



# Connecting people to **greater possibility**

2025 Sustainability Update

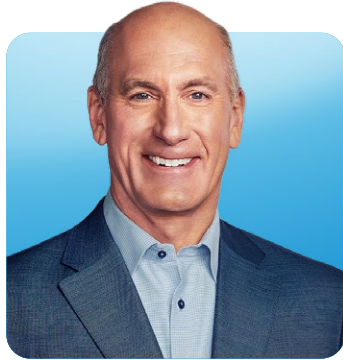


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# A Word About AT&T Corporate Responsibility



John

**John Stankey**

Chairman and Chief Executive Officer, AT&T Inc.

“

We're proud of how we operate—responsibly, with discipline, and with a focus on sustainable growth—while empowering Americans through connectivity. Throughout our history, we've been a trusted neighbor in communities across the country by partnering locally, investing in infrastructure, providing good jobs with fair wages, and showing up in ways that help people and businesses thrive.

As we enter the AI era, advanced connectivity is more critical than ever to driving innovation and growth in a modern, connected economy. We recognize this new era will also drive increased power usage—and how we connect people matters. We're focused on delivering meaningful gains in operational energy efficiency by modernizing network technology and retiring outdated infrastructure. As we invest in our networks and our people, we'll connect even more Americans and businesses with high-quality fiber and wireless services.

Ultimately, our job is to better connect and expand opportunity within the communities we live in and serve—just like we've done for 150 years. AT&T is committed to providing reliable, affordable internet access and building the networks the country depends on as we progress on our journey to become America's best advanced connectivity company.

”

“

At AT&T, corporate responsibility is a shared commitment across our business, grounded in the belief that our long-term success is closely linked to the resilience of our customers and communities. Our 2025 Sustainability Update reflects where we can make the greatest impact: bridging the digital divide, advancing environmental sustainability and evolving our priorities to meet stakeholder expectations.

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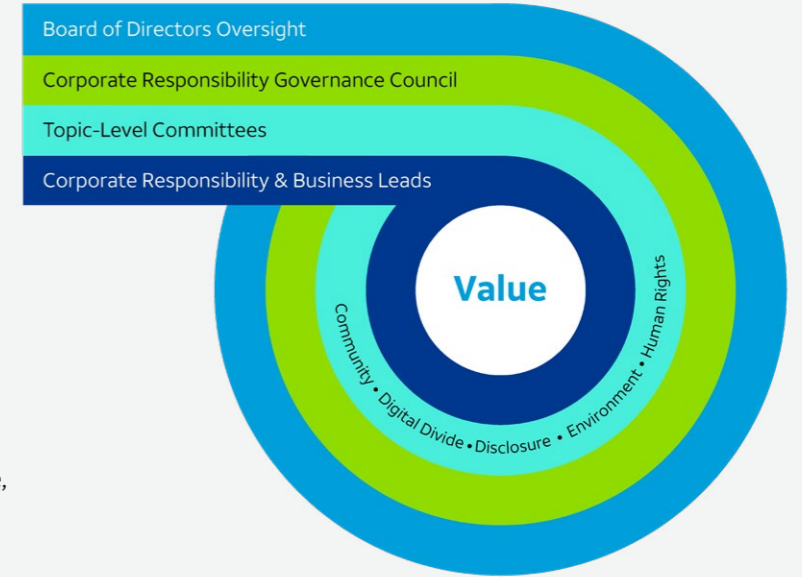
Mylayna

**Mylayna Albright**

Head of Corporate Responsibility, AT&T Inc.

## Sustainability governance

Our commitment starts at the top, with oversight from the AT&T Board of Directors and senior management. Our Head of Corporate Responsibility manages our most important corporate responsibility focus areas and, to ensure management of social and environmental issues stretches across the business, leads a Corporate Responsibility Governance Council. This council is made up of executives responsible for business operations aligned to our focus areas. We also maintain five committees focused on community, the digital divide, disclosure, the environment and human rights.



Read more:

[Corporate Responsibility Oversight](#) →

## Making it easy to find information

This update includes 2025 highlights, with links to more detailed [issue briefs](#) on each of our focus areas. You can also find consolidated data disclosures on our [Corporate Responsibility KPIs page](#) and additional resources on our [Sustainability Reporting website](#).

This update reflects the global operations of AT&T, unless otherwise noted, and relates to the financial year ending December 31, 2025. Additional details of our annual progress are available in our corporate [Annual Report](#) and other public documents on [investors.att.com](#).

# Overview

**Connecting people to greater possibility is the purpose behind everything we do. Through expertise, simplicity and inspiration, we drive opportunity for our business, customers, communities and the planet.**

In an increasingly digital economy, high-performance connectivity underpins American competitiveness. It's powering businesses, supporting workforce participation, enabling new technologies and ensuring communities can thrive. Through continued investment in fiber, 5G and next generation network capabilities, AT&T is helping ensure the U.S. remains a global leader in innovation and opportunity.

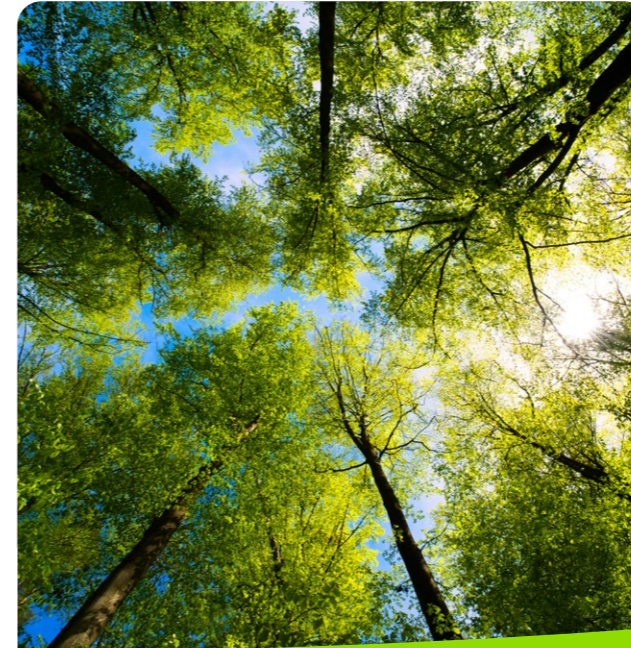
As we build for the future, we remain focused on delivering connectivity that works for people, for businesses and for the country. That means investing with purpose, strengthening the foundation of the digital economy and continuing the legacy of innovation that has connected Americans for generations.



## People & Community

### Bridging the digital divide

People are at the heart of everything we do: from the customers we serve to the employees who drive AT&T's mission forward. We leverage our connectivity solutions to unlock greater possibility, enabling individuals to thrive in an increasingly digital world while mobilizing our workforce to strengthen the communities we serve.



## Environment

### Building a sustainable future

We're committed to environmental responsibility by building a more resource-efficient and resilient business that supports the growing demands of a digital economy. By modernizing our networks, advancing carbon neutrality and delivering connectivity solutions that help our business customers operate more efficiently, we're helping meet rising demand while limiting strain on energy systems and supporting a more competitive and sustainable future.



