

VERIZON
UP TO SPEED LIVE
December 15, 2021 12:00 PM ET

>>DIANA ALVEAR: HI, EVERYONE.

YES, WE ARE LIVE ON A WEDNESDAY. WELCOME TO UP TO SPEED LIVE.

I'M DIANA ALVEAR.

WE HAVE A LOT TO TALK ABOUT TODAY. SOME BIG NEWS.

BUT BEFORE WE GET TO OUR GUESTS, WE WANT TO UPDATE YOU ON THE AFTERMATH OF THE TORNADOES IN THE MIDWEST, AND HOW WE HAVE BEEN RESPONDING.

AS YOU KNOW, IT'S SO HARD TO SEE THE NEWS ABOUT THIS.

THE TORNADOES WERE DEADLY.

THEY WERE DESTRUCTIVE.

THEY HAD DEVASTATED COMMUNITIES IN KENTUCKY, ILLINOIS AND OTHER PARTS OF THE MIDWEST.

NOW, OUR NETWORK DID PERFORM WELL, AND WE ARE, OF COURSE, ON THE GROUND KEEPING OUR CUSTOMERS CONNECTED.

WE ARE ASSISTING WITH RECOVERY.

WE HAVE A TEXT, TALK AND DATA RELIEF OFFER FOR CUSTOMERS IN OUR AFFECTED AREAS, AND TO BOLSTER RECOVERY, YESTERDAY WE ANNOUNCED THE VERIZON FOUNDATION IS MAKING A \$100,000 DONATION TO THE AMERICAN RED CROSS.

THIS DONATION WILL BE DEDICATED TO REGIONAL DISASTER RELIEF FOR COMMUNITIES IMPACTED BY THESE TORNADOES.

AND OF COURSE THE V-TO-V FUND WAS BUILT FOR THESE KINDS OF THINGS.

IF YOU WANT TO DONATE, NOW IS A GOOD TIME.

IT IS ABSOLUTELY DEVASTATING.

A TOTAL TRAGEDY.

AND WE WANT THEM TO KNOW THAT WE ARE KEEPING ALL OF THESE FAMILIES IN OUR HEARTS.

OKAY.

SO LET'S TURN TO SOME UPDATES.

WE'VE GOT SOME FEW SPECIAL GUESTS HERE TO DISCUSS SOME TOPICS.

WE'RE GOING TO BE TALKING WORK FORWARD, COVID-19 DEVELOPMENTS AND MORE.

I'D LOVE TO WELCOME HANS AND SAM TO OUR PROGRAM.

AND FIRST, WE'RE GOING TO START WITH HANS FOR THE LATEST UPDATES FROM ACROSS THE COMPANY.

WE'RE GOING TO COVER WORK FORWARD, AND OF COURSE DEVELOPMENTS ON OUR COVID-19 RESPONSE.

SO GOOD TO SEE YOU, HANS!

WE'RE GOING TO HAVE YOU KICK IT OFF.

>>HANS VESTBERG: HEY DIANA, AND HEY, EVERYONE.

IT'S ALWAYS GREAT TO BE ON UP TO SPEED, YOU KNOW.

I'M SO HAPPY WHEN THEY INVITE ME.

JUST GOING BACK A LITTLE BIT TO WHAT DIANA TALKED ABOUT AND THIS NATURAL DISASTER AGAIN THAT WE SEE, AND THE IMPACT ON PEOPLE IS JUST IMMENSE.

IT'S SO HARD WHEN YOU SEE THE PICTURES OF THE DEVASTATION OF THESE TORNADOES AND WHAT'S HAPPENING.

BUT ALSO, SEEING THAT WE ARE DOING EVERYTHING WE CAN DO TO SUPPORT THEM AS V-TEAMERS AS A COMPANY, AND YOU MIGHT HAVE SEEN, WHICH IS -- WE HAD 128 OF THESE TYPE OF EVENTS DURING 2021, WHERE ACTUALLY WAS A NATURAL DISASTER, WHEN WE BROUGHT OUT OUR TEAM AND SUPPORTED THE PEOPLE THAT WERE IMPACTED.

SO IT'S JUST HAPPENING TOO OFTEN THESE TIMES.

BUT WE SHOULD DO EVERYTHING TO SUPPORT THEM AND DO THE RIGHT THING.

SO I THANK THE TEAM FOR THAT.

LAST TIME WE SPOKE, I THINK WE WERE IN LEADERSHIP 4, AND WE TALKED ABOUT THE LATEST RESULT, AND HOPEFULLY BY NOW YOU HAVE TALKED TO YOUR

MANAGERS, OR IF YOU'RE A MANAGER, YOU HAVE TALKED TO THE EMPLOYEES AND CONTINUED THE HARD WORK, WHICH I TOLD YOU THE MOST IMPORTANT FOR ME IS I GET THE RESPONSES IN AND SEE THE PEOPLE REALLY ARE WORKING, READY TO CONTINUE TO CREATE THE CULTURE WE WANT AND THE WORK SPACE WE WANT AND THE WAY WE TREAT PEOPLE THAT IS SO IMPORTANT, BUT ALSO TO UNDERSTAND OUR STRATEGY, WHERE WE'RE GOING.

AND WE TALKED A LOT ABOUT THE FACT THAT THE LEADERSHIP FORUM, OF COURSE, ABOUT COMING IN TO '22 WITH A FOCUS ON GROWTH.

