

## Up To Speed Live Tuesday, July 9

>> TODAY ON UP TO SPEED WE'RE GETTING AN UPDATE ON OUR RESPONSE TO THE US WILDFIRES AND HURRICANE BERYL, TALKING TO CHRIS HALTON ABOUT THE VERIZON INNOVATION ACCELERATOR PROGRAM AND HOW YOU CAN PITCH YOUR GREAT IDEAS, AND TIPS FOR SAFE SUMMER AND BUSINESS TRAVEL PLUS, HERE'S YOUR POP CULTURE PULSE FOR THE DAY:

JOHN CENA MAY HAVE JUST ANNOUNCED HIS RETIREMENT FROM THE RING, BUT HE'S BACK IN BUSINESS TO HOST THIS WEEK'S SHARK WEEK ON THE DISCOVERY CHANNEL - WHICH YOU CAN WATCH ON MAX, A \$10 PERK WITH MYHOME AND MYPLAN.

NOW - LET'S GET INTO THE SHOW.

>> ALL RIGHT.

HEY, V TEAM, THANK YOU SO MUCH FOR TUNING IN. OUR THOUGHTS ARE WITH THOSE WHO ARE DEALING WITH THE WILDFIRES OCCURRING IN THE WEST COAST AND HURRICANE BERYL WHICH MADE ITS WAY THROUGH PARTS OF MEXICO, THE CARIBBEAN AND MOST RECENTLY SWEEP ASHORE HOUSTON TEXAS AS A CATEGORY 1 HURRICANE. TO HELP RESIDENTS IN TEXAS IMPACTED BY HURRICANE BERYL VERIZON IS WAIVING POSTPAID DOMESTIC CALL/TEXT/DATA USAGE INCURRED FROM JULY 8TH TO JULY 17TH.

AS WE KNOW, VERIZON IS NOT ONE TO SHY AWAY FROM TIMES OF CRISIS WHEN OUR CUSTOMERS NEED CONNECTION THE MOST. JOINING ME TODAY TO TALK ABOUT OUR NETWORK PREPAREDNESS AND RESPONSE IS MARK PAFF, SENIOR DIRECTOR OF NETWORK OPERATIONS.

MARK, THANK YOU.

>> HI, RAQUEL.

>> THANK YOU SO MUCH FOR JOINING US.

I KNOW IT'S A BUSY TIME FOR YOUR TEAM, APPRECIATE YOU TAKING THE TIME TO MEET WITH US HERE TODAY.

LET'S JUST GET SOME MORE BACKGROUND ON THE WORK THAT YOUR TEAM SO DOING.

TELL US ABOUT THAT.

>> THANK YOU FOR THE OPPORTUNITY TO TALK ABOUT WHAT MY TEAM DOES TO SUPPORT VERIZON, OUR CUSTOMERS, AND THE COMMUNITIES THAT WE SERVE. THE NAME OF MY ORGANIZATION IS THE BUSINESS CONTINUITY AND EVENT MANAGEMENT ORGANIZATION, AND WE CREATE THE PLANS TO PREPARE VERIZON TO RESPOND TO ANY THREAT, WHETHER HUMAN INDUCED OR NATURAL. WE COORDINATE ALL RESOURCES ACROSS THE BUSINESS TO RESPOND TO THAT THREAT.

WE MONITOR GLOBALLY 24 BY 7 TO MAKE SURE WE'VE GOT THE RIGHT PLANS, THE RIGHT PEOPLE, THE RIGHT TOOLS, THE RIGHT ASSETS IN PLACE TO RESPOND.

>> THAT SOUND LIKE A LOT OF IMPORTANT WORK THAT YOUR TEAM IS RESPONSIBLE FOR.

>> YEAH.

>> SO THANK YOU TO YOUR TEAM.

NOW LET'S GET INTO THE CURRENT EVENTS.

WE HAVE THE WILDFIRES AND HURRICANE BERYL.

HOW IS THE TEAM RESPONDING TO THAT?

>> THEY'RE DOING AN AMAZING JOB.

FOR THE WILDFIRES THAT WAS A LOCAL RESPONSE THAT OUR NETWORK ASSURANCE TEAM DID AN AMAZING JOB RESTORING NETWORKS FOR CUSTOMERS. AND WE HELPED RESTORE SERVICES AND CHARGING STATIONS TO THE COMMUNITY IN SEVERAL LOCATIONS THAT THEY CAN COME AND RESTORE THEIR PHONES, THEIR LAPTOPS THAT THEY CAN HAVE SERVICE TO CALL CUSTOMERS AND LOVED ONES. FOR HURRICANE BERYL, WE HAVE ACTIVATED OUR 80 PLUS MEMBER CRISIS MANAGEMENT TEAM.

