

**VERIZON**  
**UP TO SPEED LIVE**  
**June 13, 2024 12:00 PM ET**

>> HI, V TEAM!

HAPPY THURSDAY. WELCOME TO UP TO SPEED LIVE.

THANKS SO MUCH FOR TUNING IN.

WE'VE GOT A GREAT SHOW FOR YOU TODAY, ESPECIALLY IF YOU'RE LOOKING FOR A FATHER'S DAY GIFT OR A GIFT FOR RECENT GRADS.

WE'VE GOT THE PERFECT IDEAS TO HELP MAKE THEM FEEL SPECIAL.

BUT BEFORE WE GET TO THAT, EXCITING NEWS.

COPA AMERICA IS KICKING OFF ON JUNE 20TH.

COPA AMERICA IS SOUTH AMERICA'S OLDEST CONTINENTAL FOOTBALL COMPETITION AND THE THIRD MOST WATCHED IN THE WORLD.WOW.

NOW, THE QUESTION IS, WHO ARE YOU TUNING IN TO WATCH?

IF YOU'RE JOINING US LIVE, PULL OUT YOUR PHONES AND LET US KNOW!

WE'RE TRYING SOMETHING NEW HERE AND DOING A LIVE POLL.

AS USUAL, GO TO SLIDO.COM AND USE EVENT CODE UPTOSPEED.

GET THOSE PHONES OUT, LET ME KNOW WHO YOU'RE ROOTING

FOR, AND WE'LL CHECK BACK IN LATER IN THE SHOW.

I'M ROOTING FOR TEAM USA, WHO IS

PLAYING IN THE INTERNATIONAL FRIENDLY GAME THIS WEEKEND.

WE'RE UP AGAINST COLOMBIA, AND I

HEAR FROM JEN THAT IT'S GOING TO BE A NAIL-BITING GAME.

LEARN, IF COLUMBIA WINS, I WILL BE HAPPY, TOO. GOT TO BE.

NOW, IF YOU'RE TRYING TO FIGURE OUT HOW TO TUNE IN, YOU'VE SCORED BECAUSE STARTING JUNE 20,

IF YOU'RE A NEW VERIZON MYPLAN OR HOME INTERNET CUSTOMER,

YOU'LL GET VIX PREMIUM FOR FREE FOR A WHOLE YEAR!

THAT'S A SAVINGS OF MORE THAN \$80.

WITH OUR CURRENT OFFER, YOU'LL HAVE ACCESS TO A WHOPPING 17,000+ HOURS OF PREMIUM CONTENT INCLUDING ORIGINAL SERIES, MOVIES, AND LIVE SPORTS EVENTS.

AND GET THIS, WE'VE GOT A HUGE SOCCER PORTFOLIO THAT INCLUDES LIGA MX, LIGAMX FEMENIL, AND THE UEFA CHAMPIONS LEAGUE.

LOTS OF CONTENT.

WE'VE GOT AN EXTRA 70,000+ HOURS OF SPANISH-LANGUAGE CONTENT ON VIX.

YOU CAN CATCH UP ON THE LATEST NEWS, TELENOVELAS,

COMEDIES, DRAMAS, AND SO MUCH MORE.

SUPER COOL.

OKAY, HOPEFULLY YOU'VE GOT THE TEAM YOU'RE ROOTING FOR LOCKED IN, BUT HOLD ON.

BEFORE WE GET TO THE RESULTS, LET'S THINK ABOUT THOSE FATHERS DAY AND GRADUATION GIFTS.

IF YOU'RE ANYTHING LIKE ME, YOU RUN OUT OF GIFT IDEAS AT THE WORST

TIMES. I SWEAR I THINK OF THEM WHEN IT IS NOT THE TIME TO ACTUALLY BE THINKING ABOUT GIFTS.

LUCKILY, MY FRIEND, JAN CARLOS, A DAD AND RETAIL SENIOR MANAGER FROM THE MOHEGAN LAKE, NEW YORK, STORE IS JOINING US LIVE TO HELP RE-JOG OUR MEMORIES OF GREAT GIFTS FROM VERIZON. HELLO, JAN CARLOS.

>> JAN: HEY RAQUEL!

>> RAQUEL: HAPPY ALMOST FATHER'S DAY TO YOU!

>> THANK YOU SO MUCH. I'M SO EXCITED. IT IS MY FIRST.

