

VERIZON
UP TO SPEED LIVE
December 19, 2023 11:30 AM ET

>> HEY V TEAM, THANKS FOR JOINING US FOR UP TO SPEED LIVE. AS MANY OF YOU KNOW, THE EAST COAST RECEIVED LARGE AMOUNTS OF WIND AND RAIN YESTERDAY LEAVING PLENTY OF FOLKS WITHOUT POWER. LOOK AT THOSE CARS WE'VE GOT IN THIS PICTURE HERE. SO FAR THERE'S BEEN LOW IMPACT TO OUR NETWORK AND WE'RE CONTINUING TO MONITOR NETWORK IMPACT. ALL RIGHT TEAM, THERE'S A LOT TO COVER TODAY AND YOU'LL WANT TO STICK AROUND UNTIL THE VERY END BECAUSE WE'LL BE SHARING YOUR HOLIDAY SHOUT-OUTS! BUT TO START, I AM SO EXCITED TO SHARE THE NEWS THAT LIFE SIZE BARBIE BOXES HAVE OFFICIALLY BEEN PLACED IN EACH OF OUR WORK FORWARD ENGAGEMENT HUBS. WE'VE BEEN SEEING YOUR FUN POSTS POSING INSIDE THE BOXES ALL OVER SOCIAL MEDIA AND YOUR HUB SLACK CHANNELS AND WE WANTED TO GET IN ON THE FUN TOO! BASKING RIDGE HAS ITS OWN BOX RIGHT BEHIND US, SO COME ON DOWN IF YOU'RE IN THE OFFICE AND SNAP A PHOTO. I ACTUALLY CAUGHT A FEW OF YOU BEFORE THE SHOW DOING THAT. IT'S A LOT OF FUN. BUT IT'S SO MUCH MORE THAN THAT. YOU MAY REMEMBER OUR UP TO SPEED EPISODE NOT TOO LONG AGO ANNOUNCING OUR NEW MYPLAN PERK OFFER OF MAX AND NETFLIX, WITH ADS, BUNDLE FOR JUST \$10. WELL AS IF YOU NEEDED ANOTHER REASON TO GET IN ON THESE SAVINGS, BARBIE'S NOW AVAILABLE FOR STREAMING ON MAX – SO BE SURE TO JUMP ON THIS OFFER! NOW TO A NEAT STORY THAT'S BOUND TO MAKE YOU SMILE. ANGELA STRIPLING – A V TEAMER BASED OUT OF IRVING, TEXAS, WORKS ON OUR LEARNING & DEVELOPMENT TEAM BY DAY, BUT BY NIGHT – SHE TRANSFORMS INTO MRS. CLAUS TO HELP SPREAD THE MAGIC OF THE HOLIDAY SEASON AROUND TEXAS! LET'S TAKE A LOOK!

>> I'M ANGELA STRIPLING, AND I SUPPORT THE PUBLIC SECTOR. MY HUSBAND AND I HAVE A PHOTOGRAPHY STUDIO AND WE PURCHASE CHEESY OUTFITS JUST FOR A CHRISTMAS CARD. AND A YEAR LATER MY SON CALLED AND THEIR HOMEOWNER'S ASSOCIATION, THEIR SANTA CLAUS GOT SICK AND HE SAID, HEY, DO YOU STILL HAVE THOSE COSTUMES? I SAID, YES, WOULD YOU LIKE FOR -- TO BORROW THEM?

HE SAID, NOPE, I WANT YOU TO WEAR THEM.
SO HE INVITED US TO BE ASSISTANT AND MRS. CLAUS FOR THEIR
HOMEOWNER'S ASSOCIATION AND WE'VE BEEN DOING IT FOR EIGHT YEARS
NOW.

I LOVE TO BRING JOY TO PEOPLE.

TO GIVE BACK TO PEOPLE, TO GIVE BACK TO THE COMMUNITY, AND TO GIVE
BACK TO CHILDREN.

I LOVE WORKING FOR VERIZON.

FOR ME, ESPECIALLY THIS TIME OF YEAR, THE WORK-LIFE BALANCE IS
ABSOLUTELY IMPORTANT.

AND MY LEADERSHIP TEAM IS SO SUPPORTIVE OF ME, I COULDN'T DO IT
WITHOUT THEM.