THEY ARE MEETING TWICE DAILY TO GO OVER THE IMPACT AND RECOVERY OF OUR NETWORK AND SERVICES.

WE'VE ALSO ACTIVATED SEVERAL OF OUR SPECIALTY VERIZON RESPONSE TEAMS LIKE THE DIRT TEAM THAT FOCUSES ON RESTORAL OF OUR WIRELESS NETWORK COMPONENT OF OUR NETWORK.

OUR NETWORK TEAM IS ENGAGED ON HAZARDOUS SUBSTANCES THAT MAY NEED TRAINING FOR TO RESTORE SERVICE AND THEY HAVE LARGE ACCESS TO BRING IN TO SUPPORT THE LOCAL TEAMS.

AND WE HAVE OUR FRONTLINE ORGANIZATION THAT SUPPORTS FIRST RESPONDERS. ALL OF THESE TEAMS ARE BEING COORDINATED BY THE CRISIS MANAGEMENT TEAM AND WE'LL CONTINUE TO MEET AND RECOVER AND RESTORE AND COORDINATE UNTIL ALL OF OUR SERVICES RESTORED.

>> WOW.

THERE'S A LOT OF PEOPLE INVOLVED AND A LOT OF COORDINATION IT SOUNDS LIKE YOU ALL REALLY HAVE TO WORK TOGETHER TO MAKE SURE THAT THERE'S AN EFFORT AND IMPACT HERE.

>> ABSOLUTELY. IT'S A TRUE V TEAM COORDINATED EFFORT.

>> I'M HAPPY TO KNOW THAT WE'VE GOT THE FOLKS IN PLACE AND OF COURSE THAT VERIZON ALWAYS SHOWS UP.

>> ABSOLUTELY.

>> GREAT WORK TO YOUR TEAM AND THINKING OF BEING PREPARED, V TEAM, WE DO HAVE A COUPLE

OF TIPS TO STAY SAFE DURING A HURRICANE AND IN THE EVENT OF A WILDFIRE.

YOU'LL SEE HERE ON THE SCREEN HELPFUL INFOGRAPHICS AND WE'LL HAVE THAT LINKED IN TODAY'S STORY.

SO MAKE SURE YOU TAKE A LOOK AT THAT.

DEFINITELY WANT TO STAY PREPARED FOR ANYTHING.

WELL, MARK, THANK YOU SO MUCH FOR JOINING AND THANK YOU TO YOUR TEAM AS WELL.

WE REALLY APPRECIATE THE WORK THAT YOU DO.

>> GLAD TO BE HERE.

THANK YOU.

>> THANK YOU.

[APPLAUSE]

>> AND TEAM, THIS IS A TIMELY REMINDER TO DONATE TO OUR

EMPLOYEE RELIEF FUND, VtoV. VtoV PROVIDES AID FOR VERIZON EMPLOYEES DISPLACED FROM THEIR HOMES DUE TO NATURAL DISASTERS - SUCH AS FIRE, FLOOD, SEVERE WEATHER - OR DOMESTIC VIOLENCE. YOU CAN DONATE IN A NUMBER OF WAYS LIKE PAYROLL DEDUCTION WHICH IS MY PERSONAL CHOICE. SUPER EASY.

MAKE SURE YOU CLICK THE LINK IN TODAY'S STORY TO LEARN MORE ABOUT HOW YOU CAN SUPPORT OR APPLY FOR A GRANT IF YOU ARE IN NEED.AND SPEAKING OF FIGHTING FIRES,

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LET'S GIVE A SHOUT-OUT TO V TEAMER DON GIFFORD, A VOLUNTEER FIREMAN WHO WAS LATE FOR WORK FOR A GOOD CAUSE. DON WAS BATTLING A LOCAL HOUSE FIRE AS YOU CAN SEE IN THE PHOTOS HERE. THAT FIRE LOOKS SCARY.

BUT THERE'S DON THERE, WHEN HE'S NOT FIGHTING FIRES, LIKE IN THIS PHOTO HERE, HE IS A PLANNING ENGINEER AT ONE OF OUR OUTSIDE PLANTS IN MENANDS, NEW YORK.