I WILL COME BACK TO THAT.

BUT THAT WAS SORT OF THE LAST TIME WE TALKED.

AND A LOT OF THINGS HAVE HAPPENED SINCE THEN.

FIRST OF ALL, WELCOME TRACPHONE.

850 NEW V-TEAMERS JUST JOINING US WITH A SET OF ASSETS THAT WE DON'T REALLY HAVE, WITH A FANTASTIC COMPANY THAT HAS DONE ENORMOUS PROGRESS.

20 MILLION SUBSCRIBERS IN THE PRE-PAID SEGMENT OR THE VALUE SEGMENT, WHICH IS JUST FITTING PERFECTLY IN.

WE'RE NUMBER 1 IN THE VALUE SEGMENT, NUMBER 1 IN THE PREMIUM SEGMENT RIGHT NOW IN WIRELESS, BOTH FOR OUR BUSINESS AND FOR OUR CONSUMER SEGMENTS, OF COURSE.

SO VERY EXCITING.

THE TEAMS ARE WORKING GREAT TOGETHER, ONLY A COUPLE OF WEEKS NOW TOGETHER, BUT THIS IS REALLY EXCITING FOR GOING INTO THE NEXT YEAR.

NOT ONLY THAT, I THINK OUR NETWORK TEAM CONTINUED TO DO STRIDES, OF COURSE, ANNOUNCED THE PARTNERSHIP WITH LOCKHEED MARTIN TO CONTINUE TO DO INNOVATION ON TECHNOLOGY AND EDGE.

WE SAW OUR VERIZON BUSINESS GROUP DOING A LOT OF NEW THINGS, EVERYTHING FROM THE DEPARTMENT OF ENERGY, PARTNERSHIP WITH CISCO, SO A LOT OF THINGS ARE HAPPENING IN THE BUSINESS.

AT THE SAME TIME, WE, OF COURSE, ARE IN THE HOLIDAY SEASON.

BLACK FRIDAY AND CYBER MONDAY.

WE HAVE OUR STORES AND ALL OUR TEAMS WORKING SUPER HARD TO MEET THE DEMAND FROM OUR CUSTOMERS IN TIMES WHERE USUALLY IT'S A HIGH SEASON FOR OUR BUSINESS.

SO I WOULD LIKE TO JUST SAY THAT I THANK ALL THE PEOPLE IN THE FRONT LINE, THE STORE EMPLOYEES THAT NOW WORK WITH OUR CUSTOMERS, BUT NOT ONLY THAT, OUR TEAM ENGINEERS, AND OUR TEAMS OUT IN THE FIELD BUILDING OUR NETWORK, BUILDING THE C BAND, THE MILLIMETER WAVE AND ALL OF THAT THAT IS HAPPENING RIGHT NOW, AND IT'S SO IMPORTANT.

AND MANY OF YOU ARE WORKING DAYS AND NIGHTS TO SEE THAT WE REALLY ARE GETTING ALL THESE TECHNOLOGIES UP FOR OUR CUSTOMERS TO SEE THAT WE CAN SERVE THEM WITH YET ANOTHER INNOVATION.

AND WE ARE EXCITED OVER WHAT WILL HAPPEN IN THE NEXT YEAR.

AND I WILL NOT REVEAL ANYTHING HERE, BUT WE'RE EXCITED.

IT'S GOING TO HAPPEN.

IT'S GOING TO BE BIG WHEN WE TURN ON THE C-BAND.

SO GREAT.

SO THAT WAS JUST A COUPLE OF THINGS THAT HAS HAPPENED SINCE WE LAST MET.

I THINK ANOTHER THING THAT SAM AND I HERE TALKED ABOUT IS, OF COURSE, THE WORK FORWARD AND WHERE WE ARE WITH THAT.

AND FIRST OF ALL, MAYBE YOU CAN SEE, I'M HOME TODAY.

THIS IS MY ROLLUP.

I'M WORKING FROM HOME TODAY.

AND IT'S A VERY GOOD REASON.

I TESTED POSITIVE FOR COVID SOME EIGHT DAYS AGO, AND I HAVE TO SAY THAT I HAVE NO SYMPTOMS.

BASICALLY HAD A LITTLE BIT HEADACHE IN THE BEGINNING.

I WAS FULLY VACCINATED, SO I THINK THAT REALLY HELPED ME ENORMOUSLY WHEN IT COMES TO HOW I FEEL AND SO ON, BUT I'M ISOLATED.

I'M IN QUARANTINE.

I'VE USED ALL THE SYSTEMS THAT VERIZON IS GIVING ME, ALL THE WAY FROM REPORTING, TRACING AND ALL OF THAT, AND I CAN TELL YOU, WE HAVE A SUPER SYSTEM FOR THE SAFETY OF OUR EMPLOYEES, THE FOLLOW-UP, AND ALL OF THAT, SO I HAVE TESTED THE SYSTEM MYSELF.

BUT AGAIN I THINK THAT TAKING THE VACCINATION, I ENCOURAGE ALL FOR DOING THAT.

THAT'S WHY I FEEL LIKE I FEEL.

I'M ON MY EIGHTH DAY.

I HAVE TWO DAYS LEFT AND I'M OUT OF QUARANTINE.

BUT CLEARLY THAT HAS GIVEN ME A VERY MILD COVID, WHICH SOME HAVE NOT, AND OF COURSE HAVE SUFFERED TREMENDOUSLY.

