

T Mobile

CONNECTIVITY WITH PURPOSE

2023 Corporate Responsibility Report

FORWARD
TOGETHER

A collage of nine circular photographs showing diverse T-Mobile employees smiling and interacting, set against a pink background.

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Connect with T-Mobile



This report is prepared with reference to the Global Reporting Initiative (GRI) Standards, as well as Sustainability Accounting Standards Board (SASB) Standards for our industry. It covers the domestic operations and activities of T-Mobile US, Inc. in the United States, Puerto Rico, and the U.S. Virgin Islands for the calendar year 2023 (January 1 to December 31) unless otherwise noted. Find out more in [The Numbers and Small Print](#) section.

CEO STATEMENT

A WORD FROM OUR CEO, MIKE



The remarkable growth T-Mobile experienced in 2023 was driven by our mission to be the best in the world at connecting customers to their world.

This mission stems from the understanding that our actions directly impact people's lives. As a leading wireless and broadband provider, we have the network, resources, and scale to make a real difference as a force for good. And the success we achieve in our business gives us the momentum to influence positive change for our customers, employees, communities, and the planet.

Our work to deliver reliable and accessible connectivity in our increasingly digital world is critical. We currently reach more than 330 million



The success we achieve in our business gives us the momentum to influence positive change for our customers, employees, communities, and the planet.”

people, or 98% of the U.S. population, with T-Mobile's 5G network, yet a digital divide persists. Millions of people are being left behind — particularly school-aged children who don't have the resources they need to learn and thrive. Our flagship Project 10Million program is tackling this "homework gap," investing over \$6.4 billion in products and services to date and connecting nearly 6 million student households with free or highly reduced connectivity. And that work continues as the need continues.

We were reminded once again of the crucial role connectivity plays in people's lives when disastrous wildfires struck Maui in August 2023. T-Mobile quickly showed up to the island with the services needed to connect people with their loved ones, along with resources to help the community rebuild and recover. This was just one example of many throughout the year where our dedicated engineering and consumer teams responded to disasters across the country.

Our amazing employees are the heart of our efforts. They love our customers and constantly challenge us to dream big and deliver the best network, best value, and best experiences for them. As an extension of our community-building work, they actively give back to and support organizations that are meaningful to them. They are generous with their time, resources, and spirit.

This commitment to community extends beyond individual contributions. In 2023 alone, our company, Foundation and employees were proud to offer more than \$1.5 billion in funding and in-kind products and services to support numerous initiatives, relief efforts, and volunteer and matching-gift programs.

We're also thankful for the contributions of many others who we consider partners in these efforts: our vendors, government officials, community organizations and, of course, our customers, to name a few. The theme of this report is "Forward Together" because we know that we cannot go about this work alone, but also because we can achieve so much more when we tackle these issues together.

We find purpose in working with our employees and partners to provide critical connectivity, but we're also glad to be doing it in a sustainable way. Thanks to renewable energy certificates, the T-Mobile network is powered by 100% renewable electricity, and serves as the cornerstone for our industry-leading environmental commitment to reach net-zero emissions for our entire carbon footprint by 2040. We were the first in U.S. wireless to set this ambitious goal and are making notable progress.

T-Mobile had an unforgettable 2023. Our relentless determination to do things the right way, connect people who need it most, and create opportunity fueled our success — and will continue to do so. In this exciting era of the Un-carrier's journey, we will keep showing up for our customers, employees, communities, and the planet.

MIKE SIEVERT
CEO
T-Mobile US, Inc.
@MikeSievert

ABOUT T-MOBILE

FORWARD TOGETHER

We're driving a new era of customer-focused innovation, connecting customers to their world with the largest, fastest¹ 5G network, and leading the way toward universal connectivity in our quest to deliver access for all.



We're building on our network lead with an increased focus on customer needs and innovation to continue delivering the best value on the best network with the best experiences.



We're leveraging our network, resources, and scale to be a force for good in our communities and our planet.



We're working to revolutionize how our business gets done — deepening our relationships with our customers and empowering our employees in whole new ways.

98%

of the U.S. population is covered by our 5G network — more than 330 million people across 2 million square miles.

OUR VISION:

#1 in customer choice and #1 in customer hearts.

OUR MISSION:

Be the best in the world at connecting customers to their world.

SERVICES

We provide services, devices, and accessories across our flagship brand T-Mobile and prepaid brand Metro by T-Mobile.

HQ LOCATIONS

Headquartered in Bellevue, WA and Overland Park, KS.



View our [Annual Report](#) to learn more about our business strategy.

¹ Fastest based on median, overall combined 5G speeds according to analysis by Ookla® of Speedtest Intelligence data 5G median download speeds for Q3 2023. Ookla trademarks used under license and reprinted with permission.



A MESSAGE FROM OUR CHIEF COMMUNICATIONS & CORPORATE RESPONSIBILITY OFFICER



Our strategic approach to corporate responsibility focuses on where we can drive the greatest impact and propel our business and communities forward.”

As we continue into the next chapter of the Un-carrier, we remain committed to using our network, resources, and scale for good while building a more connected, equitable, and sustainable future for all.

We set a bold, industry-leading net-zero goal, connected hundreds of thousands more students to the internet through Project 10Million, and invested in hundreds of communities across the country through non-profit partnerships, employee giving programs, and hiring initiatives. Our progress inspires us to do more as we pursue our mission to be the best in the world at connecting customers to their world.

This means looking at how we can do better and where we can dream bigger to have a positive impact on people and the planet together. That's why our strategic approach to corporate responsibility focuses on where we can drive the greatest impact and propel our business and communities forward through our operations, technology, and our people in the years to come.

Through our leading 5G network, we're championing more affordable and accessible connectivity to empower as many people as possible to succeed in today's digital world. We're breaking down barriers to career opportunities and investing in initiatives to develop a dynamic and diverse employee base who are equipped with the skills to continue innovating and delivering the best experiences for our customers. We also actively look at where sustainable solutions can bring wins for our business, our customers, and the planet through our products and services. We focus on doing the right things, the right way to make an impact that makes a difference.

As we continue creating a connected world where everyone can thrive, our approach to corporate responsibility will grow and adapt in ways that match the evolution of our business and technologies, the needs of our customers and communities, and the expectations of stockholders and investors. Together, we can shape a new era of connectivity with purpose.



JANICE V. KAPNER
Executive Vice President &
Chief Communications &
Corporate Responsibility Officer
T-Mobile US, Inc.
@JaniceKapner



ESG APPROACH CONTINUED

OUR ESG APPROACH

T-Mobile products and services play a central role in people's lives, impacting how they work, learn, live, and engage with others and the world around them.

That's why we leverage our technology, scale, and resources to be a force for good in our industry and the world, with an uncompromising commitment to do things the right way, always. We drive positive societal impact through our steadfast focus on increasing digital equity across the United States, strongly championing diversity, equity, and inclusion within and outside of our walls, and taking bold steps to manage our environmental footprint.

EVERYONE IN



Diversity, Equity, and Inclusion

We're unstoppable in our quest to create genuine, positive opportunities for everyone. It makes us a stronger company when we bring together our unique talents and perspectives to offer the best for our customers.

Goals

- Complete 54 Equity In Action DE&I promises by 2025, driving progress across our business, supply chain, and in our communities.
- Hire 10,000 veterans and military spouses by the end of 2023. (Achieved)

DIGITAL FOR ALL



Digital Equity

We empower as many people as possible with the connectivity and tools needed to take part and succeed in today's digital world.

Goals

- Offer up to 10 million eligible student households across the U.S. with connectivity through Project 10Million and other education initiatives.
- Connect up to 200,000 newcomers with free voice and text service from Metro by T-Mobile for one year through our partnership with Welcome.US.

PRIORITIZING OUR PLANET



Environmental Sustainability

We take bold steps to improve our impact on the planet by reducing our environmental footprint and using our network, resources, and partnerships to enable a more sustainable future for all.

Goals

- Achieve net-zero emissions across our entire carbon footprint by 2040.
- Continue to source renewable energy equivalent to 100% of total electricity usage.
- Achieve a 95% reduction in energy consumption (MWh) per petabyte (PB) of data traffic by 2030, from a 2019 baseline.

THE T-MOBILE WAY

Responsible Business

We realize our ambitions by doing things the right way, always with integrity, responsibility, and transparency. To build trust with our customers, suppliers, business partners, and one another, we're uncompromising in our ethical code and uphold strong corporate governance policies and practices.

Goals

- Achieve a 98%+ enterprise completion rate annually for our Integrity365 Code of Business Conduct trainings.
- Build a more sustainable supply chain by engaging the majority of our suppliers through social and environmental assessments.

ESG APPROACH CONTINUED

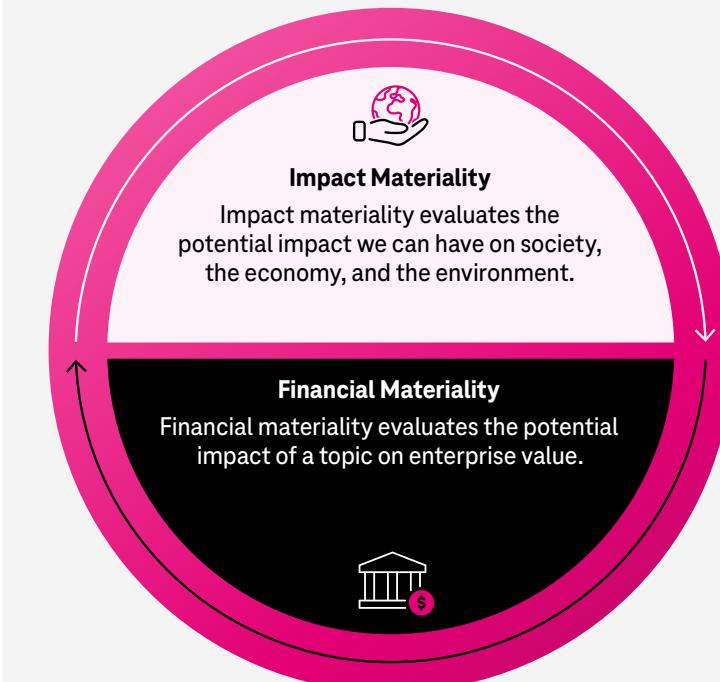
ESG MATERIALITY ASSESSMENT AND STAKEHOLDER ENGAGEMENT

As part of our broader work to regularly assess our environmental, social, and governance (ESG) priorities, we refresh our ESG materiality assessment every few years. These assessments help us stay on top of emerging trends, get insights into stakeholder expectations, and identify the greatest potential for impact on our business as well as on society and the environment.

Aligning with leading practices and new reporting guidelines, we conducted a double materiality assessment in 2023, identifying 20 key ESG topics for our business. The results from this assessment were validated by senior leaders and the Nominating and Corporate Governance Committee of the Board. They are also integrated into our ESG approach and broader business strategy, including driving the focus of this year's Corporate Responsibility Report.

DOUBLE MATERIALITY

The double materiality process assesses topics based on financial materiality and impact materiality across short- and long-term time horizons across the entire value chain.



ⓘ See our [ESG Reporting Hub](#) for a more detailed description on the methodology and results.

OUR ASSESSMENT PROCESS

1

Identify List of Topics

A list of 20 ESG material topics was developed using the following inputs:

- T-Mobile's corporate priorities, business strategy, and enterprise risk management
- Existing T-Mobile corporate responsibility reporting and previous materiality assessments
- ESG frameworks and standards
- Industry trends and benchmarking
- Ongoing stakeholder feedback

2

Understand Internal and External Stakeholder Perspectives

Stakeholder views on potential topics were gathered and analyzed, using the following methods:

- In-depth interviews with internal and external stakeholders, including T-Mobile executives from across the business, civil society organizations, suppliers, industry and sustainability organizations, and investors
- Employee and customer surveys
- Desktop research to supplement stakeholder perspectives and understand potential impacts over different time horizons

3

Synthesize and Score the Topics

Stakeholder feedback and research were used to assess:

- The likelihood of impacts, risks, and opportunities
- The actual severity of impacts and magnitude of risks and opportunities

Topics were then scored from low to high on two measures:

- Impact of risks and opportunities on the business
- Impact on society and the environment



ESG APPROACH CONTINUED

DOUBLE MATERIALITY ASSESSMENT RESULTS

The assessment results are grouped into four categories, each reflecting the varying degrees of impact on our business operations as well as their implications for society and the environment.

■ Category 1: Focus on priority topics

Includes topics that represent the greatest areas of risk and/or have the highest impact on enterprise value, society, and/or the environment, particularly in the near term.

● Category 2: Sustain and grow strategic programming

Includes topics that T-Mobile is expected to continue to responsibly manage or grow strategic programming around.

◆ Category 3: Manage foundational table stakes

Includes foundational operational integrity topics such as our robust ethical business and compliance-driven governance practices that are necessary to manage and reduce business risk.

▲ Category 4: Monitor moderate topics and emerging trends

Includes topics that do not currently represent high risk or high impact, but are still important to manage and monitor, such as product lifecycle management and waste, and emerging trends such as natural resources and biodiversity.

E ENVIRONMENTAL

- Climate Risk and Resilience
- Energy Use
- ▲ Natural Resources and Biodiversity
- ▲ Product Lifecycle Management
- ▲ Waste and Recycling

S SOCIAL

- Diversity, Equity, and Inclusion
- Emerging Technology and Product Innovation
- Employee Attraction, Development, and Engagement
- Community Engagement and Philanthropy
- Digital Equity
- Employee Health, Wellness, and Safety
- Public Policy, Partnerships, and Collaboration
- Responsible Use of Products and Services
- ▲ Responsible Marketing

G GOVERNANCE

- Business Continuity and Network Resilience
- Cybersecurity
- Data Protection and Privacy
- Sustainable and Responsible Supply Chain
- ◆ Ethical Business Practices
- ◆ Executive and Board Oversight and Accountability

ⓘ Learn more about our ESG material topics on the [Material Topics Definitions](#) page.

ONGOING STAKEHOLDER ENGAGEMENT

Stakeholder relationships are a critical part of how we evolve our ESG approach. Ongoing dialogue and engagement with our stakeholders is fundamental to advancing our work and driving progress where it matters most. We regularly connect with customers, employees, non-profit partners, industry analysts, stockholders, suppliers, and

government officials on the topics that are most important to them as well as to share progress on our ESG performance. We also participate in external working groups and industry associations to stay informed on and prioritize the issues critical to our business and stakeholders.

ⓘ For more information on our stakeholder engagement, see our ESG Materiality Assessment and Stakeholder Engagement Brief on the [ESG Reporting Hub](#).



OUR GOVERNANCE

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2023 GOVERNANCE HIGHLIGHTS

OUR GOVERNANCE

**#31**

T-Mobile ranked #31 on JUST Capital's 2024 Ranking of America's Most JUST Companies

**Board diversity**

8 out of 14 of our Board of Directors self-identify as women and/or members of traditionally underrepresented racial/ethnic groups

**Lead Independent Director**

of the Board and Independent Chairs of the Audit, Compensation, and Nominating and Corporate Governance Committees

**97%**

enterprise completion rate for T-Mobile's Integrity365 Code of Business Conduct training

**66%**

of suppliers completed environmental and social assessments through EcoVadis (based on sourceable spend)



Continued to improve our cybersecurity management, including cybersecurity technology, security protocols, monitoring and response operations, and compliance



Accepted into the Billion Dollar Roundtable for our commitment to supplier diversity

**\$3.1B**

spent with suppliers from traditionally underrepresented backgrounds



CORPORATE GOVERNANCE AND ESG OVERSIGHT

LEADING RESPONSIBLY

Our Board of Directors (Board) and Senior Leadership Team (SLT) represent the highest levels of accountability and guidance at T-Mobile, supporting the integration of good governance practices across the business. Together, they steer our successful growth with their deep experience across industries and specific topics such as technology, innovation, ESG, regulatory, and legal.

Setting the Tone from the Top

Our Board has adopted T-Mobile's [Code of Business Conduct](#), as well as the Code of Ethics for Senior Financial Officers, which applies to our Chief Executive Officer, Chief Financial Officer, Chief Accounting Officer, Treasurer, and Controller. All Board members participate in our Director Orientation program and are required to complete annual Code of Business Conduct training, setting the right tone and expectations for ethical conduct from the top.

➤ [For more on how our Code of Business Conduct drives ethical standards across T-Mobile, see our Ethical Business Practices section.](#)

MATERIAL ESG ISSUE

Executive and Board Oversight and Accountability

Board Structure and ESG Oversight

Our Board oversees and reviews management activities and advises on strategic issues, aiming to enhance the long-term value of T-Mobile. With overall responsibility for risk oversight, our Board has six standing committees, which in turn delegate specific responsibilities for certain topics, including a range of key ESG topics.

T-Mobile values and prioritizes Board independence, despite being classified as a "controlled company" under NASDAQ Stock Market LLC rules that make

us exempt from certain Board and independence requirements. We've chosen to appoint a lead independent director for the Board as well as independent chairs for our Audit, Nominating and Corporate Governance, and Compensation Committees. Beyond that, we've chosen to separate our Chairman and Chief Executive Officer roles.

➤ See our [Governance Documents](#) for more information on Committee Charters.

BOARD OF DIRECTORS		
AUDIT COMMITTEE	NOMINATING AND CORPORATE GOVERNANCE COMMITTEE	COMPENSATION COMMITTEE
<p>Provides oversight of T-Mobile's internal controls over financial reporting, risk assessment, risk management policies, and procedures and controls.</p> <p>Receives enterprise risk updates four times a year, including on risks relating to network resilience and business continuity, cybersecurity, and data privacy. Receives an annual fraud risk assessment.</p> <ul style="list-style-type: none"> ▪ Independent Director Chair and Independent Directors ▪ Meets a minimum of four times per year 	<p>Provides oversight of T-Mobile's compliance and ethics program, cybersecurity, data privacy, sustainability, and corporate responsibility initiatives. Receives quarterly briefings on the compliance and ethics program and key ESG topics, emerging trends, and progress. Receives an annual update on political contributions and charitable spending.</p> <ul style="list-style-type: none"> ▪ Independent Director Chair ▪ Meets a minimum of four times per year 	<p>Provides oversight of T-Mobile's compensation programs, policies, and practices. In 2023, the Compensation Committee Charter was updated to include the committee's oversight of strategies, initiatives, and programs relating to human capital management, including with respect to diversity, equity, and inclusion, talent acquisition, retention and development, pay equity, employee engagement, and culture.</p> <ul style="list-style-type: none"> ▪ Independent Director Chair ▪ Meets a minimum of four times per year ▪ Retains an independent compensation consultant
EXECUTIVE MANAGEMENT		

Board Diversity and Expertise

We believe diversity helps drive business success and contributes to sound corporate governance. T-Mobile's Director Selection Guidelines define diversity broadly to include factors such as gender, race, ethnicity, age, geographic, cultural, and professional experience.

In 2023, our Board elected two new directors to fill vacancies. While the transitions have altered the gender and racial/ethnic makeup of the Board, they have brought a wealth of fresh expertise, with decades of experience from executive and Board roles within the telecommunications and technology sectors, and a depth of skills across finance, accounting, operations, and business development.

Every Board member has a range of continuing education activities available to them throughout the year on topics such as cybersecurity, ethical business practices, the evolving regulatory landscape, and additional top ESG issues.

57%

identify as women and/or members of traditionally underrepresented racial/ethnic groups²

36%

identify as belonging to one or more traditionally underrepresented racial/ethnic groups²

21%

identify as women²

² All data points are as of December 31, 2023 and rounded to the nearest whole number.



CORPORATE GOVERNANCE AND ESG OVERSIGHT CONTINUED

Executive Oversight of ESG

T-Mobile executives provide oversight on critical ESG issues and risks as well as company initiatives and commitments. Members of our Senior Leadership Team and other executives co-lead and serve on internal cross-functional committees, providing strategic guidance and driving enterprise-wide alignment. Many of the same executives provide updates to the Audit Committee, the Nominating and Corporate Governance Committee, and the Compensation Committee.

Over the last two years, our governance processes have evolved to meet the changing needs of the company, including the restructuring of key internal committees and the creation of an ESG Steering Committee. We've streamlined internal reporting to leadership and the Board while making it easier to support the practical implementation of strategies across the business through focused operational working groups. The changes also mean broader visibility for developing and tracking internal goals and monitoring progress on external targets.

Senior Leadership Team Diversity

Working towards better representation at the highest levels of T-Mobile supports our growth-obsessed mindset and strengthens our ability to build policies and practices more relevant to our entire employee and customer bases.

43%

of SLT identifies as women and/or members of traditionally underrepresented racial/ethnic groups³

³ As of December 31, 2023 and rounded to the nearest whole number.

BOARD OF DIRECTORS			
EXECUTIVE MANAGEMENT			
ESG STEERING COMMITTEE	INTERNAL OVERSIGHT COMMITTEE	ENTERPRISE RISK AND COMPLIANCE COMMITTEE	
<p>Oversees, elevates, and provides strategic direction for ESG programs, initiatives, and reporting and disclosure efforts. Responsible for evaluating and approving enterprise-wide ESG targets and driving accountability for planning and achieving those goals.</p> <p>Meets quarterly on a range of topics such as emissions, energy, sustainable supply chain, digital connectivity programs, philanthropy, human rights, and ESG regulations.</p>	<p>Reviews progress and oversees key updates related to T-Mobile's Equity In Action Plan and Promises. Provides strategic input and promotes accountability for this work across the business.</p> <p>The committee aims to meet at least four times per year.</p>	<p>Oversees and governs the company's risk management activities, including those related to environmental, social, corporate governance, cybersecurity, and operational compliance.</p> <p>Provides a regular forum for bringing risk issues to the attention of a cross-functional group of senior leaders.</p>	
OPERATIONAL WORKING GROUPS			
SUSTAINABILITY WORKING GROUP	FUNCTIONAL DE&I WORKING GROUP	CHARITABLE GIVING STEERING COMMITTEE	INCLUSION COUNCIL
<p>A cross-functional team working to identify and elevate opportunities that help T-Mobile achieve its ambitious sustainability goals.</p>	<p>A cross-functional team developing our Business Functions' DE&I strategies.</p>	<p>A cross-functional team that oversees and enables the alignment of philanthropic programs and initiatives with T-Mobile's goals.</p>	<p>150 leaders from across our Employee Resource Groups, local DE&I chapters, and business functions, who meet to align on vision, objectives, and strategies for an inclusive workplace.</p>



ETHICAL BUSINESS PRACTICES

DOING BUSINESS WITH INTEGRITY

There is more to being the best in the world at connecting customers than having an industry-leading 5G network. Being the best requires being trustworthy, responsible, and accountable.

That's why our value of "Do It the Right Way, Always" is central to everything we do. This means doing the right thing for our customers, our stockholders, and each other. Every time. It is fundamental to how we deliver on our commitments and use our influence and scale to support responsible innovation, ethical business conduct, and customer-centered marketing and data practices.

Our Approach to Responsible Business

T-Mobile's Compliance & Ethics program includes a diverse range of policies, processes, trainings, and other controls. Together, they guide and reinforce our commitment to responsible business practices and the high level of integrity we expect of our officers, employees, and supply chain partners.

We assess the program for effectiveness annually through measures that include employee surveys, training completion rates, misconduct reporting, and substantiation rates.

Our most recent all employee ethics survey fueled enhancements in 2023, including making further updates to resources and training to emphasize the importance of psychological safety in our "Do It the Right Way, Always" culture.

Our Chief Compliance Officer reports quarterly to the Nominating and Corporate Governance Committee on program activities and initiatives and on emerging compliance issues resulting from new business activities or legal and regulatory developments. The Chief Compliance Officer also meets regularly with the Enterprise Risk and Compliance Committee to discuss compliance risk and mitigation activities.

Supporting Employees to Understand Our Code

T-Mobile's [Code of Business Conduct \(Code\)](#) outlines expectations for how we do things the right way at T-Mobile, including the workplace conduct standards and legal guidelines that are integral to our commitment to ethical business practices. To underscore the importance of our Code, all employees and officers take our mandatory Code training, Integrity365 (i365), each year.

This award-winning program brings to life thought-provoking, real-world scenarios that reinforce our workplace conduct expectations. In 2023, i365 covered a range of important topics including data privacy, cybersecurity, anti-corruption/anti-bribery, conflicts of interest, insider trading, harassment, discrimination, and more.

97%

enterprise completion rate for
our [Integrity365 Code of Business
Conduct training in 2023](#)⁴

Based on employee feedback, we made updates in 2023 to enhance the delivery of our content by making it more interactive. We also offered tailored versions of the training for people managers and executives as well as additional resources to support our leaders in setting a strong ethical tone and holding their teams accountable to following the Code.

Safety to Speak Up

To maintain high standards of ethical conduct, we invest in building a culture of psychological safety to help everyone feel comfortable speaking up with questions and concerns. More broadly, our [Speak Up Policy](#) encourages anyone, from employees and customers to vendors and suppliers, to report something that doesn't seem right, including illegal

or unethical conduct and violations of our policies. The policy also protects people who report in good faith from retaliation.

