

Verizon Up to Speed
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Thanks for joining us on Up To Speed. We begin this Friday's episode with an update on something we talked about last Friday. The only difference? This update is about eight times brighter. We're of course talking about the eighth and final night of Hanukkah. So as those of the Jewish faith all over the world conclude their festivities, let's check back in with our V Team families who are doing the same in our first slide.

Now last week, we got to meet the Cohen family and the Leventhal family - - and you can see in these updated photos, all eight candles are lit across the menorah to remember and celebrate that small quantity of oil from long ago miraculously staying lit for eight straight days. To our friends who have graciously shared their faith with us, thank you for illuminating our lives this holiday season.

As we get ready to close out an unforgettable year, let's not forget just how much we've done to bring 5G to our customers all across the country. Just yesterday, we announced the extension of our Nationwide 5G, expanding to cover another 24 million customers, bringing the total to more than 230 million people and counting who now have access to the speed and capabilities of Verizon 5G. Our engineers are working every day to ensure 5G becomes an integral part of our customers' lives -- a goal we will all continue to focus on in 2021.

This goal is just one of many big topics we'll discuss with Hans at our kickoff meeting in January.

So let's take our next slide, and mark our calendars for Monday, January 4th, 2021. Feels good to reference the new year! Hans and our leadership team are looking forward to getting a jump start to our 2021 goal with a very special kickoff webcast. Again, Monday, January 4th, Noon Eastern. You can watch it right here on Up To Speed. And of course, if you haven't already, download and watch on our Inside Verizon app.

Now for the new year, we are looking for some very special V Teamers who are ready for their 5G closeup. Yes, this is a casting call! The teams producing our awesome commercials hope to find more great V Team engineers to help tell our 5G story to the world. So, in the most 'meta' of ways, here is our ad about potentially starring in an ad, using the ad itself. Hope you're following along. Here we go. Let's roll the video.

You've seen and heard our Verizon engineers in these very spots talk about what it takes to build 5G right. Now, we're looking for even more 5G engineers ready to star in commercials like this one. So engineers, nominate yourself or a deserving colleague to be our next Verizon 5G superstar. And maybe, just maybe, you can find yourself like our friend Russ here, walking in slow motion, looking pretty cool, and sharing our amazing 5G story. And there's our ad, about the ad. Now if that sounds like something you're interested in -- here's how you can get things started. Engineers, you can nominate yourself or a colleague, send us names and contact information in a note to the good mailbox. You know the email: Good@verizon.com -- we're looking for 5G Engineers who are ready for their commercial closeup! Again, send a note to good@verizon.com. From one group of superstars to another, we want to tell you about the ways some of our V Teamers are making the holidays extra special for our troops.

Earlier this month, members of our Network Operations team in New Jersey gathered to collect food and supplies for the Adopt-A-Unit campaign in partnership with the Red Cross. This is an annual event for many of our V Teamers, but the pandemic of course made this year's collection a little challenging. In fact the event was originally canceled, but our V Team persevered, stepped in, and the message to our troops, despite the pandemic, was that we've got their six, no matter what. Check it out.

>> Hi, good morning everybody!

>> Good morning!

>> Welcome to the 2020 -- the deliveries that came yesterday.

>> This year has been a tough year. People have supported us over the years and stepped away a little bit. People are working from home, that hurt a little bit. The Verizon team came up with a way to do it safely, and we put it together.

>> It is amazing we were able to pull this off. Thank you to Pamela, this -- everybody has it on their map.

>> I can tell you from being a veteran myself, when we received the deployment, the teams that would go down to mail call and see the packages coming in, it was a wonderful period. It was like Christmas morning. They are subbing for us, the least we can do is to think about some of the things and the gear they need, package it together, and send it overseas. Thank you to everyone that participated today, it has been a fantastic event and we came together as a team.

>> On behalf of the American Red Cross, the American people, our service members and employees, thank you to the Verizon employees that made this event possible.