I THINK MRS. CLAUS WOULD LOVE TEXAS AND THE TEXAS HOSPITALITY.

THEY HAVE SOME OF THE SAME CORE VALUES THAT WE HAVE RIGHT HERE AT
VERIZON.

INTEGRITY IS THE MAIN THING THAT SANTA LOOKS FOR AND ESPECIALLY IN
THE ELVES.

STAY OFF THE NAUGHTY LIST THIS YEAR.

REMEMBER TO BE KIND TO EVERYONE.

IF YOU DO THAT EVERY DAY, I GUARANTEE YOU'LL BE ON THE NICE LIST.

HAPPY HOLIDAYS, V TEAMERS.

MAY YOUR HOLIDAY BE AS BIG AS TEXAS!

>> OH, MY GOSH, I HOPE THAT PUTS A BIG SMILE ON YOUR FACES.

I HAVE IT EAR TO EAR.

SO CUTE.

WHAT A NICE WAY TO GIVE BACK.

AND SPEAKING OF MRS. CLAUS, AS YOU KNOW HER HUSBAND SANTA IS
WORKING AROUND THE CLOCK TO GET EVERYTHING READY FOR HIS BIG TRIP
AROUND THE WORLD THIS CHRISTMAS EVE.

KIDS EVERYWHERE ARE ANXIOUSLY

WAITING TO SEE WHAT SANTA WILL LEAVE UNDER THEIR TREES.

AND IN CASE YOU DIDN'T KNOW – VERIZON HELPS CHILDREN

EVERYWHERE KEEP A CLOSE EYE ON

SANTA'S WHEREABOUTS BEFORE THE BIG DAY – HOW, YOU ASK?

LET'S TAKE A LOOK!

>> SO THE MISSION OF THE NORTH

AMERICA AIRSPACE DEFENSE COMMAND IS TO DEFEND THE HOMELANDS.

THAT'S OUR NUMBER ONE PRIORITY.

AND WE DO THIS 24/7 365 DAYS A YEAR.

BUT THERE'S ONE TIME DURING THE YEAR THAT WE HAVE A

SINGLE NO FAIL MISSION DAY, AND THAT'S ON DECEMBER 24TH WHENEVER
SANTA BEGINS HIS JOURNEY ACROSS THE GLOBE DELIVERING PRESENTS TO
BOYS AND GIRLS AROUND THE WORLD.

OUR JOB HERE AT NORAD IS TO TRACK WHEREVER SANTA'S AT SO

WHENEVER WE GET PHONE CALLS FROM

CHILDREN THAT WE'RE ABLE TO ACCURATELY SAY WHERE SANTA'S AT AT THAT TIME. VERIZON HAS PLAYED A ROLE IN THAT OVER THE PAST SEVERAL YEARS BY BEING THE LINK BETWEEN US AND THE PEOPLE WHO ARE LOOKING TO FIND WHERE SANTA'S AT. AS YOU CAN IMAGINE, SANTA FLIES FASTER THAN OUR JET FIGHTERS, ACTUALLY AT THE SPEED OF STARLIGHT. SO US BEING ABLE TO PROVIDE THAT ACCURATE INFORMATION TO OUR CALLERS IS VERY IMPORTANT TO OUR MISSION ON DECEMBER 24TH.

SO WE'VE WORKED WITH VERIZON OVER THE YEARS TO ENHANCE THE INTERACTIVE VOICE RESPONSE SYSTEM SO THAT WE COULD HAVE BETTER FIDELITY ON WHERE SANTA IS REGARDLESS OF THE LOCATION AROUND THE WORLD.

>> ISN'T THAT NEAT?

BUT TEAM, WE'VE GOTTA DO OUR PART TO GIVE MR. AND MRS. CLAUS A LITTLE BREAK AND HELP OUT WITH THE GIFTS THIS YEAR.

SO, IN CASE YOU'RE STILL DOING SOME HOLIDAY SHOPPING, REMEMBER THAT VERIZON IS YOUR ONE-STOP-SHOP FOR THE BEST GIFTS.

