

Verizon
Up To Speed Live
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>> ALL RIGHT... DUDE, CHECK IT OUT. IT'S CALLED THE FRIENDS AND FAMILY DISCOUNT. ALL YOU GOTTA DO IS COME TO VERIZON AND YOU'LL BASICALLY GET THE SAME DISCOUNT THAT I GET AS AN EMPLOYEE.

>> NOW I CAN FINALLY GET MY BOYFRIEND TO SWITCH FROM THE OTHER SIDE OF THE NETWORK. NOW HE WILL BE ABLE TO SEND ME LOVE SONGS FROM HIS FAVORITE MUSIC APP.

>> HEY, WILL. I'M LEAVING A VOICEMAIL AS USUAL, SINCE YOU NEVER HAVE ANY SERVICE, BUT I'VE GOT SOME GREAT NEWS FOR YOU TODAY. VERIZON LAUNCHED A FRIENDS AND FAMILY DISCOUNT, AND SINCE YOU'RE STILL ON MY TOP FIVE FRIENDS LIST ON MYSPACE, YOU'RE LUCKY ENOUGH TO GET ONE OF MY REFERRAL LINES.

>> MY BROTHER IS CURRENTLY ON ONE OF THOSE OTHER NETWORKS RIGHT NOW, EVERY TIME I PLAY HIM IN FORTNITE MOBILE, HE TELLS ME THAT I'M ONLY WINNING BECAUSE I HAVE VERIZON NETWORK. NOW... HE'LL HAVE NO EXCUSE WHEN I BEAT HIM.

>> EVERY TIME I'M OUT ON AN INSTALLATION, ALLEN WANTS ME TO HOOK HIM UP. SO... WAIT, YOU'RE TELLING ME, I CAN FINALLY HOOK HIM UP?

>> GOOD AFTERNOON, GOOD EVENING, AND GOOD MORNING, GOOD TO BE HERE WITH YOU FOR ANOTHER EDITION OF UP TO SPEED. WHAT ARE THOSE FOLKS TALKING ABOUT? WHAT ARE THOUGH SO EXCITED FOR? WELL... LET ME TELL YOU, IT IS MY PLEASURE TO INTRODUCE TO YOU OUR FRIENDS AND FAMILY DISCOUNT. THIS IS SOMETHING THAT WE, AS V TEAMERS, ONLY WE GET THIS AND ONLY WE CAN OFFER THIS TO THOSE WHO WE CARE SO MUCH ABOUT, THAT WE WANT TO SWITCH TO VERIZON. HERE'S WHAT YOU NEED TO KNOW. THIS NEW DISCOUNT IS FOR OUR NEAREST AND DEAREST WHO CURRENTLY AREN'T ON VERIZON, IT'S SIMPLE. YOU SHARE, THEY SAVE. AS NEW CUSTOMERS, THEY'LL GET SOME OF THE BEST PRICING ON MOBILE AND FIOS THAT WE CAN OFFER TODAY. YOU'LL GET AN E-MAIL WITH A UNIQUE CODE THAT'S SPECIAL

TO YOU, ONLY YOU CAN USE THIS CODE. YOU CAN FIND IT IN YOUR E-MAIL, LIKE I SAID, IT'LL ALSO BE AVAILABLE IN THE MY VERIZON APP AND ABOUT YOU AND THE STREET FOR MY VERIZON MEDIA TEAMMATES. YOU'LL GET FIVE CODES FOR MOBILE, ANOTHER FIVE FOR FIOS, THAT YOU CAN SHARE WITH FOLKS THROUGH THE END OF JANUARY.

JOINING ME TODAY, TO TELL ME MORE ABOUT THIS IS ANGIE KLEIN WHO LEADS OUR CONSUMER SEGMENT MARKETING TEAM. ANGIE, HOW ARE YOU? HOW'S THE TEAM DOING?

>> HEY, JEREMY, THANKS FOR HAVING ME, DOING GREAT. VERY EXCITED TO BE TALKING ABOUT FRIENDS AND FAMILY TODAY.

>> JEREMY: YEAH... GOOD, TELL ME ABOUT THE LATEST OFFER AND WHY IT MEANS SO MUCH TO YOU.

>> ANGIE: I THINK ALL OF US HAVE PROBABLY BEEN AT A COCKTAIL PARTY AND, LATELY, PROBABLY MORE OF A ZOOM COCKTAIL PARTY WHERE ONE OF OUR FRIENDS, WHO IS NOT WITH VERIZON YET, SO... MAYBE NOT ONE OF OUR SMARTEST FRIENDS, HAS SAID "YOU KNOW WHAT? MAYBE IF YOU'D GIVE ME A SPECIAL DISCOUNT, I'D SWITCH." WELL... WE'RE GOING TO SOLVE THAT RIDDLE FOR THESE CUSTOMERS AND... EVERY ONE OF OUR EMPLOYEES, STARTING TODAY, HAS A SPECIAL CODE THAT THEY GET TO GIVE FIVE NEW MOBILE CUSTOMERS AND FIVE NEW FIOS CUSTOMERS, THE ABILITY TO GET SOME OF OUR BEST PRICING ON UNLIMITED AND FIOS GIGABIT SERVICE.