WE ALL NEED TO UNDERSTAND THAT THIS IS NOT OVER WHEN IT COMES TO THE COVID-19.

TALKING ABOUT THEM, ABOUT THE WORK FORWARD, WE HAVE BEEN DISCUSSING WITH EXECUTIVE TEAM, AND WE TALKED ABOUT THE LAST TIME I WAS UP THAT WE ARE COMING BACK TO WHAT WE CALL WORK FORWARD, THE FLEXIBLE WAY OF WORKING FOR OFFICE EMPLOYEES.

WE HAVE ALSO SEEN, AFTER THE BIG HOLIDAYS LIKE THANKSGIVING, WE SEE A SPIKE IN GENERAL IN THE POPULATION HERE IN U.S., ESPECIALLY I'LL TALK A LITTLE BIT MORE ABOUT U.S. RIGHT NOW, WHEN IT COMES TO PEOPLE IMPACTED BY THE COVID-19.

SO WHAT WE HAVE DECIDED RIGHT NOW IS THAT WE WILL SEE WHAT'S GOING TO HAPPEN OVER THE SEASON HERE, THE HOLIDAY SEASON BECAUSE IT MIGHT BE THAT WE SEE A SPIKE, AND WE WANT TO SEE THAT BEFORE WE PUSH AND START TO WORK FORWARD, WHICH IS A FLEXIBLE WAY TO WORK.

IT'S NOT GOING TO BE LIKE BEFORE.

WE'RE GOING TO BE MUCH MORE FLEXIBLE.

IT'S GOING TO BE ROW AND UNIT BASED HOW IT'S GOING TO WORK.

AND WHEN YOU'RE IN THE OFFICE AND ALL THAT, THAT'S STILL VALID.

ALL THE TEAMS HAVE BEEN PREPARING FOR THIS AND I WOULD SAY WHAT WE ARE PLANNING FROM AN EXECUTIVE TEAM IS, OF COURSE, TO START THE WORK FORWARD AND THE SCHEDULING AT THE END OF JANUARY, BEGINNING OF FEBRUARY.

OF COURSE WE'RE ALWAYS GOING TO LOOK AT WHAT'S HAPPENING IN THE ENVIRONMENT AND ALL OF THAT AND SEE THAT WE ARE THINKING ABOUT US, V-TEAMERS FIRST, FROM THE HEALTH AND SAFETY, BUT CLEARLY OUR INTENTION AND OUR PLAN IS RIGHT NOW THAT WE GO FULL INTO THE WORK FORWARD AT THE END OF JANUARY, BEGINNING OF FEBRUARY.

SAM WILL TALK MORE ABOUT ALL THESE DETAILS AND ALL OF THAT BUT I WANTED TO GIVE YOU WHERE WE ARE AND BE TRANSPARENT IN MY OWN SITUATION.

SO, YOU KNOW, I'M TESTING THE SYSTEM, BUT I FEEL REALLY GOOD, AND I ENCOURAGE EVERYBODY TO TAKE THE VACCINATION BECAUSE THAT'S PART WHY I FEEL LIKE I FEEL.

DIANA, BACK TO YOU.

>>DIANA ALVEAR: HA, YOU LOOK GOOD.

YOU SOUND GOOD, AND WE ARE SO HAPPY TO HEAR THAT YOU'RE DOING WELL, THAT NO ONE ELSE IN THE FAMILY HAS BEEN AFFECTED, AND THAT THAT VACCINE IS DOING ITS JOB.

I HAVE TO TELL YOU, I GOT BOOSTED LAST WEDNESDAY, AND I FEEL GREAT.

AND JUST I THINK THAT WE'RE IN A GOOD PLACE NOW.

YOU KNOW, I'M GLAD TO HEAR THAT YOU'RE DOING WELL.

SO WE'VE GOT SOME GOOD NEWS TO SHARE, THOUGH.

I'M NOT GOING TO LET YOU LEAVE WITHOUT TALKING ABOUT THE TWO MAJOR AWARDS THAT WE WON.

SO HANS, TELL US A LITTLE BIT ABOUT THE RFK AWARD AND THE AD COUNCIL.

>>HANS VESTBERG: OF COURSE, EXTREMELY PROUD THAT I WAS GIVEN -- I TOOK THE PRIZE FOR THE AD COUNCIL AND THE RFK AWARD, BUT CLEARLY IT WAS A

MESSAGE TO VERIZON.

IT WAS TEARFUL FOR ME TO TALK AND BE SO PROUD OF WHAT WE ARE DOING. AND WHEN IT COMES TO AD COUNCIL, OUR JOB TOGETHER WITH DIEGO AND HIS TEAM, TO RALLY ALL THE COMPANIES IN THE UNITED STATES FOR THE MARKETING AROUND TAKING THE VACCINATION.

WE DID ENORMOUS IMPACT THERE, AND SO MUCH MORE WE -- OR SO MANY PEOPLE WE IMPACTED.

WE ARE VERY PROUD OF THAT, BUT IT COMES BACK TO OUR ROOTS, THAT WE ARE FOR STAKEHOLDERS AND WE WANT TO SEE THAT WE SERVE THEM ALL.