LET'S DO A QUICK RUNDOWN OF OUR LATEST DEALS ON ACCESSORIES. RIGHT NOW GET \$100 OFF THE JBL PULSE 5 SPEAKER, GET \$40 OFF THE SONY PORTABLE X-SERIES BLUETOOTH SPEAKER, AND GET UP TO \$40 OFF SHOKZ OPENRUN HEADPHONES. AND LET'S NOT FORGET ABOUT VERIZON HOME INTERNET - WHERE ALL CUSTOMERS, EXISTING OR NEW, CAN SWITCH WITH A 5-YEAR PRICE GUARANTEE AND RECEIVE SOME EPIC GIFTS ON US.

FOR ALL OF THE DETAILS, YOU CAN STILL VISIT OUR HOLIDAY MEDIA HUB, WHICH WILL BE UPDATED IN REAL TIME AS NEW DEALS BECOME AVAILABLE.

NOW TO SEE WHAT OUR MARKET COMMS TEAM HAS BEEN UP TO.

GET THIS, FOR THE PAST MONTH,

THEY'VE BEEN TRAVELING AROUND

THE COUNTRY FOR DOZENS UPON DOZENS OF HOLIDAY ROAD SHOW TV SEGMENTS THAT CONTINUE TO AMPLIFY VERIZON PRODUCTS, SERVICES AND PROMOTIONS ON LOCAL NEWSCASTS.

FROM NEW YORK CITY TO LOS

ANGELES, AND ALMOST EVERYWHERE

IN BETWEEN, WE TOUTED VERIZON HOME INTERNET – MOBILE+HOME

REWARDS – GLOBAL CHOICE – VERIZON VISA CARD – FIOS TV+,

MYPLAN'S NETFLIX & MAX PERK, OUR FIVE-YEAR PRICE GUARANTEE,

NETWORK WINS, AND EVEN SOME NYC STORES SERVING AS TOYS FOR TOTS

DROP-OFF LOCATIONS, AND BELIEVE IT OR NOT – THESE ARE JUST A FEW OF OUR INCREDIBLE OFFERINGS.

OF COURSE, WE ALSO SHOWCASED

LOTS OF FUN NEW PHONES – INCLUDING THE GOOGLE PIXEL 8 PRO AND THE SAMSUNG GALAXY ZFOLD 5 – AS WELL AS RELATED GADGETS AND OFFERS AVAILABLE AT OUR STORES AND ON VERIZON.COM. BUT THAT’S NOT ALL – WE’RE EVEN DOING A COUPLE OF SEGMENTS THE DAYS AFTER CHRISTMAS, ENCOURAGING CUSTOMERS TO GET THE TECH GIFTS THEY REALLY WANTED FOR THE HOLIDAYS. BIG THANKS TO OUR COMMUNICATIONS TEAMS IN OUR ATLANTIC NORTH, ATLANTIC SOUTH, COASTAL PLAINS, GREAT LAKES, MOUNTAIN AND PACIFIC MARKETS FOR SPREADING THE WORD AND DRIVING CUSTOMERS TO OUR STORES AND OUR HOLIDAY MEDIA HUB – WHICH AGAIN YOU CAN CHECK OUT BY CLICKING ON THE LINK IN TODAY’S STORY. NOW I KNOW WE ALL LOVE TO TALK ABOUT GIFTS. BUT WE UNDERSTAND THAT FOR SOME V TEAMERS THIS SEASON CAN BRING ABOUT CHANGES AND CHALLENGES. AND WE ALWAYS WANT TO REMIND YOU THAT WE HAVE PLENTY OF RESOURCES AVAILABLE TO HELP YOU DURING TIMES OF NEED. ONE BEING OUR EMPLOYEE ASSISTANCE PROGRAM WHICH IS HERE TO SUPPORT YOU IF YOU NEED IT. ON SCREEN YOU’LL FIND DETAILS ON HOW YOU CAN CONNECT WITH THE EAP DIRECTLY AND AS ALWAYS THE INFORMATION CAN ALSO BE FOUND IN TODAY’S STORY. NOW TON ANOTHER IMPORTANT ASPECT OF THE HOLIDAY SEASON IS CELEBRATING THE VALUES THAT BRING US TOGETHER AND CONNECT US WITH OUR LOVED ONES. FOR SOME OF US, MYSELF INCLUDED, OUR FRIENDS AND FAMILY ARE SPREAD THROUGHOUT THE WORLD, MAKING IT DIFFICULT TO SEE THEM DURING THIS TIME. BUT – THANKFULLY, VERIZON OFFERS, GLOBAL CHOICE, AN INTERNATIONAL LONG DISTANCE CALLING PLAN TO HELP YOU, YOUR FRIENDS, AND FAMILY STAY CONNECTED. IT’S A PERSONALIZED PLAN GIVING YOU THE OPTION TO PICK A COUNTRY AND GET UP TO 300 MINUTES TO CALL THAT COUNTRY FOR JUST \$5 PER MONTH WITH THE VERIZON EMPLOYEE DISCOUNT. THAT’S A 50% DISCOUNT OFF OF THE \$10 PRICE POINT THAT’S AVAILABLE TO VERIZON CUSTOMERS. BE SURE TO CHECK OUT MORE ABOUT THIS AWESOME PLAN IN TODAY’S STORY. LET’S TURN NOW TO SOME COOL VERIZON BUSINESS NEWS. TJ FOX, SVP OF INDUSTRIAL IOT AND AUTOMOTIVE FOR VERIZON BUSINESS, IS A BOARD MEMBER FOR THE 5G AUTOMOTIVE ASSOCIATION. HE AND VERIZON’S IOT AND AUTOMOTIVE TEAM WERE ABLE TO HELP BRING 5G-A-A’S ANNUAL