Channels for reporting include our [Integrity Line](#) (online or by phone), our [Compliance & Ethics team](#), and our Chief Compliance Officer. Concerns relating to accounting, auditing, or financial reporting may be reported directly to the Chair of the Audit Committee. Employees can also report concerns or violations to their managers or through additional internal reporting channels, including Human Resources.

All concerns are taken seriously and carefully reviewed. Our investigation and remediation process routes concerns to relevant internal groups for evaluation and, when it has been determined that misconduct has occurred, appropriate action is taken and relevant systems, policies, and practices are assessed and improved, if necessary.



2023 Brandon Hall Group HCM Excellence Gold Award for Compliance Training, Learning and Development: i365

This award validates our best-in-class outcomes for measurable results, business value, and employee impact.

MATERIAL ESG ISSUE

Ethical Business Practices;
Responsible Marketing; Public Policy,
Partnerships and Collaboration

ETHICAL BUSINESS PRACTICES CONTINUED

Responsible Marketing

At T-Mobile, we maintain an unwavering commitment to treating our customers honestly and fairly. For more than a decade, our Un-carrier revolution has been about doing what's right for our customers. This commitment extends to our sales and marketing practices and is just one example of how we bring to life our mission to be the best in the world at connecting customers to their world.

We support the CTIA's Consumer Code for Wireless Service to provide customers with transparent, comprehensive, and easy to understand information regarding their rate plan and account balances. We allow customers to designate who on their account is authorized to add devices and services, and we don't allow others to change the account.

Commitment to Human Rights

Treating every employee, every customer, and every stakeholder with dignity and respect is a cornerstone of our commitment to ethical business practices. We expect our affiliates, business partners, suppliers, and their stakeholders to comply with our [Human Rights Statement](#). This covers areas such as discrimination, working conditions, forced labor, and freedom of expression, and is overseen by the leaders of our Human Resources, Corporate Responsibility, and Legal Affairs teams.

Our [Code of Business Conduct](#) outlines our zero-tolerance policy toward human trafficking and activities related to trafficking in our supply chain. Any violations trigger disciplinary action, including potential termination.

Finally, we engage with relevant stakeholders to stay informed about the latest human rights concerns and issues within our industry. This allows us to identify opportunities for improvement and enhance our approach accordingly.

Political Engagement

Public policy shapes our business landscape every day. Engaging in the political process is an important part of how T-Mobile advocates for industry issues that are critical to our business and our customers.

We're committed to transparent and responsible engagement that spans across party lines through corporate political contributions, contributions from an employee-funded political action committee (PAC), lobbying, and contributions to tax-exempt organizations. Through these efforts, we work to educate, inform, and support candidates and lawmakers on important priorities such as spectrum allocation and build out, taxation, and other issues directly related to our business.

We publish an annual [Political Engagement Report](#) which details our contributions and lists our trade association memberships. Our political activities are guided by strict compliance with local, state, and federal laws, a commitment to bipartisan contributions, and strict adherence to our Code of Business Conduct and our Political Activities and Lobbying policy.

Our General Counsel provides periodic updates to the Nominating and Corporate Governance Committee on our political contributions and engagement.



CYBERSECURITY

FORTIFYING OUR CYBERSECURITY CAPABILITIES

The cybersecurity landscape is rapidly evolving as emerging technologies continue to create a more dynamic operating environment. With our customers depending on us to keep their data secure, robust cyber protection is a priority for our business. We continue to embed a security-first mindset in our culture, systems, and processes so that we can stay vigilant and adapt to the landscape as it changes.

Our Approach to Cybersecurity

Our cybersecurity program is continuously working to help keep customer data safe, protect trade secrets and other confidential information, as well as maintain secure systems and products. We employ best-in-class principles and innovative programs, and engage in additional proactive steps to protect our systems and data.

Leveraging best practices outlined by the National Institute of Standards and Technology (NIST) Cybersecurity Framework, our approach to

cybersecurity identifies and assesses risks and threats to support effective mitigation planning and management across the enterprise. During 2023, we strengthened our cybersecurity strategy and continued to enhance our security systems and processes, risk management and mitigation programs, and security-first culture.

Adopting a hybrid zero trust model has been a key piece to implementing that strategy. This concept assumes that, by default, no users or devices inside or outside the network can be trusted. As a result, we've implemented rigorous identity verification and authentication processes at every level of the organization.

This approach allows us to better contain a potential bad actor's impact, including cutting down on malware and phishing attacks. We've also made further upgrades to our web filters and are leveraging technology to detect malicious content.

Data Security Oversight and Testing

Our approach to cybersecurity is integrated into our overall risk management system and processes, with oversight at the highest levels of the company. Our Executive Vice President, Transformation and Chief Information & Digital Officer and our Chief Security Officer report periodically to the Nominating and Corporate Governance Committee and the full Board. At the executive level, the Enterprise Risk and Compliance Committee meets regularly and monitors cyber threats, company readiness, and actions taken to mitigate any risks.

Our systems are also tested by independent experts and evaluated by third-parties, including through a security scorecard that combines client research, statistical modelling, and cybersecurity knowledge to rate a company's cyber risk. As 2023 progressed, our score continued to improve, reflecting our ongoing investments. We also pursued ISO 27001:2022 certification and SOC 2 Type 1 and Type 2 compliance, which we achieved in late 2023 and early 2024.

Collaborating To Win with the Bug Bounty Program

To proactively test the rigor of our cybersecurity infrastructure and applications, we provide "bounty" payments to external security researchers for uncovering potential vulnerabilities. We take each finding seriously, activating our team to investigate and address the issue. Early awareness means we can mitigate problems before incidents occur.

The Bug Bounty program also fosters cultural change, with findings driving proactive prevention of similar issues by our own expert engineers.

Empowering Employees Through Tools and Training

T-Mobile takes a two-pronged approach to enabling our employees' security practices, giving them the tools and knowledge needed to be successful at protecting our systems and data.

First and foremost, we're constantly evaluating and enhancing the systems and controls in place to strengthen our employees' defenses. This includes multi-factor authentication, enhanced criteria for T-Mobile network and app access, and automated login risk management.

Second, we support our teams through ongoing training, events, and engagement opportunities. Colleagues are encouraged to recognize each other's efforts through internal e-cards, and each quarter, we award our top five "Cyber Champions" with prizes, including a trophy and other T-Mobile swag.

We'll continue to find ways to improve our employees' experience, prioritizing opportunities to encourage efficient cybersecurity practices and help us operate as one team, together, to keep our systems secure.



MATERIAL ESG ISSUE

Cybersecurity; Responsible Use of Products and Services; Emerging Technologies and Product Innovation



DATA PROTECTION AND PRIVACY

KEEPING OUR CUSTOMERS' DATA SAFE

Being in the business of connecting customers to their world means that we're entrusted with the necessary data to make that happen.

Data protection and privacy controls are crucial to our business and how we interact with our customers, enabling them to take full advantage of the services we offer and feel confident about their data. And, as people bring more devices online for themselves and their families, safeguarding their privacy, and constantly evaluating the impact of emerging technologies on those safeguards, is as vital as ever.

Our Approach to Responsible Data Stewardship

We've built our approach to data privacy around five principles that put our customers first.



Transparency: We're open and honest about our privacy practices and how we handle personal data, engaging with customers on their questions and feedback.



Trust: We work to earn and keep customer trust through responsible stewardship of the personal data entrusted to us.



Control: When it comes to our customers' data preferences, we put customers in control and provide simple ways to make the changes they need.



Education: We provide clear and simple guides to help customers understand our data privacy policies and their options.



Protection: For products that use personal data, it's our policy to collect only what's necessary for our business, and retain and dispose of it as outlined in our data stewardship policy.

Data Privacy Oversight and Governance

Our company continuously monitors and improves privacy governance practices, including how we review uses of personal data, apply requirements for responsible use, and manage the inventory of personal data entrusted to us.

We continued to expand our practices and governance framework to address emerging technologies, such as artificial intelligence (AI), and their potential impact on our customers. These expanded practices help ensure that we continue to design our tools with ethics, privacy, security, and safety in mind.

To provide ongoing oversight, guidance, and effective collaboration, our data privacy and cybersecurity teams provide regular reports to the Enterprise Risk and Compliance Committee, which includes executives from T-Mobile's Senior Leadership Team. At the Board level, the Nominating and Corporate Governance Committee provides oversight of the data privacy and security program and policies.

Putting Our Customers in Control

T-Mobile's [Privacy Center](#) provides a central place for customers to easily access information on our privacy and security practices, connecting them to resources, reports, and the Privacy Dashboard, where customers can make key privacy choices. It includes the [T-Mobile Privacy Notice](#) and [Children's Privacy Notice](#), as well as educational tips around online safety and security, and information on family controls to help parents and guardians manage their kids' online activity.

In 2023, we continued to enhance the customer experience around data privacy by simplifying the process customers use to ask about the data T-Mobile collects. This builds on important work we've done in recent years to provide opt-out options for targeted advertising to all customers. T-Mobile also honors privacy signals received from the Global Privacy

Control, a browser setting which notifies websites of a user's privacy preferences. And we continue to invest in family controls like our Kids' Line setting, keeping parents and guardians in the driver's seat when it comes to their children's privacy.

Equipping Team Magenta to Defend Our Customers' Privacy

Our employees are the driving force behind effective implementation of our privacy practices. In 2023, we launched new, role-specific privacy law compliance training courses to complement our ongoing annual training.

Employees also make up our Security and Privacy Ambassador Network (SPAN), which acts as an extension of our Privacy team. SPAN members are embedded across the company and receive monthly training. They raise awareness of T-Mobile's data privacy and security work, help teams adopt important privacy practices, and elevate important matters.

Data Privacy Throughout Our Supply Chain

We expect suppliers to meet the same high standards as T-Mobile, outlining our expectations through our Supplier Code of Conduct, and conducting an ongoing evaluation of their financial, security, and reputational risk through our Third-Party Risk Management (TPRM) process.

For more information on how we enable a responsible supply chain and on our TPRM process, see the [Responsible Supply Chain](#) section.

MATERIAL ESG ISSUE

Data Protection and Privacy;
Responsible Use of Products and Services; Emerging Technologies and Product Innovation

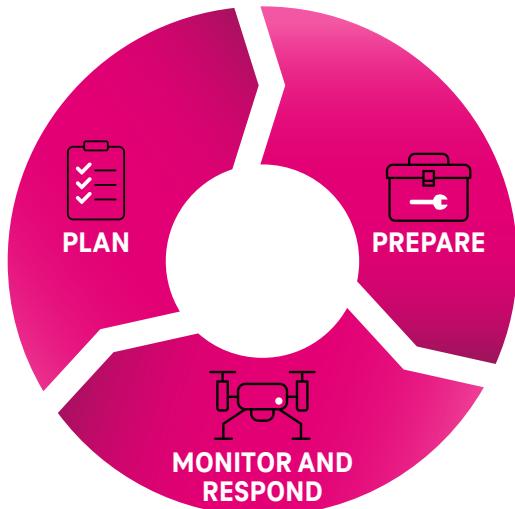
BUSINESS CONTINUITY AND NETWORK RESILIENCE

CONNECTIVITY WHEN IT MATTERS MOST

Weather-related events have become more intense and frequent. Technology and services are evolving rapidly, and natural or human-made events can have a large impact on communities. So, advanced preparation for a range of potential disruptions and significant network traffic is critical for our business and our customers.

Our Approach to Being Ready, Always

T-Mobile's Enterprise Business Continuity Program is designed to enable effective planning and preparation so that we can respond quickly and nimbly to a wide variety of events and prepare for high-volume network traffic. Ongoing reviews allow us to continually build on and direct investments to our mitigation and preparedness efforts to meet changing risks and climate impacts.



PLAN

Plan for Any Disruption

T-Mobile's Enterprise Business Continuity program includes cross-functional teams who respond to events impacting T-Mobile's customers or employees. These teams leverage a range of tools and inputs to determine the potential impact and severity of different service disruptions, prioritize recovery tasks, and develop appropriate risk mitigation and resilience strategies. Additionally, our network sites are regularly evaluated for vulnerabilities linked to environmental change and we track progress on efforts to fortify the network.

Our Enterprise Business Continuity planning includes active coordination and communication with state and local officials, first responders, community organizations, and suppliers. Following a disruptive, large-scale event, we perform full root cause analysis and use it to strengthen future efforts.

PREPARE

Stay Prepared

T-Mobile's entire network infrastructure is designed with resiliency in mind. We strategically build redundancy into our sites and systems, distributing critical equipment over multiple locations to reduce the potential of equipment or software failures from disrupting service. Our facilities contain spare equipment and backup power options that are regularly tested. To stay agile, our network receives regular capacity reviews and can reroute traffic based on dynamic routing protocols.

Expanding Our Response Fleet

Some of our most important assets in our business continuity and network resilience strategy are the deployable assets that are permanently staged across the country. These include our fleet of Cells on Light Trucks (COLTs), Cells on Wheels (COWs), generators, mobile command centers, customized communication Jeeps, and Radio Access Network (RAN) equipment.

We also maintain community support vehicles designed to bring mass charging, Wi-Fi, and cellular supply provisions to affected communities. In 2023, we expanded our community support fleet with new, fully-loaded RV command centers and heavy-duty Wi-Fi and charging-equipped response vehicles. These vehicles are strategically located across the U.S. so that we can provide support anywhere across the country within 12 hours of an event occurring, including in Hawaii and Puerto Rico.

Lastly, T-Mobile also maintains a growing inventory of aerial drones capable of generating cell service and assisting in search and rescue missions.

Training and Preparedness Exercises

Regular employee training exercises, specifically tailored for different types of events, are a critical part of our preparedness efforts. For example, ahead of hurricane season, our teams practice response plans with hurricane preparedness exercises, covering the unique challenges of each region.

In 2023, we expanded selection and training programs for employees who want to join our response efforts as a community support advocate. Eligible individuals receive ongoing training on disaster response and stay up to date with the latest T-Mobile plans so they're ready to assist in times of need.

MATERIAL ESG ISSUE

Business Continuity and Network Resilience; Community Engagement and Philanthropy



BUSINESS CONTINUITY AND NETWORK RESILIENCE CONTINUED

MONITOR AND RESPOND

Our partnerships with weather forecasting organizations enable us to track potentially severe weather events, while our Network Operations Centers, which are geographically redundant, monitor network traffic demands and weather impacts. These preparedness efforts enable T-Mobile to be as ready as possible for responding to any major events impacting our network and local communities.

When major events are detected through T-Mobile's 24/7 Operation Centers, the Enterprise Business Continuity team quickly mobilizes to engage cross-functional teams for response. The teams get to work to determine impact and coordinate communications between affected agencies, local communities, and teams across T-Mobile to support a comprehensive response. We quickly work to deploy teams to restore network connectivity if it has been impacted. And, depending on the nature of the event, our community support teams deploy supplies and Wi-Fi trucks and trailers to help address the immediate needs of people in impacted areas.

\$1.7M

worth of in-kind products and services were distributed to impacted communities in 2023



At the same time, we work to identify employees and building assets impacted by any disaster, quickly communicating with them through a mass notification tool and providing any relevant safety and support information. In 2023, we enhanced this tool and our usable data by integrating it with weather forecast information.



2023 GTI Innovative Mobile Service and Application Award

Our partnership with Pano AI won the 2023 GTI Innovative Mobile Service and Application Award at Mobile World Congress in Barcelona for the collaboration. The GTI Awards program recognizes cross-industry success in developing an innovative and synergistic 5G ecosystem.

LEVERAGING 5G TO COMBAT WILDFIRES

Every second counts when tackling wildfires and leveraging the right technology can help make the difference. In 2023, Washington State's Department of Natural Resources became the next adopter of Pano AI, a disaster preparedness technology solution that harnesses T-Mobile's 5G network to provide real-time early detection and monitoring of wildfires. This technology allows emergency crews to respond quickly and effectively to save more lives, homes, and habitats. It's one example of how advanced technology can utilize 5G connectivity in more remote areas, providing data and information to make smart, life-saving, and cost-effective decisions.



BUSINESS CONTINUITY AND NETWORK RESILIENCE CONTINUED**MAUI WILDFIRES**

In early August 2023, a series of incredibly fast-moving wildfires broke out in Hawaii, predominantly on the island of Maui. Homes and businesses were destroyed and many people, including T-Mobile employees, were displaced.

T-Mobile immediately mobilized our emergency response teams and, as soon as it was safe, they moved quickly to assess the damage. We were also on-site working inside the Maui County Emergency Operations Center and coordinating with FEMA, local officials, and other critical agencies to understand the scale of impact and enable a cohesive response.

Once on the ground, we assessed where the fire had damaged local fiber connections and caused power outages to permanent cell sites and began repair work to restore connectivity.

While the network was being rebuilt, we filled the coverage gaps by setting up portable cell equipment utilizing satellite and microwave connectivity options, bringing in backup generators to support commercial power, and utilizing Starlink high-speed Wi-Fi hotspots, donated by SpaceX, at critical sites across the community.

These efforts helped support emergency response centers, community health clinics, schools, the Kapalua airport, and other places providing critical services.

We also distributed activated phones and Wi-Fi hotspots enabled with Wireless Priority Access for first responders. Our community support team worked closely with the American Red Cross to offer evacuees and personnel critical supplies, including device charging, portable battery packs, activated phones, and charging cables. All T-Mobile customers with Maui addresses received unlimited talk, text, and data for the rest of the month.

By chance, our store in Lahaina survived the fire, so we quickly repurposed that space to become a point of distribution hub for relief efforts. Between leveraging our assets and coordinating efforts, T-Mobile was able to help first responders work more effectively and help residents and evacuees more easily contact their loved ones.

\$250K+

donated by our employees and customers who came together to support Maui relief efforts through T-Mobile's text-to-give campaign





RESPONSIBLE SUPPLY CHAIN

ENGAGING FOR A RESPONSIBLE SUPPLY CHAIN

Our supply chain is a critical piece of our business and consists of companies both large and small with operations in local communities and around the world. This makes them vital partners in our commitment to responsible business practices, environmental sustainability, and supporting the economic vitality of communities.

Our Approach to ESG Through Our Supply Chain

T-Mobile works closely with suppliers to foster a robust, diverse, and sustainable supply chain, with relationships grounded in mutual respect and shared values. Our comprehensive policies, practices, and engagement strategies help guide the supplier journey, setting clear expectations and paving the way for positive impact, together.

MATERIAL ESG ISSUE

Sustainable and Responsible Supply Chain

SUPPLIER EXPECTATIONS

We hold our suppliers to strict standards with our:

- Supplier Code of Conduct
- Responsible Sourcing Policy
- Environmental Policy
- Human Rights Statement

These include expectations around:

- Setting science-based emissions reduction targets
- Certifying devices through UL ECOLOGO or EPEAT

Integrating ESG throughout the supply chain

ONGOING INVESTMENT

We invest in programs and partnerships that actively include diverse suppliers, and increase the pipeline of future suppliers that reflect the diversity of our company and communities through:

- The NextTech Diversity Program
- T-Mobile's Supplier Diversity Policy

EVALUATION AND SELECTION

Final selection success is subject to:

- Results from the Third-Party Risk Management (TPRM) Process, which screens for a variety of ESG risks
- Responses to vendor onboarding forms

Suppliers showing a commitment to inclusion and those showing environmental leadership score higher on key selection criteria.

- We're a signatory of Disability:IN's Procure Access pledge

ASSESSMENT AND ENGAGEMENT

We continue to assess suppliers on key ESG issues and engage with them to drive improvements, using:

- Annual EcoVadis ESG assessments, including an evaluation of which suppliers have set science-based targets and use of renewable energy
- Ongoing TPRM evaluation checking for changes in the supplier risk profile
- CDP Supply Chain assessments

Setting the Right Expectations with Suppliers

T-Mobile expects our suppliers to share our strong commitment to ethical business practices. We outline these expectations, including accessibility requirements, environmental priorities, and the protection of human rights, in our [Supplier Code of Conduct](#). Our [T-Mobile Integrity Line](#) is available 24/7 for suppliers with any matters related to our Supplier Code.

We engage our suppliers to support T-Mobile's sustainability commitments through our [Responsible Sourcing Policy](#) which outlines expectations to responsibly source minerals, establish their own science-based emissions reduction targets, reduce plastics, paper, and packaging, and more. In the event of non-compliance, we work with suppliers to remediate outstanding issues yet reserve the right to terminate relationships.

Third-Party Risk Management

T-Mobile's centralized TPRM process screens potential suppliers for anti-corruption, global sanctions, human rights violations, as well as financial, security, and environmental risks.

Supplier risk assessments are performed on an ongoing basis, with the cadence of assessments depending on the risk profile of the supplier. Any adverse news or change in supplier risk profiles are flagged through our automated, real-time TPRM workflows. Flags are escalated to the enterprise legal, compliance, and business teams for review and recommended handling.

RESPONSIBLE SUPPLY CHAIN CONTINUED

Supplier ESG Assessments

We evaluate the environmental, social, and ethical performance of suppliers annually through EcoVadis, a leading provider of business ESG ratings.

The EcoVadis assessment uses a rigorous evidence-based scorecard that identifies both strengths and areas of opportunity, allowing us to track supplier performance over time and better target our engagement efforts to drive mutually beneficial improvements.

In 2023, we strengthened our capacity to measure suppliers' progress by developing a supplier scorecard and key performance indicators (KPIs) to track within our internal dashboard. These KPIs will help gauge our success in improving supplier performance while also increasing the number of suppliers covered by our engagement efforts.

66%

of suppliers completed environmental and social assessments through EcoVadis (based on sourceable spend), up from 48% in 2022

2023

66%

2022

48%

2021

38%

We also encourage suppliers to set their own science-based emissions reduction targets, an item we actively track due to its importance to our own journey to net-zero. This work contributed to T-Mobile achieving an "A" rating for Supplier Engagement by CDP.

56%

of suppliers had set science-based emissions targets by the end of 2023 (based on sourceable spend)

Committing to a Diverse Value Chain

T-Mobile's commitment to diversity, equity, and inclusion in our workplace extends to our supply chain. This includes seeking out opportunities to include small business owners and businesses owned by individuals from historically underrepresented communities. These practices are especially important during times of economic uncertainty, which often leaves smaller businesses vulnerable and without the tools and resources to support their success.

In 2023, T-Mobile implemented a new Supplier Diversity Procurement Policy, which strives to ensure that small or diverse suppliers are included in any opportunity to bid for new work, whenever practical. Additionally, our CEO signed into effect our Supplier Diversity Policy Statement which reaffirms T-Mobile's commitment to foster an equitable business ecosystem and achieve and maintain an appropriate level of spend with diverse businesses.

To drive greater transparency, we encourage the suppliers who we directly work with to report their subcontracted, diverse-owned, and small business spend to us. We also continue to work with community-based organizations to better connect with diverse suppliers and expand our network of partners.

As a result of our efforts, we were accepted as the 40th member of the Billion Dollar Roundtable, a corporate advocacy organization that promotes supply chain diversity excellence and shares best practices and leadership to advance supply chain opportunities for corporations and diverse suppliers. Billion Dollar Roundtable members commit to a supply chain spend of \$1 billion annually with small and diverse-owned businesses.

\$3.1B

spent with suppliers from traditionally underrepresented backgrounds, bringing our total diverse supplier spend to nearly \$14 billion since 2020

2023

\$3.1B

2022

\$4.5B

2021

\$3.3B





RESPONSIBLE SUPPLY CHAIN CONTINUED

NextTech Diversity Program

Launched in 2021 and still growing, the NextTech Diversity Program offers career training and job placement for candidates from traditionally underrepresented backgrounds. With a focus on recruiting, training, and certifying network technicians and equipment drivers — roles critical to our 5G world — the program is a key investment in building the telecommunications sector talent pipeline and developing a more equitable supply chain.

Since inception, the program has funded 395 candidates, which included 175 in 2023.

The T-Mobile team responsible for developing and managing NextTech were the 2023 recipients of T-Mobile's first IMPACT award, recognizing their innovative thinking and work in bringing the program to life.

Collaborating for Greater Outcomes

T-Mobile collaborates with educational institutions and non-profit organizations to support broader mentorship and training opportunities.

In 2023, we continued to award scholarships to business owners, including those from traditionally underrepresented backgrounds, through our T-Mobile Supplier Mentor Protégé Program.

T-Mobile also partners with Ascend, a national network of business support organizations in over a dozen U.S. cities that help businesses scale by improving management skills, increasing access to money through loans and investments, and connecting business to market opportunities. Through this partnership, we've helped sponsor national cohorts of underrepresented business owners and have also partnered with University of Washington and Loyola Marymount to sponsor city-specific cohorts.

Another way that we support opportunities in our supply chain is through our annual charity golf tournament. In 2023, T-Mobile held our 10th annual tournament where we raised \$450k for Warriors4Wireless, a charitable organization helping veterans find careers in the growing 5G wireless workforce.