WHEN IT COMES TO ROBERT F. KENNEDY AWARD, WHICH IS, OF COURSE, EXTREMELY PRESTIGIOUS, AGAIN, IT'S A CONTRIBUTE TO HOW WE ARE WORKING WITH DIVERSITY AND INCLUSION.

AND I'M NOT SURE HOW MANY TIMES I'VE SAID IT, THAT IS ONE OF OUR CORE VALUES.

THAT'S WHY WE'RE WINNING.

THAT'S WHY WE'RE BETTER, BECAUSE WE'RE THINKING ABOUT BEING DIVERSE BOTH FOR OUR CUSTOMERS, FOR HOW WE DEAL WITH OUR TEAMS, HOW WE GET THE BUSINESS RESULTS, AND, OF COURSE, WE ALSO REALIZE THAT THE BAR WENT JUST UP AFTER FLOYD KILLING, AND WE NEED TO DO MORE IN THAT AREA.

AND I THINK THAT'S WHAT RFK IS SHOWING US, HOW WE REACHED OUT, HOW WE TALKED TO ALL THE BLACK ORGANIZATIONS AND UNDERSTAND HOW WE SHOULD DO EVEN BETTER AND DO EVEN MORE, AND I'M PROUD OF US BECAUSE ALL OF US, WE HAVE DONE IT AND WE EMBRACE IT AND I THINK WE'RE GOING TO BE A BETTER COMPANY.

WE'RE GOING TO DO A BETTER BUSINESS BECAUSE OF IT.

SO I THINK THAT EVEN THOUGH I WAS PERSONALLY EXTREMELY MOVED GETTING THESE AWARDS, IT WAS ACTUALLY BECAUSE I WAS MOVED BECAUSE OF HOW V-TEAMERS HAVE RESPONDED THE LAST 24 MONTHS, AND THAT'S WHY WE GOT THE AWARD.

SO YEAH, IT'S -- IT WAS A GREAT FEELING TO TAKE THOSE AWARDS IN THE NAME OF

VERIZON.

>> WELL, WE'RE SO GRATEFUL FOR YOU.

I MEAN, OBVIOUSLY YOU HAVE SO MUCH TO DO WITH THAT.

YOU'RE A DRIVING FORCE FOR SO MANY GOOD THINGS HERE AT VERIZON.

AND I DON'T HAVE TO BE THE ONLY ONE TO TELL YOU THAT WE'VE GOT SO MUCH GOING ON.

WE JUST CAME FROM AN HR WEBCAST TALKING ABOUT ALL THE THINGS THAT HAVE HAPPENED.

WE'RE CLOSING OUT 2021, GETTING READY FOR 2022, AND OF COURSE ONE OF THE TOP QUESTIONS FROM V-TEAMERS IS AROUND COMING INTO THE OFFICE.

HOW ARE WE GOING TO BE PUTTING OUR NEW WAYS OF WORKING INTO PRACTICE AND WHAT'S THE LATEST?

ANY THOUGHTS ON THAT?

>>HANS VESTBERG: I THINK THAT FOR ME THE LATEST IS THAT WE'RE REALLY -- WE REALLY WANT TO DO THIS IN THE MOST SAFE AND BEST WAY FOR OUR EMPLOYEES, AND WE'RE GOING TO DO IT.

MUCH WE HAVE PREPARED ALL OUR OFFICES FOR NOW FOR ALMOST A HALF YEAR TO SEE THAT WE'RE IN A SAFE ENVIRONMENT, AND THE TEAM IS DISCUSSING ALL THE INPUTS.

THE OFFICE IS ALREADY OPEN, SO THERE'S A LOT OF PEOPLE -- I SEE BEHIND YOU THERE ARE PEOPLE MOVING AROUND, SO THAT'S BASKING RIDGE.

OF COURSE, THERE ARE PEOPLE HERE ALREADY IN THE OFFICES, SO THEY'RE OPEN, BUT COMING BACK TO THE SCHEDULING WHERE WE'RE ACTUALLY GOING TO SEE THAT WE'RE GOING TO HAVE THIS FLEXIBLE WORK ENVIRONMENT THAT WE THINK IS GOING TO BE WINNER BECAUSE IT'S NOT GOING TO BE LIKE BEFORE.

IT'S GOING TO BE MORE WHEN YOU COME IN, WHEN IT'S THE RIGHT MOMENT TO BE IN WHERE YOU HAVE CERTAIN THINGS TO DO.

IF YOU WANT TO COME IN EVERY DAY, YOU'RE ALSO, OF COURSE, ALLOWED TO DO

THAT, BUT NOW WE TALKED ABOUT WHEN YOU COME IN WITH YOUR TEAM, WITH YOUR GROUP, WHEN YOU DO SOMETHING.

THAT WORK SCHEDULING, WE ARE NOT PLANNING TO, AS I SAID, STARTING IN THE END OF JANUARY, I WOULD SAY, FEBRUARY, DEPENDING A LITTLE BIT HOW WE SEE THE SPIKE OF THE HOLIDAY WEEKENDS RIGHT NOW, BUT I WANT JUST TO ALERT ALL THE OFFICE EMPLOYEES THAT THAT'S WHERE IT STANDS RIGHT NOW, BUT WE ALWAYS PUT OUR EMPLOYEES, THE V-TEAMERS, IN THE SAFE AND SECURE TEAM BUCKET FIRST, AND THEN WE WILL DO THIS.

BUT CLEARLY, OUR PLANS ARE CLEAR RIGHT NOW.