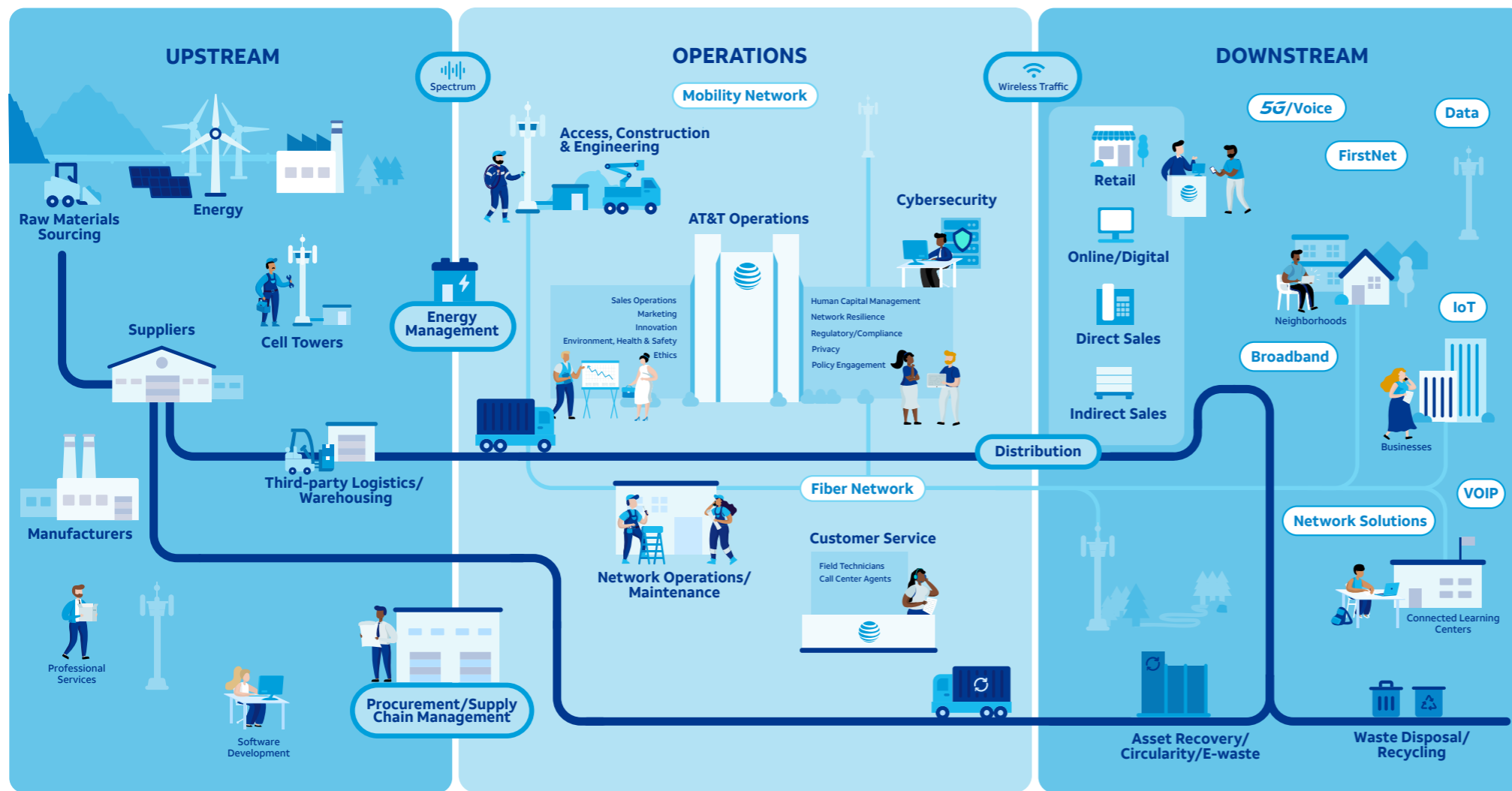
## Our Operations

### Effective governance of our operations

Security, resilience and innovation guide our approach to building connections. We're committed to ethical practices and operational integrity, which define who we are and how we do business. Our global supplier partnerships reflect this commitment, helping ensure our supply chain is both reliable and sustainable.

# AT&T Value Chain

Our responsibility extends across our entire value chain, from suppliers through our operations to customers and communities. We engage with partners upstream and downstream, identifying opportunities to reduce environmental impact, strengthen resilience and drive positive change.



[View a larger version of this map on our website](#) →

## Upstream

Upstream, we collaborate with manufacturers, suppliers and logistics partners to secure the materials and services essential to network operations. Our procurement and supply chain teams coordinate the acquisition of critical infrastructure, from cell towers and energy supplies to software development and professional services. Third-party logistics and warehousing partners ensure efficient movement of materials.

## Operations

Supported by 133,030 employees,<sup>1</sup> AT&T's operations encompass deployment, maintenance, cybersecurity and service delivery across our mobility and fiber networks. Our business units focus on delivering customer service, innovation, workforce empowerment, ethics and integrity, health and safety, privacy, regulatory compliance and stakeholder engagement.

## Downstream

AT&T delivers comprehensive experiences through our retail stores, online platforms, installation and ongoing customer support. We provide 5G, voice, broadband, Internet of Things (IoT) and enterprise network solutions backed by customer service teams who work to ensure reliable performance. Our asset recovery team manages equipment when it reaches end of life, including AT&T wireline assets, and our takeback program helps customers to return devices. We reuse and refurbish or responsibly recycle products, extending value and reducing environmental impact.

<sup>1</sup> As reported in our [Form 10-K](#).

# Progress Toward Goals

	Goal	Percentage achieved	Progress
People & Community	From 2021, invest \$5 billion in this decade to narrow the digital divide.	72%	Through the end of 2025, invested \$3.6 billion.
	Help 25 million people get and stay connected to affordable, high-speed internet by 2030.	65%	Through the end of 2025, reached 16.3 million people.
	Engage 50% of our employees worldwide through volunteering and giving initiatives by the end of 2030.	72%	36% of employees engaged in volunteering and giving. <sup>2</sup>
Environment <sup>3</sup>	Reduce our absolute Scope 1 and 2 greenhouse gas (GHG) emissions by 63% (2015 base year), aligning with a 1.5°C pathway by the end of 2030. <sup>4</sup>	85%	Reduction of 54% from our 2015 base year (8.8 million metric tons of CO <sub>2</sub> e), 85% attainment toward our Scope 1 and 2 science-based target.
	Achieve carbon neutrality (Scope 1 and 2 emissions) by the end of 2035. <sup>5</sup>	54%	Reduction of nearly 4.7 million metric tons of CO <sub>2</sub> e from our 2015 base year, 54% attainment toward our carbon neutrality target.
	Deliver connectivity solutions that collectively enable business customers to reduce a gigaton (1 billion metric tons) of GHG emissions from 2018 through the end of 2035.	33%	Enabled 327.9 million metric tons of customer emissions savings, 33% of our Gigaton Goal.
	Reduce the amount of U.S. waste we send to landfill by 30% (2019 base year) by the end of 2030.	80%	Reduction of an estimated 24%. Waste sent to landfill totaled an estimated 108,471 tons in 2025. This represents a reduction of 33,999 tons from our 2019 base year (142,470 tons). <sup>6</sup>
Our Operations	Annually engage suppliers representing at least 80% of our spend on their sustainability performance by the end of 2025. <sup>7</sup>	100%	Reached 83% of spend, exceeding our goal for the fifth consecutive year.

<sup>2</sup> Representative of all AT&T operations (U.S. and international). Reflects activity self-reported by employees via our AT&T Believes Volunteering & Giving portal.

<sup>3</sup> 2025 data is estimated. Final values will be available in Q2 2026.

<sup>4</sup> Science Based Targets initiative (SBTi)-approved goal.

<sup>5</sup> Scope 1 emissions include direct emissions from sources owned or controlled by the company (such as fleet). Scope 2 emissions include indirect emissions that result from the generation of purchased energy.

<sup>6</sup> Data is inclusive of AT&T operations (U.S. only).

<sup>7</sup> This goal is focused on network, consumer equipment and corporate services spend.



# People & Community

Connectivity expands opportunity, shaping how people live, learn and work. We're committed to narrowing the digital divide so that everyone has the tools and training needed to thrive in today's digital world.

Our focus on people extends to our workforce and our suppliers. With employees in all 50 U.S. states and 51 countries, we strive to be an employer of choice. Globally, we work with suppliers who share our commitment to resilience, ethics and sustainability, striving together toward a more connected and sustainable future.

The following pages summarize our approach to our most relevant People & Community issues. For more detailed insights, see our full issue briefs:

[Community Engagement & Investment Issue Brief](#) →

[Digital Divide Issue Brief](#) →

[Human Capital Management Issue Brief](#) →

[Human Rights Issue Brief](#) →

# Digital Divide

**Advancing digital access, affordability and adoption to bring more people online.**

Connectivity is essential for full participation in modern society, yet many households and communities still lack the access and skills needed to get connected. Bridging this digital divide remains a company-wide priority at AT&T.

We take an intentional, collaborative approach to removing barriers and creating tailored solutions. Our strategy centers on:

**Access:** Through our sustained investment and public-private partnerships—including the Broadband Equity Access and Deployment (BEAD) Program—we’re expanding high-speed service to rural and underresourced communities. To help ensure those communities can utilize their access, we partner with organizations like Compudopt, Digitunity, the Local Initiatives Support Corporation and Human-I-T to distribute devices to people who need them most. AT&T Connected Learning Centers (CLCs), located in nonprofit organizations across the country, offer communities access to internet, Wi-Fi and computing devices in collaboration with Dell Technologies and World Wide Technology.

**Affordability:** We strive to deliver high-quality connectivity at an affordable price for households across a range of income levels. With [Access from AT&T®](#), eligible households can connect with

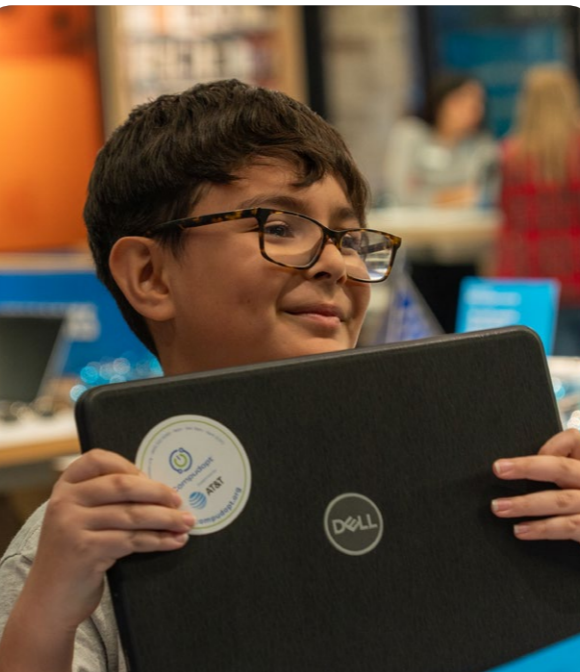
reliable AT&T Fiber speeds of up to 1 Gbps—including our most popular plan at \$30 per month for up to 100 Mbps, where available.

**Adoption:** Lowering cost barriers helps people get online, but digital skills are essential to safely maximize the benefits of connectivity. [AT&T ScreenReady®](#) offers training and tips to help people thrive in a digital world.