**2023 Supplier Diversity Awards**

- Received the Supplier.IO Supply Chain Diversity Excellence Award — Supplier.IO is a leader in data and analytics, providing SaaS solutions that enable companies to manage, optimize, and scale their Supplier Diversity programs.

Community Based Organizations (CBO) Awards

- Corporation of the Year – Asian American Chamber of Commerce of KC
- Corporate Leader of the Year – Greater Seattle Business Association
- Top 50 Best-of-the-Best Corporation for Inclusion – National Business Inclusion Consortium
- Corporation of the Year – Pacific Southwest Minority Supplier Development Council
- Top Corporation of the Year – Women's Business Enterprise National Council



Photo: Andersen Construction, Videographer: Devon Loerop.

OUR PEOPLE

- 24** 2023 People Highlights
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- 31** Learning and Career Development
- 33** Employee Health, Wellness, and Safety
- 34** Employee Benefits





2023 PEOPLE HIGHLIGHTS

OUR PEOPLE



Achieved our goal of hiring 10,000 veterans and military spouses by the end of 2023



Equity In Action Promises achieved and the remaining Promises on track to be achieved by 2025



42%
of T-Mobile U.S. employees identify as female



of T-Mobile U.S. employees identify as members of traditionally underrepresented racial or ethnic groups



4.4M+
hours of employee learning and development training⁵



\$18M
in tuition assistance invested for over 5,600 employees



All permanent employees are eligible for health benefits after the first full⁶ month of employment



score on the Human Rights Campaign's 2023–2024 Corporate Equality Index & Disability:IN's 2023 Disability Equality Index

⁵ Only includes trackable training hours completed in our formal Learning Management System by full time and part time employees.

⁶ New hires become eligible for most benefits on the first of the month following 30 days of service.

OUR CULTURE

INVESTING IN TEAM MAGENTA

Attracting, retaining, and developing the right talent is crucial to our ongoing success. Our customer-obsessed employees drive our mission to be the best in the world at connecting customers to their world.

That's why investing in our people remains a top priority. We offer Team Magenta opportunities to learn, grow, recharge, and succeed throughout their employee journey with us, and are increasing our investments for how we hire and develop our talent.

Creating a Magenta Culture

Building T-Mobile's culture is an intentional and ongoing effort that everyone at our company is invested in. United by our value of One Team, Together, we cultivate the creativity, collaboration, and audacity that pushes us to go above and beyond in delivering customer-focused innovation to take our business to new heights.

Direct feedback from our employees is one of the ways that we measure the health of our culture. Our confidential Our Voice survey runs multiple times a year to measure employee sentiment and identify opportunities for improvement across the enterprise and within teams.

In 2023, 60% of employees participated in the March Our Voice survey. The results told us that:

86%

felt like their team creates an inclusive work environment for them to be themselves

82%

are proud to work for T-Mobile

83%

would like to be working at T-Mobile a year from now

80%

would recommend T-Mobile as a great place to work

Strong leadership and professional growth are foundational to our T-Mobile culture, and we know that developmental opportunities are critically important to our employees.

In 2024, we're laser-focused on developing leaders who can provide teams with clear direction, coach them in areas they're interested in, and achieve real results. We're prioritizing learning opportunities that help align our people's goals with where they want to go and what it'll take to push our company to the next level. This is how we can continue building a culture where each member of Team Magenta feels supported, valued, and empowered to excel in their work.

MATERIAL ESG ISSUE

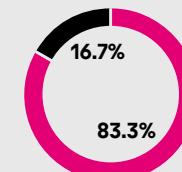
Employee Attraction, Development, and Engagement



T-MOBILE'S WORKFORCE

U.S. Employees

- Part-time
- Full-time



~7 years

average tenure of all T-Mobile permanent employees

EMPLOYEE ATTRACTION AND RETENTION

ATTRACTING TALENT AND BUILDING PATHWAYS TO EMPLOYMENT

At T-Mobile, we're committed to building an inclusive, innovative, growth-oriented team. We do this by working to attract and reward amazing people who share our company values and have the vision, talent, and expertise to take the Un-carrier to the next level.

We're committed to finding people within and outside of our magenta walls who have what it takes to help us fulfill our mission. That's why we're supercharging our recruitment culture and increasingly leveraging new technologies to reach more people and provide a positive, people-centered experience for our candidates from the first moment they meet us.

Our Approach to How We Hire

T-Mobile proactively identifies candidates who have talent and drive, and who also represent the customers and communities we serve. From our retail stores and corporate offices to our customer care experts and senior leaders, we're looking for the right mix of skills and backgrounds. This requires us to both invest in our ability to reach the right candidates and to provide training and education that enables our hiring managers to evaluate talent fairly, equitably, and consistently throughout the interview process.

Expanding Our Reach

We partner with national and local workforce and diversity-minded organizations to participate in hiring events across the country and recruit a variety of candidates, including military spouses and veterans, women, newcomers, historically underrepresented racial and ethnic groups, and those living in smaller towns and rural areas.

For example, in preparation for the opening of our Rochester Customer Experience Center in 2024, we partnered with numerous organizations in the region, including the Human Rights Campaign (HRC) Foundation's Next Level program, to cultivate a robust, diverse, and local talent pool.

To provide mentorship to underrepresented talent applying to roles in Corporate Communications and Technology, we developed a new partnership with Mentor Spaces in 2023. Through the partnership, our employees engage in skills-based career mentorship with students from Historically Black Colleges and

Universities (HBCUs) and Hispanic Serving Institutions (HSIs), developing relationships to help students successfully navigate future career opportunities.

T-Mobile also set up a Newcomer Hiring Program in 2023 to help support newcomers recently settled in the U.S. and looking for work. By partnering with over a dozen organizations, we've been able to provide opportunities for these candidates in retail and through Technology internship positions.

Another way we expand our reach is by continuously enhancing our application process and career website to better support those with disabilities. We're further building out our accessibility features and working closely with hiring managers to make sure they have the resources to help candidates feel supported and accommodate their needs.

2023 New Hires

46.3%
identified as female

67.1%
identified as belonging to at least one
underrepresented racial or ethnic group

For further breakdown of new hires by racial or ethnic group, see the [ESG Data Tables](#) section of the report.



MATERIAL ESG ISSUE

Employee Attraction, Development, and Engagement

EMPLOYEE ATTRACTION AND RETENTION CONTINUED

Providing Career Opportunities for Military Families

Securing civilian employment can pose challenges for military spouses and veterans, despite the skills, expertise, and work ethic they bring to the table. Many veterans face challenges aligning their valuable experience to a new sector, and many military spouses struggle to land roles that give them the flexibility required to relocate on short notice.

At T-Mobile, we're dedicated to building lasting careers for veterans and military spouses and are committed to doing our part to support this important community. In 2018, we committed to hiring 10,000 veterans and military spouses and are proud to have surpassed this goal at the end of 2023.



MILITARY HIRING GOAL

HIRE 10,000 VETERANS AND MILITARY SPOUSES BY THE END OF 2023

PROGRESS

0 10,000

2023 100%

2022 86%

2021 69%



2023 Military Awards

Became a Department of Defense (DoD) Military Spouse Employment Partner in support of our commitment to recruit, hire, promote, and retain military spouses. As part of this partnership, T-Mobile jobs will be posted on DoD's website as a preferred military/military spouse employer.

Received the Military-Friendly Employer and Military Spouse-Friendly Employer Awards from Military Friendly®.

Throughout 2023, we continued to build on critical programs and partnerships started in prior years, expanding enrollment in our Military Fellowship Program, a 12-week internship program for transitioning service members, and our Military Spouse Fellowship Program.

T-Mobile was also one of the first 12 signatories for the newly launched 4+1 Commitment, an initiative co-founded in 2023 by Blue Star Families and the Chamber of Commerce's Hiring Our Heroes program. The 4+1 Commitment asks employers to adopt at least one of four military spouse ready employment policies aimed at some of the key challenges facing the military community.

To help better navigate the hiring process, we launched the Military Resource Center, a central space for veterans, military spouses, recruiters, and managers to find resources on this community's unique needs. Visitors can find helpful benefits information, military interview guides, guidance on mapping military skills to corporate skills, and more.

Future-Focused Upskilling and Creating Pathways to Employment

Another way we're actively creating more pathways to employment is through practical, experience-based programs aimed at developing future talent.

T-Mobile's internship program, recognized in 2023 as one of the Top 100 Internship Programs Presented by Yello & WayUp, is aimed at discovering, inspiring, and growing a diverse array of talent through 12 weeks of hands-on experience.

We also offer the T-Mobile Explorer Prep High School program geared toward hiring diverse, early career superstars in Science, Technology, Engineering, and Mathematics (STEM) fields. The program offers students a more affordable alternative to some of the traditional four-year college programs, allowing them

to participate in a certificate program in collaboration with local community colleges. Students pursue college credits in areas like Full Stack Development, Cybersecurity, and User Experience Design at local community colleges, and apply their knowledge firsthand through a work experience program with us over the course of two summers.

Upon successfully completing the certificate program, students become eligible to interview for full-time roles at T-Mobile and can enter our Early-in-Career Experience Program, a two-year, full-time experience that prepares participants to transition into an Associate role within our Technology team.

See our [Learning and Career Development](#) section to learn more about how we prioritize employees' development throughout their career.





DIVERSITY, EQUITY, AND INCLUSION

STRONGER TOGETHER

We continue to foster a diverse and inclusive workplace that promotes belonging, new ideas, and helps fuel innovation and business success.

Investing in inclusion helps us create a trust-led work environment where we break down barriers, collaborate effectively, and unleash the full potential of our workforce. By doing so, our employees can continue delivering exceptional experiences for our customers and making a positive impact on the communities we serve.



Our Approach to DE&I at T-Mobile

DE&I is embedded in everything we do at T-Mobile — it's in our cultural DNA. It's part of creating a safe and engaging environment for our employees and promoting inclusivity for ALL our customers and communities.

We are committed to continuing to build a culture of belonging so our people feel empowered to bring their best to their teams day in and day out. This includes continuing to implement practices that promote equitable opportunities across our hiring, promotion, career development programs, and more.

Diversity in Numbers

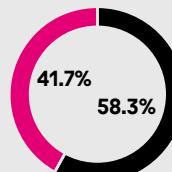
Over the past few years, we continued to see an increase in women and traditionally underrepresented racial and ethnic groups in our workforce, including at the People Manager and Executive levels.

ⓘ To read our annual EEO-1 report, visit our [ESG Reporting Hub](#).

2023 T-MOBILE U.S. WORKFORCE DEMOGRAPHICS

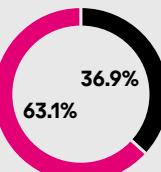
Gender⁷

- Female
- Male



Race/Ethnicity⁷

- Identify as members of traditionally underrepresented racial and ethnic groups
- White



2,315
veterans⁷

4,724
individuals with disabilities⁷

2,623
individuals who identify
as LGBTQ+⁷

7 As self-identified as of 12/31/2023.

T-Mobile U.S. Gender by Position	Female	Male	Undeclared
Executive (Director +)	34.5% ▼	65.5% ▲	0.0% —
People Manager	37.8% ▲	62.2% ▼	0.0% —
Individual Contributor	42.3% ▲	57.7% ▼	0.0% —
Grand Total	41.7% ▲	58.3% ▼	0.0% —

T-Mobile U.S. Race/ Ethnicity by Position	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino	Native Hawaiian or Other Pacific Islander	Two or More Races	Undeclared	White
Executive (Director +)	0.2% —	11.8% ▼	5.1% ▲	6.2% ▲	0.0% ▼	2.8% ▲	0.0% —	73.9% ▼
People Manager	0.5% —	8.1% ▼	15.8% ▲	24.0% ▲	0.6% ▼	3.9% ▲	0.0% —	47.0% ▼
Individual Contributor	0.6% —	8.9% ▼	19.7% ▲	30.1% ▲	0.4% —	5.3% ▲	0.0% ▼	35.0% ▼
Grand Total	0.6% —	8.8% ▼	19.1% ▲	29.1% ▲	0.5% —	5.1% ▲	0.0% ▼	36.9% ▼

All data points are for December 31, 2023; percentages on this page may not add up to 100% due to rounding.

Key: ▲ Increased from 2022; ▼ Decreased from 2022; — No change from 2022

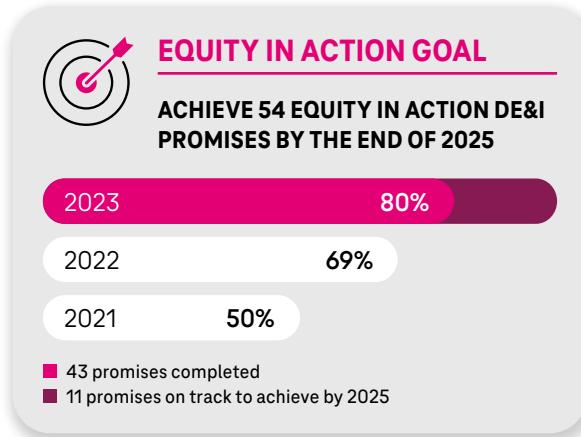
DIVERSITY, EQUITY, AND INCLUSION CONTINUED

Equity In Action

We've continued advancing our Equity In Action (EIA) plan to deliver on our DE&I promises and drive positive change in our culture. Launched in 2020, the plan informs our values, the opportunities and investments we make for our employees, the products and services we offer, the suppliers we do business with, and how we advocate for our communities. We completed approximately 80% of the 54 promises by the end of 2023 and we're on track to achieve the rest by 2025.

Procurement and workforce recruitment were two categories of our plan that were significant areas of focus and progress in 2023. We continued to build on years of work to promote business with traditionally underrepresented and smaller business owners in our supply chain and were formally accepted into the Billion Dollar Roundtable as a result.

Additionally, we continued to partner with key external organizations and institutions to help advance our workforce recruitment strategy and connect with a diverse set of candidates for new roles at the company, helping us hit our veterans and military spouses hiring goal. We're thrilled about the milestones we achieved in 2023 and are inspired to continue to build on this important work.



DE&I Oversight and Governance

T-Mobile partners with our External Diversity Council and the California Diversity Council, both of which are composed of leaders from various multicultural organizations. These leaders are at the forefront of DE&I initiatives and provide valuable guidance and support for our EIA plan.

To ensure the fulfillment of our promises, we've also set up an Internal Oversight Committee. This committee includes senior leaders from different business areas who provide the necessary support, guidance, and funding to realize the completion of our DE&I promises.

In 2023, our internal working group, the DE&I Inclusion Council, was enhanced to include representation from dedicated DE&I steering committees that include people from across all lines of business. Their work is instrumental in crafting a tailored DE&I strategic plan that aligns with their specific business objectives, while also supporting T-Mobile's overarching DE&I strategic plan.

Our Employee Resource Groups

Beginning as an employee-led grassroots movement, our employee resource groups (ERGs) are an important part of T-Mobile's culture. Our six ERGs and four sub-affinity groups tie their goals to business and employee pain points as well as amplify and celebrate the rich diversity of employees' culture, heritage, and experience.

Our ERGs provide invaluable connections, development, and sponsorship for employees, which is why we continue to encourage participation in these groups and invested in an awareness and enrollment campaign in 2023. By the end of 2023, approximately 40% of our employees were participating in at least one or more ERG.

ERG Immersive Experiences

In 2023, we evolved our ERG programming by launching ERG Immersive Experiences to provide deeper and more expansive learning and development opportunities for ERG members. While experiences vary and are curated by each ERG to align to their strategic focus, they all emphasize bringing communities and allies together around learning and development, mentoring, and networking while supporting a community organization through a service project.

For example, in 2023, our annual Veterans and Allies ERG event held in New York City was deepened into an Immersive Experience. We provided additional structured networking, leadership panels, career development sessions, and mentor circles, in addition to participating in the United War Veterans Council Veterans Day Parade, the largest Veterans Day celebration in the U.S.

Through these experiences, we aim to invest in emerging leaders and equip them with knowledge, skills, and connections to be even better peers, leaders, and advocates in their work and day-to-day lives.



DIVERSITY, EQUITY, AND INCLUSION CONTINUED

Creating Inclusive Habits with Our One Team, Together Learning Journey

Throughout 2023, T-Mobile continued our One Team, Together Learning Journey (OTTLJ), an enterprise-wide training that takes employees through an expansive, multi-year experience to help them form more inclusive habits and behaviors in the workplace. The training, developed in partnership with Franklin Covey and the NeuroLeadership Institute, infuses DE&I into how we work together at T-Mobile.

Each year, OTTLJ focuses on a new topic and set of skills and habits. The training launched in 2021 with “Building Trust and Inclusion”, followed by “Breaking Unconscious Bias” in 2022. In 2023, we worked to build on habits learned in previous years by focusing on “Speaking Up” in a constructive way that can help bring about improvement and positive change.

The goal of the third year was to help employees manage speak up moments so they feel empowered to navigate these conversations and help create a working environment where everyone’s voice is heard — because that’s how we move forward and win together.



OTTLJ recognized at the 2023 Brandon Hall Group Excellence Awards

Best Learning Program for Unconscious Bias Awareness, Gold Medal

Inclusive Workplace Design

T-Mobile provides amenities that aim to make the workplace a supportive environment for all our employees. Various features include:

- Accessible Mothers’ Rooms with individual areas, refrigerator/freezers, lactation pumps, sinks, storage, and controlled security access
- Multi-Faith Rooms that include separated areas with foot showers and prayer/meditation space
- Wellness Rooms with comfortable lounge seating and dimmable lighting for decompressing and relaxing
- All-gender restrooms in addition to standard building restrooms

To continue to build on our inclusive approach to building design, in 2023, we engaged an external accessibility architecture expert to conduct a comprehensive review of our incorporation of universal design principles and to provide recommendations for further improvement. As a result, we made enhancements to our design guidelines that will support the evolution of current and future buildings to better support all our employees’ abilities.

Accessibility Services for Customers and Employees

Offering products and services that can be utilized by anyone, in environments accessible to everyone, is a dedicated focus for T-Mobile. We’re always evaluating how we operate and what we offer so that all customers, irrespective of their abilities, can better

use our products and employees can effectively carry out their work and participate fully in T-Mobile’s programs and events.

T-Mobile’s Accessibility Resource Center (ARC) supports teams across the company to deliver critical guidance on accessible product development, enhance training materials and policies, share knowledge, and increase digital accessibility awareness among employees and our communities. The ARC’s free, open-source accessibility product development tool, [MagentaA11y](#), was further updated in 2023 to bring even better web and native app development tools to T-Mobile employees and the community.

The ARC also hosted its third annual Accessibility Summit in May 2023, a week-long event where employees learned how their work impacts people with disabilities and the role that digital accessibility plays in their day-to-day lives. The Summit also included an Accessibility pop-up lab that allowed employees to use a variety of devices to experience different types of visual and hearing loss to further emphasize the importance of accessibility in the digital world.

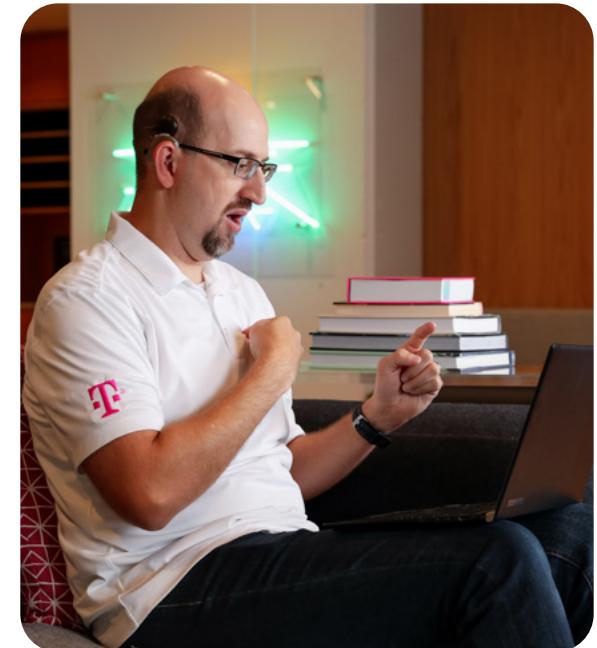
The Accessibility Community at T-Mobile (ACT) ERG hosted a wide range of accessibility listening sessions and programs in 2023 that spanned Autism Acceptance Month, Mental Health Awareness Month, Americans with Disabilities (ADA) Act Anniversary, National Deaf Awareness Month, National Disability Employment Awareness Month (NDEAM), UN International Day of Persons with Disabilities, and more.



100%
score on Disability:IN’s 2023
Disability Equality Index

100%
on the 2023–2024 Human Rights
Campaign’s Corporate Equality Index

- **Find out more about our Accessible products and services and how we show up for ALL our customers in our [Digital Equity](#) section.**





LEARNING AND CAREER DEVELOPMENT

DEVELOPING CAREER SKILLS AT T-MOBILE

Rapid technological advancements impact the skills and expertise companies need to stay competitive. Our methods for developing talent therefore also continuously evolve to provide employees the tools, programs, and resources to build their skills and grow their careers.

Our Approach to Developing Our Teams

At T-Mobile, we never stop growing. We encourage and inspire our employees to own their career journey. We champion relentless improvement, empowering daily learning and fostering our team's talent with a tailored, skills-based approach to development.

To do this well, we're strategically investing in three key areas of career development and learning: evolving skills and careers, advancing leadership expertise, and championing DE&I.

Further supporting our efforts is our newly created Learning Experience Council, pulling representatives from across the company to align on the learning and development needs of the business.

MATERIAL ESG ISSUE

Employee Attraction, Development, and Engagement

In 2023, the Council implemented new standards and processes to increase coordination, clarify learning expectations, and streamline training opportunities.

2023 Career Development and Learning Highlights

\$18M

invested in tuition assistance for more than 5,600 employees

4.4M

hours of training were completed by employees⁸

11.8K

employees took part in our 2023 March Day of Learning (and rated it 4.3 out of 5 stars)

8K

employees took part in our 2023 November Day of Learning (and rated it 4.4 out of 5 stars)

⁸ Includes only trackable training hours completed in our formal Learning Management System.

Evolving Skills and Careers

We're transforming into a deeply data-informed, AI-enabled, digital-first company so we can create even more incredible experiences for our customers. To prepare our employees for these technological transformations and other growth opportunities, we're investing in practical and topical learning and career development programs.

Some of the ways we do this is by offering courses through Magenta U, our enhanced learning experience platform with access to thousands of resources to support career development and learning.

We also foster on-the-job experiences through programs like CareerTraX. Expanding to over 30 participants in 2023, CareerTraX offers nine-month role rotations for employees looking to grow and gain experience in a new focus area. In addition to helping develop and retain our talent for the long term, it also allows us to strengthen knowledge and collaboration across teams.

T-Mobile also hosts an Annual Day of Learning event that provides an easy and accessible opportunity for all employees to fuel their career journeys with expert speakers, discussions, and resources that cover the skills most relevant to our employees' development.

As part of our 2023 Day of Learning in March, participants explored growth opportunities through CareerFest, T-Mobile's virtual career fair, or joined the 2023 Career Ride Along Contest, a unique opportunity for employees to immerse themselves in their dream careers. Winners of the contest participate in a multi-day personalized experience that includes networking, development sessions, and job-shadowing their desired teams.



2023 Eventeer Awards

Best Out of the Box Event,
T-Mobile CareerFest

2023 PRNEWS Platinum Award

Employee Event – Day of Learning

Advancing Leadership Expertise

T-Mobile enables leadership growth at all levels by building critical capabilities and providing skill development opportunities that will lead us into the future. When leaders and managers prioritize their development, they also prioritize their team's development.

One way we're investing in people managers across the company is through Manager Mastery which provides a catalog of offerings for those wanting to take their leadership to the next level. Courses focus on developing team members, effective communication techniques, strategic planning, and business acumen. Evolving as leaders will continue to be a focus going into 2024, with senior leaders setting the tone from the top and sharing a set of leader commitments to drive future growth in the years to come.

We also rolled out How We Lead, our new approach to leadership that encourages every leader to operate from the same playbook, creating consistent, positive experiences for all T-Mobile employees. It emphasizes clear direction and transparency in performance evaluations, dedicated time for alignment conversations, coaching and support from leaders, and a commitment to prioritize employee development. By integrating How We Lead with Talent Development, T-Mobile demonstrates the value we place on employees' work, their impact on company goals, and their personal and team growth.

LEARNING AND CAREER DEVELOPMENT CONTINUED



UPSKILLING FOR THE FUTURE

In November we hosted “Upskilling for the Future: Data & AI” as a bonus Day of Learning event focused on preparing Team Magenta to take on our digital-first future and understand how AI technology can be responsibly leveraged to augment our work. Employees had the opportunity to hear from internal and external experts on AI fundamentals and how T-Mobile can leverage AI-enabled tools today to enhance the customer experience, improve network performance, and drive innovation.