I THINK IT'S SAFE TO SAY THAT DON IS AN ENGINEER BY DAY AND HEROIC FIREFIGHTER BY NIGHT.

DON, WE THANK YOU SO MUCH FOR BEING A GREAT EXAMPLE OF GIVING BACK TO YOUR COMMUNITY.

ALL RIGHT, FOLKS, WE DO HAVE ANOTHER GUEST TODAY.

BEFORE I WELCOME HIM ON - THINK ABOUT THIS - HAVE YOU EVER DAYDREAMED ABOUT A GREAT IDEA THAT HAD THE POTENTIAL TO BE A VERIZON PRODUCT OR SERVICE? WELL, STARTING TODAY YOU'LL HAVE THE EXCITING OPPORTUNITY TO KEEP THOSE DREAMS ALIVE WITH WHAT WE'RE CALLING THE VERIZON INNOVATION ACCELERATOR PROGRAM.

LET'S NOW WELCOME CHRIS HALTON, SENIOR VICE PRESIDENT OF PRODUCT STRATEGY FIND AND INNOVATION.

>> THANK YOU FOR HAVING ME.

ALL OF YOU HAVING GREAT IDEAS OUT THERE AND YOU'RE WONDERING HOW DO I MAKE THEM BECOME REALITY, THIS IS YOUR DAY.

THIS IS A GREAT OPPORTUNITY FOR YOU.

THE REASON FOR THAT IS ALL OF YOU ARE SO CLOSE TO OUR CUSTOMERS, YOU UNDERSTAND OUR CUSTOMERS PAIN POINTS, YOU UNDERSTAND WHAT THEY'RE LOOKING TO DO IN THEIR OWN BUSINESSES, AND MOST OF ALL YOU UNDERSTAND OUR TECHNOLOGY.

SO YOU IN A REALLY UNIQUE POSITION TO COME UP WITH SOME VERY INNOVATIVE IDEAS FOR OUR ENTIRE PROGRAM.

WE'RE LOOKING FOR SPECIFIC IDEAS ALL RANGING FROM ADVANCED TECHNOLOGY IN SMART HOME TO ADVANCED 5G MOBILITY TO THE SMART ENTERPRISE.

AND THE TOPIC THAT EVERYONE'S TALKING ABOUT THESE DAYS, WHICH IS AI AND HOW DO WE INFUSE AI INTO OUR PRODUCTS AND SERVICES IN A MEANINGFUL WAY THAT WILL BENEFIT OUR CUSTOMERS.

THOSE ARE THE MAJOR CATEGORIES WE'RE LOOKING FOR IDEAS TO LIVE WITHIN. AND THAT'S WHY TODAY WE'RE ANNOUNCING A 14-WEEK INNOVATION ACCELERATOR PROGRAM.

AND THAT PROGRAM WILL ALLOW YOU TO SUBMIT YOUR IDEAS. AND THERE WILL BE THREE REVIEW PROCESSES ALONG THAT WAY.

>> OKAY.

>> ONCE WE GET ALL THE IDEAS THAT ARE SUBMITTED, WE WILL TAKE A LOOK AT THOSE IDEAS, TRIAGE THEM DOWN, AND WE WILL SELECT THE ONES WE THINK REALLY HAVE AN OPPORTUNITY.

AND TO TWIST THAT UP EVEN A LITTLE BIT FURTHER, WE'RE THEN GOING TO PAIR YOU UP WITH PRODUCT EXPERTS WITHIN THE ORGANIZATION AS WELL AS TECHNOLOGY EXPERTS TO ROUND OUT THAT IDEA, SHAPE THE IDEA, AND THEN GIVE YOU THE OPPORTUNITY TO PRESENT TO SENIOR VICE PRESIDENTS AND PRODUCT WITHIN THE ORGANIZATION FOR ANOTHER ROUND OF REVIEWS.

>> OH, WOW.

>> AND THEN WE'RE GOING TO GET FEEDBACK, TWEAK IT A LITTLE BIT FURTHER, AND THEN WE'RE GOING TO ACTUALLY MOVE TOWARDS THE OCTOBER SURPRISE, IF YOU WILL.

THAT WILL BE THE 23RD WHICH IS YOUR OPPORTUNITY TO PRESENT TO THE EXECUTIVE VICE PRESIDENT IN THE COMPANY.