We also deliver educational programming through [The Achievery<sup>SM</sup>](#), our free K-12 digital learning platform for educators and students. The platform received the 2025 International Society for Technology in Education (ISTE) Seal in recognition of its high-quality content and user-friendly interface.

**Policy advocacy:** Bridging the digital divide requires collective action. We engage federal, state and local lawmakers to advance policies that will help connect as many Americans as possible. In 2025, we continued to advocate for the modernization of the federal universal service programs and how they are funded for today’s internet world.

[Digital Divide Issue Brief](#) →



**Target**

From 2021, invest \$5 billion in this decade to narrow the digital divide.

**\$3.6B**  
Invested through the end of 2025



**Target**

Help 25 million people get and stay connected to affordable, high-speed internet and digital resources by 2030.

**16.3M**  
People reached through the end of 2025

# Digital Divide

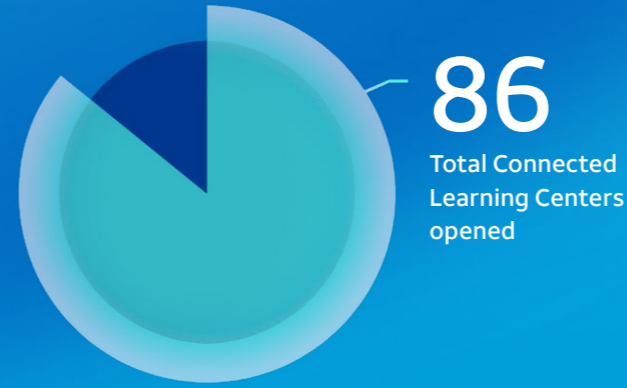
## 39K+

Devices distributed to students and families in 2025 in events across 39 states

### Target

We are committed to opening at least 100 CLCs total by the end of 2027.

In 2025, we launched **26** centers, bringing the total to 86 that serve more than 158,500 people nationwide.



## 125K+

Students, caregivers and teachers reached through The Achievery in 2025 (905,000+ since the program's inception)



## 2.5X

Social Return on Investment for every \$1 AT&T invested in digital divide initiatives, as assessed by third-party research firm Westat

### Connecting Louisiana residents

AT&T signed its first BEAD funding contract with Louisiana to turn \$21 million in funding into connectivity networks that will help to unlock opportunity for the state's residents.



### Driving AI education

AT&T was one of the inaugural signatories of the White House's Pledge to America's Youth: Investing in AI Education. We're making AI education more accessible to K-12 students through programs like The Achievery, which offered 23 AI-focused units in 2025, and with collaborators like Washington University that teach educators how to navigate, use and integrate AI into their curricula and classrooms.

# Human Capital Management

**Investing in well-paying jobs, competitive benefits, development opportunities and wellbeing initiatives and building a culture to fuel employee success.**

We are building a market-based culture focused on rewarding capability, contribution and commitment to better support our customers and each other. Our workplace fosters an environment where employees, including those in critical customer-facing roles, are entrusted to contribute their best, are challenged in their work and feel a sense of community.

Our investments in competitive wages, benefits, retirement savings plans, tuition assistance, career development opportunities and other employee programs help us attract and retain top talent. This includes targeted training, apprenticeships and partnerships with educational institutions to help prepare employees for in-demand roles such as fiber and broadband technicians. By engaging with and listening to our employees, we are driving change, enhancing culture, fostering wellbeing and building meaningful connections.

[Human Capital Management Issue Brief](#) →



## Supporting parents at headquarters

Acting on employee feedback, we launched a 10-week Bright Horizons summer camp at our headquarters, providing childcare for more than 500 of our employees' children. The program received a 97% parent satisfaction score.

133,030

Employees<sup>8</sup>

<5%

Of all AT&T jobs require a college degree

5.8M

Hours of employee training completed<sup>9</sup>

53%

Of our U.S. employees, and 43% of our employees globally, are represented by unions. We have the largest unionized workforce in the U.S. telecommunications industry.



## Advancing AI for career development

In 2025, Ask AT&T Academy expanded, helping employees use Ask AT&T, our internal Generative AI (GenAI) tool, in their daily work. We also provided 20,000 employees with Microsoft Copilot licenses.

\$9.9M

Invested in tuition assistance, which we make available to all employees

<sup>8</sup> As reported in our [Form 10-K](#).

<sup>9</sup> Inclusive of all AT&T operations (U.S. and international).

# Community Engagement & Investment

**Harnessing our resources, expertise and passion to strengthen local communities.**

Our commitments to strengthening communities, bridging the digital divide and building a sustainable future are brought to life by our employee volunteers. Through our company-wide volunteering and giving program, AT&T Believes®, we empower employees to drive impact in the communities where they live and work.

This impact includes supporting fellow employees. The [AT&T Employee Relief Fund](#) provides assistance to employees experiencing challenges beyond their control and is funded by donations from our employees and matching grants from AT&T. Additionally, before and during disasters, we mobilize resources and collaborate with community partners to aid affected areas, reinforcing our commitment to help communities recover and rebuild.

Whether through volunteering, donating or supporting one another via the Employee Relief Fund, our employees continuously show up for those in need when it matters most.

[Community Engagement & Investment Issue Brief](#) →

<sup>10</sup> Representative of all AT&T operations (U.S. and international). Reflects activity self-reported by employees via our AT&T Believes Volunteering & Giving portal.

<sup>11</sup> The value of volunteer time was calculated using the [Independent Sector](#) value of a volunteer hour, which was \$33.29 for 2025.

<sup>12</sup> Representative of all AT&T operations (U.S. and international).

<sup>13</sup> Including AT&T Foundation matches.

## Target

Engage 50% of our employees worldwide through volunteering and giving initiatives by the end of 2030.



# 72%

Of our target achieved, with **36%** of our employees engaged in volunteering and giving<sup>10</sup>



# 400+

Employees supported by the AT&T Employee Relief Fund

# \$2.3M

In corporate disaster relief donations



## Showing up when it matters most

After devastating floods in Central Texas, AT&T employee donations and Foundation matches totaled more than \$135,000. We distributed 265 laptops with Compudopt, dispatched our Mobile Connectivity Center™ to provide internet access, set up citywide charging stations and prioritized public safety communications through FirstNet®, Built with AT&T—America’s public safety network.

## 2 GUINNESS WORLD RECORDS®

AT&T employees broke two records for “Most Backpacks Stuffed with School Supplies in One Hour” and “Most People Stuffing Backpacks with School Supplies Simultaneously”: 10,000 backpacks by over 600 AT&T employees.

# \$72M

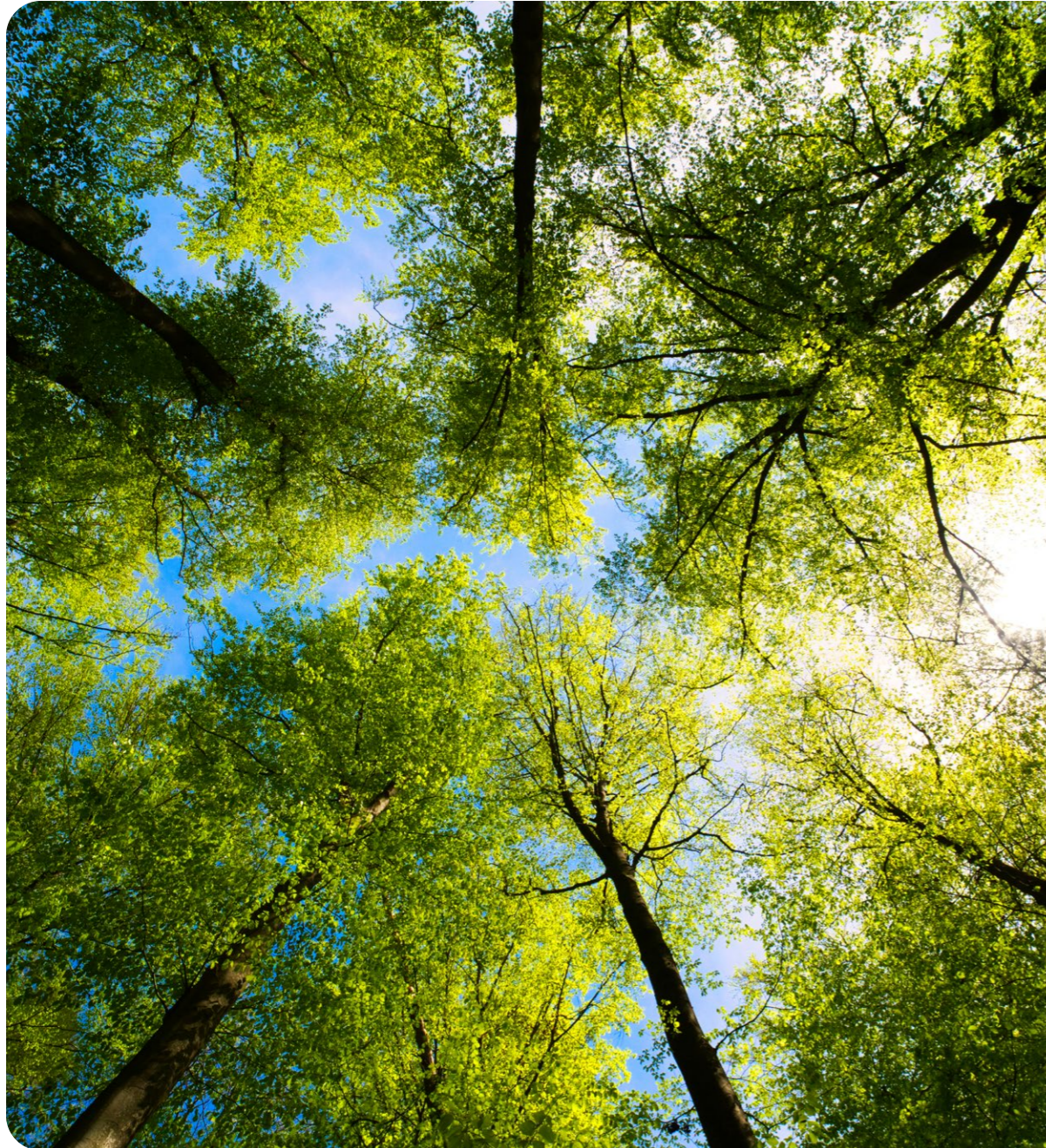
Contributed by AT&T and the AT&T Foundation throughout 2025, including approximately \$70.2 million in cash and nearly \$1.9 million in in-kind giving