One employee shared how much they loved learning about how we’re already beginning to implement AI and automation, “That AI ‘bot’ sounded so real as she gave that customer an update on the status of his equipment’s shipping information.”

And we don’t stop at just one day. We added a personalized AI-focused learning path in Magenta U so all employees can continue building their skillset.

Championing DE&I

At T-Mobile, we promote inclusive habits and behaviors, enhance belonging and connectedness, and advocate for equitable opportunities to learn and grow.

In 2023, we continued to partner with ERGs on our award-winning leadership development program, Lead Magenta Next. Since the program began in 2021, the Multicultural Alliance, Veteran and Allies Network, Pride, and Women and Allies Network have all sponsored cohorts. In a pilot program, we extended the length of Lead Magenta Next from a six-month program to an 11-month journey, allowing participants to build stronger relationships and better balance their work throughout the mentoring, sponsorship, and stretch assignment opportunities.

Lead Magenta Next Results⁹

17%

of participants received promotions

25%

of participants experienced a lateral and title change

The themes of our OTTLJ course influenced wider training as well. Topics covered in the course are brought to life through practical workshops which help build inclusive habits into employees’ daily work. These workshops are designed to empower our people by giving them a dedicated space to participate in exercises, working alongside colleagues and delving deeper into how to practice and apply learnings.

➤ See our [DE&I section](#) for more information on our OTTLJ training.

Performance Reviews

We’re building a people-centered, feedback-rich culture that supercharges employee performance. After realigning our performance management approach with specific business needs during 2023, reviews and check-ins are more targeted and relevant than ever. As part of the process, we acted on feedback collected through surveys and internal focus groups to transform our employee experience.

In 2023, we:

- Enhanced training and resources for employees to own and accelerate their growth, including a new cutting-edge learning platform
- Expanded our manager training on goal setting and feedback to all employees, giving them more ownership in the process
- Strengthened our guidance around goal setting and individual development plans to increase specificity and help drive clear action
- Provided managers and leaders with additional training to help foster their team’s growth and facilitate productive conversations

As part of this work, 56% of T-Mobile employees created individual development plans in 2023, leading to another important touchpoint for employees and their managers beyond the annual review and compensation conversations all employees complete with their supervisors.



EMPLOYEE HEALTH, WELLNESS, AND SAFETY

PROMOTING EMPLOYEE HEALTH, WELLNESS, AND SAFETY

Health and well-being have a direct impact on happiness, creativity, and productivity. When people feel their best, they're able to bring their best for their families, communities, and colleagues. At T-Mobile, employee health, safety, and wellness are priorities that enable our business to grow and our people to thrive.

Our Approach to Employee Health, Wellness, and Safety

T-Mobile is committed to promoting workplace safety at all of our facilities, fostering well-being and healthy habits in our workplaces, and providing benefits that support our employees' physical and mental health. We also emphasize the need for safe working

conditions with our vendors by evaluating the programs, processes, and policies they have in place to increase their safety awareness and reduce potential risks.

Environmental, Health, and Safety (EHS)

Our Environmental, Health, and Safety (EHS) program is aimed at reducing workplace hazards, complying with federal and state regulations, and implementing sustainable business practices across our business. This program is aligned to leading international standards, ISO 14001 and ISO 45001, and undergoes annual third-party assessments to evaluate T-Mobile's effectiveness.

In 2023, we focused on continuous improvements to reduce risks, increased awareness of the EHS program, and updated emergency plans across all facilities.

While we have a dedicated team of professionals who manage our EHS program, it takes every employee to keep our facilities safe and follow guidance if, and when, an event occurs. That's why we worked to update dozens of training courses with the latest safety practices and policies and worked closely across retail facilities to improve health and safety signage. The EHS team also updated our employee app which allows any member of Team Magenta to have vital instructions tailored to a range of emergency scenarios on hand, at all times.

To maintain compliance with relevant environmental, health, and safety regulations, the EHS team conducts over 100 site audits across T-Mobile's

various facilities each year. We also provide a variety of ways for EHS-related incidents to be reported, including through our 24/7 EHS Help Line, via email, or through our incident management system.

Supplier Safety

Our supply chain partners are critical to promoting health and safety across all T-Mobile projects. T-Mobile's Vendor Safety program utilizes a leading third-party contractor safety vendor ("safety contractor") to evaluate, monitor, and improve the effectiveness of safety programs and policies implemented by such suppliers to reduce the probability of accidents and injuries occurring on T-Mobile projects. This includes field service suppliers that perform construction, installation, maintenance, and repair work at our network locations.

To ensure compliance, our safety contractor assists in periodic review of our field service suppliers' safety programs and performance, and suppliers that fail to meet one or more safety metrics are flagged for further review. As we continue to enhance and build out our network, our safety contractor is tracking issues that may require changes to the program, so that we can respond quickly and make any changes that we believe are necessary or advisable.

Holistic Health and Wellness

Another way we're using our facilities to promote health, safety, and well-being is by participating in and achieving the WELL Health-Safety rating for our corporate offices and Customer Experience Centers.



This performance-based system measures, certifies, and monitors specific features of our facilities that impact human health and well-being through air, water, nourishment, light, fitness, comfort, and mind.

In 2023, we went a step further and achieved our first FITWEL certification for our Bellevue, WA headquarters. FITWEL, the world's leading healthy building certification system, is based on expert analysis and designed to evaluate buildings across a range of categories that impact health and wellness. The third-party, double-blind evaluation looks at building features like natural light and fresh air, fitness options and encouraging active transportation, the availability of healthy food options, and stress-reducing spaces, among other building features that make people happier and healthier.

Investing in these ongoing rating and certification efforts underscore our commitment to our employees to continue investing in spaces that promote their well-being, safety, and productivity.

MATERIAL ESG ISSUE

Employee Health,
Wellness, and Safety



EMPLOYEE BENEFITS

SUPPORTING OUR EMPLOYEES THROUGH BENEFITS AND COMPENSATION

Our benefits program is designed to support our employees through some of life's greatest and also most challenging moments. We focus on equity and holistic employee health, considering factors like age, gender, income, and more. And since every role at T-Mobile is important to our success, we offer the same quality benefits to all employees, from our frontline heroes to the CEO.

Each year, we evaluate our benefits program to align to the changing needs of our dynamic workforce. From childcare subsidies to paid maternity leave and on-site dental and medical care, we strive to provide our employees with benefits that they can rely on to meet their unique needs.

MATERIAL ESG ISSUE

Employee Health, Wellness,
and Safety; Employee Attraction,
Development, and Engagement



Bereavement: When the worst happens, we support our team. In 2023, we expanded our bereavement policy to acknowledge those close relationships outside the traditional family unit, and now provide bereavement pay to cover employees' nieces and nephews.



Caring for Family: We give employees the ability to take up to three weeks of paid leave to care for a family member with a serious health condition. For new parents, we provide up to 12 weeks of leave for birth parents through child bonding and short-term disability, as well as four weeks of bonding leave for non-birth parents.



Childcare: Our tax-deferred childcare subsidy program received an upgrade in 2023. We raised the subsidy by \$50 per month to up to \$250 per month for eligible lower-income employees (through a non-taxable account) to put towards the cost of childcare.



Education: We value our employees and look for ways to support their education goals. In 2023, eligible employees could participate in the FastTrack program, allowing them to complete general education courses quickly and cost-effectively. Credits earned may be transferable to the completion of a bachelor's degree. The program also includes MyTime English, a route to advancing English vocabulary, reading, and writing skills in preparation for higher education. We further support our employees' journeys with Success Coaches, who provide personalized guidance and advice.



Family Planning: In 2023, our enhanced family-building benefits were in effect for a full year through our partnership with Progyny, providing person-centered, holistic resources to start and support a family — from conception to childcare — with great results. This has given our employees increased reproductive healthcare access, including new egg-freezing benefits, reduced requirements for receiving reproductive benefits, and provided employees with access to resources and a navigator who can walk them through their family planning options.



LGBTQ+ Benefits Guide: In 2023, we created a specific guide for our LGBTQ+ employees to make it easier to find and understand important benefits, including details on family building, gender-affirming care, and time away from work.



Medical Travel: T-Mobile medical plans continue to include travel and lodging coverage for procedures that may be difficult to receive locally.



Mental Health: At T-Mobile, we work hard to destigmatize mental health concerns and emphasize the importance of receiving preventative, therapeutic care. We offer every employee 10 free mental health visits per topic each year, and we're proud to see the high uptake of our mental health programs, including LiveMagenta. In 2023, we launched Self Care from the AbleTo App (virtual behavioral healthcare), providing employees and their family members with access to no-cost self-care techniques, coping tools, meditations, and more.



On-site Health and Dental Options: We continue to help our employees prioritize themselves and their health by bringing care conveniently on-site at dozens of our locations, including flu and COVID booster vaccines. After a successful on-site dental support pilot in 2022, we scaled up from five locations to 20 locations in 2023.



Retirement: T-Mobile's 401(k) savings plan is available from our employees' first day with T-Mobile. Employees have an option to contribute to their 401(k) plan on an after-tax basis and convert those dollars to Roth, allowing employees who want to accelerate their savings to contribute more per year.



Short-term Disability: With short-term disability being such an important way to provide employees with income protection in the event of an accident or serious health condition, we cover up to 26 weeks at 75% pay.

EMPLOYEE BENEFITS CONTINUED**LIVEMAGENTA**

When life happens — money stressors, family issues, health challenges, you name it — LiveMagenta gives employees and their families the support they need, 24/7/365. Holistic well-being resources including 10 no-cost counseling sessions per topic each year, virtual therapy through Talkspace, unlimited live and on-demand access to eM Life mindfulness sessions, unlimited money coaching sessions, and more are available for all employees for free from day one.

105K+
total users visited [LiveMagenta.com](#) during 2023, with 250K+ page views

Compensation and Commitment to Pay Equity

T-Mobile is committed to being an equitable and inclusive company where we provide the best experience and opportunities for all our employees. Part of this commitment is paying our employees equitably based on their performance, regardless of gender, race/ethnicity, or other aspects of an employee's identity.

Putting people first and treating them right are core to our values and how we operate. That's why we embed principles and practices of equity in compensation packages (base salaries, bonuses, paid time off (PTO), etc.) from the outset, while considering factors such as market data, employee role and experience, job location, and performance.

T-Mobile evaluates and benchmarks our compensation program on an annual basis specific to the regions in which we do business. Our human resources team is dedicated to pay equity and leverages this information and best practices to regularly review compensation and promotion practices across the organization so we can maintain the right alignment with job roles and levels throughout the company.

Providing equitable compensation across our workforce is a top priority. Beyond our Nationwide Minimum Pay standard, we also comply with various state pay transparency laws which require companies of 15 or more employees to include in each job posting the wage scale or salary range of the job, along with a listing of all benefits and other forms of compensation offered. In doing so, we aim to uphold the spirit of the law by giving realistic salary ranges and providing information that's truly helpful to potential candidates.

Nationwide Minimum Pay

Every single employee at T-Mobile, even our newest team members just starting to build their skill base, are entitled to a competitive wage. We offer a nationwide minimum pay of at least \$20 per hour for all T-Mobile employees. This applies to every single employee regardless of role, or full-time or part-time status. It's also a great way we can remain competitive as an employer and attract and keep top talent.

ANNUAL STOCK GRANTS

We empower everyone who works here to Act Like an Owner — because our people are literally owners of our success. We're the only wireless provider that has offered annual stock grants to every single employee, after a year or less employed here, since 2014. Additionally, T-Mobile's Employee Stock Purchase Plan (ESPP) is an opportunity to share in company performance by purchasing T-Mobile (TMUS) stock at a 15% discount through payroll deductions.



OUR COMMUNITIES

- 37** 2023 Communities Highlights
- 38** Community Engagement and Philanthropy
- 39** Digital Equity
- 44** Supporting Smaller Markets and Rural Areas
- 45** Employee Giving Programs





2023 COMMUNITIES HIGHLIGHTS

OUR COMMUNITIES

Through Project 10Million and other education initiatives, we've achieved the following since our programs launched:



\$6.4B+

provided in products
and services



~6M

students connected



5K+

school districts
supported



98%

of the U.S.
population is
covered by our
5G network



80K+

hours volunteered
by employees



\$1.5B+

provided in funding and
in-kind products and
services to support
communities



Up to 200,000 free lines of
service pledged through
Welcome.US partnership to
support incoming refugees



12K+

non-profits and community
organizations supported



\$11.3M

granted to 250 small town
communities across 43
states, hitting our Hometown
Grants halfway milestone



COMMUNITY ENGAGEMENT AND PHILANTHROPY

INVESTING IN OUR COMMUNITIES

Our customers, employees, and facilities — from stores and offices to network cell sites — are rooted in communities throughout the country. Investing in the places where our customers and employees live and work and where T-Mobile operates is integral to our mission of being the best in the world at connecting customers to their world.

We strive to positively impact our communities by focusing our resources, scale, and technology in areas where we can drive the greatest impact, including:

- Closing the digital divide that impacts millions of households across the U.S.
- Investing in our local and rural communities on issues that matter most to them and during times of need
- Empowering our employees to give back to the causes and local projects they care about



Making it Count

In 2023, we provided more than \$1.5 billion in cash and in-kind donations through our business and the T-Mobile Foundation to support communities across the U.S. and Puerto Rico. This represents \$19.4 million in financial donations from the T-Mobile Foundation and the business as well as in-kind products and services from connectivity initiatives like Project 10Million and Welcome.US, and disaster relief efforts.

➲ To learn more about our disaster relief efforts, please visit the [Business Continuity and Network Resilience](#) section.

\$1.5B+

provided in funding and in-kind products and services to support communities

COMMUNITY VITALITY GRANTS

T-Mobile's Headquarter (HQ) Grants program supports non-profit organizations in the company's two headquarter locations, bringing investments to the greater Kansas City and Seattle areas. The majority of funding is allocated to support organizations and initiatives that promote digital equity, but the program also supports non-profits who are actively addressing issues specific to the Kansas City and Seattle areas. Many of these organizations are already non-profits that our employees volunteer with or choose to donate to throughout the year.

Plymouth Housing was one of the 2023 grantees in Seattle and offers permanent supportive housing to people in the Bellevue area. Seattle has one of the largest populations of individuals experiencing chronic homelessness in the country and Plymouth Housing is addressing this urgent issue. They're trialing their first fully integrated behavioral health and housing support teams, providing support to vulnerable residents just a mile away from T-Mobile's Bellevue headquarters.

In the Kansas City area, we also supported several organizations, including a grant to Veterans Community Project, an innovative and effective transitional housing and community outreach program to help veterans overcome barriers to permanent housing and achieve long-term housing stability. Their programming provides a range of valuable services to the local community, including providing veterans with transitional housing units, food, clothing, hygiene supplies, rental and utility bills assistance, and commissary support. They also offer the chance for participants to enroll in workforce development and skills programs, while serving veterans through street outreach efforts.

MATERIAL ESG ISSUE

Community Engagement and Philanthropy; Digital Equity; Responsible Use of Products and Services

DIGITAL EQUITY

CLOSING THE DIGITAL DIVIDE

Today, digital connectivity is inextricably linked to the personal, economic, and social vitality of people and communities everywhere. That's why we're driven, each and every day, to break down barriers to consistent and reliable connectivity by championing wider access, affordability, and skill-building programs to help people navigate an online world responsibly and effectively.

We're advancing our digital equity efforts in three key ways:



Bringing choice and speed to communities everywhere



Making connectivity more affordable and accessible



Investing in a more digitally inclusive society



BRINGING CHOICE AND SPEED TO COMMUNITIES EVERYWHERE

In 2020, we set our sights on bringing more speed and more choice to people across America by building a leading 5G network to cover as much of the U.S. population as possible.

Simultaneously, we took on Big Internet to provide broadband access to customers and communities traditionally served by fewer, higher-cost providers. It turns out that offering more choice to more people on a leading 5G network is a winning formula.

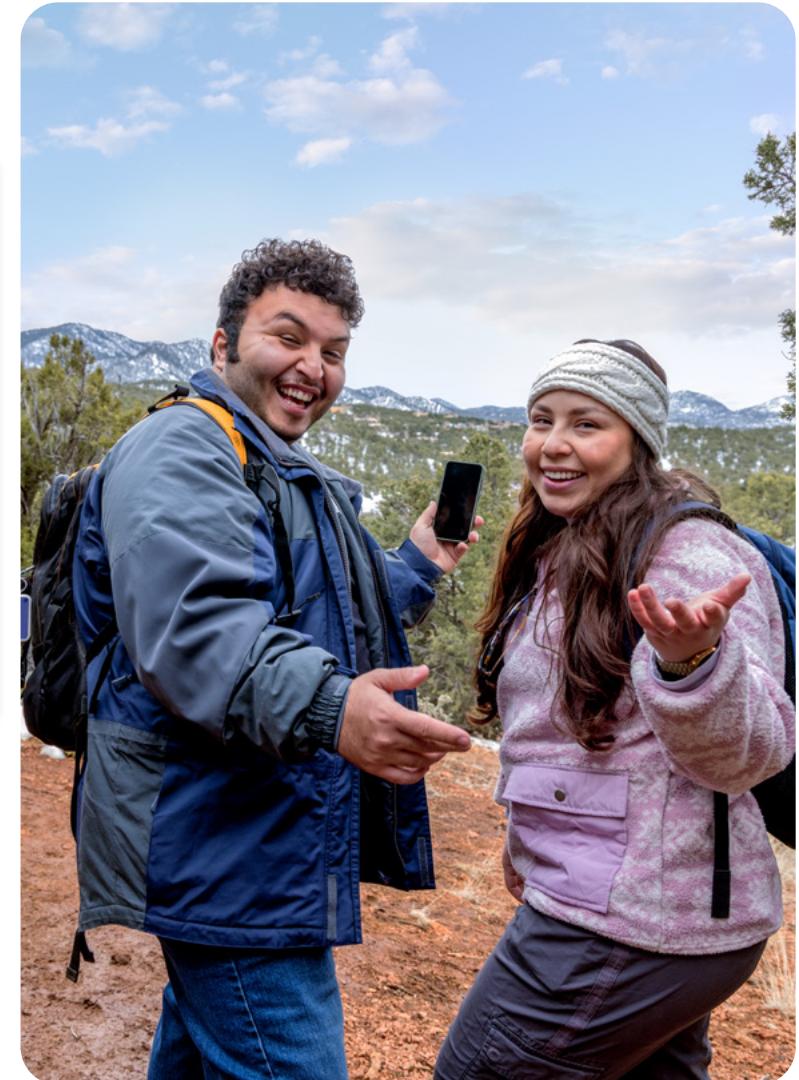
At the end of 2023, T-Mobile's 5G network covered more than 330 million people, or 98% of the U.S. population. And, T-Mobile's 5G Home Internet was available to over 50 million U.S. households — a third of which are in rural areas.

Reliable, high-speed coverage made a big difference in places where we continued to expand 5G coverage in 2023. This includes place like the Quad Cities region of Iowa and Illinois, where 87% residents now have access to T-Mobile's 5G network¹⁰, and in the 32,000 square miles of Virginia where 97% of residents now have access to 5G.

CONNECTING RURAL AMERICA

Despite making up approximately 40% of the country, America's small markets and rural areas have often been overlooked and underserved when it comes to connectivity. When we set out to extend our leading 5G network across the United States, we made a commitment to provide coverage for 90% of America's rural population by 2026. Because fast, reliable connectivity can make all the difference for the economic and social well-being of our rural communities across the country.

- To see other ways we're showing up for rural America, check out the [Supporting Smaller Markets and Rural Areas](#) section.



MATERIAL ESG ISSUE

Community Engagement and Philanthropy; Digital Equity; Responsible Use of Products and Services

¹⁰ Capable device required for 5G; coverage not available in some areas. Some uses may require a certain plan or feature; see T-Mobile.com. Based on median, overall combined 5G speeds according to analysis by Ookla® of Speedtest Intelligence data 5G median download speeds for Q3 2023. Ookla trademarks used under license and reprinted with permission.

DIGITAL EQUITY CONTINUED



MAKING CONNECTIVITY MORE AFFORDABLE AND ACCESSIBLE

Closing the Digital Divide in Education

One important factor that influences student success in school is having consistent access to a reliable internet connection. Connectivity affects everything from student participation and attendance to motivation and academic performance. And, as digital skills become more essential for careers, it's important that the next generation can effectively and responsibly engage in the digital world to prepare for an increasingly connected future.

In 2023, we continued to go all in to tackle this issue through Project 10Million and other education initiatives — underscoring our commitment to support families across the U.S. who are disproportionately affected by the digital divide.

We're offering a free mobile hotspot and free internet connectivity to up to 10 million eligible student households across the U.S. T-Mobile also offers school districts free and heavily subsidized data

Students Connected

Offer connectivity to up to 10 million eligible K-12 students through Project 10Million and other education initiatives

2023	5.9M
2022	5.3M
2021	3.2M

plans for their students. Through this program, both students and their families also have access to affordable laptops and tablets.

We've already made a big impact in bridging the digital divide in America by connecting nearly six million students to the internet and providing over \$6.4 billion in products and services.

With millions of students¹¹ still unconnected, we're working tirelessly to reach as many eligible households as we can. That's why we partner with organizations like Big Brothers Big Sisters of America (BBBS), one of the country's most trusted non-profit organizations, with a network of 230 agencies across 5,000 communities. Together, we're increasing awareness of Project 10Million and the huge opportunity it presents to eligible families.

We're also working alongside school districts and education partners to collaborate on the best ways to serve students' evolving needs and provide ongoing and adaptable solutions to promote digital equity. While we're proud of the impact we've made on this important issue so far, we know we have a lot more work to do to make connectivity equitable for all.

- ➊ School district administrators can apply on our site for [business customers](#) and individual families with qualifying students can sign up directly on our site for [individuals](#).

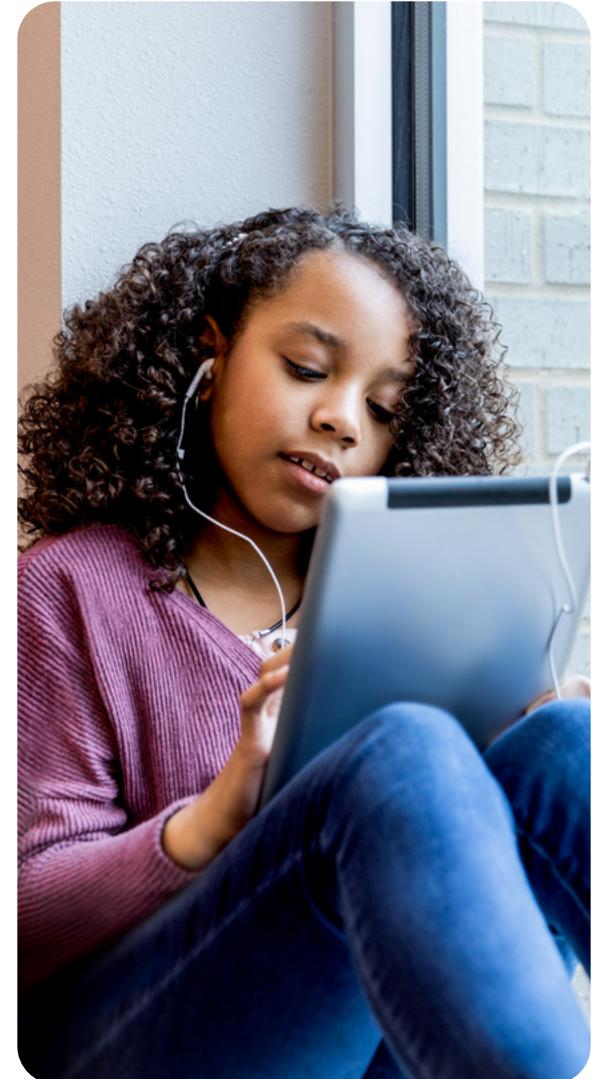
Empowering Newcomers with Essential Connectivity

For newcomers seeking refuge in the United States, connectivity is essential to rebuilding their lives in a new country. That's why T-Mobile has partnered with Welcome.US, an innovative public-private partnership that provides critical supplies, training, and community support to people seeking refuge by entering the U.S. through safe and orderly pathways.

We've pledged up to 200,000 lines of free talk, text, and data service through Metro by T-Mobile for one year. In 2023, we partnered with resettlement agencies and community organizations to deliver free smartphones from Google to 24,000 newcomers so we could get them connected to a year of free service. We're humbled to play a small part in helping thousands of newcomers to the U.S. make the transition to their new homes.

Delivering Affordable Connectivity

We built our reputation on providing a great network at a great value. To make affordable and reliable connectivity an option for millions of low-income families and individuals across the U.S., T-Mobile offers a range of low-cost plans through our Connect by T-Mobile prepaid plans that feature options starting at \$10 per month, as well as our most affordable unlimited talk and text plan for \$15 a month.