YOU'LL HAVE SAMPATH, KYLE, AND JOE, AND YOU'LL BASICALLY PITCH THE CONCEPT TO THEM.

AND THE WINNERS OF THAT STAGE WILL THEN BE AWARDED FOR THEIR INNOVATION IDEA.

AND THOSE INNOVATIONS WILL BE FUNDED, THEY'LL BE INVESTMENTS MADE TO ACCELERATE THOSE PROGRAMS FOR VERIZON.

>> THAT IS SO COOL.

I LOVE HOW IT'S LIKE KIND OF LIKE SHARK TANK IN L.A., RIGHT?

BUT WITH A TWIST.

IT'S A LITTLE BIT OF VERIZON TWIST, WHICH IS SO COOL.

LIKE YOU SAID, WE KNOW THE PRODUCTS BEST, WE KNOW OUR CUSTOMERS BEST, SO THIS IS A GREAT INCUBATOR FOR EVERYTHING.

I'M GLAD WE'LL HAVE MORE OF THIS ON UP TO SPEED, SO WE'LL BE KEEPING TRACK OF THE PROCESS AND EVERYONE UPDATED.

THIS IS AWESOME.

THIS IS NOT THE FIRST TIME WE'VE HAD GREAT IDEAS COME FROM THE V TEAM.

GIVE US A COUPLE EXAMPLES OF OTHER IDEAS THAT HAVE COME TO LIFE.

>> THERE'S BEEN A WIDE-RANGING LIST OF CONCEPTS THAT HAVE COME IN.

EVERYTHING RANGING FROM ADVANCED WAYS THAT WE CAN DRIVE TELEMETRY IN A PRIVATE NETWORK SETTING TO PROVIDE CUSTOMERS VISIBILITY TO WHAT'S GOING ON WITHIN OUR NETWORK OR EVEN THE NETWORK THEY'RE ON TO IOT HOME SECURITY WITHIN THE HOME, WITHIN THE ROUTER SETTING INSIDE THE CONSUMER'S HOME, TO HOW DO WE USE AI TO COMBAT FRAUD FOR, YOU KNOW, VOICE AND SO ON.

SO THERE'S LOTS OF DIFFERENT CONCEPT THAT ARE COMING IN.

I URGE EVERYONE TO GO TO [VERIZON.COM/INNOVATE](https://www.verizon.com/innovate) AND TAKE A LOOK AT ALL THE PAST EXAMPLES.

TODAY THERE WILL BE AN EMAIL GOING OUT SHORTLY THAT WILL HAVE A LINK WHERE YOU'LL SEE THIS ENTIRE PROGRAM, THE SCHEDULE.

>> OKAY.

>> BUT ALSO LINKS AND VIDEO TO INSPIRE YOU IN DIFFERENT WAYS ON CONCEPTS THAT WE'RE LOOKING -- BECAUSE WE'RE REALLY LOOKING FOR PRODUCT CONCEPTS THAT COULD REALLY DRIVE VALUE FOR OUR CUSTOMERS IN A UNIQUE WAY.

>> OKAY.

SO EVERYONE SHOULD JUST CHECK THEIR EMAILS FOR THE TIMELINE, RIGHT? WE'LL HAVE ALL THOSE DETAILS THERE.

>> ABSOLUTELY.

>> OKAY.

WELL AWESOME.

THANK YOU SO MUCH, CHRIS.

>> THANK YOU.

>> FOR COMING ON AND TELLING US MORE ABOUT THIS.

>> THANK YOU FOR HAVING ME.

GOOD DAY, EVERYONE.

BYE-BYE.

>> ALL RIGHT.

[APPLAUSE]

>> WELL, IF YOU'RE INTERESTED IN PITCHING OUR NEXT GREAT INNOVATION, WE'LL HAVE ALL OF THE INFO CHRIS SHARED IN TODAY'S STORY AND LOOK OUT FOR THE EMAIL HE MENTIONED AS WELL.

OKAY, LET'S GET INTO A NEWS RUNDOWN STARTING WITH A RECAP OF SUMMER STAPLE, 4TH OF JULY.

LAST THURSDAY, HERE IN THE U.S. WE CELEBRATED OUR INDEPENDENCE DAY COMPLETE WITH FIREWORK SHOWS ACROSS THE COUNTRY.

OUR TEST FORCE WAS ON THE SCENE AT VARIOUS LOCATIONS LIKE HOUSTON WITH A CELL ON WHEELS ALSO KNOWN AS A COW TO AN AVERAGE OF 50,000 SPECTATORS.