WE HAVE PREPARED EVERYTHING.

THE OFFICES ARE WORKING.

I SEE THE STARBUCKS IS OPEN, SO YES, IT WORKS.

>>DIANA ALVEAR: THANK YOU, HANS.

WELL, I MEAN, AS SOMEONE WHO STARTED AT VERIZON DURING THE PANDEMIC, I KEEP THINKING IT WAS LAST YEAR, BUT THIS IS, YOU KNOW, 18 MONTHS OF BEING REMOTE WITH MY WONDERFUL CO-WORKERS AND TEAMMATES, I AM SO READY TO SEE AND MEET MORE V-TEAMERS.

AND ONE PERSON I COULDN'T WAIT TO MEET IS SAM HAMMOCK, AND I'M LAUGHING BECAUSE WE SAW EACH OTHER BEFORE THE SHOW STARTED.

I SAID, BUT I FEEL LIKE WE KNOW EACH OTHER, SO IT'S BEEN SO WONDERFUL TO HAVE SAM HERE IN THE FLESH.

WE GOT TO HUG.

I WANT TO BRING HER INTO THE CONVERSATION AS WE TALK ALL THINGS WORK FORWARD.

SO SAM, WELCOME BACK TO UP TO SPEED.

HERE WE ARE IN BASKING RIDGE, AND OF COURSE GIVEN WHAT HANS JUST SHARED, HOW CAN V-TEAMERS PREPARE TO ACTIVATE OUR HYBRID SCHEDULES? HOW ARE WE GOING TO BE PUTTING WORK FORWARD INTO ACTION IN THIS NEXT YEAR?

>> YEAH, ABSOLUTELY.

WELL, IT'S WONDERFUL TO BE HERE, AND THANK YOU, HANS, FOR SHARING AND CONTINUING YOUR TRANSPARENT LEADERSHIP AND SHARING WITH ALL THE V-TEAMERS YOUR OWN SITUATION AND SO MANY OF OUR V-TEAMERS HAVE ALSO BEEN THROUGH THE SAME WITH THEMSELVES, FAMILY MEMBERS AND FRIENDS AND LOVED ONES.

SO THANK YOU FOR THAT TRANSPARENCY AND YOUR LEADERSHIP.

I ALSO, DIANA, IT'S CRAZY, WE HAVEN'T MET!

BUT NOW WE HAVE.

THIS IS WHAT WE'RE LOOKING FORWARD.

AND LET ME TALK ABOUT WORK FORWARD A LITTLE BIT.

WE STARTED WORKING ON WORK FORWARD MONTHS AFTER THE PANDEMIC HIT. AND THAT'S A REALLY IMPORTANT DISTINCTION BECAUSE WE KNEW THAT THERE WAS GOING TO BE A DIFFERENT WAY OF WORKING GOING FORWARD IN THE FUTURE, AND WE STARTED TO LOOK AT HOW DO WE DO THIS?

HOW DO WE THINK ABOUT DISTRIBUTED WORK FORCES, INCLUSIVE ENVIRONMENTS, AND CREATING THAT GREATER FLEXIBILITY AND WORK/LIFE INTEGRATION THAT WE KNEW WE WANTED, AND WE HAD THE ABILITY TO LOOK AT IT NOW.

THIS IS BEFORE WE TALKED ABOUT VACCINES.

WE WERE READY TO THINK ABOUT A NEW WAY OF WORKING FORWARD.

AND I THINK THAT'S REALLY IMPORTANT.

SO NEXT YEAR IS GOING TO BE HUGE, ONE OF THE BIGGEST YEARS IN OUR HISTORY.

AND WE ARE GOING TO BE PUTTING THESE WAYS OF WORKING INTO PRACTICE.

YOU KNOW, WORK FORWARD ISN'T JUST ABOUT THE FUTURE OF WORK OR HOW WE HANDLE, YOU KNOW, BEING APART OR TOGETHER.

THIS IS ABOUT US NOW COMING TOGETHER IN A NEW WAY AND HOW WE SUPPORT OUR WORKFORCE.

SO I THINK IT'S REALLY THRILLING, AND I COULD NOT BE MORE PROUD OF THE TEAM AND HOW WE DESIGNED THIS, AND I THINK IT IS EXTREMELY UNIQUE AND SPECIAL.

AS HANS SAID, WE'RE THINKING ABOUT IT FOR JOBS AND ROLES, BUT IT'S NOT A SINGLE MANDATE.

WE DIDN'T COME BACK LIKE WE SAW MANY PEOPLE DID AND SAY OKAY, YOU'LL BE MONDAY THROUGH THURSDAY, EVERYBODY IN THE OFFICE.

AND WE REALLY PUT TOGETHER A TON OF THOUGHT AND PROCESS AND TOOLS THAT HELP US CREATE THE RIGHT FLEXIBILITY FOR OUR TEAM.

AND I THINK THAT IS REALLY UNIQUE.

AND SO THE SCHEDULES, THE TOOLS ARE OUT THERE AND EVERYBODY'S GOING TO BE ABLE TO MAKE THAT WORK, AND SO THIS IS THE PERFECT TIME FOR US TO WORK WITH YOUR DIRECTORS, GET THOSE ADJUSTMENTS IN YOUR SCHEDULES AHEAD OF THE NEW YEAR.

WE CARRIED OVER A TON OF THEM, BUT GET THEM SCHEDULED AND GET THEM PUBLISHED.

