVERSATIONS. BUT I LOVE HEARING FROM, YOU KNOW, PEOPLE WHO HAVE BEEN A PART -- CHELSEA GOES BACK TO ONE OF THE ORIGINAL WAVE, WAVE TWO. ANDRES WAVE FOUR. THESE ARE THE PEOPLE WHO CONTINUE TO GIVE BACK. THEY CONTINUE TO BE PART OF THE PROGRAM. THEY CONTINUE TO HELP THE NEW WAVES THAT COME IN. IT IS A COMMUNITY LIKE ANYTHING OTHER. IT IS PROFESSIONALLY THE MOST -- JUST THE PROUDEST THING THAT I'VE BEEN ABLE TO WORK ON HERE AT VERIZON. IT'S MADE A GREAT IMPACT ON ME. IF YOU TALK TO ANYBODY IN THE PROGRAM THEY COULD SAY THE SAIL THING. GET OUT THERE AND BE A PART OF THE CHANGE.

>> AWESOME. THANK YOU, BRIAN. THANK YOU FOR OPENING UP WITH THIS WORLD TO US AND HELPING US MAKE BETTER CONNECTIONS. OUR THANKS TO CHELSEA AND ANDRES AS WELL. BEFORE WE GO A COUPLE OF ANNOUNCEMENTS HERE. ONE MORE THINGS FOR OUR FOLKS ON THE FRONTLINE WHO ARE WATCHING AND YOU WANT YOUR VOICE TO BE HEARD. YOU ARE MORE THAN WELCOME TO INTERACT WITH US ON VZ WEB OR SEND US AN E-MAIL AND WATCH US AND MAKE SURE LET'S KEEP THAT CONNECTION NICE AND STRONG AS WE MOVE FORWARD. AS WE GO TO THE NEXT SLIDE, A COUPLE OF PROGRAMMING NOTES. WE HAVE A FANTASTIC COURAGEOUS CONVERSATION WITH OUR ADVANCE ERG, KELLEY KURTZMAN. WE'LL BE TALKING ABOUT HOW OUR FOLKS AT VERIZON AND OUR LEADERS AND MAKING SURE THE CONVERSATION IS TAKING PLACE AND LEARN MORE FROM THE PERSPECTIVES. THAT'S HAPPENING TODAY 3:00 P.M. EASTERN. A QUICK NOTE ABOUT CES. I KNOW THAT'S A WAYS OUT. IT IS AROUND THE CORNER. LET'S GO TO THE NEXT SLIDE HERE. AS YOU KNOW CES IS ALL VIRTUAL. ALL OF YOU CAN ATTEND CES. FOR THIS UPCOMING YEAR. BUT AS YOU MAY ALSO KNOW HANS WILL BE LEADING THE KEYNOTE AS WELL. FOR ALL OF US IT IS PRETTY IMPORTANT TO MAKE SURE THAT WE NOT ONLY SUPPORT HANS, BUT REALLY WATCH AS, YOU KNOW, THE WORLD GETS TO SEE HANS. MUCH LIKE WE DID WITH THE IPHONE 12. IF WE CAN TAKE THE NEXT SLIDE HERE AND WE HAVEN'T ALREADY. AT THE CONSUMER TECHNOLOGY AND CONSUMER ELECTRONIC SHOW. NOW THE REGISTRATION IS FREE THROUGH TODAY. DECEMBER 14TH USING YOUR VERIZON.COM E-MAIL ADDRESS. FOR THOSE OF YOU ON AT THE REPLAY HERE WE'LL PROVIDE A LINK TO WHERE YOU CAN REGISTER. THERE

SHOULD HAVE BEEN ANOTHER E-MAIL THAT YOU WOULD HAVE GOTTEN ABOUT CEO INFORMATION AS WELL. MAKE SURE YOU GET THAT IN TODAY. THE KEYNOTE TIME IS JANUARY 11TH, AT 6:00 P.M. EASTERN. HANS WILL BE TALKING ABOUT 5G AND IT WILL IMPACT THE LIVES OF OUR CONSUMERS EVERYWHERE. WE'LL HAVE A FEW MORE ANNOUNCEMENTS AS WELL. MAKE SURE YOU REGISTER FOR THAT. WITH THAT, I WOULD LIKE TO THANK OUR GUESTS, BRIAN, CHELSEA, ANDRES, KATE JAY FROM THE A-T-L. I HAVE TO VISIT THE BAND SOMETIME. IT'S BEEN WONDERFUL STARTING THE CONVERSATION WITH ALL OF YOU. REALLY SORT OF MAKING SURE OUR COMMUNICATIONS AND OUR CONNECTIONS CONTINUE TO STRENGTHEN AND THIS IS HOW WE DO IT. WE HAVE REAL CONVERSATIONS. WE REACH OUT TO FOLKS. WE SEE HOW FOLKS ARE DOING. AS ANDRES SAID, IF YOU NEED HELP, ASK FOR THAT HELP. IF YOU SEE SOMEONE IN NEED OF THAT HELP, MAKE SURE YOU ARE OUT THERE AND OPEN ENOUGH TO HELP THEM. WE'LL DEFINITELY BE MOVING FORWARD TOGETHER AND FINISHING THE YEAR STRONG. I LOVE THAT WE'RE STARTING THE WEEK THIS WAY WITH THE CONVERSATION SO IMPORTANT TO US. A SPECIAL THANKS TO THE FRONTLINE TEAM. WE'VE BEEN THINKING OF YOU. WE KNOW YOU ARE DOING SOME AMAZING WORK DURING THE HOLIDAYS. THANK YOU FOR SERVING THE CUSTOMERS AND KEEPING THE NETWORK NICE AND STRONG FOR THE FAMILIES OUT THERE. WITH THAT, THANK YOU FOR WATCHING. UNLESS NEXT TIMER YOU ARE "UP TO SPEED."