¹¹ https://www.commonsensemedia.org/sites/default/files/featured-content/files/final_-_what_it_will_take_to_permanently_close_the_k-12_digital_divide_vfeb3.pdf

DIGITAL EQUITY CONTINUED

T-Mobile continued to participate in the federal government's Affordable Connectivity Program (ACP) through the Metro by T-Mobile and Assurance Wireless® programs. ACP offered a monthly discount of up to \$30 (up to \$75 on some tribal lands, as set by the Federal Communications Commission) for internet service on certain plans to eligible households. Our participation in 2023 covered more areas of the country to serve eligible households in 48 states and the District of Columbia, helping to close connectivity gaps across America.

Connecting Our Heroes

Our first responders play a crucial role in every community around the country. During emergency situations and in natural disasters, they keep us and our families safe when we need them.

That's why, in 2020, we created Connecting Heroes, our 10-year commitment to first responders which delivers free unlimited service, support from our dedicated emergency response team, and priority access and preemption to all eligible agencies (priority and preemption eligibility is determined using DHS/CISA criteria). Our wireless products and services equip public safety organizations with solutions to improve operational capability, productivity, and safety, addressing the needs of first responders and citizens, all on our un-matched 5G network.



Supporting Diverse Connectivity Needs

We strive to support the diverse communication needs of ALL our customers. Through accessibility options such as alternative billing for the visually impaired, free credits for 411 directory services, RTT (real-time text), and user-friendly handsets, T-Mobile empowers our customers to connect, their way.

We also offer IP Relay services that enable people who are Deaf, Hard of Hearing, DeafBlind, or have a Speech Disability to use an internet connection, a computer, or to connect to relay operators who turn voice communication into text.



CHANGING THE GAME FOR LIVE SPORTS ACCESSIBILITY

Many fans with blindness or low vision face exclusion from enjoying live sporting events due to non-descriptive and delayed broadcasting. In 2023, we joined forces with OneCourt Technologies to enhance sporting experiences for these fans. Through our 5G network, we're providing real-time updates even in high-traffic sporting arenas. With OneCourt's innovative haptic technology that conveys what is happening during the game through touch, we're collaborating with them on their devices that let fans experience every play of the game through their fingertips.

DIGITAL EQUITY CONTINUED



BUILDING A DIGITALLY INCLUSIVE SOCIETY

In today's digital world, connectivity alone is not enough. Many people lack the necessary skills to effectively use their connected devices to accomplish everyday tasks, such as banking, telehealth visits, searching for employment, and paying bills. T-Mobile remains committed to bridging this gap by providing funding to impactful programs that empower individuals with the essential tools to navigate our digitally connected society.

Expanding Tech Training for Older Adults

The digital divide within older adult communities, particularly in rural areas, is still significant according to the National Institute of Health. This is something we're tackling through a multi-year sponsorship program with AARP's Older Adult Technology Services (OATS).

With T-Mobile's support, OATS will work with 100 community partners to expand access to essential tech training for older adults throughout rural southern communities. With our support in 2023, OATS has already delivered programming to dozens of sites and is well on its way to building the economic security and resilience that our older adult communities deserve.

Developing Entrepreneurship in Hispanic/Latino Businesses

Latinos comprise approximately 19% of the nation's population¹² and make valuable contributions to our workforce, society, and economy. That's why we've partnered with UnidosUS to open pathways and help the Hispanic community gain access to the jobs of the

future. Through the UnidosUS Latinx in Business program, we aim to provide digital skills training for entrepreneurs, equipping them with the knowledge and tools to successfully leverage technology to launch or expand their small business. With T-Mobile's support, the program has already served hundreds of small businesses and entrepreneurs.



¹² <https://www.census.gov/newsroom/facts-for-features/2023/hispanic-heritage-month.html>



T-MOBILE ACCELERATES STEM LEARNING WITH KAI XR PARTNERSHIP

Incorporating extended reality (XR), like virtual and augmented reality, into curriculums can help immerse and engage students, sparking an interest in education and potential future tech careers. To be effective, these technologies need fast and reliable 5G service, which is where T-Mobile can step in to support.

In 2023, we partnered with Kai XR, an all-in-one immersive learning platform, to support young people at Harris County Juvenile Detention Center in Texas. The Kai XR platform aims to help decrease recidivism for students in the center through exposure to career pathways. Using our T-Mobile 5G connected devices, students worked to improve their digital literacy, understand in-demand technologies like XR, and got hands-on opportunities with emerging technologies.

200 students completed the program, with 84% expressing interest in learning more and 95% expressing interest in a tech-related career. Kai XR is also active in schools in Georgia, California, and Alabama, leveraging our 5G network to help thousands of students engage with the learning platform.



DIGITAL EQUITY CONTINUED

**Supporting LGBTQ+ Communities
With Digital Skills and Technology**

T-Mobile continued to serve as an advocate for the LGBTQ+ community by breaking down barriers and fostering digital inclusivity. In 2021, we made a five-year commitment to support Human Rights Campaign (HRC) programming in the areas of digital literacy and financial empowerment, specifically designed to empower disadvantaged LGBTQ+ youth. This program offers training and resources on cyberbullying, internet safety, budgeting, and financial management, enabling this vulnerable population to lead safer and healthier lives.

T-Mobile is also a major supporter of PowerOn Mobile by LGBT-Tech, an organization with a mission to bridge the digital gap in the LGBTQ+ communities. The diverse team of experts educates organizations and policymakers on the unique needs LGBTQ+ individuals face when it comes to tech. Through our support, we helped provide LGBTQ+-serving organizations across the country with access to the technology and connectivity they need to support clients with vital healthcare, job seeking, food insecurity, and emergency services advice.

Headquarter Grants

T-Mobile's Headquarter (HQ) Grants program supports organizations and initiatives that promote digital equity efforts in the greater Seattle and Kansas City areas. As part of this work, we supported the non-profit Seattle Jobs Initiative to support their Digital Bridge program, which provides free technology and digital literacy training to low-income households (at or below 200% of the federal poverty line).

Research shows that digital literacy rates are lower among low-income earners. The Digital Bridge program is often the first step in a journey to further education and skills development, covering how to access benefits and healthcare, how to search online for jobs and training course, and how to use the internet safely and responsibly.

The HQ Grants program also supported the Linwood YMCA in the greater Kansas City area in 2023. Their membership center aims to enhance and expand access to technology and digital skills-building programs within their teen youth development programming. Funding also goes to their Tech Center, which is open to teens and adults, as well as the supplies and curriculum needed for robotics league competitions and important technology updates.

SUPPORTING SMALLER MARKETS AND RURAL AREAS

SUPPORTING RURAL COMMUNITIES

Today, some of the biggest challenges facing smaller towns and rural communities are limited resources, economic growth opportunities, and access to essential services. We strive to positively impact and strengthen these communities through our five-year, \$25 million commitment to fund community development projects in small towns and rural markets across the U.S.

Hometown Grants

In 2023, we hit our halfway milestone, contributing \$11.3 million to support a whopping 250 communities across 43 states. We're investing in the power of community-driven initiatives that help our towns connect, innovate, and grow together.

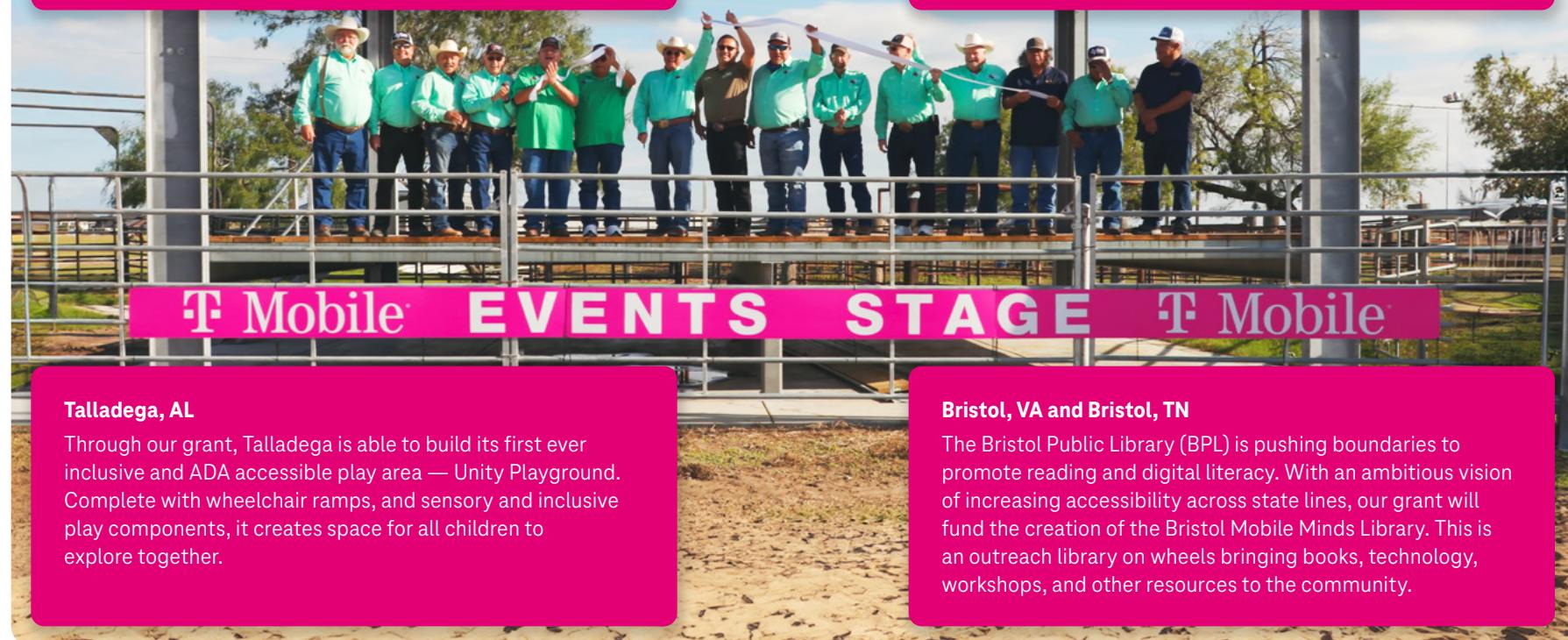
With approximately 40% of the U.S. population living in rural and small markets nationwide, Hometown Grants allow us to build deep connections and relationships with all our communities, so we can serve our customers in these areas even better.

For more information on our other small-town commitments, see our [Digital Equity](#) section.

Some of our inspiring 2023 recipients include:

Augusta, KS

Augusta is rebuilding its 11,000 square foot Castle Park Playground as a fully accessible, sustainable, immersive play space. With our support, including recruiting over 3,000 volunteers and organizing materials and tools, a two-week community build is taking place in 2024 to create an engaging children's environment for years to come.



Talladega, AL

Through our grant, Talladega is able to build its first ever inclusive and ADA accessible play area — Unity Playground. Complete with wheelchair ramps, and sensory and inclusive play components, it creates space for all children to explore together.

York, PA

With our grant, the York Area United Fire and Rescue Department is able to upgrade their fleet of response vehicles to hybrid technology. The change will not only reduce the Department's emissions, but also improve their fuel and cost efficiency as they continue saving lives.

Bristol, VA and Bristol, TN

The Bristol Public Library (BPL) is pushing boundaries to promote reading and digital literacy. With an ambitious vision of increasing accessibility across state lines, our grant will fund the creation of the Bristol Mobile Minds Library. This is an outreach library on wheels bringing books, technology, workshops, and other resources to the community.

EMPLOYEE GIVING PROGRAMS

EMPOWERING OUR EMPLOYEES TO CREATE IMPACT

Our employees are closest to the issues in their local communities and are our most passionate philanthropic ambassadors. Through the T-Mobile Foundation, we provide our employees with a range of ways to champion and give back to the causes they care about throughout the year.

For employees who want to support their favorite charities through personal cash contributions, Magenta Match provides each employee a 1:1 financial match, and a \$10 match per volunteer hour, up to \$2,000 annually. Recognizing that not everyone is able to make personal donations, we fund each employee's giving account with money at select times throughout the year so everyone can donate to the charity of their choice.

We also run a national volunteer grant program called Volun-T, which offers any employee, or groups of employees, the opportunity to apply for a volunteer-based grant in their local community. Supporting local projects and board service, this program enables all employees, irrespective of socio-economic status, the ability to work with non-profits on issues directly related to the vitality of their towns and cities.

2023 Employee Giving

\$2.9M

donated by employees to 12,000+
different organizations in the U.S.
and Puerto Rico

80K+ hours

volunteered by employees

One of our 2023 Volun-T grant recipients was an employee project with My Sister's House in South Carolina, a non-profit organization for victims of domestic violence specializing in culturally competent services to the Asian and Pacific Islander Community. Approximately 200 T-Mobile employees showed up to support this organization, putting together bags of supplies, hosting education sessions, and providing tours of the facilities.

Magenta Month of Giving

Our employees are passionate about giving back to their communities. So much so that in 2023 we dedicated the entire month of April to bringing Team Magenta together as a force for good.

Across the country, employees showed up to plant trees, volunteer at shelters, and pack backpacks to donate to students through City Year, a national organization that partners with local schools to support success and reduce inequalities. Employees also donated money for thousands of non-profits.

People at every level of the company showed up to give back to communities, including our senior leaders, who came out in force to show their support with fun activities that included serving employees frozen yogurt for tips that went to their charities of choice.

We couldn't be prouder of the massive impact we made together, raising nearly \$2 million and volunteering over 16,000 hours.

2023 Magenta Giving Impact

~\$2M

donated to thousands
of non-profits

26K+
employees

participated throughout
the month

16K+ hours

spent volunteering to
support our communities



MATERIAL ESG ISSUE

Community Engagement
and Philanthropy

OUR PLANET

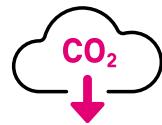
- 47** 2023 Planet Highlights
- 48** Climate and Net-Zero
- 50** Energy Use
- 54** Product Lifecycle Management
- 56** Natural Resources and Waste



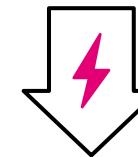


2023 PLANET HIGHLIGHTS

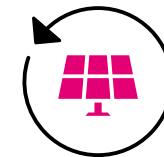
OUR PLANET

**30%**reduction in total Scope 1, 2, and 3 emissions since 2020¹³**#1**

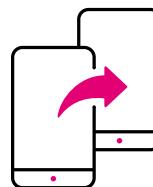
out of 400 companies on USA Today's first-ever America's Climate Leaders list for 2023

**62%**

reduction in energy (MWh) per PB of data since 2019

**100%**of our purchased electricity sourced from renewable energy¹⁴**93%**

of our offered wireless handset models are certified through UL ECOLOGO or EPEAT

**10M**

customer devices collected and processed to be reused, resold, or recycled

**320K+ lbs**

of product diverted from landfill through our Accessories Recycling Program



score received on the 2023 CDP Climate Change assessment and an "A" on the CDP Supplier Engagement Rating

¹³ Using market-based Scope 2 emission figures and excluding Scope 3 indirect use-phase emissions.¹⁴ For T-Mobile's 100% renewable electricity commitment, our company matches its own annual electrical usage with renewable energy from a portfolio of sources including: virtual power purchase agreements, a green direct program, renewable retail agreements, community solar agreements, and unbundled REC purchases.



CLIMATE AND NET-ZERO

ALL IN FOR NET-ZERO

To be a force for good in the world, we're focusing on where we can drive change and have a positive impact on the environment through our business. It's important to our customers and other stakeholders that we're minimizing our carbon footprint and enabling solutions that benefit the environment as the world transitions to a net-zero economy.

More frequent extreme weather events, coupled with the positive impact that reducing global emissions can have on people and the planet, have inspired us to do our part to build a more resilient and sustainable business. That's why we're striving to achieve meaningful change and have set a goal to reach net-zero emissions for our entire carbon footprint by 2040 — a first in the U.S. wireless industry.

Learn more in our [Pathway to Net-Zero report in our ESG Reporting Hub](#).

Our Approach and Progress to Net-Zero

As our business continues to grow to keep pace with customer data use and connected technologies that leverage 5G, we're combining our relentless passion for innovative thinking with bold actions to create a

MATERIAL ESG ISSUE
Climate Risk and Resilience



NET-ZERO GOAL

ACHIEVE NET-ZERO FOR SCOPE 1, 2, AND 3 GREENHOUSE GAS EMISSIONS BY 2040

2020

2023

2030

2040

Base year

30%

Reduce 55%

Net-zero



NEAR-TERM TARGET

Reduce absolute Scope 1, 2, and 3 GHG emissions 55% by 2030.



LONG-TERM TARGET

Reduce absolute Scope 1, 2, and 3 GHG emissions by 90% by 2040.¹⁵

more sustainable future. Our 2040 net-zero goal is the north star that guides our environmental efforts, with all of our other targets and initiatives tying back to this important milestone.

We aim to achieve our science-based net-zero target and employ sustainable solutions that allow us to decouple our emissions from our business growth. We've already reduced our total carbon footprint year-over-year since announcing our net-zero goal, achieving a 30% reduction across Scope 1, 2, and 3 emissions between 2020 and the end of 2023.

Our reductions are the result of improving energy efficiency across our operations, sourcing renewable energy equivalent to 100% of our total purchased electricity, and engaging with suppliers across our value chain to identify emissions hotspots.

In 2023, our total carbon footprint decreased by approximately 14%. Some of the most notable emissions reductions came as a result of merger-related synergies across our operations. After merger-related costs peaked in 2022, they dropped significantly in 2023, which also resulted in significant reductions in Scope 3 emissions. In total, our year-over-year emissions associated with purchasing goods, services, and capital goods decreased by over 940,000 MT CO₂e.

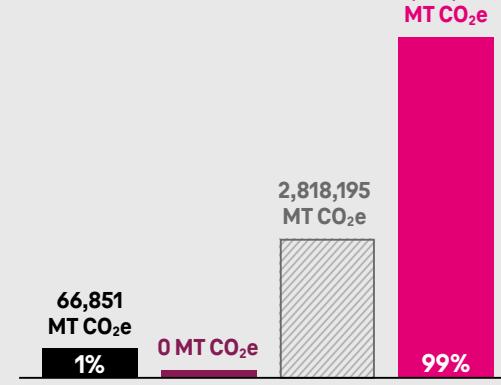
We were also able to lower emissions related to transportation and shipping by over 200,000 MT CO₂e as a result of reduced spend and network decommissioning activity as well as efficiencies that allowed us to remove more than 1,000 trucks and expedite vans from the road.

2023 CARBON FOOTPRINT

Total market-based emissions

6.25M MT CO₂e

Total location-based emissions
(9.07M MT CO₂e)



Scope 1

Includes direct emissions generated from T-Mobile owned or controlled vehicles and facilities.

Scope 2 (market-based)¹⁶

Includes indirect emissions generated from purchased electricity required to power all T-Mobile owned or controlled facilities, accounting for our renewable electricity purchase.

Scope 2 (location-based)¹⁶

Includes indirect emissions generated from purchased electricity required to power all T-Mobile owned or controlled facilities, not accounting for renewable electricity purchases.

Scope 3

Includes emissions generated across the rest of T-Mobile's value chain, such as those from our customers and suppliers.

¹⁵ In accordance with the SBTi's Corporate Net-Zero Standard, carbon removals may be needed to address the remaining 10% or less of emissions to help us reach net-zero.

¹⁶ The market-based method reflects emissions from electricity that companies have purposefully chosen and the location-based method reflects the average emissions intensity of grids on which energy consumption occurs.



CLIMATE AND NET-ZERO CONTINUED

Environmental Governance and Reporting

We continued to strengthen our approach to operationalizing our environmental strategy and enhancing oversight through our executive ESG Steering Committee and our Sustainability Working Group. Our Sustainability Working Group consists of a cross-functional team focused on identifying opportunities to help us achieve our sustainability goals. Our Audit Committee also receives information on climate-related impacts at least four times a year.

We externally report on progress annually through our Pathway to Net-Zero report, CDP Climate Change response, and [GRI](#) and [SASB](#) indices. Our energy and emissions data also undergo an annual assurance process. For more on these reports and to view our Assurance Statement, check out our [ESG Reporting Hub](#).

Focusing on Areas of Impact

When we say we will drive real change, we mean it. To do this, we evaluated the key areas where we can leverage our technology, resources, partnerships, and scale to amplify our impact at the pace our net-zero goal requires. Our three environmental focus areas cover important parts of our business and supply chain and represent the areas where we have the biggest opportunities to develop sustainable solutions that will power our net-zero journey.

NET-ZERO BY 2040



Focus areas:

Enabling us to reach our goal:

ENERGY

Helping drive the transition to sustainable energy at scale

Energy powers everything from our offices and our 5G network, to the production processes our suppliers use to manufacture devices for our customers.

We're always looking for ways to save energy and optimize use of current technologies. Where energy usage can't be avoided, using sustainable sources, and using them wisely, reduces the emissions they cause.

CIRCULARITY

Working with products to close the loop for a more circular economy

We have millions of customers who use millions of products to keep them connected to their world, which is why the product lifecycle of these devices and accessories needs to be sustainable.

Incorporating principles of circularity helps transform the lifecycle of our products, resulting in products and materials that are used longer or repurposed into new products. This has a direct impact on the emissions associated with manufacturing new products from raw materials and disposing of current products.

RESOURCES

Conserving natural resources and reducing waste across our value chain

How we handle our waste and the natural resources we use in our business has a direct impact on the environment.

Only using what we need, and being smart about what we use, results in lower emissions across our value chain and beyond. We reduce extraction, manufacturing, and waste disposal emissions, while also supporting ecosystems that help carbon-absorbing plant life to thrive.

THE CLIMATE PLEDGE

Since joining The Climate Pledge, T-Mobile has been an active participant in this cross-sector collaborative effort to reach net-zero carbon emissions by 2040. In addition to attending The Climate Pledge Summit during Climate Week 2023, we also hosted an impactful talk with Kara Hurst, VP of Worldwide Sustainability at Amazon, as part of our [Sidekicks Conversation](#) series hosted by our CEO Mike Sievert.

They discussed the importance of The Climate Pledge, which Amazon co-founded, the increasing customer expectations on corporate sustainability efforts, and the role employees can play in promoting sustainability. All of which highlight the significance of engagement and collaboration in achieving our net-zero commitment.



2023 Climate Awards

- Received an A- on the 2023 CDP Climate Change assessment
- Received an A on the 2023 CDP Supplier Engagement rating
- Ranked #1 on USA Today's first-ever America's Climate Leaders 2023 list
- Ranked #1 in the telecommunications industry for environment in JUST Capital's 2024 Rankings of America's Most JUST Companies



ENERGY USE

PROMOTING SUSTAINABLE ENERGY AT SCALE

Powering more devices and using more data can result in higher energy consumption and lead to higher emissions. For the telecommunications sector, this presents a significant opportunity to make smart decisions to use energy as efficiently as possible — and that's exactly what we're tackling at T-Mobile. We're employing strategies to enable more energy efficient network growth and sourcing more sustainable energy. By focusing on sustainable energy solutions, we can reduce costs, make our business more resilient, and have a positive impact on the planet.



ENERGY GOALS

T-Mobile currently has two energy goals that guide our energy efficiency and renewable energy efforts.

ENERGY EFFICIENCY GOAL:

ACHIEVE A 95% REDUCTION IN ENERGY CONSUMPTION (MWH) PER PETABYTE (PB) OF DATA TRAFFIC BY 2030, FROM A 2019 BASELINE.

PROGRESS TOWARDS TARGET:

We achieved a 62% reduction in energy consumption (MWh) per petabyte (PB) of data traffic on our network since 2019, using 154 MWh per PB in 2023.

95%



RENEWABLE ENERGY GOAL:

SOURCE RENEWABLE ENERGY EQUIVALENT TO 100% OF TOTAL ELECTRICITY USAGE BY 2021.

PROGRESS TOWARDS TARGET:

We achieved our 100% renewable electricity goal in 2021 and continued to maintain that commitment.

100%



ENERGY USE CONTINUED

MAKING ENERGY EFFICIENT BUSINESS DECISIONS

While sourcing clean energy helps reduce our carbon footprint, the most effective way to reduce emissions is by using less energy from the start. And our energy efficiency efforts have been paying off — for the first time since the merger with Sprint, we saw an 11% decrease in total energy consumption across the enterprise from 2022 to 2023.

11%

reduction in total energy
consumption from 2022 to 2023

A significant factor in realizing these reductions came from the multi-year initiative to evaluate our network and strategically decommission redundant cell sites and retire older generations of technology. We also continued to trial promising software and artificial intelligence solutions to optimize energy consumption in our network equipment based on traffic load, weather, and other conditions.

Since our nationwide network uses the majority of energy consumed across our operations, it's a key focus of our energy efficiency measures and has a sizeable impact on our total Scope 1 and 2 emissions.