>> JEREMY: SO... HOW DO THEY DO IT? WHERE DO THEY GO? HOW DOES THIS WORK?

>> ANGIE: EVERYBODY GETS A CODE, YOU CAN SEND THIS OUT -- WE RECOMMEND YOU DO THE INDIVIDUAL, SEND IT OUT TO PEOPLE YOU'VE TALKED TO, YOU KNOW THEY'RE GOING TO USE THAT CODE. THEY ORDER ONLINE. YOU CAN SEND THEM THE LINK DIRECTLY. IT'LL BE PRE-POPULATED INTO THEIR ORDER FLOW OR WHEN THEY GET TO THE PROMO SECTION OF OUR ONLINE CHECKOUT, THEY CAN PUT THAT CODE IN AND THEY WILL BE UNLOCKED FOR OUR BEST OFFERS AND SO... IT'S MADE IT VERY SIMPLE, WE MADE IT SIMPLE FOR ALL OF OUR EMPLOYEES HERE TO SHARE THAT SPECIAL SAVINGS WITH OUR CUSTOMERS. THESE OFFERS ARE AS GOOD AS THE ONES WE GIVE OUR MILITARY FIRST RESPONDERS, NURSES AND TEACHERS.

>> JEREMY: YOU MENTIONED SOME OF THE OTHER DISCOUNTS WE HAVE -- CERTAINLY NOT TO TAKE THE SHINE AWAY FROM FRIENDS AND FAMILY RIGHT NOW. WHAT ELSE ARE WE OFFERING UP TO CUSTOMERS TODAY?

>> ANGIE: WE'VE GOT A LOT OF STUFF THAT WE HAVE JUST RECENTLY UPDATED ACROSS ALL OUR VALUE PROPS. WHEN YOU THINK ABOUT DURING COVID, WE ALWAYS HAVE FOCUSED ON MILITARY AND FIRST RESPONDERS AS MAIN SEGMENTS, THOSE WHO SERVE -- WE ALSO RECOGNIZE, I THINK, A LOT OF THE STORIES YOU DID HERE -- ABOUT HOW IMPORTANT NURSES AND TEACHERS ARE, TO ALL OF US AND SO... WE EXPANDED OUR THOSE WHO SERVE DISCOUNTS TO THEM. ON TOP OF THAT, JUST A COUPLE WEEKS AGO, WE LAUNCHED OUR STUDENT PROGRAM. SO... FOR COLLEGE STUDENTS, THEY CAN GET SOME OUR BEST PRICES ON UNLIMITED. WE LAUNCHED THOSE WHO SERVE FOR FIOS AS WELL, ACROSS ALL OF THOSE SEGMENTS. MILITARY, FIRST RESPONDERS, TEACHERS AND NURSES. WE REVAMPED OUR PREPAID LINE-UP, SO... NOW, THE LONGER YOU STAY, THE MORE YOU SAVE. THE PRICES LITERALLY GET BETTER OVER TIME AND OUR SHARED DATA PLANS WITH METERED, RECENTLY GOT AN UPDATE. SO... THERE'S MORE VALUE, 30% MORE VALUE FOR THE SAME MONEY, NOW IN OUR METERED PLANS

SO... LOTS IN THE HOPPER. WE'VE GOT SOME NEW STUFF COMING THAT I CAN'T TELL YOU TOO MUCH ON, A LITTLE TEASE, STAY TUNED FOR THOSE.

>> JEREMY: ALWAYS EXCITING TO SEE THAT. BEFORE YOU GO... WHO IS TOPPING YOUR LIST OF FAMILY OR FRIENDS THAT YOU'LL GIVE THE CODES TO?

>> ANGIE: JEREMY, THIS WAS REALLY DESIGNED FOR PEOPLE LIKE YOU THAT HAVEN'T ALREADY CONVINCED ALL YOUR FRIENDS AND FAMILY. FOR ME, I'VE GOT 100% TAKE RATE ALREADY. NO... I HAVE A COUPLE FRIENDS THAT HAVE BEEN HOLDOUTS THAT I'M DEFINITELY GOING TO GET THEM TO SWITCH WITH THIS. I WON'T CALL THEM OUT BY NAME RIGHT NOW, BECAUSE I KNOW THIS IS PUBLIC, BUT... THEY'RE GETTING A CALL TODAY, AND I LOOK TO BEAT MY ENTIRE TEAM ON GETTING THE FIRST TO USE ALL FIVE OF MY CODES ON EACH FIOS AND MOBILE.