# 467K+

Hours volunteered by employees; time that is valued at \$16.3 million<sup>11, 12</sup>

# ~39K

AT&T employees donated \$12 million to causes they care about<sup>12, 13</sup>



# Environment

To connect people to greater possibility, we work to build infrastructure that can support a growing digital economy efficiently and responsibly. As demand for digital services grows, we are modernizing our network—including transitioning from energy intensive legacy infrastructure to more efficient fiber—while managing the energy and materials needed to build and operate our network.

Our environmental efforts focus on strengthening network and community resilience, reducing our operating footprint, enabling customers to operate more efficiently and advancing circular approaches that help extend the life of materials and reduce waste.

The following pages summarize our approach to our most relevant environmental issues. For more detailed insights, see our full issue briefs.

[Circularity Issue Brief](#) →

[Efficiency & Emissions Issue Brief](#) →

[Energy Management Issue Brief](#) →

[Natural Resources Issue Brief](#) →

# Efficiency & Emissions<sup>14</sup>

**Pursuing carbon neutrality and deploying connectivity solutions that support cost savings, efficiency, innovation and emissions reductions.**

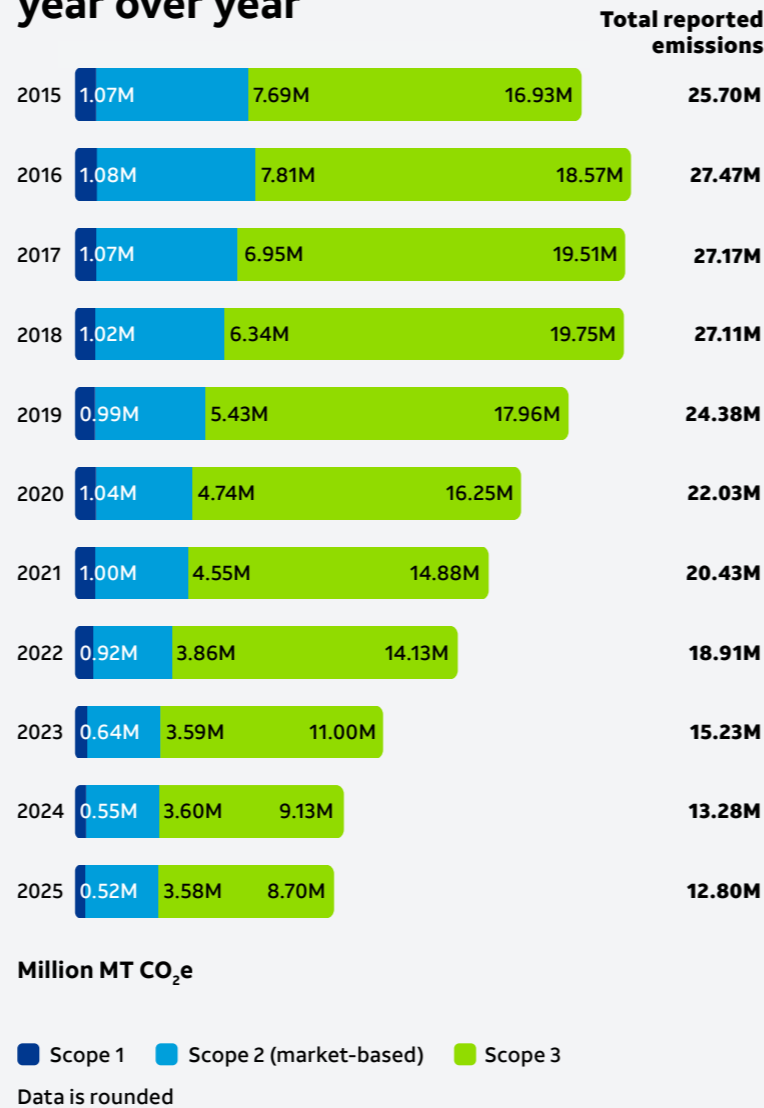
We're continuing to develop sustainable practices to tackle environmental challenges and advance toward carbon neutrality by 2035—all while unlocking business value. Our efforts focus on three key areas:

**Lowering AT&T emissions:** We're cutting costs and reducing emissions by modernizing our network, including transitioning to more energy efficient fiber, along with purchasing renewable energy and optimizing fleet productivity. Where it aligns with business needs, we are also adopting more electric vehicles (EVs).

**Building resilience:** We use advanced data to inform decisions that help protect our business and infrastructure from severe weather-related impacts. We developed the ClimRR Portal with the U.S. Department of Energy's Argonne National Laboratory to give communities clearer insights into risks like extreme heat, heavy rainfall and wildfires.

**Seizing opportunities:** To achieve our [Gigaton Goal](#), we're delivering connectivity solutions that help enable efficiency for business customers and drive growth in emissions-reducing industries across six Gigaton Pathways. From 2018 through the end of 2025, we've identified 32 use cases across these pathways, enabling 327.9 million metric tons of CO<sub>2</sub>e reductions.

## AT&T GHG inventory, year over year



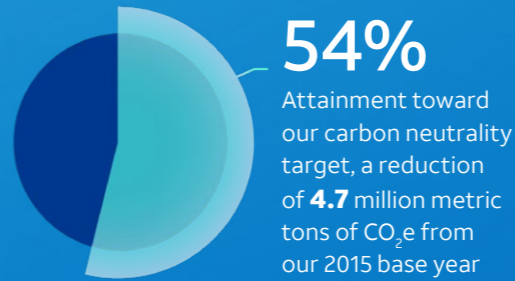
<sup>14</sup> 2025 data is estimated. Final values will be available in Q2 2026.

<sup>15</sup> Scope 1 emissions include direct emissions from sources owned or controlled by the company (such as fleet). Scope 2 emissions include indirect emissions that result from the generation of purchased energy.

<sup>16</sup> Science Based Targets initiative (SBTi)-approved goal.

### Target

Achieve carbon neutrality (Scope 1 and 2 emissions) by the end of 2035.<sup>15</sup>



### As part of this goal, we aim to:

Reduce our fleet emissions by 76% by 2035, accounting for 71% of our Scope 1 emissions.

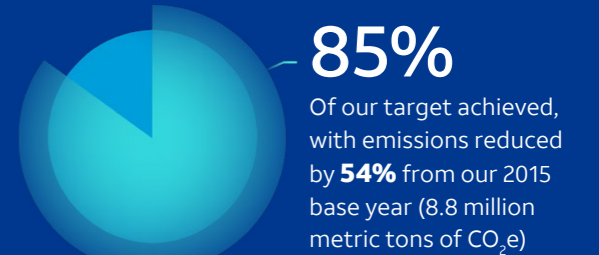


Reduce our Scope 2 emissions by over 90% by 2035.



### Target

Reduce our absolute Scope 1 and 2 GHG emissions by 63% (2015 base year), aligning with a 1.5°C pathway by the end of 2030.<sup>16</sup>



Efficiency & Emissions Issue Brief →

# Efficiency & Emissions

## Our Gigaton Pathways

### Smart Buildings

Connect building equipment to drive energy efficiency.

### Transportation

Enable more efficient operation of existing and advancement of emerging transport solutions.

### Renewable Energy and Storage

Provide critical connectivity for the delivery, optimization and storage of renewable energy.

### Methane Waste to Value

Reduce methane leaks and support the conversion of methane to valuable products with help from connectivity.

### Carbon Removals

Support carbon removals by monitoring facilities and capturing data needed for credible measurement, reporting and verification.

### Industrial Technologies

Enable smart, efficient manufacturing and logistics for a wide range of industrial products.

# 660K MWh

Saved since 2024 by transitioning our network from copper to fiber, lowering our carbon footprint by 232,090 metric tons of CO<sub>2</sub>e



1PointFive's Direct Air Capture facility, STRATOS, where AT&T fiber helps data collection to optimize performance and measure captured CO<sub>2</sub>



## Helping business customers track their network emissions

We enhanced our Network Emissions Allocation tool to provide business customers with clearer insights into the emissions associated with the AT&T services they use. This helps customers better track, report and manage their carbon footprint across the value chain.