YOU KNOW, THIS IS A TIME FOR US TO GO AHEAD, GET OUR TRAINING REFRESHERS, UNDERSTAND.

I'VE BEEN IN SO MANY AMAZING, INCLUSIVE DISTRIBUTED MEETINGS ALREADY WHERE SOME OF US ARE IN THE ROOM, SOME OF US ARE ON THE SCREEN, AND FOLLOWING THOSE BEST PRACTICES REALLY MAKES THE DIFFERENCE.

SO BRINGING YOUR DEVICES IN, TURNING ON YOUR VIDEO IN THOSE GROUP MEETINGS SO EVERYONE CAN SEE YOU.

THERE'S AN AMAZING THING TO BE SAID ABOUT WHAT THIS ENVIRONMENT DOES AND PUTS US ON AN EQUAL PLAYING FIELD.

AND WE'VE HEARD A LOT OF GREAT FEEDBACK ABOUT THAT.

SO CHECK OUT THE SITE.

GO TO BOOK A SPACE, RESERVATIONS, BEING IN COLLABORATION SPACES, IT'S AS EASY AS 1-2-3, LITERALLY THREE QUICK STEPS.

BUT OUR OFFICES ARE OPEN.

AS HANS SAID, YOU CAN SEE BEHIND US.

YOU KNOW, A BEAUTIFUL THING, I DIDN'T HAVE TO MAKE MY OWN COFFEE THIS MORNING.

>>DIANA ALVEAR: I KNOW.

I LOVE THE STARBUCKS.

>> IT WAS PRETTY FANTASTIC.

AND SEEING PEOPLE IN THE HALLS, AND SO THAT'S WHAT THIS IS ABOUT.

THOSE MOMENTS THAT MATTER.

WE HAVE LEARNED SO MUCH.

AND WE'RE GOING TO BE CARRYING THAT FORWARD.

WE'RE GOING TO LEARN TOGETHER.

EVERYONE IS RESPONSIBLE FOR OWNING AND CHAMPIONING OUR VERSION OF WORK FORWARD AND WE WILL, HONESTLY, CREATE THE MOST AMAZING WORKPLACE FOR ALL OF OUR V-TEAMERS.

>>DIANA ALVEAR: I KNOW IT.

I KNOW IT.

BECAUSE I -- EVERY TIME I COME TO BASKING RIDGE, I GET TO SEE PEOPLE THAT I REALLY CARE ABOUT THAT I'VE COME TO KNOW SO WELL, AND TO BE ABLE TO BE FACE-TO-FACE WITH THEM HAS BEEN A TRULY SPECIAL THING, ESPECIALLY TODAY, IS A VERY SPECIAL DAY TO BE FACE-TO-FACE WITH YOU AND I THINK THAT PART OF THE CULTURE, IT'S GOING TO BE SO GOOD TO HAVE THAT BACK AND MAKING SURE THAT EVERYBODY FEELS INCLUDED.

I'M VERY EXCITED TO PUT WORK FORWARD IN TO ACTION: HYBRID, PIVOTING, TRANSITION, ALL OF THESE KINDS OF THINGS.

I THINK THOSE ARE THE WORDS THAT ARE GOING TO LEAD US IN 2022.

BUT I WANT TO CIRCLE BACK FOR A MOMENT TO WHAT CRAIG SHARED LAST WEEK, SAM.

CAN YOU PROVIDE A SUMMARY OF THE LATEST DETAILS AROUND THE FEDERAL VACCINE MANDATE?

A LOT OF THAT JUST CONTINUES TO CHANGE.

>> YEAH.

ABSOLUTELY.

AND I KNOW THIS IS A TOPIC THAT IS POLARIZING.

WE TALKED ABOUT THAT EARLIER.

SO WHAT CRAIG SHARED LAST WEEK, GIVEN THERE IS A TEMPORARY INJUNCTION, THE REQUIREMENT FOR CURRENT EMPLOYEES TO BE VACCINATED IS SUSPENDED FOR NOW.

SO UNTIL FURTHER NOTICE, THOUGH, WE ARE GATHERING THOSE STATUSES, AND WE WANT TO BE ABLE TO STILL COLLECT THAT.

WE DON'T KNOW WHAT WILL HAPPEN.

IF ANYTHING, WE'VE LEARNED OVER THE LAST TWO YEARS IS WE DON'T KNOW WHAT WILL HAPPEN.

WE HAVE EXPRESSED AMAZING AGILITY.

WE WILL ALWAYS BE PUTTING THE HEALTH AND SAFETY OF OUR V-TEAMERS FIRST.

SO WHAT I WOULD SAY IS TO OUR V-TEAMERS, I HIGHLY RECOMMEND, GO AHEAD AND CONTINUE TO VERIFY YOUR VACCINATION STATUS.

FILL OUT THOSE FORMS THAT YOU HAVE RECEIVED FROM THE TEAMS.

WE'RE GOING TO COLLECT THAT.

THAT WAY WHEN WE GO, IF ANYTHING CHANGES, WE WILL BE READY.

SO WHILE OUR OFFICES ARE OPEN, CERTAINLY ALL EMPLOYEES, WE WELCOME YOU TO ACCESS THOSE WORK SPACES.

BUT DO FOLLOW OUR ON-SITE REQUIREMENTS AND POLICIES AND PROTOCOL THAT IS ALL ON OUR MICRO SITE.