MEETING TO THE UNIVERSITY OF MICHIGAN'S MCITY TEST TRACK, WHERE VERIZON IS A FOUNDING MEMBER, TO DEMO A NUMBER OF AUTOMOTIVE TECHNOLOGIES. ALL THE DEMOS THAT USED THE MCITY TRACK, VERIZON'S AND OTHER MEMBERS', RAN ON VERIZON 5G AND MEC INFRASTRUCTURE INSTALLED AT MCITY. AWESOME JOB TEAM!

NOW TURNING TO NETWORK NEWS, CUSTOMERS IN WESTERN PENNSYLVANIA, NEW YORK, VIRGINIA, INDIANA, AND OHIO JUST GOT A BIG BOOST TO THEIR MOBILE SERVICE.

WE RECENTLY TURNED ON NEW CELL SITES EXPANDING 4G AND 5G COVERAGE IN VARIOUS COMMUNITIES IN EACH STATE, OFFERING "MORE BARS" ALONG WITH FASTER SPEEDS AND BETTER NETWORK PERFORMANCE. SO IF YOU'RE PLANNING TO VISIT PUNXSUTAWNEY, PENNSYLVANIA FOR THE ANNUAL GROUNDHOG DAY CELEBRATION THIS YEAR, WE'VE GOT YOU COVERED!

ALL RIGHT.

I DON'T KNOW ABOUT ALL OF YOU, BUT THE HOLIDAY SEASON'S GOT ME SIPPING.

MY PERSONAL FAVORITE IS HAPPY HOLIDAYS.

I WON'T DO THE SINGING.

BUT DID YOU KNOW VANDANA'S FAVORITE HOLIDAY TUNE IS THE BOLLYWOOD SONG KABHI KUSHI, KABHI GAMM. WE RECENTLY ASKED SOME OF OUR LEADERS WHAT THEY'RE INCLUDING IN THEIR "HOLIDAY TOOLKIT" WHICH INCLUDES THEIR FAVORITE HOLIDAY SONGS, ACTIVITIES AND THOUGHTFUL GIFTS THEY'RE EXCITED TO SHARE THIS YEAR.

NOW, TIME FOR SOME SHOUT-OUTS, BECAUSE WE ALL LOVE THOSE. AND THERE'S NO BETTER TIME THAN THE HOLIDAY SEASON TO GIVE SOME GRATITUDE TO THE V TEAMERS WHO HAVE HELPED YOU SUCCEED IN 2023. THAT'S WHY WE INVITED YOU TO SEND IN HOLIDAY SHOUT-OUTS TO THOSE AMAZING TEAMMATES, AND TODAY WE'RE SHARING SOME OF OUR FAVORITES.

BUT FIRST, I WANT TO GIVE MY OWN SHOUT-OUT TO EVERYONE WHO TOOK THE TIME TO STOP BY ON SLACK OR IN THE INSIDE VERIZON APP AND SHARE A SHOUT OUT OR JUST JOIN IN THE FUN.