## Expanding our EV fleet

We built out two new EV depot hubs in Southern California, each designed to support approximately 25 technician vans.

### Target

Deliver connectivity solutions that collectively enable business customers to reduce a gigaton (1 billion metric tons) of GHG emissions from 2018 through the end of 2035.



# Energy Management<sup>17</sup>

**Spurring energy markets while driving efficiencies to reduce energy-related costs and emissions.**

In the fast-evolving energy landscape, we continue to innovate, identifying ways to meet our needs and reduce our consumption. Our current efforts focus on:

**Driving energy efficiency:** We are actively reducing costs and energy use through broader adoption of efficient network technologies and hundreds of facility energy projects. Transitioning our network from copper to fiber is expected to reduce our energy consumption by 1.06 million MWh and emissions by approximately 740,000 metric tons of CO<sub>2</sub>e.<sup>18</sup>

**Enhancing data analysis:** Our energy management relies on robust data analytics. We use data from our centralized platform to benchmark energy performance and assess use trends. Our AI-powered Network Foundation Model helps us identify energy anomalies and optimize performance.

**Investing in renewable energy:** We evaluate large-scale renewable energy opportunities that advance our use of clean energy and offer sound financial returns. We are also exploring pairing virtual power purchase agreements (VPPAs) with battery storage to capture and store renewable energy when it is abundant, and releasing it when demand is higher. Since 2015, our network energy intensity has fallen by approximately 91.2% per petabyte of network traffic carried.

[Energy Management Issue Brief](#) →

<sup>17</sup> 2025 data is estimated. Final values will be available in Q2 2026.

<sup>18</sup> From 2024 through 2028.

## Renewable energy use

AT&T was ranked on the Environmental Protection Agency’s (EPA) 2025 Green Power Partnership National Top 100. In 2025, we signed a new VPPA—our 10th VPPA—with Doral Renewables. The Cold Creek project is a 430 MW facility that is expected to generate over 900,000 MWh annually.



Solar arrays from the Orange Grove Solar project, one of AT&T’s two VPPAs with Enbridge

# 10M MWh

Conserved and more than \$943 million saved from energy projects since 2015

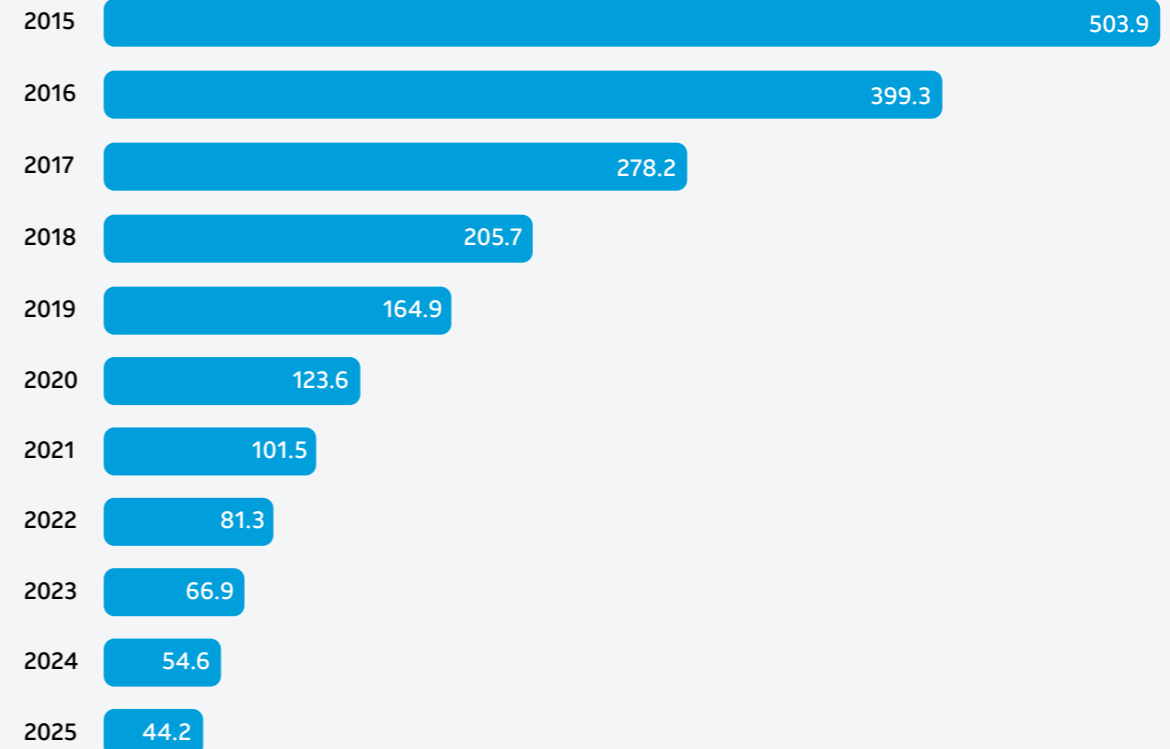
# 45.1%

Increase in renewable energy procured since 2020

# 13.2%

Decrease in total energy consumption since 2020

## AT&T global energy intensity



**Megawatt-hour/petabyte (MWh/PB)**

Data is rounded

# Circularity

Reducing waste and advancing recovery, recycling and reuse to minimize cost and conserve resources.

To optimize our management of resources, we focus on reducing waste, extending material life and driving cost savings. Our circularity approach guides us in scaling reuse, expanding recycling and managing waste safely across our operations.

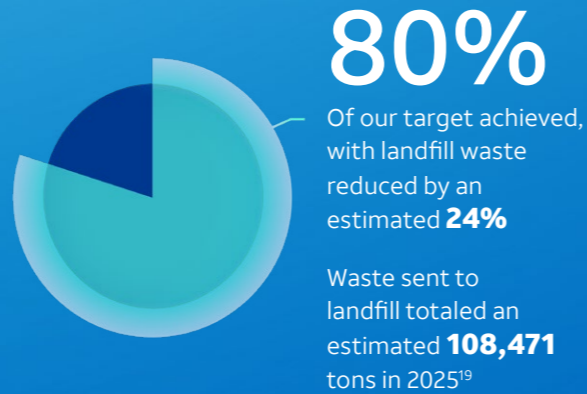
As we transition from copper-based networks to faster, more efficient fiber and wireless services, we aim to recycle 100% of the copper we reclaim. We are also working to reduce waste from our offices and empower customers to give their devices a new life through retail e-waste campaigns.

[Circularity Issue Brief](#) →

[Natural Resources Issue Brief](#) →

## Target

Reduce the amount of U.S. waste we send to landfill by 30% (2019 base year) by the end of 2030.



**3,000+**  
Pounds of food donated from the cafeteria in our Dallas headquarters since 2023

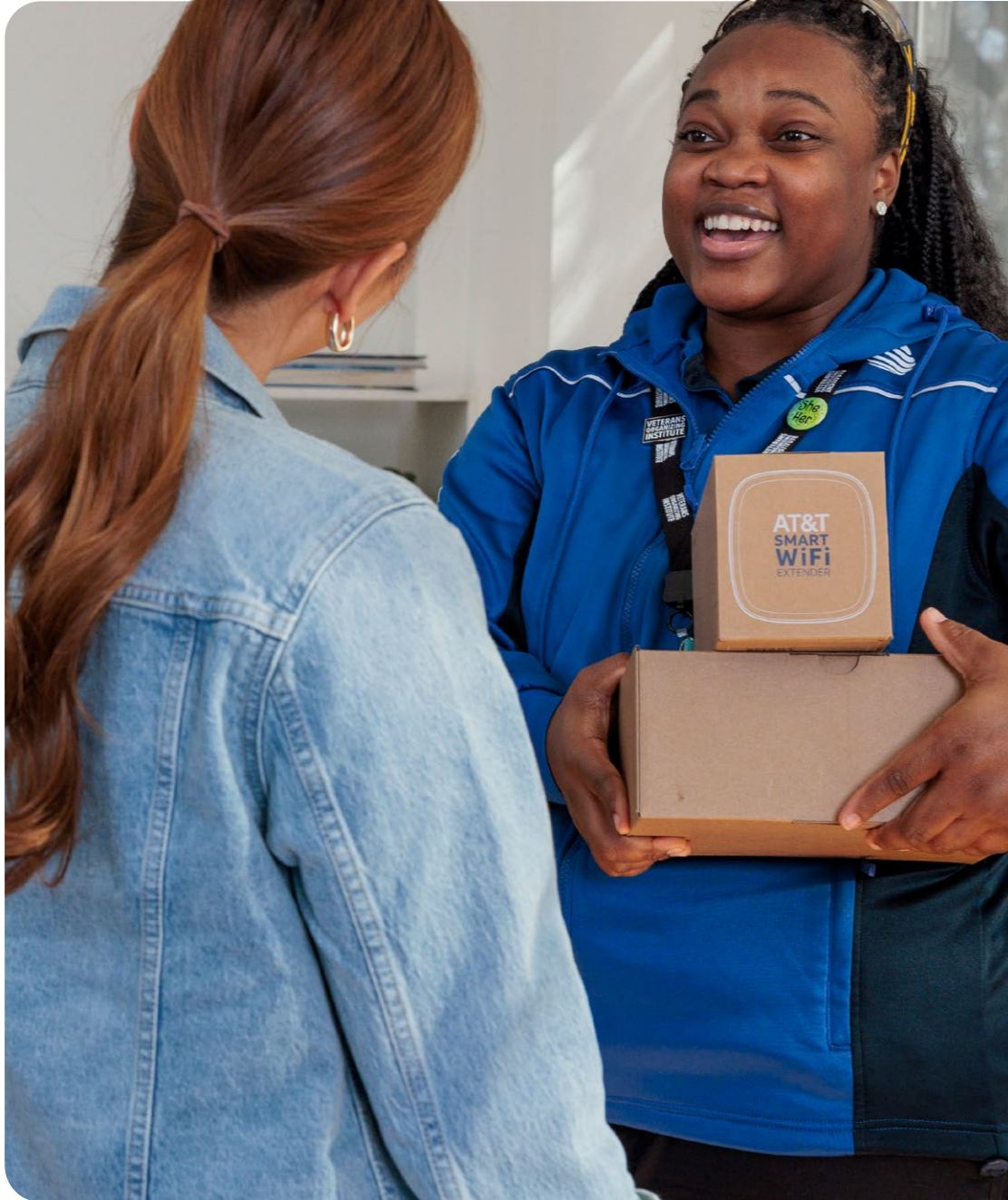
**14M**  
Customer devices recovered by AT&T in 2025, including more than 7.6 million devices returned through our trade-in program