That's also why we developed an important energy efficiency goal to monitor how much energy is needed to keep customers connected across our network. The more data traveling across our network for every unit of energy, the better, and we've already seen incredible results as our network has gotten

more energy efficient each year. Since our baseline year of 2019, we've achieved a 62% reduction in energy consumption (MWh) per petabyte (PB) of data traffic on our network.

Another contributing factor to our energy savings in 2023 was our focus on modernizing our data centers and network facilities, allowing us to implement hot and cold aisle containment at over 20 sites and reduce the amount of energy those sites consume. We were also able to cut diesel fuel consumption and costs by changing the frequency and duration of our generator testing without sacrificing reliability.

Beyond our network, we continued to invest in energy efficiency measures across our facilities in 2023. This included upgrading building Energy Management Systems (EMS) with improved lighting and Heating, Ventilation, and Air Conditioning (HVAC) controls. Our EMS upgrades allow us to monitor and address our HVAC system alerts in real time, systematically identifying opportunities for improvement and measuring results without delay. This work has been complemented by our ongoing efforts to upgrade to LED lighting across our facilities, which is now an established standard in all new retail and corporate office locations.





ENERGY USE CONTINUED

COMMITTING TO RENEWABLE ENERGY

For the energy we do use, we're constantly working to swap out carbon-intensive sources for cleaner ones. We achieved our goal to source 100% of our electricity from renewable sources in 2021, but our work didn't stop there. We've continued to add new renewable energy projects to our portfolio and make incremental, yet important changes that enable us to continue to meet our 100% commitment and also bring benefits of clean energy to local communities across the country.



T-MOBILE'S RENEWABLE ENERGY PORTFOLIO

To strategically build our renewable energy portfolio, we've intentionally invested in longer-term renewable energy projects like Virtual Power Purchase Agreements (VPPAs), while also looking to scale innovative pilots like on-site solar and renewable back-up power. Engaging in a range of projects and investing at scale helps us diversify our portfolio, which reduces the potential impact of energy price fluctuations on our business in the longer term.



Virtual Power Purchase Agreements (VPPAs) & Green Tariff



Retail Renewable Agreements



Community Solar Agreements



On-site Solar Agreements



Unbundled RECs

➤ For more details on T-Mobile's Renewable Energy portfolio, see our [Pathway to Net-Zero](#) report.

CREATING MORE EQUITABLE ACCESS TO RENEWABLE ENERGY

Since meeting our initial renewable electricity goal, we've evolved our portfolio to pilot new projects that have the potential to create co-benefits for communities and our company. One of our newest partnerships is with Solar Stewards, a social enterprise that is committed to creating real world opportunities for a more inclusive green economy. Through their marketplace, they aim to create more equitable access to renewable energy by connecting corporations looking to source clean energy with projects in historically excluded communities.

In 2023, T-Mobile selected three Indiana school districts with solar projects to purchase social renewable energy credits (Social RECs™) through a multi-year agreement with Solar Stewards. These school districts serve over 3,500 students, around one-third of whom come from economically disadvantaged backgrounds. This innovative partnership focuses on enabling underserved communities to invest in renewable energy and brings the tangible benefits of the projects directly back to them.

Through this agreement, the school districts are not only able to save on electricity costs, but they also receive an additional financial benefit from T-Mobile's purchase of the RECs. The purchased RECs contribute to our company's renewable electricity goal and the additional funding is directed back to the school districts.

The three school districts have decided to use the funds to invest in STEM education programming that help expand educational and skill development opportunities for their students.

"T-Mobile's decision to invest in East Washington Schools is a direct commitment to our students' successful future. This investment will enable us to provide resources needed to ensure our students receive the greatest opportunities when entering the workforce as educated, productive members of society."

**Rebecca Jones, Superintendent,
East Washington School Corporation,
New Pekin, IN**



ENERGY USE CONTINUED



Photo: Redaptive

BUILDING FOR BETTER WITH ON-SITE SOLAR PROJECTS

Over the last couple of years, we've been exploring on-site solar projects at select, eligible facilities. In 2023, on-site solar construction was completed at our Customer Experience Center (CEC) in Kingsburg, CA.

This solar installation is expected to cover approximately 75% of the electricity load for that site. We look forward to working on additional on-site projects in the years to come.

Harnessing the Power of Solar for Local Impact

Community solar projects help expedite the shift toward clean energy at regional and local levels. We continue to invest in these projects across the country, which help local communities modernize electricity grids, reduce their reliance on fossil fuel-generated power, and contribute to lowering the carbon intensity of the nation's infrastructure.

These contracts establish companies like ours as reliable, long-term partners to these communities. This also strengthens their ability to negotiate fair contracts and establish more effective partnerships as they navigate the renewable energy space.

Throughout 2023, our community solar portfolio continued to grow to over 100 projects across nine states, including programs in Illinois, Delaware, Minnesota, and Colorado. The electricity these projects generate helps us meet our annual 100% renewable electricity target and reduce our long-term electricity costs.

Innovating with Alternative Power Solutions

Throughout 2023, we continued to experiment with alternative fuel sources for generators that provide critical back-up power for cell sites and other facilities during electric grid outages. Two sites from our initial pilot program became operational in 2023. Utilizing solar and battery storage, these projects not only improve sustainability, but they can also increase resiliency, particularly in areas where the grid is more unstable and prone to outages. We continue to explore the feasibility of these pilots on a larger scale to see where there are options to expand this work.



PRODUCT LIFECYCLE MANAGEMENT

WORKING TO CLOSE THE LOOP FOR A MORE CIRCULAR ECONOMY

Devices and accessories are an essential part of how our customers connect with their world. That's why another key area of focus for our sustainability work is making the most of the products and materials we already have in use and enabling our customers to do the same.

By focusing on ways to incorporate circularity into the product lifecycle — for products we develop and in partnership with suppliers — we can be smarter about how and what gets repurposed and extend the use of critical raw materials. This has the benefit of lowering value chain emissions from manufacturing through end-of-life, bringing us closer to net-zero emissions. To continue to better partner with our suppliers, we expanded our EcoVadis assessment program to cover accessories suppliers. It's a collaborative journey towards prioritizing our planet.

The Lifecycle of Our Devices

1 – DESIGN AND MANUFACTURING



Infusing sustainability principles in product design can lengthen the life of a product and reduce waste.

2 – PACKAGING



We work to proactively reduce waste and improve recyclability through the packaging process.

3 – DISTRIBUTION



We partner with vendors across our supply chain to reduce the carbon footprint associated with distribution.

4 – END-OF-LIFE



Recycling and reusing electronic devices helps preserve resource-intensive materials and precious metals.



Design and Manufacturing: Designing for Longevity

Since many of the products we sell are designed and manufactured by suppliers, our product team partners with them to utilize and achieve the UL ECOLOGO and EPEAT sustainability certification for handsets and tablets, including for our T-Mobile branded devices, like REVVL. These certifications validate our shared commitment to sustainable material use, energy efficiency, repairability, end-of-life management, packaging, and more, furthering the sustainability of our company and industry.

Overall, approximately 93% of all wireless handset models we offered in 2023 were certified through UL ECOLOGO or EPEAT, while 71% of all tablet models we offered were certified. We also added the UL ECOLOGO certification logo on some certified products to help make it easier for interested customers to make more sustainable choices.

We continued to increase adoption of eSIMs — the embedded Subscriber Identity Modules (SIMs) that are an essential component for connecting devices to our network — including by expanding them to our Affordable Product categories. The benefits of using eSIMs over physical SIM cards includes reducing plastics manufacturing, packaging materials, and shipping — all of which contribute to lower emissions.



Packaging: Reducing Waste and Improving Recyclability

Once devices are ready to ship, our packaging guidelines, developed in coordination with the CTIA, encourage suppliers to use certified paper fibers and sustainable printing processes, avoid using single-use plastic and hard-to-recycle components, and clearly label packaging with guidance on recycling. We also use these guidelines and work to make our GoTo accessories brand as sustainable as possible by replacing plastic with other materials, like cardboard, to improve recyclability and reduce waste from the start.

Unbundling wall charging adapters from device purchases also reduces electronic waste by giving customers more choice over which accessories they truly need, and it reduces associated packaging materials and size.



Distribution: Partnering Across the Value Chain

Moving our products from the point of manufacturing to the hands of our customers puts a demand on a variety of resources. Switching from physical to digital products, like eSIMs, and removing wall charging blocks from packages can have a positive impact on the efficiency of our shipping and distribution network. Anything that reduces the size of the product packages and helps streamline shipping routes, reduces emissions associated with distributing products across our stores and delivering them to our customers.



PRODUCT LIFECYCLE MANAGEMENT CONTINUED

 **End-of-life: Recycling and Reusing to Extend the Life of Materials and Products**

At T-Mobile, we offer convenient options for customers who are ready to upgrade or dispose of their devices. Customers can either trade-in eligible devices using our [trade-in estimator tool](#) or they can visit one of our retail locations to take advantage of our [Device Reuse and Recycling Program](#). The program allows customers to bring in smartphones, tablets, smartwatches, hotspots, and IoT items to be upcycled or recycled for free. This program successfully diverts millions of devices from landfill each year, including nearly 10 million in 2023 alone.

10M

devices collected and processed to be reused, resold, or recycled



In 2023, we continued to expand this work in two important ways. We partnered with existing vendors to support enhanced requirements around handling government phones ready for disposal. Additionally, we expanded this work to our T-Mobile Home Internet routers, where we established a process for refurbishing and reusing the routers whenever possible, including 83% in 2023. Those that cannot be reused are sent to certified vendors to be recycled.

With millions of devices returned to us each year, our logistics partners continue to leverage robotic solutions that perform an automated, machine-based evaluation of cosmetic quality and functionality to determine whether they can be reused or recycled. This innovative use of technology improves the efficiency of our Device Reuse and Recycling Program and helps keep devices in circulation longer.

ACCESSORIES RECYCLING PROGRAM

Through our Accessories Recycling Program, we aim to reduce waste from excess inventory and customer returns, which is sorted and processed to identify any accessories — such as cases and screen protectors — that cannot be resold or reused. For that waste stream, we partner with vendors who transform the hard-to-recycle plastic into reusable raw materials, which are used by manufacturers to create new products.

320K+ lbs

of product diverted from landfill through Accessories Recycling Program

COLLECTION

A vendor sorts and processes all unusable accessories.

RECYCLING

Hard-to-recycle plastics are sent to a specialized vendor to be turned into reusable raw materials.

TRANSFORMATION

The reusable raw materials are used to create new products, like park benches, jungle gyms, and storage containers.



NATURAL RESOURCES AND WASTE

CONSERVING NATURAL RESOURCES AND REDUCING WASTE

Conserving natural resources and reducing waste are complementary practices that have a direct impact on improving the health and biodiversity of the environment and on lowering emissions.

Our Approach to Resource Conservation and Waste Management

At T-Mobile, we strive to operate with a healthy respect for the finite resources used in our industry. We employ efficiency measures that help us use less raw materials and natural resources — whether by using a new process or technology that can save on things like water, or by repairing and reusing critical materials and metals.



Using less by reusing more has beneficial upstream and downstream impacts. This helps reduce strain on raw material use and natural resource extraction, while also minimizing waste generation — all of which contributes to driving down emissions across our value chain.

By using responsible disposal methods for the waste we do produce, we can further reduce potential negative impacts from items ending up in landfill or from emissions associated with landfill practices such as incineration.

NATURAL RESOURCES AND BIODIVERSITY

T-Mobile has two important policies that guide our commitments and expectations to managing natural resource use across our value chain.

- [Our Environmental Policy](#) outlines our unwavering commitment to do our part to protect the planet by reducing emissions, conserving natural resources within our operations, and responsibly managing our waste. It also affirms our compliance with all applicable regulations and our commitment to transparency and stakeholder engagement.
- [Our Responsible Sourcing Policy](#) sets out the expectations we have of our suppliers, including responsible paper and plastic sourcing and water protection. All of this is critical to preserving natural resources and promoting the biodiversity of our planet.

Raising Awareness of Our Policies

It's important to us that our stakeholders understand their obligations and we're aligned on expectations. Throughout 2023, we focused on raising supplier awareness of these policies and their implications. We monitor our Tier 1 suppliers' performance in this area through EcoVadis, using the sustainability scorecard to evaluate their management of water, wood, minerals, and other resources. To learn more about EcoVadis and how we promote a sustainable supply chain, see our [Responsible Supply Chain](#) section.

As part of the Science Based Targets Network (SBTN) Corporate Engagement Program, we continued to engage and collaborate on developing methods and tools to best measure and set science-based targets for nature.

MATERIAL ESG ISSUE

Natural Resources and Biodiversity;
Waste and Recycling



NATURAL RESOURCES AND WASTE CONTINUED



RESPONSIBLE WASTE DIVERSION AND DISPOSAL

We're constantly looking for ways to effectively reduce the waste we generate and responsibly dispose of the rest. In 2023 alone, we diverted nearly 27,000 metric tons of waste from disposal thanks to a range of recycling, composting, avoidance, and digitization initiatives across our facilities and in partnership with local services and our employees.

Our Network

We remain committed to responsibly managing network equipment and electronic waste, or e-waste, across our network. Our network equipment often contains precious metals, glass, and other raw materials, which is why we aim to recover as much as possible by repairing and reusing what we can and sending the rest to certified electronic recyclers.

19K metric tons

of network e-waste was collected in 2023



The success of this process not only depends on our ability to find the right partners and local recyclers, but it also depends on each person who handles the equipment throughout the process.

In 2023, we made a targeted effort to educate and equip the right internal teams and external partners with helpful and practical guidance for landfill avoidance. This was particularly important as we continued to strategically decommission and upgrade cell sites and switch centers in 2023. The more knowledgeable people are throughout the process, the better results we have with directing equipment to be repaired, reused, or recycled.

Additionally, as we modernized our portfolio of data centers and network facilities, we were able to make architectural changes that eliminated the need for large, DC batteries. This change also reduces the amount of hazardous waste generated over the normal operating lifetime of these batteries.

Our Buildings

Beyond our network, we're constantly working to enhance the waste disposal options available at our retail stores and corporate offices. Working with local municipalities and key vendors, our teams have secured a range of recycling and composting options at our facilities.

Across all our corporate owned retail stores, we have regulated waste collection, and thanks to an update to one of our vendor agreements, we're able to expand other recycling services at these locations in the years to come. Across our corporate offices, approximately 95% offer recycling and 57% offer composting (based on square footage of office space).

As we consolidated our corporate offices in 2023, we continued to focus efforts on diverting furniture, materials, and equipment from landfill through recycling, donation, and reuse programs. In total, we diverted over 560 metric tons of waste, resulting not only in cost savings for the business, but also in reducing emissions associated with disposal.

SUSTAINABILITY FAIRS

As part of our ongoing efforts to educate and engage our employees on what to do with their waste and how they can participate in conserving resources like energy and water, we hosted a series of sustainability fairs at our Bellevue, Frisco, and Overland Park corporate offices. Our employees met vendors and engaged in sorting activities and trivia to learn about what can be recycled and composted and how there are resources, like alternative transportation options and beverage refill stations, that can support them in making sustainable choices every day.

In 2023, employees across our corporate offices helped save over a million water bottles by utilizing water refill and Bevi Machine stations.



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REPORTING INFORMATION

At T-Mobile, we're all about data-driven transparency and honesty throughout our communications.

This report covers the domestic operations and activities of T-Mobile US, Inc. in the United States, Puerto Rico, and the U.S. Virgin Islands for the calendar year 2023 (January 1 to December 31), unless otherwise stated. Both the reporting period and scope align with our financial reporting year.

The report is published annually, and has been prepared with reference to the Global Reporting Initiative (GRI) Standards. It is also supports the disclosure requirements of the Sustainability Accounting Standards Board (SASB) Standards for our industry "Telecommunication Services."

Information Integrity

T-Mobile management is responsible for the preparation and integrity of the information reported for calendar year 2023. Through a system of internal controls, including a comprehensive verification process involving internal subject matter experts, we believe this information accurately represents our domestic responsibility activities and performance results for the calendar year. We continued to improve our data collection process by utilizing a centralized ESG collection system which allows internal subject matter experts to collaborate, collect data, and streamline our extensive review and approval process. Reasonable assurance over Scope 1 and 2 GHG emissions and energy metrics, and limited assurance of Scope 3 emissions metrics, was provided by Apex Companies, LLC. Their report can be found on our [ESG Reporting Hub](#).

For reporting questions, please contact ESG.Reporting@T-Mobile.com.



NOTES ABOUT THIS REPORT

This report contains certain forward-looking statements based on T-Mobile management's current assumptions and expectations, including statements regarding our ESG targets, goals, commitments and programs and other business plans, initiatives, and objectives. These statements are typically accompanied by the words "aim," "hope," "believe," "estimate," "plan," "aspire" or similar words. All such statements are intended to enjoy the protection of the safe harbor for forward-looking statements within the meaning of Section 21E of the Securities Exchange Act of 1934, as amended. Our actual future results, including the achievement of our targets, goals, or commitments, could differ materially from our projected results as the result of changes in circumstances, assumptions not being realized, or other risks, uncertainties, and factors. Such risks, uncertainties, and factors include the risk factors discussed in Item 1A of our most recent Annual Report on Form 10-K and subsequent quarterly reports on Form 10-Q filed with the Securities and Exchange Commission ("SEC"), as well as, with respect to our ESG targets, goals, commitments, challenges and assumptions outlined in this report or elsewhere.

We urge you to consider all of the risks, uncertainties, and factors identified above or discussed in such reports carefully in evaluating the forward-looking statements in this report. T-Mobile cannot assure you that the results reflected or implied by any forward-looking statement will be realized or, even if substantially realized, that those results will have the forecasted or expected consequences and effects. The forward-looking statements in our reporting are made as of the date in which this report is published and we undertake no obligation to update these forward-looking statements to reflect subsequent events or circumstances.

Additionally, our discussions of ESG assessments, goals, and relevant issues herein or in other locations, including elsewhere on our corporate website, are informed by various ESG standards and frameworks (including standards for the measurement of underlying data), and the interests of various stakeholders. References to "materiality" in the context of such discussions and any related assessment of ESG "materiality" may differ from the definition of "materiality" under the federal securities laws or other regimes for regulatory reporting

purposes. Moreover, given the uncertainties, estimates, and assumptions required to make some of the disclosures in this report, and the timelines involved, materiality is inherently difficult to assess far in advance. Certain statements we make are also informed by hypothetical scenarios or projections which rely on a range of possible factors that may not occur or may differ significantly from actual events, and as such should not necessarily be viewed as being representative of current or actual risk or forecasts of expected risks. Furthermore, much of this information is subject to assumptions, estimates or third-party information that is still evolving and subject to change. For example, we note that standards and expectations regarding GHG accounting and the processes for measuring and counting GHG emissions and GHG emissions reductions are evolving, and it is possible that our approaches both to measuring our emissions and any reductions may be at some point, either currently or in future, considered not in keeping with best practices. We also reference various standards for our disclosures; however, while we aim to align with certain standards, we cannot guarantee, and any language of "alignment" or similar should not

be interpreted to mean, strict adherence to these standards. In addition, our disclosures based on any standards may change due to revisions in framework requirements, availability or quality of information, changes in our business or applicable government policies, or other factors, some of which may be beyond our control. In addition, statements that "we believe" and similar statements reflect our beliefs and opinions on the relevant subject. These statements are based on information available to us as of the date of this report. While we believe that information provides a reasonable basis for these statements, that information may be limited or incomplete. Our statements should not be read to indicate that we have conducted an exhaustive inquiry into, or review of, all relevant information. These statements are inherently uncertain, and investors are cautioned not to unduly rely on these statements. As a final note, website and document references in this report are provided for convenience and are expressly not incorporated by reference into this report.



ESG DATA TABLES

All data in this section represents information as of December 31 for each year noted.

Governance

BOARD COMPOSITION & STRUCTURE	2023	2022	2021	2020
# of the Board of Directors	14	14	14	14
% of Directors who are women	21%	29%	29%	14%
% of Directors who belong to one or more traditionally underrepresented racial/ethnic groups	36%	43%	29%	21%
% under 30 years old	0%	–	–	–
% 30–50 years old	7%	–	–	–
% over 50 years old	93%	–	–	–
# of Independent Directors	6	6	5	5
% of the Audit Committee that is Independent	100%	100%	100%	100%
% of the Nominating and Corporate Governance Committee that is Independent	67%	67%	67%	67%
% of the Compensation Committee that is Independent	40%	40%	20%	20%

ETHICS & COMPLIANCE	2023	2022	2021	2020
Goal: Achieve enterprise completion rate of 98% for T-Mobile's i365 Code of Business Conduct Training	97%	Yes	Yes	–
Speak-up policy that allows for anonymous reporting or “whistleblowing”	Yes	Yes	Yes	Yes

SUPPLY CHAIN	2023	2022	2021	2020
% of suppliers (by sourceable spend) assessed on their environmental and social performance through the EcoVadis tool	66%	48%	38%	30%
\$ spent on historically underrepresented suppliers (billions)	3.1	4.5	3.3	3.0



ESG DATA TABLES CONTINUED

Social — Our People

WORKFORCE COMPOSITION	2023	2022	2021	2020
% full-time employees (U.S.)	83.3%	85.0%	—	—
% part-time employees (U.S.)	16.7%	15.0%	—	—
WORKFORCE DIVERSITY	2023	2022	2021	2020
Representation of women (U.S.)				
% of total who are women	41.7%	41.1%	40.9%	40.6%
% of Individual Contributors who are women	42.3%	41.8%	41.7%	41.4%
% of People Managers who are women	37.8%	37.1%	35.8%	35.8%
% of Executives (Director+) who are women	34.5%	35.0%	33.8%	32.4%
% of Senior Leadership Team (EVP+) who are women	28.6%	24%	25%	25%
Representation of racial and ethnic groups (U.S.)				
% of total who are members of traditionally underrepresented racial and ethnic groups	63.1%	61.2%	59.5%	60.1%
% of Individual Contributors who are members of traditionally underrepresented racial and ethnic groups	65.0%	63.2%	61.5%	62.0%
% of Individual Contributors who are Hispanic or Latino	30.1%	29.3%	27.6%	28.7%
% of Individual Contributors who are Black or African American	19.7%	18.7%	18.7%	18.3%
% of Individual Contributors who are Native Hawaiian or Other Pacific Islander	0.4%	0.4%	0.4%	0.5%
% of Individual Contributors who are Asian	8.9%	9.4%	9.7%	9.5%
% of Individual Contributors who are American Indian or Alaska Native	0.6%	0.6%	0.5%	0.5%
% of Individual Contributors who identify as two or more races	5.3%	4.8%	4.6%	4.5%
% of People Managers who are members of traditionally underrepresented racial and ethnic groups	53.0%	50.6%	49.6%	50.1%
% of People Managers who are Hispanic or Latino	24.0%	22.7%	22.0%	22.6%
% of People Managers who are Black or African American	15.8%	14.8%	14.6%	14.4%
% of People Managers who are Native Hawaiian or Other Pacific Islander	0.6%	0.7%	0.6%	0.6%
% of People Managers who are Asian	8.1%	8.3%	8.3%	8.2%



ESG DATA TABLES CONTINUED

WORKFORCE DIVERSITY CONTINUED	2023	2022	2021	2020
Representation of racial and ethnic groups (U.S.) Continued				
% of People Managers who are American Indian or Alaska Native	0.5%	0.5%	0.6%	0.5%
% of People Managers who identify as two or more races	3.9%	3.6%	3.5%	3.6%
% of Executives (Director+) who are members of traditionally underrepresented racial and ethnic groups	26.1%	25.5%	24.5%	23.5%
% of Executives (Director+) who are Hispanic or Latino	6.2%	5.9%	5.5%	5.4%
% of Executives (Director+) who are Black or African American	5.1%	4.8%	4.8%	4.8%
% of Executives (Director+) who are Native Hawaiian or Other Pacific Islander	0.0%	0.2%	0.2%	0.2%
% of Executives (Director+) who are Asian	11.8%	12.0%	11.4%	10.8%
% of Executives (Director+) who are American Indian or Alaska Native	0.2%	0.2%	0.3%	0.3%
% of Executives (Director+) who identify as two or more races	2.8%	2.4%	2.3%	1.9%
% of Senior Leadership Team (EVP+) who are members of traditionally underrepresented racial and ethnic groups	14.3%	23.5%	18.8%	25%
Representation of veterans, people with disabilities, sexual orientation (U.S.)				
Goal: % progress toward hiring 10,000 veterans and military spouses by end of 2023	101%	86%	69%	-
# employees who self-identify as veterans	2,315	2,839	3,260	3,432
# employees who self-identify as individuals with disabilities	4,724	4,430	4,283	3,294
# employees who self-identify as LGBTQ+	2,623	2,569	2,292	1,621