>> JEREMY: THERE YOU GO -- A CHALLENGE WITH ANGIE.

>> ANGIE: WANT TO TAKE THAT BET WITH ME?

>> JEREMY: I'LL TAKE THAT BET, LET'S DO THIS, YOU KNOW.

>> ANGIE: THE CHALLENGE IS ON.

>> JEREMY: CHALLENGE ACCEPTED. WE'LL SEE WHO GETS TO THE FINISH LINE FIRST. ANGIE, THANKS SO MUCH, AS ALWAYS... TELLING US ABOUT FRIENDS AND FAMILY AND EVERYTHING ELSE GOING ON IN THE CONSUMER SEGMENT.

>> THANKS, JEREMY.

>> SOMETHING ELSE COOL ABOUT FRIENDS AND FAMILY -- IT CAN BE COMBINED WITH ANY OF OUR NEW CUSTOMER OFFERS. IF A CUSTOMER IS A MOBILE AND FIOS CUSTOMER, THEY'RE ELIGIBLE FOR MOBILE AND HOME REWARDS WHERE THEY CAN SAVE EVEN MORE. THAT'S GREAT NEWS. GET OUT THERE AND START SHARING YOUR CODES. NOW... SWITCHING GEARS, OUR VERIZON CONNECT TEAM HELPS COMPANIES WITH MOBILE WORKFORCES BY CONNECTING AND TRACKING THEIR VEHICLES AND THEIR DRIVERS, MAKING THEM SAFER AND MORE EFFICIENT. THE PRODUCT TEAM ALONE IS ABOUT 1200 PEOPLE SPREAD ACROSS FOUR CON INTENTS, INCLUDING IN IRELAND AND NEW ZEALAND. ONE RECENT SUCCESSFUL PRODUCT COMPLETES AN INTEGRATED DASH CAM THAT USES VIDEO, ARTIFICIAL INTELLIGENCE AND MACHINE LEARNING TO RECORD DRIVER BEHAVIOR AND IDENTIFY DANGEROUS SITUATIONS. WE CAUGHT UP WITH PETER MITCHELL, WHO IS PART OF THE VERIZON CONNECT TEAM ABOUT WHY THE DRIVERS, THEMSELVES, APPRECIATE HAVING THESE CAMERAS.

>> WE ACTUALLY HAD A CUSTOMER WHO CONTACTED US WHEN THEIR DRIVER WAS INVOLVED IN AN ACCIDENT. AND THE ACCIDENT WASN'T THEIR FAULT. IN FACT... IT WAS A THIRD PARTY WHO HAD PULLED IN FRONT OF THE TRUCK AND SLAMMED ON THE BRAKES WITH INTENT TO HAVE A CLAIM AGAINST THE COMPANY. THE DRIVER, AFTERWARDS, THIS IS, THIS PART REALLY, REALLY MAKES ME FEEL PROUD ABOUT WHAT WE DO. SAID... WHEN THE CAMERA WENT IN FIRST, HE FELT IT WAS LIKE A SPY IN THE CAB. AFTER THIS, WHEN HE WAS VINDICATED BY THE INTEGRATED DASH CAM, HE SAID IT WAS LIKE HAVING AN ADVOCATE IN THE CAB. SO... IT REALLY VALIDATES WHAT YOU DO.

>> THANK YOU, PETER, GREAT STUFF THAT YOU AND THE VERIZON CONNECT TEAM ARE WORKING ON. WE'RE QUICKLY APPROACHING THE DAY WHERE WE'LL REPORT OUT OUR SECOND QUARTER EARNINGS TO WALL STREET, INVESTORS AND US AS EMPLOYEES. IF YOU HAVE A QUESTION ABOUT THAT OR HOW WE'RE DOING AS A BUSINESS -- DROP AN E-MAIL TO LIVE@VERIZON.COM FOR A CHANCE TO HAVE THAT ANSWERED DO YOU RECOLLECT OUR 2Q RESULTS EDITION OF UP TO SPEED LIVE, NEXT FRIDAY, JULY 24TH AT NOON EASTERN. FINALLY... YOUR REMINDER, HERE, TO REACH OUT TO THOSE AROUND YOU. YOUR FRIENDS AND FAMILY, NOT ONLY TO TELL THEM ABOUT THE NEW DISCOUNT THAT THEY COULD BE ELIGIBLE FOR, BUT TO JUST SAY HELLO AND LET THEM KNOW YOU'RE THINKING ABOUT THEM. CALL, TEXT, OR E-MAIL GOES A LONG WAY. DON'T FORGET TO DO THAT. I KNOW I'VE GOTTA BE BETTER ABOUT IT. THAT'LL DO IT FOR US TODAY. BACK WITH YOU TOMORROW. AND UNTIL NEXT TIME, YOU'RE UP TO SPEED.