>> THAT'S SO SWEET.

WE WILL HAVE TO TALK ABOUT YOUR BABY GIRL A LITTLE LATER.

SOME OF US ARE STRUGGLING.

TELL US WHAT DADS WANT FOR FATHER'S DAY.

>> RAQUEL, THERE ARE SO MANY THINGS, BUT FIRST, LET'S CLEAR OUT THE SOCKS AND GET AN IPHONE 15 FOR \$5 A MONTH OR SAMSUNG GALAXY S23 ON US, BOTH WITH MYPLAN AND NO TRADE-IN NEEDED.

THAT IS ABSOLUTELY FANTASTIC.

NOW, AS A FIRST-TIME DAD, MY PHONE STORAGE IS RUNNING OUT, I'M BURNING UP SPACE.

KEEP YOUR MEMORIES SAFE WITH VERIZON CLOUD STORAGE, WHICH BACKS UP AND SYNCs YOUR VIDEOS AND MORE.

EXCITING.

>> MY STORAGE IS ALREADY FULL OF PICTURES OF PEOPLE'S LIKE PETS AND DOGS.

I CAN IMAGINE IF I HAD AN ACTUALLY CHILD I WOULD NEED SO MUCH STORAGE.

>> ABSOLUTELY.

>> IT IS ALSO GRADUATION SEASON, SO EVERYONE IS JUST -- WE NEED GIFT IDEAS.

WE NEED A LITTLE BIT MORE. HELP US OUT.

WHAT DO WE GET FOR THE GRADS?

>> ABSOLUTELY.

FIRST AND FOREMOST, CONGRATS TO OUR 2024 GRADS!

NOW IT IS TIME TO ENJOY THE SUMMER AND BE OUT HAVING FUN IN THE SUN.

VERIZON HAS GOT YOU. ECO-FRIENDLY NIMBLE BATTERY PACKS!

WE ARE OFFERING 30% OFF.

WHEN YOU ARE OUT AND ABOUT, NOTHING SCREAMS MORE AND BRINGING MUSIC TO OUR EARS THAN THE ULTIMATE PREMIUM MARKETING EXPERIENCE.

GIVE THE GIFT OF PREMIUM AUDIO WITH THE BEATS STUDIO PRO HEADPHONES WHICH ARE CURRENTLY \$150 OFF.

YOU WILL HAVE A PREMIUM MUSIC EXPERIENCE ALL SUMMER.

>> WITH ALL THE POMP AND CIRCUMSTANCE, THOUGH, CAN'T GO WRONG.

YOU ARE A GREAT SENIOR MANAGER BUT MORE IMPORTANTLY, AS YOU SAID EARLIER, YOU ARE A FATHER TO A BEAUTIFUL BABY GIRL.

I KNOW VERIZON GAVE YOU TIME TO SPEND TIME WITH HER AFTER HER BIRTH.

TELL US MORE ABOUT THAT.

>> ABSOLUTELY. I GAVE BIRTH TO A BABY GIRL.  
MY FIANCE GAVE BIRTH, I WELCOMED HER. THAT IS MY LITTLE TWIN.  
WHEN I STARTED WITH VERIZON THREE YEARS AGO, I STARTED IN THE NORTH  
CAROLINA TERRITORY REPRESENTING CHARLOTTE EAST.  
MY FIANCE IS FROM NEW YORK, AS WELL AS MYSELF ORIGINALLY SO WE HAD  
MANY, MANY CONVERSATIONS AS TO WHERE WE WOULD CALL HOME WHEN MY  
PATERNITY LEAVE WAS UP. NEW YORK, ONE.  
I WAS WELCOMED AT THE MOHEGAN LOCATION, AND VERIZON WAS SUPPORTIVE  
EVERY STEP OF THE WAY.  
AS SOMEONE WHO TENDS TO WORRY, VERIZON MADE EVERY ROADBLOCK CLEAR  
AND REMOVED ALL OBSTACLES, BEGINNING WITH, I WAS ABLE TO APPLY WHILE  
ON PATERNITY LEAVE INSTEAD OF INTERVIEWS.  
IT WAS FANTASTIC AND PROVIDED ME WITH A RELOCATION PACKAGE TO KNOW  
I WAS SUPPORTED AFTER MOVING ALMOST ABRUPTLY FROM SOUTH CAROLINA UP  
TO NEW YORK, SO I AM FOREVER INDEBTED TO VERIZON AND GRATEFUL AND  
KNOWING MY FAMILY IS BEYOND THANKFUL FOR EVERYTHING THAT VERIZON  
DOES.