ESG DATA TABLES CONTINUED

NEW HIRES DIVERSITY DATA	2023	2022	2021	2020
% of new hires who are women	46.3%	46.0%	—	—
% of new hires who are members of traditionally underrepresented racial and ethnic groups	67.1%	67.1%	—	—
% of new hires who are Hispanic or Latino	28.5%	—	—	—
% of new hires who are Black or African American	25.5%	—	—	—
% of new hires who are Native Hawaiian or Other Pacific Islander	0.4%	—	—	—
% of new hires who are Asian	4.4%	—	—	—
% of new hires who are American Indian or Alaska Native	0.9%	—	—	—
% of new hires who identify as two or more races	7.3%	—	—	—
EQUITY IN ACTION	2023	2022	2021	2020
Goal: Achieve all 54 Equity In Action promises by 2025 (% progress)	80%	69%	50%	—
EMPLOYEE RETENTION	2023	2022	2021	2020
# average tenure of permanent employees (years)	6.8	7.5	—	—
LEARNING AND CAREER DEVELOPMENT	2023	2022	2021	2020
# hours employees participated in training (millions)	4.4	5.8	5.4	3.7
\$ amount paid in tuition assistance (millions)	18.3	17.3	20.2	22.4
EMPLOYEE HEALTH, SAFETY, & WELLNESS	2023	2022	2021	2020
% of employees (full and part-time) eligible for health benefits on the first of the month following 30 days of employment	100%	100%	100%	100%
Rate of recordable work-related injuries (per 200,000)	0.27	0.28	0.27	0.28



ESG DATA TABLES CONTINUED

Social — Our Communities

PHILANTHROPIC GIVING AND EMPLOYEE VOLUNTEERING	2023	2022	2021	2020
\$ amount provided in funding and in-kind products and services to support communities (billions)	\$1.5	\$2.2	\$1.9	\$1.0
\$ amount donated by T-Mobile and the T-Mobile Foundation (millions)	\$19.4	\$26.8	\$32.8	\$16.5
\$ amount donated by employees (millions)	\$2.9	\$3.2	\$3.7	\$3.9
\$ amount in disaster relief in-kind support (millions)	\$1.7	\$1.6	\$2.9	\$1.3
# employee volunteer hours	80,745	61,528	52,478	48,536

CONNECTIVITY INITIATIVES

CONNECTIVITY INITIATIVES	2023	2022	2021	2020
Offer connectivity to up to 10 million eligible K-12 students (millions - cumulative since launch)	5.9	5.3	3.2	2.5
\$ amount provided in products and services through Project 10Million and other education initiatives (billions - cumulative since launch)	\$6.4	\$4.8	—	—

Environmental

EMISSIONS (MT CO ₂ e)	2023	2022	2021	2020
Goal: Achieve net-zero emissions across our entire carbon footprint by 2040 (% progress)	30%	20%	—	—
Scope 1 emissions	66,851	97,080	70,350	53,180
Scope 2 emissions (market-based)	0	0	0	1,858,206
Scope 2 emissions (location-based)	2,818,195	2,971,861	2,893,728	2,755,796
Scope 3 emissions	6,188,041	7,168,946	7,263,741	7,033,821
Total Scope 1, 2, and 3 emissions (using market-based Scope 2)	6,254,892	7,266,026	7,334,091	8,945,207
Emissions Intensity (MT CO ₂ e/PB)	126	213	319	471



ESG DATA TABLES CONTINUED

ENERGY	2023	2022	2021	2020
Total energy consumption within the organization (MWh)	7,674,595	8,578,221	8,028,396	7,158,776
Goal: Achieve a 95% reduction in energy consumption (MWh) per petabyte (PB) of data traffic by 2030 from a 2019 baseline (% reduction)	62%	38%	14%	8%
Energy intensity (MWh/PB)	154	252	349	377
Goal: Source renewable energy equivalent to 100% of total electricity usage by 2021 (% progress)	100%	100%	100%	25%
Percentage of energy from grid electricity	97.5%	97.4%	97.2%	96.9%
Percentage of energy supplied from renewable energy	97.5%	97.4%	97.2%	24.4%
PRODUCT LIFECYCLE MANAGEMENT	2023	2022	2021	2020
# of devices processed for reuse or resale and recycling (millions)	10.0	11.7	11.6	7.9
WATER (cubic meters)	2023	2022	2021	2020
Water consumption	813,400	862,142	1,054,583	1,086,662



MATERIAL TOPICS DEFINITIONS

Material Topic	Definition	Material Topic	Definition
Business continuity and network resilience	Developing and implementing risk mitigation, business continuity, and community support strategies to prepare for and respond to a wide range of potential natural and human caused disruptions and to reduce the potential of equipment or software failures from disrupting service. Investing in network enhancements that promote reliability, coverage, and speed.	Emerging technology and product innovation	Promoting responsible innovation or deployment of new or emerging technologies and digital products and services (such as artificial intelligence or Internet of Things) while promoting the respect of human rights.
Climate risk and resilience	Taking clear action to prepare for and manage the negative impacts and risks to the company and customers presented by climate change; reducing the climate impact of the company's operations; adopting adaptation and mitigation strategies across T-Mobile's value chain to manage transition risks; and developing innovative technologies and services that promote long-term sustainability.	Employee attraction, development, and engagement	Attracting, retaining, and developing the best talent through education, training, fair recruitment, and compensation practices; creating an inclusive and engaging culture; and respecting employees' rights to freedom of association.
Community engagement and philanthropy	Engaging with communities to enhance their well-being and livelihoods year-round and supporting them in times of need through disaster relief efforts; promoting employee action to give back and have a positive impact in their communities.	Employee health, wellness, and safety	Providing safe working conditions for employees where exposure to potential health and safety hazards are minimized and their mental well-being is prioritized; promoting programs that emphasize health and wellness.
Cybersecurity	Building a network and environment to facilitate a safe and secure online experience for customers and reducing cyber-related risks through policies, systems, and security controls.	Ethical business practices	Applying fair, transparent, and ethical business standards that govern the strategic and operational management of the business including the actions of its representatives, and relationships with business partners and third parties.
Data protection and privacy	Protecting and responsibly managing consumer and employee personal data; respecting individuals' rights of privacy in the collection, storage, use, and transfer of personal data; providing customers with resources to empower them around their online safety.	Energy use	Implementing energy management strategies for all energy consumed in the company's business operations and value chain to help optimize energy use and reduce GHG emissions.
Digital equity	Promote broadband affordability, availability, and adoption through products, services, and network coverage; supporting digital skills-building and literacy programs to create a more digitally inclusive society.	Executive and Board oversight and accountability	Establishing Board-level and executive structures to responsibly manage, oversee, and direct the company and integrate ESG across the business.
Diversity, equity, and inclusion	Promoting diversity of the company's workforce at all levels, fostering an inclusive workplace culture, and supporting equal opportunity for employees of different backgrounds.	Natural resources and biodiversity	Protecting the biodiversity of our ecosystems and preserving natural resources, such as water, trees, wildlife, and land.
		Product lifecycle management	Promoting programs and initiatives that extend the product lifecycle and reduce the waste of the devices and products the company sells, including providing reuse and recycling opportunities for customers through take-back programs, reducing of plastic and packaging, and responsible end-of-life management.
		Public policy, partnerships, and collaboration	Promoting and advancing environmental sustainability, human rights, and social impact efforts for the company and across the telecom industry through advocacy, lobbying, participation in industry associations, external partnerships, political contributions, and cross-industry collaboration.

**MATERIAL TOPICS DEFINITIONS CONTINUED**

Material Topic	Definition
Responsible marketing	Providing responsible, fair, and transparent communication, promotion and/or selling of products and services to consumers.
Responsible use of products and services	Supporting the safe and responsible use of the company's products and services by customers (including vulnerable groups such as children) and employees to help protect their digital well-being and human rights through safeguards and resources that promote building healthy digital habits.
Sustainable and responsible supply chain	Building a strong, diverse, resilient, and transparent supply chain through responsible and sustainable procurement processes and ongoing supplier engagement that protect and promote the company's ESG values.
Waste and recycling	Reducing the amount of waste generated across the company's operations, supporting efforts that divert more waste from disposal (through repair, reuse, and recycling), and responsibly managing all waste streams. This includes network equipment, IT equipment, and waste from facilities, among other things.

These definitions are used in our double materiality assessment, which is intended to identify and prioritize ESG issues relevant to our business.

Please refer to the [ESG Materiality Assessment & Stakeholder Engagement](#) section of this report for more information.



GRI CONTENT INDEX

The table below includes our responses to relevant GRI disclosures, including select material topics as defined in the GRI framework and identified in collaboration with stakeholders as part of our double materiality assessment.

Disclosure #	Disclosure Topic	2023 Response
General Disclosures		
The Organization and its Reporting Practices		
2-1	Organizational details	<p>Legal name: T-Mobile US, Inc.</p> <p>Nature of ownership and legal form: T-Mobile common stock is traded on The NASDAQ Stock Market LLC under the symbol “TMUS.”</p> <p>Location of headquarters: Bellevue, Washington and Overland Park, Kansas</p> <p>Countries of operation: United States, including Puerto Rico and the U.S. Virgin Islands.</p> <p>For more information, please see T-Mobile's 2023 Form 10-K Part I, pages 5–6</p>
2-2	Entities included in the organization's sustainability reporting	<p>All T-Mobile reporting covers T-Mobile US, Inc.</p> <p>T-Mobile US, Inc. is referred to as “T-Mobile”, “we”, or “our” throughout the Index and Corporate Responsibility Report. The entities included in our ESG reporting align with those included in our annual 10-K and quarterly financial reports. For more information, please visit our financial reporting website.</p>
2-3	Reporting period, frequency, and contact point	<p>Reporting Period: January 1 – December 31, 2023 unless otherwise stated, which is aligned to our financial reporting.</p> <p>Frequency: T-Mobile issues its Corporate Responsibility report on an annual basis</p> <p>Publication Date: June 2024</p> <p>Contact: ESG.Reporting@T-Mobile.com</p>
2-4	Restatements of information	We have one restatement from the fiscal year 2022 reporting period due to a methodology change. The restated 2022 cash giving number is \$26.8M.
2-5	External assurance	Third-party reasonable (Scope 1 and Scope 2) and limited (Scope 3) assurance was provided for T-Mobile's greenhouse gas (GHG) emissions and energy use data for calendar year 2023. See T-Mobile's Assurance Statement on our ESG Reporting Hub for more information.



GRI CONTENT INDEX CONTINUED

Disclosure #	Disclosure Topic	2023 Response
Activities and Workers		
2-6	Activities, value chain, and other business relationships	<p>Our Procurement and Supply organization spends billions of dollars on products, goods, and services annually, procuring everything our company needs to run our business, from hardware and network equipment to software, spectrum assets, and transportation. Engaging with small, medium, and large suppliers across the globe, we work to provide access and opportunities for all our suppliers and grow a robust supply chain that reflects our company's diversity and values.</p> <p>We're a company committed to conducting our business in a socially, environmentally, and economically responsible manner. This commitment extends to our supply chain partners and the goods and services they provide. Our Supplier Code of Conduct and Responsible Sourcing Policy outline the policies and guidelines that govern our supply chain partnerships, and sustainability performance is a contributing factor to how we award contracts.</p> <p>In 2020, we began working with EcoVadis to better evaluate our supply chain across four key areas: environmental, labor and human rights, ethics, and sustainable procurement.</p> <p>In 2023, we achieved an increase of 17%, resulting in 66% of our sourceable spend being assessed by EcoVadis. Additionally, 56% of our sourceable spend is now represented by suppliers who have set greenhouse gas (GHG) reduction targets approved by the Science Based Targets initiative (SBTi). This alignment with SBTi highlights our dedication to collaborating with partners who are equally dedicated to reducing their environmental impact.</p> <p>As we continue to make progress in engaging our suppliers to measure and improve their sustainability performance, we're simultaneously working towards reducing our Scope 3 emissions. During 2023, we proactively encouraged suppliers to increase participation in initiatives such as EcoVadis, SBTi, and the CDP assessments, in addition to encouraging the adoption of renewable energy sources. Through these efforts, we aim to establish a more sustainable and responsible supply chain, while simultaneously reducing our environmental footprint. For more information on emissions reporting across our supply chain, please refer to our most recent CDP Climate Change response on our ESG Reporting Hub.</p>
2-7	Employees	2023 Corporate Responsibility Report: Our People > Diversity, Equity, and Inclusion
2-8	Workers who are not employees	T-Mobile is not able to provide this data, as it is proprietary and confidential.
Governance		
2-9	Governance structure and composition	<p>2023 Corporate Responsibility Report: Our Governance > Corporate Governance and ESG Oversight</p> <p>2024 Proxy Statement: Corporate Governance at T-Mobile > About the Board of Directors; Corporate Governance at T-Mobile > Risk Oversight; Corporate Governance at T-Mobile > Director Nomination, Selection and Qualifications</p>
2-10	Nomination and selection of the highest governance body	2024 Proxy Statement : Corporate Governance at T-Mobile > Director Nomination, Selection and Qualifications
2-11	Chair of the highest governance body	2024 Proxy Statement : Corporate Governance at T-Mobile > About the Board of Directors
2-12	Role of the highest governance body in overseeing the management of impacts	<p>2023 Corporate Responsibility Report: Our Company > ESG Approach; Our Governance > Corporate Governance and ESG Oversight</p> <p>2024 Proxy Statement: Corporate Governance at T-Mobile</p> <p>Nominating and Corporate Governance Committee Charter and Audit Committee Charter on our Governance Documents page.</p>



GRI CONTENT INDEX CONTINUED

Disclosure #	Disclosure Topic	2023 Response
2-13	Delegation of responsibility for managing impacts	2023 Corporate Responsibility Report: Our Company > ESG Approach; Our Governance > Corporate Governance and ESG Oversight; Our People > Diversity, Equity, and Inclusion; Our Planet > Climate and Net-Zero 2024 Proxy Statement : Corporate Governance at T-Mobile > Risk Oversight Nominating and Corporate Governance Committee Charter and Audit Committee Charter on our Governance Documents page .
2-14	Role of the highest governance body in sustainability reporting	The Nominating and Corporate Governance Committee supports the T-Mobile Board of Directors in the oversight of the company's environmental, social, and governance initiatives, progress, and reporting.
2-15	Conflicts of interest	See our Code of Ethics for Senior Financial Officers, Code of Business Conduct, and our Supplier Code of Conduct on our ESG Reporting Hub . 2024 Proxy Statement : Environmental, Social, and Governance Practices > Governance – Doing it the Right Way
2-16	Communication of critical concerns	2023 Corporate Responsibility Report: Our Governance > Ethical Business Practices For additional information see T-Mobile's Nominating and Corporate Governance Committee Charter , Audit Committee Charter , Code of Business Conduct (page 6), Speak Up Policy , and Supplier Code of Conduct .
2-17	Collective knowledge of the highest governance body	T-Mobile provides orientation to our Directors to give them familiarity with the company's business, industry, and corporate governance practices and policies. Additionally, we make available to the Directors continuing education programs that enable them to update and gain new skills in areas including important ESG topics, such as cybersecurity, and the evolving regulatory landscape. 2024 Proxy Statement : Corporate Governance at T-Mobile > Director Nomination, Selection and Qualifications 2023 Corporate Responsibility Report: Our Governance > Corporate Governance and ESG Oversight
2-18	Evaluation of the performance of the highest governance body	2024 Proxy Statement : Corporate Governance at T-Mobile > Annual Board and Committee Evaluations
2-19	Remuneration policies	2024 Proxy Statement : Corporate Governance at T-Mobile > Director Compensation; Executive Compensation
2-20	Process to determine remuneration	2024 Proxy Statement : Corporate Governance at T-Mobile > Director Compensation; Executive Compensation
2-21	Annual total compensation ratio	2024 Proxy Statement : Executive Compensation > Pay Ratio
Strategy, Policies, and Practices		
2-22	Statement of sustainable strategy	2023 Corporate Responsibility Report: CEO Statement
2-23	Policy commitments	2023 Corporate Responsibility Report: Our Governance > Ethical Business Practices For additional information, see our Code of Business Conduct and Supplier Code of Conduct .
2-24	Embedding policy commitments	2023 Corporate Responsibility Report: Our Governance > Ethical Business Practices For additional information, see our Code of Business Conduct and Supplier Code of Conduct .
2-25	Processes to remediate negative impacts	2023 Corporate Responsibility Report: Our Governance > Ethical Business Practices For additional information, see our Code of Business Conduct , Speak Up Policy , and Supplier Code of Conduct .



GRI CONTENT INDEX CONTINUED

Disclosure #	Disclosure Topic	2023 Response
2-26	Mechanisms for seeking advice and raising concerns	2023 Corporate Responsibility Report: Our Governance > Ethical Business Practices For additional information, see our Integrity Line website , Speak Up Policy , and Code of Business Conduct .
2-27	Compliance with laws and regulations	For more information, see the Litigation and Regulatory Matters section starting on page 101 of the 2023 T-Mobile SEC Form 10-K .
2-28	Membership associations	CTIA, Consumer Technology Association (CTA), Competitive Carriers Association (CCA), 5G Americas, Global e-Sustainability Initiative (GeSI), EPA Green Power partnership, GSM Association, RE100
Stakeholder Engagement		
2-29	Approach to stakeholder engagement	2023 Corporate Responsibility Report: ESG Approach > Materiality Assessment and Stakeholder Engagement 2024 Proxy Statement : Environmental, Social, and Governance Practices > Governance – Doing it the Right Way > Stockholder Engagement; Stakeholder Engagement Brief
2-30	Collective bargaining agreements	T-Mobile is committed to recognizing employees' rights to organize, or to refrain from organizing. We abide by both the letter and the spirit of the U.S. National Labor Relations Act (NLRA), under which employees have the right to decide whether to support or not support a union. We train our supervisors on the NLRA, which stipulates the respect for union rights.
Material Topics		
3-1	Process to determine material topics	2023 Corporate Responsibility Report: ESG Approach > Materiality Assessment and Stakeholder Engagement; The Numbers and Small Print > Material Topics Definitions Materiality Assessment and Stakeholder Engagement Brief on our ESG Reporting Hub
3-2	List of material topics	2023 Corporate Responsibility Report: ESG Approach > Materiality Assessment and Stakeholder Engagement; The Numbers and Small Print > Material Topics Definitions Materiality Assessment and Stakeholder Engagement Brief on our ESG Reporting Hub
Topic-Specific Disclosures		
Economic Disclosures		
Material Topic: Digital Equity		
GRI 203: Indirect Economic Impacts (2016)		
3-3	Management of material topics	2023 Corporate Responsibility Report: ESG Approach; Our Communities > Digital Equity; The Numbers and Small Print > Material Topics Definitions
203-1	Infrastructure investments and services supported	2023 Corporate Responsibility Report: Our Communities > Digital Equity
203-2	Significant Indirect Economic Impacts	2023 Corporate Responsibility Report: Our Communities > Digital Equity



GRI CONTENT INDEX CONTINUED

Disclosure #	Disclosure Topic	2023 Response
Environmental Disclosures		
Material Topic: Energy Management		
GRI 302: Energy Management (2016)		
3–3	Management of material topics	2023 Corporate Responsibility Report: ESG Approach; Our Planet > Energy Management; The Numbers and Small Print > Material Topics Definitions T-Mobile's Environmental Policy, Responsible Sourcing Policy, and CDP Climate Change response can all be found on our ESG Reporting Hub .
302–1	Energy consumption within the organization	Total fuel consumption within the organization from non-renewable sources: 691,239 GJ <ul style="list-style-type: none">▪ Fleet diesel: 4,756 GJ▪ Fleet gasoline: 308,571 GJ▪ Jet fuel: 27,461 GJ▪ Stationary diesel: 167,734 GJ▪ Propane: 13,485 GJ▪ Natural gas: 169,230 GJ Total fuel consumption within the organization from renewable sources: 0 GJ In joules, watt-hours or multiples, the total: 7,482,584 MWh or 26,937,302 GJ <ul style="list-style-type: none">▪ Electricity consumption: 7,482,584 MWh▪ Heating consumption: 0 MWh▪ Cooling consumption: 0 MWh▪ Steam consumption: 0 MWh In joules, watt-hours or multiples, the total: <ul style="list-style-type: none">▪ Electricity sold: 0 MWh▪ Heating sold: 0 MWh▪ Cooling sold: 0 MWh▪ Steam sold: 0 MWh Total energy consumption within the organization, in joules or multiples: 27,628,541 GJ: <ul style="list-style-type: none">▪ Total fuel consumption from non-renewable sources: 691,239 GJ▪ Total fuel consumption from renewable sources: 0 GJ▪ Total electricity consumption: 26,937,302 GJ



GRI CONTENT INDEX CONTINUED

Disclosure #	Disclosure Topic	2023 Response
302-1 (continued)	Energy consumption within the organization (continued)	<p>Standards, methodologies, assumptions, and/or calculation tools used:</p> <p>Energy consumption data is collected, calculated, and reported in accordance with the GHG Protocol and T-Mobile's standard procedures and guidelines for sustainability reporting. All energy consumption data is verified annually by an independent third party to the International Standard on Assurance Engagements (ISAE) 3000 (Revised) standard.</p> <p>All energy consumption that is designated to be within T-Mobile's operational control is included. Most data is historical in nature and based on primary data. Estimation methodologies are used for a small number of sites where primary data is not available.</p> <p>Source of the conversion factors used:</p> <p>Publicly available conversion factors from the U.S. Environmental Protection Agency (EPA) and the International Panel on Climate Change (IPCC) are used to convert from the native unit of measure (gallons or mmBTU) to MWh. Standard and recognizable conversion factors are used to convert from MWh to GJ (x * 3.600).</p> <p>Conversions:</p> <ul style="list-style-type: none">▪ U.S. EPA Center for Corporate Climate Leadership: "Emission Factors for Greenhouse Gas Inventories", (2020)▪ IPCC: "2006 IPCC Guidelines for National Greenhouse Gas Inventories", (2006) <p>For more information, please refer to our latest CDP Climate Change response and third-party Assurance Statement on our ESG Reporting Hub.</p>
302-2	Energy consumption outside of the organization	<p>Energy consumption outside of the organization, in joules or multiples: 11,915,172 GJ</p> <p>Standards, methodologies, assumptions, and/or calculation tools used:</p> <p>Downstream customer energy consumption data is estimated based on device-specific LCA data and in accordance with the GHG Protocol Corporate Value Chain (Scope 3) Standard.</p> <p>Source of the conversion factors used:</p> <p>Standard and recognizable conversion factors are used to convert from MWh to GJ (x * 3.600).</p>
302-3	Energy intensity	<p>Energy intensity ratio for the organization: 154.4 MWh/PB</p> <p>Organization-specific metric (the denominator) chosen to calculate the ratio: Total petabytes (PB) of network traffic for calendar year 2023</p> <p>Types of energy included in the intensity ratio; whether fuel, electricity, heating, cooling, steam, or all: All energy in MWh</p> <p>Whether the ratio uses energy consumption within the organization, outside of it, or both: Within the organization</p> <p>For more information, please refer to our latest CDP Climate Change response on our ESG Reporting Hub.</p>



GRI CONTENT INDEX CONTINUED

Disclosure #	Disclosure Topic	2023 Response
302-4	Reduction of energy consumption	<p>Amount of reductions in energy consumption achieved as a direct result of conservation and efficiency initiatives, in joules or multiples: 584,831 GJ</p> <p>Types of energy included in the reductions; whether fuel, electricity, heating, cooling, steam, or all: Electricity</p> <p>Basis for calculating reductions in energy consumption, such as base year or baseline, including the rationale for choosing it: The energy consumption in the year prior to the implementation of the conservation and efficiency initiatives is used as the baseline.</p> <p>Standards, methodologies, assumptions, and/or calculation tools used: Energy reduction data is collected, calculated, and reported in accordance with the most recent CDP Climate Change Reporting Guidance for Emissions Reduction Initiatives (C4.3).</p> <p>For more information, please refer to our latest CDP Climate Change response on our ESG Reporting Hub.</p>
Material Topic: Natural Resource Management and Conservation		
GRI 303: Water and Effluents (2018)		
3-3	Management of material topics	<p>2023 Corporate Responsibility Report: ESG Approach; Our Planet > Natural Resources and Waste; The Numbers and Small Print > Material Topics Definitions</p> <p>T-Mobile's Environmental Policy, Responsible Sourcing Policy, and CDP Climate Change response can all be found on our ESG Reporting Hub.</p>
303-1	Interactions with water as a shared resource	<p>How our organization interacts with water:</p> <p>For direct operations, T-Mobile uses domestic water in data centers, call centers, offices, stores, switches, and warehouses. Some network sites are required to maintain lawn irrigation on the premises. Water withdrawal and discharge occurs through the different municipal systems in the United States.</p> <p>Approach used to identify water-related impacts:</p> <p>We're collaborating with industry groups to identify any commodities, materials, components, products, services, and activities in our value chain that impact water quality and supply, and conduct due diligence on the source, supply chain, and geographic locations to take necessary action based in the latest science.</p> <p>How water-related impacts are addressed:</p> <p>As outlined by our Responsible Sourcing Policy, we understand that rising water consumption, climate change, and water pollution are increasing stresses on global water quality and supply. Companies are expected to identify any commodities, materials, components, products, services, and activities that impact water quality and supply and conduct due diligence on the source, supply chain, and geographic locations. In addition, companies shall understand how they impact and depend on water and take the necessary action for sustainable water use. Suppliers are encouraged to look to the Science Based Targets Network (SBTN), Alliance for Water Stewardship, and CEO Water Mandate for guidance.</p> <p>Process for setting water-related goals and targets:</p> <p>As part of the Science Based Target Network (SBTN) Corporate Engagement Program, we collaborate with other organizations on developing methods and tools to set science-based targets for nature, including water use targets. We're following the steps of 1) assessing impacts, 2) interpretation of data and prioritization of locations, 3) baseline and data collection, target setting, and disclosure, 4) action to meet targets, and 5) monitoring, verifying, and reporting progress over time.</p>



GRI CONTENT INDEX CONTINUED

Disclosure #	Disclosure Topic	2023 Response
303-2	Management of water discharge related impacts	Water discharge occurs through the different municipal systems in the United States. We follow all local municipal wastewater treatment protocols for domestic water discharge from our facilities.
303-5	Water consumption	In 2023, T-Mobile used 813,400 cubic meters (m^3) or 813.4 megaliters (ML) of water. This includes the municipal water withdrawal that we're directly billed for in our buildings (call centers, offices, retail stores, switches, warehouses), and some network sites with irrigation.
Material Topic: Greenhouse Gas Emissions and Climate Change		
GRI 305: Emissions (2016)		
3-3	Management of material topics	2023 Corporate Responsibility Report: ESG Approach; Our Planet > Climate and Net-Zero; The Numbers and Small Print > Material Topics Definitions T-Mobile's Environmental Policy, Responsible Sourcing Policy, and CDP Climate Change response can all be found on our ESG Reporting Hub .
305-1	Direct (Scope 1) GHG emissions	Gross direct (Scope 1) GHG emissions in metric tons of CO ₂ equivalent: 66,851 MT CO ₂ e Gases included in the calculation: CO ₂ , CH ₄ , N ₂ O, HFCs Biogenic CO ₂ emissions in metric tons of CO ₂ equivalent: 0 MT CO ₂ e Base year for the calculation: 2020 <ul style="list-style-type: none">▪ The rationale for choosing it: 2020 is the year of the T-Mobile and Sprint merger and is the base year of the combined company's Science Based Targets.▪ Emissions in the base year: 53,180 MT CO₂e▪ The context for any significant changes in emissions that triggered recalculations of base year emissions: No recalculations have occurred. Source of the emission factors and the global warming potential (GWP) rates used, or a reference to the GWP source: Publicly available emission factors and global warming potential values from the U.S. Environmental Protection Agency (EPA) and the International Panel on Climate Change (IPCC) are used to convert from the native unit of measure (gallons, mmBTU, or MWh) to MT CO ₂ e. Emission factors: <ul style="list-style-type: none">▪ U.S. EPA Center for Corporate Climate Leadership: "Emission Factors for Greenhouse Gas Inventories", (2022)▪ 100-year Global Warming Potential values:▪ IPCC: "Fifth Assessment Report (AR5)", (2014) Consolidation approach for emissions: Operational control Standards, methodologies, assumptions, and/or calculation tools used: Scope 1 emissions data is collected, calculated, and reported in accordance with the GHG Protocol and T-Mobile's standard procedures and guidelines for sustainability reporting. All Scope 1 emissions data is verified annually by an independent third party. All Scope 1 emissions from sources designated to be within T-Mobile's operational control are included. All data is historical in nature and based on primary data. For more information, please refer to our latest CDP Climate Change response on our ESG Reporting Hub .