YOU CAN CHECK THAT OUT, BUT THIS IS A VERY FLUID AND RAPIDLY CHANGING SITUATION.

SO DEPENDING ON DEVELOPMENTS OF THE VACCINATION, IT MAY BE REINSTATED, WE'RE SEEING LOTS OF CHANGES AT LOCAL AND STATE LEVELS.

WE WILL CONTINUE TO TRACK THAT.

WE WILL COMMUNICATE WITH GREAT TRANSPARENCY ON ALL OF THOSE THINGS.

AND WE WILL CONTINUE TO PUT EVERYONE'S SAFETY FIRST.

BUT FOR THAT REASON, THE HEALTH OF YOU, YOUR LOVED ONES, YOUR COMMUNITIES, WE DO STRONGLY ENCOURAGE YOU TO CONTINUE TO GET VACCINATED, AND WE PROMISE TO KEEP YOU INFORMED AS DETAILS CONTINUE TO EMERGE.

>>DIANA ALVEAR: YOU ABSOLUTELY HAVE BEEN TRANSPARENT.

AND, YOU KNOW, AS YOU MENTIONED, JUST TO REITERATE, BUT THE NEWS, THE CONSTANT CHANGE IN INFORMATION, YOU'LL BE BACK.

YOU'LL CONSTANTLY BE UPDATING US ABOUT EVERYTHING WE NEED TO KNOW.

AND WE HAD ANOTHER QUESTION FROM V-TEAMERS, WE'VE BEEN GETTING THIS A LOT.

IT CENTERS ON THE OMICRON VARIANT THAT HAS RECENTLY EMERGED IN THE U.S. AND OTHER PARTS OF THE WORLD, SO WILL THAT IMPACT OUR COVID RESPONSE STRATEGY?

>> YEAH.

WELL, CERTAINLY IT WILL ALWAYS IMPACT IN A WAY THAT WE ARE GOING TO ABSOLUTELY STAY ALIGNED WITH WHAT ARE WE LEARNING FROM THE CDC, FROM THE WORLD HEALTH ORGANIZATION, AND I'LL REITERATE, WE WILL REMAIN FOCUSED, FIRST AND FOREMOST, ON THE HEALTH AND WELL-BEING OF THIS V-TEAM.

ALL OF THIS STUFF DOES PUT A LOT OF PRESSURE.

THERE'S A TON OF ANXIETY, AT THIS TIME OF YEAR ALONE, LET ALONE IN THE ENVIRONMENT THAT WE ARE LIVING, WITH COVID, THE VARIANTS, I ENCOURAGE YOU TO PLEASE DO USE OUR EMPLOYEE ASSISTANCE PROGRAMS FOR YOU OR

FOR YOUR LOVED ONES TO GET THROUGH ANY OF THAT SUPPORT.

I'VE HEARD FROM MANY OF YOU ABOUT THE ANXIETY AND TENSION, THIS UNKNOWN.

IT'S JUST UNSETTLING.

AND WE'RE HUMAN.

SO PLEASE DO USE THOSE RESOURCES.

THEY ARE THERE FOR YOU.

OUR COVID RESPONSE TEAM CONTINUES TO STAY ON TOP OF ALL THE LATEST GUIDANCE, WHETHER IT'S OMICRON OR OTHER VARIANTS THAT WE MAY SEE IN THE FUTURE.

WE'LL CONTINUE TO FOLLOW THAT AND WE'LL MAKE YOU INFORMED OF ALL DECISIONS AGAINST THE LATEST PUBLIC HEALTH GUIDANCE.

WE'RE GOING TO CONTINUE TO MONITOR THIS ONE AND ANY NEW VARIANTS THAT COME OUT, AND WE WILL CONTINUE TO PUT OUR V-TEAMERS FIRST.

>>DIANA ALVEAR: YEAH.

SO AND WE'VE TALKED ABOUT VACCINATION.

THAT'S SOMETHING THAT I'VE BEEN VERY OPEN ABOUT AND HANS IS OPEN ABOUT, AND, YOU KNOW, AS YOU WERE MENTIONING, PEOPLE CAN ALWAYS GO TO THEIR HR TEAMMATES ABOUT THIS.

OKAY.

WELL, THANK YOU SO MUCH, SAM, FOR ALL OF THE INFORMATION.

SO MANY OF YOU HAVE BEEN ASKING.

WE HOPE THAT WE PROVIDED AS MANY ANSWERS AS POSSIBLE FOR YOU.

AND I'M GOING TO CIRCLE BACK TO HANS FOR SOME FINAL THOUGHTS.

YOU KNOW, WE COVERED A LOT, SO WHAT DO YOU WANT V-TEAMERS TO KEEP IN MIND AS WE MOVE FORWARD?

I MEAN, WE ARE DAYS AWAY FROM CHRISTMAS, IF YOU CELEBRATE.

IT'S THE HOLIDAY SEASON.

WE'RE FINISHING THE YEAR STRONG, AND WE'RE GOING IN TO 2020 TO INSPIRE.

SO WHAT WOULD YOU LIKE TO LEAVE US WITH, HANS?

>>HANS VESTBERG: THANK YOU.

FIRST OF ALL, I -- WHAT YOU AND SAM TALKED ABOUT THE IMPORTANCE OF THE HEALTH AND SAFETY OF ALL OF US AND THAT WE FOLLOW THE PROTOCOLS, AND THE RULES AND THE LEGISLATION.