## Retail e-waste program

We launched a new program with in-store bins to collect old cell phones, tablets and laptops in over 100 of our retail stores. In 2025, we collected over 10,200 pounds of e-waste. For every 10 pounds collected, AT&T and Compudopt donated one laptop to a family in need.



<sup>19</sup> Data is inclusive of AT&T operations (U.S. only).



# Our Operations

We embed sustainable practices across our business to strengthen operations and drive innovation, helping us build a more competitive and resilient company.

Building on 150 years of innovation, we continue to deploy cutting-edge solutions. Emerging technologies such as AI, machine learning, cybersecurity, edge computing and cloud-based platforms enable customers, businesses and communities to do more, faster, safer and more responsibly.

The following pages summarize our approach to our most relevant operational issues. For more detailed insights, see our full issue briefs:

[Cybersecurity Issue Brief](#) →

[Environment, Health & Safety Compliance Issue Brief](#) →

[Ethics & Integrity Issue Brief](#) →

[Innovation & Responsible Technology Issue Brief](#) →

[Network Resilience Issue Brief](#) →

[Privacy Issue Brief](#) →

[Responsible AI Issue Brief](#) →

[Responsible Supply Chain Issue Brief](#) →

# Network Resilience

**Applying data-driven insights and business continuity strategies to keep our customers connected and protect our network against disruption.**

Millions rely on us for reliable service, and network resilience underpins our ability to meet those expectations. In 2025, we introduced the [AT&T Guarantee®](#), our commitment to providing the connectivity you can depend on, or we'll make it right with a bill credit for any unexpected downtime. AT&T is the first and only provider with a guarantee that includes both wireless and fiber networks. This commitment is made possible by the strength, reliability and preparedness of our network.

Our network resilience strategy includes:

**Infrastructure investment:** We're strengthening our network with 5G, fiber and high-capacity data centers. In 2025, to further expand, we announced deals to acquire Lumen's Mass Markets fiber business and certain wireless spectrum licenses from EchoStar. We also launched a multiyear wireline core modernization.

**Redundancy and resilience:** Built-in backups and diverse data paths minimize downtime that may occur from extreme weather or instability in the power generation landscape.

**Risk management:** We use advanced analytics, including flood risk assessments, to guide decisions about new infrastructure placements and hardening for critical sites. In 2025, we updated our Flood Risk Management Policy to incorporate storm surge intelligence with expanded building code guidelines.

**Advanced monitoring tools:** The AT&T Weather Operations Center, our Network Disaster Recovery (NDR) program and established procedures monitor and respond to weather threats in real time.

**Disaster recovery and preparedness:** We deploy mobile cell sites and other solutions to restore service quickly. Our over 400 recovery experts can draw on nearly 14,000 portable generators, fuel trailers and specialized assets that can respond over land, air and sea. AT&T maintains one of the largest and most advanced recovery programs in the world.

**Supporting first responders:** [FirstNet®, Built with AT&T](#) is America's public safety network, built in partnership with the federal government to reliably connect first responders and the public safety community—no matter the emergency.<sup>20</sup> The FirstNet Response Operations Group™ (ROG), a team of former first responders, works alongside public safety agencies on FirstNet and has 24/7 access to their own dedicated nationwide fleet of more than 190 portable cell sites. In 2024, we began a 10-year, \$8 billion investment initiative to provide mission-critical solutions and expand FirstNet 5G coverage, adding new towers based on public safety needs.

**Employee support teams:** We deploy hundreds of trained AT&T employees across the U.S. to augment our NDR and FirstNet teams to support during disasters and outages.

[Network Resilience Issue Brief](#) →

<sup>20</sup> AT&T built and continues to maintain the network in public-private partnership with the First Responder Network Authority (FirstNet Authority).

<sup>21</sup> Locations reached with fiber include consumer and business locations: (i) passed with fiber, and (ii) served with fiber through commercial open-access providers.

**Disclaimer:** FirstNet and the FirstNet logo are registered trademarks and service marks of the First Responder Network Authority. All other marks are the property of their respective owners.

**\$1B+**

Invested over the past three decades in our Network Disaster Recovery program

**2,730+**

Solutions triaged and deployed by FirstNet ROG to support public safety's emergency communications needs

## Expanding mission-critical connectivity

FirstNet announced FirstNet Fusion, the first mission-critical platform linking teams across virtually any radio system or U.S. wireless carrier. It unifies mission-critical push-to-talk, NextGen 9-1-1 dispatch and connected devices for a faster, more efficient response and enables first responders to join talk groups and collaborate seamlessly. In 2025, we began testing public safety-grade direct-to-cell satellite connectivity with AST SpaceMobile to extend coverage in rural and off-grid areas.



**80K+**

Network locations screened using risk scores based on climate data

**Target**

Reach more than 60 million total fiber locations by the end of 2030.<sup>21</sup>

**32M**

Consumer and business locations passed with fiber

**322M**

As of year-end 2025, AT&T 5G using low-band spectrum reaches nearly 322 million people in more than 27,700 cities and towns in the U.S.

# Innovation & Responsible Technology

**Investing in innovation and partnering with industry leaders to bring cutting-edge technologies to our network.**

Drawing on our 150-year heritage of creation and innovation, our researchers develop new technologies to enhance our network and meet rising customer demands for network capacity.

Through both research and development and collaboration, we are exploring next-gen technologies like AI, machine learning, video analytics, virtual reality, augmented reality, edge computing, 5G, hybrid private cellular networks and IoT.

Our scientists, developers and engineers work on cutting-edge challenges and opportunities through:

- [AT&T Labs](#)
- [AT&T Chief Data Office](#)
- [AT&T Innovation Studio](#)
- [AT&T Intellectual Property Group](#)

Their efforts continue to deliver industry-leading solutions, services and products that offer meaningful value to our customers, AT&T and beyond.

[Innovation & Responsible Technology Issue Brief](#) →

## First of its kind

AT&T enabled the nation's first native voice and text communications through AST SpaceMobile's satellites, using AT&T spectrum and our core network infrastructure.



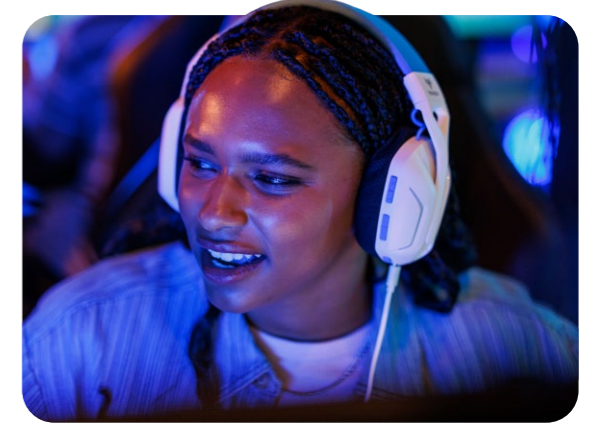
## Supporting open innovation and collaboration

In 2025, AT&T became the first communication service provider to deploy a third-party radio access network (RAN) automation application on our live production network. We did this using Ericsson's Intelligent Automation Platform and the Open RAN R1 interface. The milestone demonstrates the shift from closed, single-vendor networks to an open, standards-based Open RAN architecture, allowing us to mix best-in-class apps, spur innovation and open the supply chain. AT&T Labs also made its first Open RAN call with third-party radios, showing how collaboration advances performance and sustainability.

## Supporting developers

We launched the AT&T Network API Accelerator, giving select developers early access to pre-release APIs to build next-gen, network-enabled experiences in areas such as healthcare, transportation, security and entertainment.