>> THAT IS GOOD TO HEAR YOU WERE SUPPORTED IN THIS LIFE-CHANGING TIME.  
WE GOT A LITTLE APPLAUSE FOR THAT.  
MAYBE YOU DIDN'T GIVE BIRTH BUT YOU GET SOME CREDIT, RIGHT?  
YOU WERE THERE.

>> I WAS THERE FROM BEGINNING TO END THROUGH THE ENTIRE PROCESS.  
A BEAUTIFUL EXPERIENCE.

>> THERE YOU GO. THANK YOU VERY MUCH. APPRECIATE YOU JOINING.  
THIS WAS SUPER HELPFUL.  
I GOT IDEAS AND THE V TEAM GOT IDEAS AND APPRECIATE IT.

>> REALLY QUICKLY, SHOUT OUT TO JEN.  
WE ARE ALSO GOING TO COLUMBIA ON THAT GAME.

>> OKAY.  
I THINK THAT MIGHT WIN THE POLL.  
WE WILL SEE. WE WILL CHECK BACK IN. THANK YOU.  
ALRIGHT TEAM, LET'S KEEP THE GOOD FEELS GOING.  
AS WE NEAR THE END OF TODAY'S  
EPISODE, I WANT TO LEAVE YOU WITH A HEARTWARMING ADOPTION  
STORY FILLED WITH HOPE AND THE UNWAVERING LOVE OF FAMILY.  
MIKE AND SHANNON ARROYO, MARRIED  
V TEAMERS, WERE FACED WITH A LIFE-CHANGING TRAGEDY THAT  
GAVE THEM AN UNEXPECTED GIFT. LET'S TAKE A LOOK AT THEIR STORY.

>> HEY, I'M MIKE ARROYO, AND I AM AN ATTORNEY WITH VERIZON.

>> MY NAME IS SHANNON ARROYO.  
I AM A SENIOR RECRUITER HERE AT VERIZON.  
I HAVE THREE KIDS. OUR OLDEST DAUGHTER IS MYA AND  
THEN WE HAVE DAVID AND THEN WE HAVE LALA IN 2012.  
AND, AT THAT TIME, I WAS TOLD  
THAT I CAN NO LONGER HAVE CHILDREN ANY MORE.