YOU GUYS HONORED SOME REALLY DESERVING V TEAMERS THIS WEEK, AND WE HAVE REALLY ENJOYED READING EACH ONE.

HERE ARE A FEW OF OUR FAVORITES:

ALEXANDER HOLZINGER, AN ENGINEERING SPECIALIST IN NETWORK OPERATIONS FROM BLOOMINGTON, MICHIGAN, SENT A SHOUT-OUT IN THE #INSIDEVERIZON CHANNEL ON SLACK TO MATTHEW SALVATORE, A SENIOR ENGINEERING SPECIALIST, ALSO IN NETWORK

OPERATIONS IN BLOOMINGTON.

HE SAID: "MATTHEW IS THE FINEST BASEBAND SPLITTER IN ALL OF GP. HIS SKILLS WITH SCRIPTS AND VAST TECHNICAL KNOWLEDGE ALLOWED US TO MODIFY 5G BASEBANDS AND EASE NETWORK CONGESTION."

THAT'S AMAZING.

THANK YOU, MATTHEW.

NANCY PETSHOT, AN INSTRUCTIONAL DESIGN MANAGER IN PITTSBURGH, SENT A HOLIDAY SHOUT-OUT TO EVERYONE ON THE PROJECT TEAM THAT CREATED THE UNITING INTEGRITY TRAINING.

SHE SAID: "IN 2023, THIS CORE TEAM CAME TOGETHER TO DEVELOP TRAINING THAT HELPS FOLKS WHO REPORT TIME ON PROJECTS KNOW HOW TO ACCURATELY RECORD CAPEX AND OPEX ON THE PROJECT TIMESHEETS. WE CAME AWAY WITH NEW FRIENDS AND RELIABLE BUSINESS PARTNERS."

GREAT WORK, TEAM!

FINALLY, WE HAVE ONE MORE SHOUT-OUT, THIS TIME FROM THE INSIDE VERIZON APP.

PROJECT MANAGER BRIAN ADAMEK, SENT A SHOUT-OUT TO THE UNITED ERG CABINET FOR THE AMAZING WORK IN VOLUNTEERISM AND SUPPORT OF THE VERIZON COMMUNITY.

HE SAID: "THANK YOU FOR A GREAT 2023, AND I CAN'T WAIT TO SEE WHAT WE DO IN 2024!"

THANK YOU TO EVERYONE WHO SUBMITTED SHOUT-OUTS SO FAR— AND CONGRATULATIONS TO THIS WEEK'S

RANDOM DRAWING WINNERS WHO WILL EACH RECEIVE A \$30 GIFT CERTIFICATE TO THE VERIZON BRAND SHOP.

FROM SLACK, NINA HUDSON, ALEXANDER HOLZINGER, WHO'S SHOUT-OUT WE JUST SHARED, ANGELA DAURIO ARE OUR WINNERS, AND ON THE INSIDE VERIZON APP, WE HAVE RANDALL JONES AND VICKI KROPF! IF YOU WANT TO SHARE A SHOUT OUT THAT MIGHT BE READ RIGHT HERE ON UP TO SPEED, AND A CHANCE TO WIN IN OUR NEXT DRAWING, JUST GO TO THE #INSIDE VERIZON CHANNEL ON THE SLACK APP OR THE INSIDE HOLIDAY CHANNEL INSIDE THE VERIZON APP.

YOU CAN DOWNLOAD IT FOR YOUR PHONE AT THE [SLIDE 6] APP STORE FOR IOS OR THE GOOGLE PLAY STORE FOR ANDROID.

AND WITH THAT, THAT WILL DO IT FOR TODAY'S SHOW!

MAKE SURE TO TUNE IN ALL NEXT WEEK FOR OUR END OF YEAR EPISODES, PLUS OUR ANNUAL TRADITION – OUR BLOOPERS EPISODE NEXT FRIDAY.

WE WILL SEE YOU BACK LIVE ON WEDNESDAY, JANUARY 3RD AT 11:30 A.M. EASTERN FOR OUR 2024 KICKOFF!

UNTIL NEXT TIME, YOU'RE UP TO SPEED!