We're also expanding ecosystem innovation with Aduna, a joint venture with Ericsson and global carriers, offering a standardized, API-based platform that simplifies app connectivity.



## 5G and beyond

We've introduced AT&T Turbo for Business to support more consistent mobile performance for business users.

## Faster, smarter network decisions

We developed the AT&T Geo Modeler, a radio propagation tool that combines geospatial models, ray tracing and AI to predict signal quality across the U.S. 4,000 times faster than existing solutions. It enables real-time, data-driven network decisions, supporting applications from cell site management to network planning while optimizing spectrum use and improving overall customer experience.

# Responsible AI

**Deploying highly secure and trustworthy artificial intelligence to deliver measurable value.**

We have been a leader in AI since the foundations of the technology. Today, we use AI to transform nearly everything we do. We apply machine learning and other AI functions to boost network efficiency, reliability and security; improve logistics; speed answers for customers and employees; and optimize energy use. We're also advancing agentic AI to automate complex tasks, enhance reliability, strengthen protection and unlock new efficiencies.

Our internal AI Policy and [AI Guiding Principles](#) provide guidance and direction for employees to responsibly leverage AI at AT&T. All employees receive mandatory training before they can access AI tools through our platforms. For more information on how we are helping our employees build their AI fluency, see the Human Capital Management section. We are proceeding with ethics in mind, aiming to incorporate AI using the safest, most inclusive approaches.

Our Data + AI Governance Council and Review Board provides company-wide oversight of our AI strategy and risks and sets policy to help ensure alignment with our AI principles.

[Responsible AI Issue Brief](#) →

## Our AI Principles

### By People, for People

We incorporate human oversight into AI. With people at the core, AI can enhance the workforce, expand capability and benefit society.

### Responsible

We act responsibly and build appropriate frameworks to design, develop and deploy AI in a transparent and controllable manner.

### Secure and Ethical

We are grounded in ethics, safety and values at every stage of AI, including our privacy principles and security safeguards.

# \$1B

Our investment in GenAI helped contribute to our overall \$1 billion in total cost savings in 2025. We expect AI to continue to contribute to our \$4 billion cost savings commitment by the end of 2028.

## Leading in AI

At the end of 2025, AT&T was #1 in the world on Text-to-SQL benchmarks, demonstrating our AI's ability to turn questions into database queries so employees can easily access and use data without specialized technical skills.

## AI coding efficiency

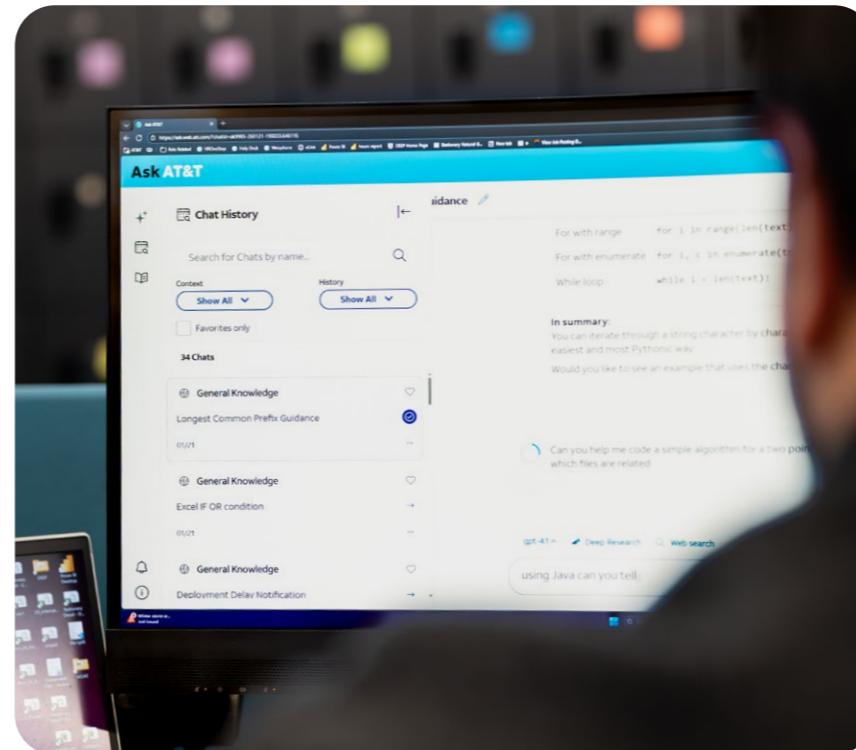
AI-assisted coding tools enabled our developers to increase their efficiency, including a 23% reduction in development cycle time, accelerating software delivery and reducing errors.

## AI in supply chain contract management

We launched Contract AI, a GenAI-driven contract analytics tool, to improve accuracy, transparency and efficiency in managing supplier agreements. With natural-language search, metadata filtering and human-reviewed AI summaries, the platform strengthens contract oversight and supports our broader commitment to responsible, well-governed AI in the supply chain.

## Fighting back against spam

AT&T ActiveArmor® uses machine learning and the scale of our network to detect and block more than 2.5 billion illegal robocalls per month, reducing unwanted and potentially harmful calls for millions of customers.



# Responsible Supply Chain

**Setting expectations for suppliers to advance sustainable practices throughout our value chain.**

Our global footprint and range of products and solutions depend on a strong network of high-quality, dependable suppliers. We expect our supply chain partners to meet our level of ethical conduct and incorporate sustainability in their operations. We also support small, local suppliers to boost community economic development.

Our [Principles of Conduct for Suppliers](#) outline our expectations of our suppliers in areas such as circularity, stakeholder engagement, legal and regulatory compliance, human rights and supply chain management. Suppliers must self-attest their alignment to the principles every 18–24 months.

To monitor supplier performance, we leverage the Joint Alliance for CSR’s collaborative audit initiative. These annual on-site audits cover topics such as child labor, health and safety, environmental practices and business ethics, among others. Any corrective actions that are needed following the audit are managed and implemented to resolution. We also use EcoVadis to gain holistic insights into supplier sustainability performance.

[Responsible Supply Chain Issue Brief](#) →

[Human Rights Issue Brief](#) →

**20K+**  
Suppliers globally<sup>22</sup>

**50**  
Joint Alliance for CSR (JAC)-led audits conducted at AT&T suppliers’ facilities. We maintain membership and board member status with JAC and utilize this relationship to inform our efforts in supply chain human and labor rights.



**Target**  
Annually engage suppliers representing at least 80% of our spend on their sustainability performance by the end of 2025.<sup>23</sup>

**100%**  
Of our target achieved for the fifth consecutive year, reaching **83%** of spend in 2025

**Advancing network sustainability through collaboration**  
We published a network sustainability [case study](#) with Ericsson showing how joint efforts and improved supply chain practices are helping decarbonize our operations and strengthen network resilience. The paper outlines how a \$14 billion investment in Open RAN, Cloud RAN and energy-efficient technologies delivered up to a 20% annual gain in network energy efficiency while supporting nearly double the traffic.



**\$3.5B**  
Spent with small businesses across the U.S., helping to stimulate local economies and underscoring our commitment to supplier inclusivity<sup>24</sup>

<sup>22</sup> In non-embargoed countries.

<sup>23</sup> This goal is focused on network, consumer equipment and corporate services spend.

<sup>24</sup> The small business status of listed entities is identified through a combination of official agency certifications and criteria, U.S. Small Business Administration (SBA) registrations, supplier self-identifications and proprietary data enrichment processes. While we strive for accuracy, AT&T does not independently verify the size status or representations provided by suppliers to third-party organizations.

# Privacy

**Upholding strong privacy principles and effective safeguards to protect personal data and maintain customer trust.**

AT&T is committed to protecting our customers' privacy. This is an essential part of building and maintaining trust, meeting regulatory requirements, safeguarding our reputation, managing risk and ensuring operational integrity.

When developing products and services, we adhere to privacy by design principles: transparency, choice and control, security and integrity. These are reinforced by our [Code of Business Conduct](#), AT&T security policies and standards, internal privacy guidelines and required trainings. We also strictly uphold the [Children's Online Privacy Protection Act](#) and other laws governing children's data.

The [AT&T Privacy Center](#) and [AT&T México Comprehensive Privacy Notice](#) provide detailed information on our privacy and data policies, including options for opting out of certain data collection and marketing programs.

We regularly test our privacy controls to proactively identify and address weaknesses. Like all companies, we face attempts at unauthorized access; when they occur, our Incident Response team quickly reacts to mitigate damage. We also publish a biannual [Transparency Report](#) detailing our responses to legal demands, underscoring our commitment to accountability and transparency.

## Our Privacy Principles

### Transparency

We're open and honest about how we use your data.