I COME FROM A DIVORCED FAMILY.  
MY MOM REMARRIED WHEN I WAS ABOUT 9, 10 YEARS OLD.  
MY STEPSISTER, RACHAEL, SHE CAME FROM A REALLY HARD PAST, BUT SHE WAS JUST FULL OF LIFE, LOVED TO HAVE FUN.  
RACHEL AND I DID GET PREGNANT TOGETHER.  
I HAD MYA IN FEBRUARY, AND DAVID, SHE HAD IN MAY.  
>> MY MOM TRIED TO MAKE THE BEST LIFE FOR ME.  
IT WAS JUST ME AND HER FOR LIKE THE LONGEST TIME.  
MOM HAD A HARD TIME WITH DRUG ADDICTION.  
AT TIMES WE WERE HOMELESS.  
>> SEVERAL YEARS LATER, IT WAS ACTUALLY CHRISTMAS, WE GOT A CALL THAT RACHAEL HAD PASSED WAY IN A CAR ACCIDENT, AND WE REALIZED, WHAT ABOUT DAVID?  
SO WE MADE THE DRIVE TO FLORIDA, KNOWING THAT WE WERE GOING TO HAVE TO PICK UP ALL HIS THINGS AND MAKE THAT HAPPEN.  
>> I ALWAYS TELL PEOPLE THAT THINGS HAPPEN FOR A REASON.  
MIKE AND I ALWAYS REALLY YEARNED TO EXPAND OUR FAMILY, WE JUST AREN'T ABLE TO DO THAT JUST BECAUSE OF MY CONDITION.  
>> ABOUT TWO WEEKS BEFORE THAT MOMENT, ON CHRISTMAS NIGHT, WE HAD BEEN TALKING TO THE GIRLS ABOUT THE IDEA OF MAYBE ADOPTING A SON, AND THE OPPORTUNITY CAME FOR US TO JUST ADOPT DAVID.  
>> MY STEPSISTER, RACHAEL, SHE DID MAKE ME PROMISE HER THAT IF SOMETHING WERE TO HAPPEN TO HER THAT I WOULD TAKE CARE OF HIM.  
WITH USING VERIZON'S ADOPTION BENEFITS, I WAS ABLE TO ESSENTIALLY GRANT HER HER LAST WISH.  
IT IS LIKE I NEVER LOST HER BECAUSE I STILL HAVE HIM.  
EVEN THOUGH IT IS SOMETHING THAT IS SO TRAGIC, SOMETHING SO BEAUTIFUL CAME FROM THAT.  
SHE GAVE ME A SON THAT I COULD NEVER HAVE.  
VERIZON IS TOP NOTCH WHEN IT COMES TO TAKING CARE OF THEIR PEOPLE.  
>> THERE IS A LOT OF COMPANIES OUT THERE, BUT THEY ARE ONLY AS GOOD AS THE PEOPLE THAT WORK THERE.  
>> I WAS MESMERIZED BY THE COMPANY AND HOW THEY TREATED US. PEOPLE REALLY RALLIED AROUND US. IT WAS JUST AN AMAZING SUPPORT SYSTEM.  
>> THIS ADOPTION BENEFIT CAME THROUGH IN A PINCH, FOR SURE. WHEN YOU FIND OUT THAT YOU HAVE TO SHELL OUT THOUSANDS OF DOLLARS LIKE OVERNIGHT, IT ALLEVIATED A LOT OF STRESS. AND ONE OF THE OTHER THINGS THEY HAD FAMILY ASSISTANCE FOR DAVID, THERE WAS SERVICES THERE TO BE ABLE TO TALK TO PEOPLE.  
>> AS A MOM, HE'S EVERYTHING AND MORE I COULD HAVE WANTED IN A SON. WE GOT THE BEST PART OF HER.  
>> HE IS JUST A POSITIVE FORCE.  
HE MAKES A CONSCIOUS CHOICE TO BE HAPPY EVERY DAY.  
>> EVERYONE HAS A STORY.

IT DOESN'T MAKE YOU WHO YOU ARE.  
IT IS WHAT YOU DO THAT MAKES YOU WHO YOU ARE.  
SO I LIKE TO THINK OF IT AS A SECOND SHOT AT LIFE.  
IT IS VERY MUCH A BLESSING, AND I'M VERY GRATEFUL.  
>> WOW, WHAT A TEAR-JERKER FOR SURE.  
I'M SO GLAD OUR ADOPTION BENEFITS HELPED MAKE THE ARROYO FAMILY WHOLE.  
THANK YOU TO THE FAMILY FOR SHARING YOUR STORY.  
ALRIGHT, I DIDN'T FORGET.  
IT'S TIME TO CHECK IN ON OUR POLL RESULTS.  
HEY, BRETT, LET'S TAKE A LOOK AND SEE WHO YOU ALL ARE ROOTING  
FOR IN THE COPA AMERICA TOURNAMENT.  
DRUMROLL PLEASE.  
[DRUM ROLL]  
LET US SEE.  
I HEARD WE GOT OVER 75 RESPONSES. OKAY.  
USA AND TEAM USA, I THINK THAT'S THE SAME TEAM, GUYS, USA.  
OKAY.  
I'M SEEING TWO COLOMBIAS. ECUADOR, MEXICO.  
YOU KNOW WHICH ONE I LOVE THE BEST, UP TO SPEED.  
WE'RE GOING TO WIN AT THE TOURNAMENT. VERIZON.  
OKAY, I THINK IT GOES TO SAY MAYBE TEAM USA WON BUT I LOVE TO SEE  
ARGENTINA, MEXICO AND COLOMBIA AS THE SECOND CONTENDERS HERE.  
AWESOME.  
I GUESS WE ARE GOING TO HAVE TO TUNE IN TO FIND OUT.  
WE GOT THE VIX AND OTHER GREAT WAYS TO DO THAT, SO MAKE SURE YOU CHECK  
OUT OUR STORIES.  
THAT'S ALL WE HAVE FOR TODAY'S SHOW, FOLKS.  
THIS WAS FUN. HAVE A GREAT REST OF YOUR DAY,  
AND WE'LL SEE YOU FOR UP TO SPEED NEXT TUESDAY!  
UNTIL NEXT TIME, YOU'RE UP TO SPEED!