AND WE WERE ALSO AT THE DUBUQUE FIREWORKS AND AIR SHOW IN IOWA AND SET UP

A LTE ON A MOBILE ASSET TO SUPPORT AND IN OHIO, WE DEPLOYED 3 CELLS ON LIGHT TRUCKS ALSO KNOWN AS COLTS TO SUPPORT THE RED WHITE & BOOM IN COLUMBUS.

I JUST LOVE THAT, RED WHITE AND BOOM, I SEE WHAT THEY DID THERE.

THAT'S REALLY CUTE.

AWESOME WORK TEAM.

WE HAVE TO MAKE SURE THAT OUR CUSTOMERS CAN TAKE THEIR FIREWORK PICS AND GET

THEM UPLOADED TO THEIR INSTAGRAM STORIES.

AND SPEAKING OF SUMMER, YOU MAY BE PLANNING TO ENJOY SOME SUMMER

VACATION OR MAYBE YOU HAVE PLANS FOR UPCOMING BUSINESS TRAVEL. TO PREPARE FOR A SMOOTH TRIP, THE GLOBAL TRAVEL SECURITY TEAM LAUNCHED A SERIES OF EDUCATIONAL VIDEOS THIS WEEK.

CHECK IT OUT TO LEARN MORE ABOUT TOOLS WE HAVE, TIPS AND RECOMMENDATIONS FOR PREPARING AND HANDLING REAL TIME EVENTS WHILE TRAVELING.

WE'LL HAVE ALL THE LINKS TO THE GLOBAL TRAVEL SECURITY AWARENESS SITE AND THE TRAVEL LEARNING PATHWAY IN TODAY'S STORY.

WHEW, IT'S BEEN A BUSY, BUSY SUMMER, SO FAR!

IF YOU'LL REMEMBER, WE KICKED OFF OUR SUMMER SCAVENGER HUNT A FEW WEEKS AGO, ASKING YOU FOR THE NAME OF THE V TEAMER WHO WAS GEARING UP FOR HIS FIRST FATHER'S DAY.

169 OF YOU COMMENTED TO PARTICIPATE, AND MOST OF YOU KNEW THE RIGHT ANSWER WAS JAN CARLOS CABALLERO.

CONGRATULATIONS TO OUR TWO WINNERS WHO WERE CHOSEN AT RANDOM: STEVE W.

JOHNSON, AND WENDY STOWE.

YOU WERE BOTH SELECTED TO WIN AN ECO-FRIENDLY NIMBLE BATTERY PACK!

YEAH, WE CAN GIVE A LITTLE APPLAUSE FOR THE WINNERS HERE.

NOW, DON'T WORRY, BECAUSE YOU'RE STILL PINING TO WIN SOMETHING, YOU CAN, BECAUSE THIS WEEK'S CHALLENGE IS RIGHT HERE.

LAST WEEK'S SHOW WE HAD JEN, JEN'S HERE IN THE AUDIENCE HERE, SHE WELCOMED OUR V TEAMER - JEFF HOLLOWAY WHO SHOWED HOW HE LEVERAGES A CERTAIN PRODUCT AT WORK.

WHAT WAS THE NAME OF THAT PRODUCT?

TO ENTER, GO TO THE COMMENTS SECTION OF TODAY'S EPISODE AND LEAVE YOUR ANSWER.

IF YOU'RE ONE OF OUR LUCKY WINNERS, YOU'LL GET A GIFT CERTIFICATE TO THE NEWLY UPDATED VERIZON BRAND STORE.

I KNOW EVERYONE REALLY WANTS THE NEW SWAG, HERE'S YOUR CHANCE. MAKE SURE YOU GO IN AND COMMENT.

I HOPE THAT YOU HAVE A GREAT REST OF YOUR WEEK, STAY ON THE LOOKOUT FOR MORE UP TO SPEED ALL WEEK LONG.  
AND NOW, OF COURSE, I USUALLY SIGN OFF, BUT RECENTLY AT OUR MY HOME MEDIA EVENT, WE WERE ABLE TO CATCH UP WITH SAN FRANCISCO 49ERS WIDE RECEIVER DEEBO SAMUEL AND IT SOUND LIKE HE'S GOT SOMETHING TO SAY.  
>> HEY, V TEAM, UNTIL NEXT TIME, YOU'RE UP TO SPEED.