### Choice and Control

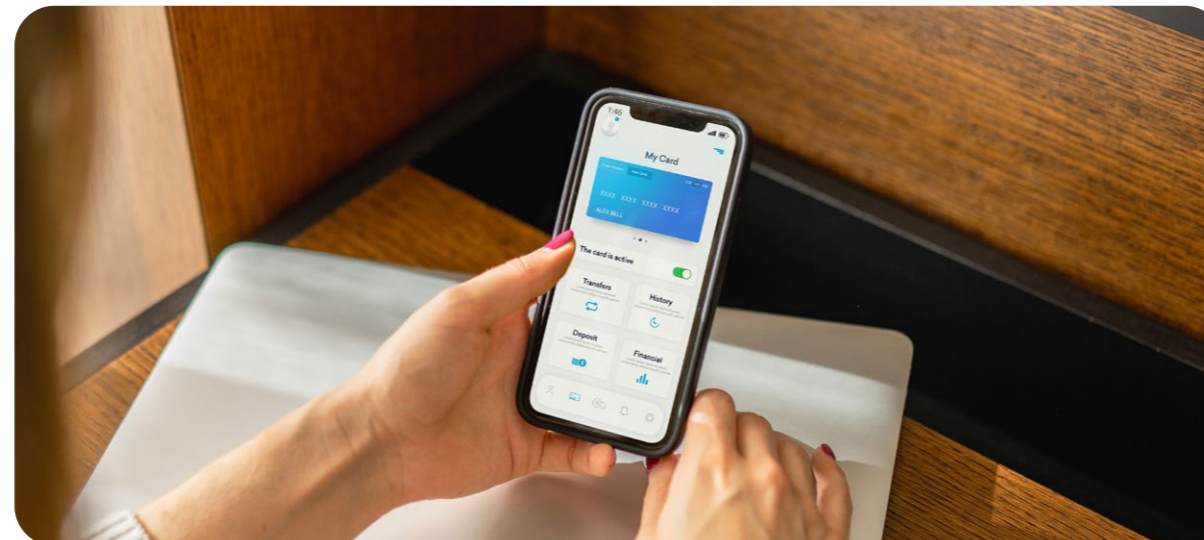
We give you choices and control about how we use your data.

### Security

We use strong safeguards to keep your data confidential and secure.

### Integrity

We do what we say.



## Protecting children

Through our new [Children's Privacy Notice](#) for AT&T products and services, we have pledged to not collect sensitive data from children under the age of 18 without parental notice. In addition, our Secure Family tool enables parents to locate a family member's device and manage screen time as well as the content that may be accessed online.

[Privacy Issue Brief](#) →

# Cybersecurity

**Monitoring and strengthening our network to proactively detect, prevent and respond to evolving cyber threats.**

Cybersecurity is a defining challenge for our connected world. As nation-state and criminal threats evolve and tools become more accessible, attacks are increasing in scale and sophistication. Protecting our business and customers requires a proactive, risk-based approach with security built in from the start.

Led by our Chief Information Security Officer, we safeguard AT&T's assets by enabling a secure, trusted, risk-informed environment that supports growth and innovation. Guided by truth, enablement, accountability and mastery, we prioritize operational excellence, identity and access management, and business enablement, reducing technology risk and rapid remediation.

We leverage tools, where available, that include near-real-time data correlation, situational awareness reporting, active incident investigation, case management, trend analysis and predictive security alerting. In addition, our Information Risk Committee, composed of C-suite officers, meets quarterly to discuss cybersecurity issues and priorities. We're also using AI to improve security, making routine checks easier, getting insights faster and detecting threats more quickly.

Our customers can take control of their security through [AT&T Cyber Aware](#), featuring guidance related to scams and other security and privacy tips. The [AT&T ActiveArmor®](#) security app lets customers block spam calls and texts. In 2025, we added new features to ActiveArmor®, including lost wallet and ID recovery, identity theft restoration, a password manager with browser extension and social media identity protection.

[Cybersecurity Issue Brief](#) →



## Transforming business security

AT&T and Palo Alto Networks announced a new agreement to provide secure connectivity solutions to address the security needs of businesses. [AT&T Dynamic Defense™ with Palo Alto Networks](#) will provide real-time threat prevention, automated risk response, AI-driven operations and cloud-delivered security, providing robust protection for data, applications and users.

## Enhanced security for company devices

We updated our company-owned and -utilized device policies to enhance security, allowing only internally approved apps via the Company Portal (Apple) or Managed Play Store (Android) and blocking all public app store access.

## Advancing collective security

In 2025, we co-hosted the Telecommunications Cyber Cup Challenge, a live, industry-wide exercise that brought together cybersecurity professionals from global telecom carriers to test defense protocols, exchange best practices and strengthen collective resilience.

# Environment, Health & Safety Compliance

**Pursuing best practice approaches to protect our people and planet.**

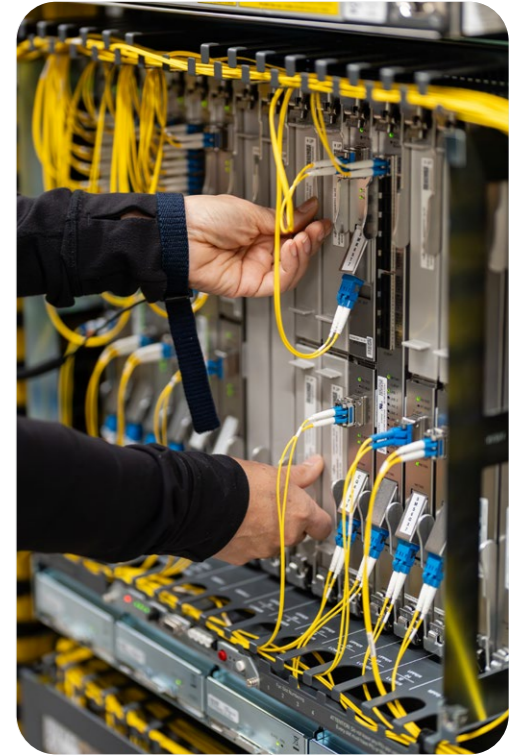
We're committed to fostering a safe, healthy workplace and delivering products and services responsibly. Our Environment, Health & Safety (EHS) framework provides a structured approach for addressing environmental risks and workplace health and safety hazards while supporting regulatory compliance. We strive to enhance our use of automation to improve tracking and monitoring across AT&T. Our safety policies, standards, guidelines and aids support our goal to prevent safety incidents.

We believe in understanding the "why." Understanding safety at AT&T starts at onboarding and continues with role-specific training as part of each business unit's annual plan. Through our AI-powered platform, KnowEH&S, employees can quickly access the EHS guidance they need.

[Environment, Health & Safety Compliance Issue Brief](#) →



**906K+**  
Hours of employee Environment, Health & Safety training completed



**Keeping employees informed**  
We developed an air quality index model and dashboard to help track certain airborne particulates. While the dashboard was geared to supporting safe practices during wildfires on the West Coast, it has shown potential for broader use. To address heat-related risks, we developed an interactive Heat Risk Map for AT&T's outdoor workforce as part of our 2025 Heat Illness Prevention campaign. This platform displays heat scores by geography, enabling teams to identify high-risk areas and implement targeted safety precautions.

**Promoting workplace safety**  
We engage employees year-round on safety. In 2025, our Safe and Sound campaign culminated in the Occupational Safety and Health Administration's "Safe + Sound Week" with sessions on electrical safety, ergonomics, driving, working at heights and slip-and-fall prevention.

# Ethics & Integrity

## Pursuing transparent communication and robust ethical practices to instill trust.

At AT&T, we go beyond compliance to build a culture that integrates ethical principles into all that we do.

Our approach is directed by our Chief Compliance Office (CCO) and guided by the [AT&T Code of Business Conduct](#), which sets clear expectations for ethical behavior. We require employees to review the Code of Business Conduct annually. We also provide ongoing awareness communications and resources, including local ethics champions, to reinforce the code and other corporate policies throughout the year.

We are committed to supporting a “speak-up” culture where employees feel comfortable discussing ethics issues. Our global Speak Up Portal, launched in 2025, is a consolidated reporting platform for all employees, vendors and others to report ethical concerns.

[Ethics & Integrity Issue Brief](#) →



**99.8%**  
Of employees completed Code of Business Conduct training<sup>25</sup>

**Strengthening our culture of ethics**  
In 2025, we strengthened our ethics culture by launching a monthly ethical awareness campaign for employees, focused on topics such as ethical technology use, civility, intentional listening and our new Speak Up Line.

**Ethics in Every Choice**  
We introduced a new internal tagline to our Compliance Program, “Ethics in Every Choice,” to underscore the intentionality we expect in every decision our employees make. We also launched Ethics Central, which consolidates ethics training and resources across the company.

**Enhancing governance through enterprise risk management**  
We maintain an Enterprise Risk Management (ERM) governance program led by the CCO. The program is supported by an officer-level ERM Committee, which includes our Chief Operating Officer and which sets strategy, addresses top risks and oversees program execution across the company.



<sup>25</sup> Data is inclusive of all AT&T operations (U.S. and international), except AT&T Mexico.



The [AT&T Sustainability Reporting website](#) provides comprehensive disclosure additional to this Sustainability Update:

- [→ Issue Briefs](#)
- [→ Corporate Responsibility KPIs](#)
- [→ Task Force on Climate-related Financial Disclosures \(TCFD\) Index](#)
- [→ Political Engagement Report](#)
- [→ Transparency Report](#)
- [→ 2026 Proxy Statement](#)

Our Corporate Responsibility Annual Update reflects the global operations of AT&T Inc. and relates to the financial year ending December 31, 2025, except where otherwise noted. Additional details of our annual progress are available in our corporate **Annual Report, Form 10-K** and other publicly filed documents available at [investors.att.com](https://investors.att.com).