AND THERE'S VAST INFORMATION ON ALL THESE MICROSITES, AND I JUST WANT -- BECAUSE IT'S SO DIFFERENT IN DIFFERENT COUNTRIES, DIFFERENT STATES, DIFFERENT RULES, SO IT'S IMPORTANT TO UNDERSTAND THAT WHEN WE SPEAK, JUST GENERALLY WITH SO MANY EMPLOYEES THAT WE HAVE ACROSS THE BORDER AND ACROSS THE WORLD, SO I THINK THAT'S IMPORTANT.

BUT ALL IN ALL, I THINK WE ARE WELL PREPARED, AND AS SAM SAID, I MEAN, WE'RE GOING TO LIVE IN THIS FLUID SITUATION.

THERE'S GOING TO HAPPEN THINGS ALL THE TIME.

I THINK WE ARE SUPER PREPARED FOR IT.

WE HAVE ALSO UNDERSTOOD THAT AFTER ALL THE PULSE FEEDBACK AND DISCUSSION, WE'RE NOT PLANNING TO GO BACK TO SORT OF AS IT WAS BEFORE. WE'RE GOING TO CREATE THE BEST OF WHAT WE LEARNED DURING THE PANDEMIC AND BRING THAT FORWARD IN A WORK-FORWARD, AND THEN SEE THAT WE'RE FLEXIBLE WORK, WE ARE AS EFFICIENT AS POSSIBLE, AND WE ARE STILL CREATING THOSE MOMENTS THAT MATTERS WHERE YOU MEET PEOPLE AND ACTUALLY CREATE THINGS TOGETHER, WHICH IS AT LEAST IN MY WORLD, EXTREMELY IMPORTANT TO BE TOGETHER WITH OTHER PEOPLE, BUT ALSO THE WAY WE'RE WORKING.

SO I THINK THAT'S NUMBER ONE.

AND NUMBER TWO, I -- YOU'RE RIGHT, THERE'S STILL A LOT LEFT OF THIS YEAR AND WE HAVE A LOT OF PEOPLE WORKING EXTREMELY HARD TODAY AND FOR THE REST OF THE YEAR, AND I COULDN'T THANK YOU ENOUGH FOR THE DEDICATION AND THE WORK YOU'RE DOING, AND THE IMPORTANCE OF THE WORK YOU'RE DOING.

IF YOU'RE IN A STORE OR IF UROLOGY OUT C-BAND, OR IF YOU'RE PLANNING OR IF YOU'RE ADMINISTRATING IT OR IF YOU'RE SUPPORTING FOR THE MARKETING OR FINANCE, WHATEVER, WHEREVER YOU ARE IN THE COMPANY, I KNOW THAT YOU'RE WORKING VERY HARD TO SEE THAT WE ARE COMING, FLYING IN TO 2022 WITH A STRONG ASSET AND A REALLY GOOD COMPETITIVE POSITIONING WE HAVE.

SO I'M REALLY THANKFUL FOR ALL OF THAT, AND SOME OF YOU WILL WORK HARD OVER ALL THE HOLIDAYS AS WELL.

SO IF I DON'T MEET YOU AGAIN, I THANK YOU FOR ALL THAT, AND I WISH YOU EXTREMELY GOOD HOLIDAYS.

I WISH THAT YOU SPEND TIME WITH YOUR FRIENDS AND FAMILY, AND OF COURSE TALK ABOUT VERIZON, WHAT WE'RE DOING, AND THE EXCITEMENT WE HAVE GOING IN IN THE FOURTH YEAR OF VERIZON 2.0 WITH ALL THE ASSETS THAT WE WANTED, AND THE GROWTH AND ALSO WHAT WE'RE DOING FOR OUR SOCIETY, WHICH IS SO IMPORTANT FOR US BECAUSE IT'S PART OF OUR RESPONSIBILITIES, AND THE IMPACT WE CAN HAVE AS A COMPANY.

SO WITH THOSE FEW SUMMARY WORDS, AS ALWAYS, YOU KNOW, I THANK ALL OF YOU FOR TUNING IN TO UP TO SPEED.

AND YOU KNOW, YOU DON'T KNOW WHEN I'M GOING TO SHOW UP AGAIN.

SO I WILL BE HERE.

THANK YOU, DIANA.

>>DIANA ALVEAR: HANS, WE'LL HAVE YOU ANY TIME YOU'D LIKE TO BE HERE.

SO, YOU KNOW, ENJOY YOUR HOLIDAYS.

YOU'VE BEEN WORKING SO HARD.

DEFINITELY REST UP.

AND FOR THE REST OF YOU THAT HAVE BEEN WATCHING, WE KNOW THAT YOU HAVE BEEN WORKING HARD.

WE'VE GOT SOME SPECIAL HOLIDAY TREATS COMING UP.

TOMORROW, SOME TIPS ON MAINTAINING YOUR ZEN K HEALTH DURING THIS BUSY SEASON AND NEXT WEEK WE GET A MAJOR VISIT FROM A VIP.

SO ON BEHALF OF SAM AND, THANK SO MUCH FOR BEING WITH US TODAY.

I AM DIANA ALVEAR, STAY SAFE, AND UNTIL NEXT TIME, YOU'RE UP TO SPEED.