[Music]

And that right there makes you proud to be a V Teamer. Those Are from people in New York and New Jersey. And those packages are going to troops currently serving in Afghanistan and North Africa. We're talking 5.5 tons of food and sanitary goods -- all donated, packaged and shipped to the men and women serving our country. Well done team!

Kindness of course is a theme we've been thinking about as we head towards the holidays. So let's keep the kindness going with more on a

social media campaign that so many of you are taking part in. Let's roll the next video...

Over the weekend our social teams came together to kickstart "12 days of Kindness" From sharing smiles to notes of gratitude to meals with your friends and family, this campaign, running 12 days leading up to Christmas, continues to challenge folks to spread kindness this holiday season. You'll want to head to our social channels, including @vzuptospeed, to check out the daily challenges and see how you can participate on social media. And to our V Teamers have posted already, thank you for sharing that all kindness with the world.

And before we go, let's talk a little bit about cardboard cutouts. Now a few weeks ago, I told you about how our Up To Speed team sent me this cutout of my mother, knowing I'd be away from her this Thanksgiving. We were able to offer V Teamers in the same boat a chance to create their own cutout and make that long-distance connection with their loved ones. We sent more than 300 cutouts to V Teamers and their families. So many of you responded, not just with your request for a cutout, but also your amazing stories about your families during this challenging holiday. I wanted to learn more about those stories, and how the cutouts are making your loved ones smile. So here's what you shared with us..

>> I saw the picture of you with your mom in the background and I'm like, that's hilarious, at the end of the episode, you said, let's send a cut out, or a cut out of you to your loved ones and surprise them.

>> I knew I wanted to send it to my parents. They are in another state.

>> I thought it was a way to easily get to my parents, help them feel like a connection.

>> My family is in upstate New York, I am in North Carolina with my wife and two kids.

>> It was so wonderful to watch on Skype as she opened up this cardboard cutout box.

>> Hahaha.

>> And laugh and smile. The warmth that poured through my body at the time when she opened it up, to see the grin on her face and my sister's face, it felt like we were sitting there, next to each other, laughing like old times.

>> My sister-in-law opened the box, she was startled, she did not expect her brother-in-law to be hidden in the box, it was like Elf on the Shelf.

>> Let's talk about --

>> I was surprised, I found it on Facebook.

>> [Singing happy birthday].

>> My mom and dad singing happy birthday, it was hilarious.

>> Happy birthday to you.

We love you.

>> How are you parents going to respond?

>> They will just be thrilled. One, to have something fun, and just entertainment. It is the first year ever, in my whole life, that my parents are going to be alone.

So that's tough, right? And I think a lot of us are going through that.

>> We've lost my father to cancer about four years ago, you know, at this holiday time. It is tough around the holidays, we all were with him through the last, you know, month of his life. I know my dad, smiling down, looking down at the fun that we're having, he was a fun guy.

>> Another reason to laugh, to enjoy that time, while we are away, we are so close by.

>> Make the best out of it you can, make every moment count as you can.

>> Think about the people that are most important to you, and make time to connect with them.

>> Just good to know that, in times like this, we can move forward together, we can work together, laugh together, and enjoy the time that we have together.

So we don't take that for granted, and I am so proud to be part of Verizon.

>> Very cool. Very cool. Thank you so much to our V teamers for taking part in our cardboard cutout, the love from Eric and Michelle, thank you so much for sharing your story with us. I am proudly showing off my cardboard cut-out, of course. And I want to say, as a post-script to that video here, I brought this with me. As you know, I was recovering in New Jersey from COVID and I went ahead and tested, I tested negative, and decided to travel back and so, while I appreciate the cutout, mom? Ha.

You have a cutout -- we are back together, folks!

We are back -- haha.

So, yes. Thank you so much for everyone for watching this Friday edition with moms. The cameo -- do you want to help me out here? We are going to close out, go ahead.

>> Until next time!

>> You are on the scene. See you later, have a great weekend