GRI CONTENT INDEX CONTINUED

Disclosure #	Disclosure Topic	2023 Response
305-2	Energy indirect (Scope 2) GHG emissions	<p>Gross location-based energy indirect (Scope 2) GHG emissions in metric tons of CO₂ equivalent: 2,818,195 MT CO₂e</p> <p>Gross market-based energy indirect (Scope 2) GHG emissions in metric tons of CO₂ equivalent: 0 MT CO₂e</p> <p>Gases included in the calculation: CO₂, CH₄, N₂O</p> <p>Base year for the calculation: 2020</p> <ul style="list-style-type: none">▪ The rationale for choosing it: 2020 is the year of the T-Mobile and Sprint merger and is the base year of the combined company's Science Based Targets.▪ Emissions in the base year: Location-Based: 2,755,796 MT CO₂e, Market-Based: 1,858,206 MT CO₂e▪ The context for any significant changes in emissions that triggered recalculations of base year emissions: No recalculations have occurred. <p>Source of the emission factors and the global warming potential (GWP) rates used, or a reference to the GWP source: Publicly available emission factors and global warming potential values from the U.S. Environmental Protection Agency (EPA) and the International Panel on Climate Change (IPCC) are used to convert from the native unit of measure (MWh) to MT CO₂e.</p> <p>Emission factors:</p> <ul style="list-style-type: none">▪ U.S. EPA: "Emissions & Generation Resource Integrated Database (eGRID) Summary Tables 2020", (2022)▪ 100-year Global Warming Potential values:▪ IPCC: "Fifth Assessment Report (AR5)", (2014) <p>Consolidation approach for emissions: Operational control</p> <p>Standards, methodologies, assumptions, and/or calculation tools used: Scope 2 emissions data is collected, calculated, and reported in accordance with the GHG Protocol and T-Mobile's standard procedures and guidelines for sustainability reporting. All Scope 2 emissions data is verified annually by an independent third-party.</p> <p>All Scope 2 emissions from sources designated to be within T-Mobile's operational control are included. Most data is historical in nature and based on primary data. Estimation methodologies are used for a small number of sites where primary data is not available.</p> <p>For more information, please refer to our latest CDP Climate Change response on our ESG Reporting Hub.</p>



GRI CONTENT INDEX CONTINUED

Disclosure #	Disclosure Topic	2023 Response
305-3	Other indirect (Scope 3) GHG emissions	<p>Gross other indirect (Scope 3) GHG emissions in metric tons of CO₂ equivalent: 6,188,041 MT CO₂e</p> <p>Gases included in the calculation: CO₂, CH₄, N₂O</p> <p>Biogenic CO₂ emissions in metric tons of CO₂ equivalent: 0 MT CO₂e</p> <p>Other indirect (Scope 3) GHG emissions categories and activities included in the calculation:</p> <ul style="list-style-type: none">▪ Purchased goods and services▪ Capital goods▪ Fuel and energy related activities▪ Upstream transportation and distribution▪ Waste generated in operations▪ Business travel▪ Employee commuting▪ Downstream transportation and distribution▪ Use of sold products▪ End-of-life treatment of sold products <p>Base year for the calculation: 2020</p> <ul style="list-style-type: none">▪ The rationale for choosing it: 2020 is the year of the T-Mobile and Sprint merger and is the base year of the combined company's Science Based Targets.▪ Emissions in the base year: 7,033,821 MT CO₂e▪ The context for any significant changes in emissions that triggered recalculations of base year emissions: No recalculations have occurred. <p>Source of the emission factors and the global warming potential (GWP) rates used, or a reference to the GWP source: A mix of publicly available and internal emission factors are used to convert from the various native units of measure to MT CO₂e. Supplier-specific emission factors are collected on a unit volume and revenue basis and are used whenever possible.</p> <p>Emission Factors:</p> <ul style="list-style-type: none">▪ U.S. EPA: "Emissions & Generation Resource Integrated Database (eGRID) Summary Tables 2021", (2023)▪ Ecoinvent: "Version 3.9.1", (2013–2021)▪ CDP Supply Chain: Supplier-specific emission factors, (2022) <p>100-year Global Warming Potential values:</p> <ul style="list-style-type: none">▪ IPCC: "Fifth Assessment Report (AR5)", (2014)



GRI CONTENT INDEX CONTINUED

Disclosure #	Disclosure Topic	2023 Response
305-3 (continued)	Other indirect (Scope) GHG emissions (continued)	<p>Standards, methodologies, assumptions, and/or calculation tools used: Scope 3 emissions data is collected, calculated, and reported in accordance with the GHG Protocol and T-Mobile's standard procedures and guidelines for sustainability reporting. All Scope 3 emissions data is verified annually by an independent third party.</p> <p>Most Scope 3 data is historical in nature and based and based on primary data or expenditure data. Estimation methodologies based on internal studies and data are used for some Scope 3 calculations where primary data is not available.</p> <p>For more information, please refer to our latest CDP Climate Change response on our ESG Reporting Hub.</p>
305-4	GHG emissions intensity	<p>GHG emissions intensity ratio for the organization: 125.9MT CO₂e/PB</p> <p>Organization-specific metric (the denominator) chosen to calculate the ratio: Total petabytes (PB) of network traffic for calendar year 2023</p> <p>Types of GHG emissions included in the intensity ratio: Scope 1, Scope 2 (market-based), Scope 3</p> <p>Gases included in the calculation: CO₂, CH₄, N₂O, HFCs</p> <p>For more information, please refer to our latest CDP Climate Change response on our ESG Reporting Hub.</p>
305-5	Reduction of GHG emissions	<p>GHG emissions reduced as a direct result of reduction initiatives, in metric tons of CO₂ equivalent: 706,205 MT CO₂e</p> <p>Gases included in the calculation: CO₂, CH₄, N₂O</p> <p>Base year or baseline, including the rationale for choosing it: The GHG emissions in the year prior to the implementation of the reduction initiatives is used as the baseline.</p> <p>Scopes in which reductions took place; whether direct (Scope 1), energy indirect (Scope 2), and/or other indirect (Scope 3): Indirect Scope 2 and Indirect Scope 3</p> <p>Standards, methodologies, assumptions, and/or calculation tools used: GHG emissions reduction data is collected, calculated, and reported in accordance with the GHG Protocol and the most recent CDP Climate Change Reporting Guidance for Emissions Reduction Initiatives (C4.3).</p> <p>For more information, please refer to our latest CDP Climate Change response on our ESG Reporting Hub.</p>
Material Topic: Waste and Recycling		
GRI 306: Waste (2020)		
3-3	Management of material topics	<p>2023 Corporate Responsibility Report: ESG Approach; Our Planet > Natural Resources and Waste</p> <p>The Numbers and Small Print > Material Topics Definitions</p> <p>T-Mobile's Environmental Policy, Responsible Sourcing Policy, and CDP Climate Change response can all be found on our ESG Reporting Hub.</p>
306-1	Waste generation of significant waste-related impacts	<p>T-Mobile manages its operational waste in an environmentally responsible manner, including MSW, regulated waste, shred paper, and electronic waste.</p> <p>We manage impacts related to waste generated in our own activities. Please see our Environmental Policy for additional information.</p>



GRI CONTENT INDEX CONTINUED

Disclosure #	Disclosure Topic	2023 Response
306-2	Management of significant waste-related impacts	<p>Universal Regulated Waste: T-Mobile works with a single national vendor to provide universal regulated waste collection across the company. This includes collection for dry cell batteries, bulbs, ballasts, aerosol cans, and some small electronics. All corporate owned retail stores have regulated waste collection centers on-site to ensure accessible collection. Employees and contractors at other locations can also request vendor universal regulated waste collection supplies from a T-Mobile internal web portal.</p> <p>Document Shredding: T-Mobile provides secure document shredding at retail and commercial real estate offices. For employees at our Overland Park, Kansas offices, shred paper collection events are held monthly at no charge to employees.</p> <p>E-waste: T-Mobile works to responsibly manage electronic waste across our operations, which includes IT and network equipment. We also provide opportunities for customers to responsibly dispose of their devices. Our device recycling and reuse program aims to recover devices, such as phones, smartwatches, tablets, hotspots, and IoT items.</p> <p>Municipal Solid Waste: Trash and recycling services are provided at our buildings according to local regulations and guidelines outlined by building owners.</p> <p>Hazardous waste: T-Mobile works with select vendors to responsibly manage hazardous waste and dispose of it in accordance with applicable laws and regulations.</p> <p>Third-party waste management and oversight processes:</p> <p>T-Mobile works with a third-party waste diversion consultant to optimize recycling best practices. In addition, the third-party waste diversion consultant audits service provided by our two national haulers to right-size those services and validate they match the contracted agreement.</p> <p>Processes used to collect and monitor waste-related data:</p> <p>We receive waste reports from select vendors, including national haulers and recyclers for select waste streams.</p>
306-3	Waste generated	<p>Total waste generated: 40,522.2 metric tons (MT)</p> <ul style="list-style-type: none">▪ Municipal Solid Waste: 13,258▪ Hazardous & Non-hazardous Waste: 41▪ Compost: 188.4▪ Mixed Recyclables & Regulated Waste: 7,547.7▪ Paper Shred: 31.8▪ IT Equipment: 423.3▪ Network Equipment: 18,790.7▪ Handsets and Tablets: 1.7



GRI CONTENT INDEX CONTINUED

Disclosure #	Disclosure Topic	2023 Response
306-4	Waste diverted from disposal	<p>Total waste diverted from disposal: 26,947 metric tons (MT)</p> <ul style="list-style-type: none">▪ Mixed recyclables & regulated waste: 7,519.6▪ Paper shred to be recycled: 31.8▪ IT equipment to be recycled or resold: 423.3▪ Network equipment to be recycled, resold, or repaired: 18,970.7▪ Handsets & tablets to be recycled or resold: 1.7
306-5	Waste directed to disposal	<p>Total waste directed to disposal: 13,386.8 metric tons (MT)</p> <ul style="list-style-type: none">▪ Municipal Solid Waste: 13,345.8▪ Hazardous & Non-hazardous Waste: 41 <p>T-Mobile generated approximately 13,386.8 metric tons of non-diverted waste, largely consisting of municipal solid waste and a limited amount (approximately 0.3%) of non-hazardous and hazardous waste responsibly managed by approved vendors in accordance with applicable laws and regulations.</p>
Social Disclosures		
Material Topic: Health, Safety, and Wellness		
GRI 403: Occupational Health And Safety (2018)		
3-3	Management of material topics	<p>2023 Corporate Responsibility Report: ESG Approach > Materiality Assessment and Stakeholder Engagement; Our People > Employee Health, Wellness, and Safety; The Numbers and Small Print > Material Topics Definitions</p> <p>T-Mobile's Environmental, Health, and Safety (EHS) Policies and Standards apply to all T-Mobile operations and subsidiaries.</p> <p>At T-Mobile, we work hard to reduce workplace hazards, comply with all applicable environmental, health, and safety regulations, and implement sustainable business practices. Underpinning our commitment to maintain a safe and healthy workplace and to minimize the impact of business operations on the environment, is our Environmental, Health, and Safety (EHS) program. Our EHS program includes current EHS Policies and Standards within a Company EHS Management System that apply to all T-Mobile operations and subsidiaries.</p> <p>Material Topics Definitions</p>
403-1	Occupational health and safety management system	<p>T-Mobile's EHS Management System is a set of interrelated programs and policies designed to implement, operate, monitor, and improve standards and processes that ensure ongoing compliance and to reduce workplace hazards and environmental impacts. T-Mobile's EHS Management System is aligned to International Standard Organization (ISO) 14001 (Environmental Management Systems) and ISO 45001 (Occupational Health and Safety Management Systems).</p>



GRI CONTENT INDEX CONTINUED

Disclosure #	Disclosure Topic	2023 Response
403-2	Hazard identification, risk assessment, and incident investigation	<p>The EHS team is comprised of experienced professionals who develop, coordinate implementation, monitor, review, and maintain EHS programs to reduce workplace hazards and environmental impacts. The EHS team is overseen by executive leadership and works closely with business units and supervisors across the company to ensure integration of EHS requirements and ongoing reporting of EHS activities. T-Mobile's EHS program outlines hazard prevention requirements and controls, emergency response plans, medical assistance protocols, awareness and training requirements, and the process for incident reporting and investigations.</p> <p>All EHS-related incidents must be reported via an appropriate mechanism (e.g., the EHS email box, EHS hotline, or the incident management system) according to the Code of Business Conduct. For more information, please contact safety@t-mobile.com.</p> <p>All unsafe conditions are to be immediately reported to management. Employees can phone concerns to the 24/7 EHS Helpline at 877-604-7233 or email them to safety@t-mobile.com.</p> <p>Work related incidents are filed by site management in T-Mobile's incident reporting system, which is administered by a third-party company called Aurora. A detailed description of the incident is sent to applicable T-Mobile work groups, and Environmental, Health, and Safety (EHS). After receipt of the incident report, the regional EHS Senior Program Manager will investigate the root cause of the incident and work with the appropriate T-Mobile groups to address the hazard.</p> <p>All reported incidents, regardless if an injury occurred, are tracked and analyzed on a monthly basis by an EHS Program Manager and then shared with the entire EHS team. Depending on this trending, as well as the findings from the approximately 100 EHS site assessments that are conducted annually, revisions or improvements to the occupational health and safety management system are made. These improvements could include the creation and distribution of a timely safety bulletin, the need to create or revise an EHS training course, an update to the EHS Sharepoint site, or educating employees on how to avoid these risks on a safety committee call.</p>
403-3	Occupational health services	<p>The EHS team partners with line of business leadership to manage EHS risk across the enterprise and to ensure implementation of applicable EHS enterprise programs. This includes program development, change management, regulatory updates, site assessments, training, incident investigation, metric development and reporting, and interfacing with regulators. The EHS team identifies gaps and implements programs needed to ensure ongoing compliance and continuous improvement of the EHS Management System.</p> <p>The EHS team also works with Safety Lead Employees, who are responsible for the implementation and management of EHS enterprise programs that apply to their lines of business, and Site Leads, who manage EHS processes and procedures at their sites, implement EHS enterprise programs, communicate EHS program information, and review EHS issues with the local Safety Committee. Supervisors are responsible for EHS program adherence for their area of authority. T-Mobile maintains a centralized electronic repository for companywide access to EHS program documents.</p>
403-4	Worker participation, consultation, and communication of occupational health and safety	<p>T-Mobile maintains a centralized electronic repository for companywide access to EHS program documents.</p> <p>All T-Mobile employees receive Company Safety Training and Enterprise Emergency Procedures. In addition, T-Mobile requires training and instruction on general and job-specific EHS practices as appropriate.</p> <p>In addition, safety committees are formed for any non-retail facility with more than ten employees in order to provide a forum to regularly discuss and address local workplace hazards, reduce workplace EHS risks, and promote health and safety awareness. For facilities with less ten or less employees, the senior manager at the facility includes EHS issues as a recurring topic during staff meetings.</p>



GRI CONTENT INDEX CONTINUED

Disclosure #	Disclosure Topic	2023 Response
403-5	Worker training on occupational health and safety	<p>All T-Mobile employees receive Company Safety Training and Enterprise Emergency Procedures. In addition, T-Mobile requires training and instruction on general and job-specific EHS practices as appropriate, which includes:</p> <ul style="list-style-type: none">▪ New job assignment EHS training;▪ EHS training for whenever new substances, processes, procedures, or equipment are introduced to the workplace and present a new hazard;▪ EHS training for whenever the facility is made aware of a new or previously unrecognized hazard;▪ Manager-led instruction for employees under their direction that includes the safety and health hazards to which they may be exposed;▪ First aid, cardiopulmonary resuscitation (CPR), and bloodborne pathogen certification training for all telecommunications field workers; and▪ Other training as required to ensure that the health and welfare of employees (e.g., ladder training, fire extinguisher, etc.).
403-6	Promotion of worker health	<p>2023 Corporate Responsibility Report: Our People > Health, Safety, and Wellness</p> <p>Please read about our benefits on our Benefits page.</p>
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	<p>T-Mobile has a well-defined Vendor Safety Program, which works to ensure more than 1,000 key vendors have the proper health and safety programs in place to prevent workplace incidents while doing work on behalf of T-Mobile. All such programs must be uploaded into a third-party database, and key safety metrics from the past three years are entered, and then reviewed by the EHS team. If vendors do not meet T-Mobile's criteria, they are not authorized to do work on T-Mobile's behalf.</p> <p>With guidance from our internal team that oversees our Vendor Safety Program, a leading third-party contractor safety vendor ("safety contractor") confirms that field service suppliers that perform construction, installation, maintenance, and repair work at our network locations have the proper health and safety programs in place to prevent workplace incidents while doing work on behalf of T-Mobile.</p> <p>Key elements of our Vendor Safety Program for these suppliers include:</p> <ul style="list-style-type: none">▪ We require that all field service suppliers that we contract with include specific contract language to address safety issues, including commitments to (a) adhering to industry standards for tower crew safety and tower climbing and (b) ensuring a minimum percentage of tower climbers are certified by the National Wireless Safety Alliance (NWSA). All tower climbers are required to be trained before doing any climbing activity. T-Mobile strives to work with field service suppliers to increase the percentage of certified workers and to focus on best practices and driving continual improvement.▪ We use our safety contractor to perform safety vetting pre-qualifications. Potential field service suppliers are required to enroll in the safety contractor's system and comply with relevant requirements, including completing safety questionnaires and attesting to meet NWSA credential requirements. In accordance with industry standards, the safety contractor then conducts audits of potential suppliers' tower safety programs, based on safety manual and other related documents that cover tower climber safety and crane operations. Our safety contractor also performs an insurance verification on every potential field service supplier, including workers' compensation.



GRI CONTENT INDEX CONTINUED

Disclosure #	Disclosure Topic	2023 Response
403-7 (continued)	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships (continued)	<ul style="list-style-type: none">Our safety contractor maintains ongoing monitoring of the field service suppliers. Annual updates by the field service suppliers are required and reviewed by the safety contractor. Such updates include information relating to Occupational Safety and Health Administration (OSHA) injury and illness logs, OSHA citations, if any, and Experience Modification Rate (EMR)-workers' compensation experience rating. In addition, field service suppliers are required to submit their written safety programs to the safety contractor every three years for review and update annually. Among other things, information requested include the percentage of work that is subcontracted out, how the field service suppliers select their subcontractors and the list of the subcontractors used on T-Mobile projects.All field service suppliers receive T-Mobile's Supplier Code of Conduct (the "Code") and must agree to comply with the Code. The Code, which is also available on our Investors Relations website, includes T-Mobile's Integrity Line number (866-577-0575) that anyone, including tower climbers, can contact to share concerns or complaints about safety. The hotline is managed by an independent third-party. T-Mobile does not tolerate retaliation against any person who, in good faith, reports on safety concerns or other issues.We systematically investigate and audit vendor safety incidents and near misses. Corrective action plans are required before any field service suppliers is allowed to resume tower work. Stand downs or contract terminations can result from unsafe acts by the suppliers.
403-8	Workers covered by occupational health and safety system	T-Mobile has an occupational safety and health management system that covers all employees in the company. Additionally, T-Mobile's Bellevue Headquarters is certified to the ISO 45001 2018 Standard, which can be found on our ESG Reporting Hub .
403-9	Work-related injuries	<p>For T-Mobile employees:</p> <p>The number of fatalities: 0</p> <p>The rate of fatalities: 0</p> <p>The number and rate of high-consequence work-related injuries (excluding fatalities): 5 and 0.008 per 200,000 hours worked</p> <p>The number and rate of recordable work-related injuries: 155 and 0.27 per 200,000 hours worked</p> <p>The main types of work-related injury: Slips/trips/falls, struck against/by object, and strains/sprains</p> <p>The number of hours worked: 114,998,719 hours</p> <p>For all workers who are not employees but whose work and/or workplace is controlled by the organization: Such figures for non-T-Mobile employees are not tracked as T-Mobile is not a controlling entity for on-site safety. In addition, T-Mobile employees are not authorized for high-risk/high-consequence tasks. All such tasks (such as tower climbing, high voltage electrical work) would be completed by a qualified third-party entity that is evaluated holistically by T-Mobile's Contractor Safety Program.</p> <p>Whether the rates have been calculated based on 200,000 or 1,000,000 hours worked: 200,000 hours worked.</p> <p>Whether and, if so, why any workers have been excluded from this disclosure, including the types of worker excluded: No exclusions of T-Mobile employees.</p>
403-10	Work-related ill health	<p>Number of fatalities as a result of work-related ill health: 0</p> <p>Number of cases of recordable work-related ill health: 2</p> <p>Main types of work-related ill health: Heat stress</p>



GRI CONTENT INDEX CONTINUED

Disclosure #	Disclosure Topic	2023 Response
Material Topic: Employee Engagement, Learning, and Development		
GRI 404: Training and Education (2016)		
3-3	Management of material topics	2023 Corporate Responsibility Report: ESG Approach; Our People > Learning and Career Development; The Numbers and Small Print > Material Topics Definitions
404-1	Average hours of training per year per employee	Employees participated in over 4.4 million hours of training. This number includes only those trackable training hours completed in a formal Learning Management System by all T-Mobile full- and part-time employees.
404-2	Programs for upgrading employee skills and transition assistance programs	2023 Corporate Responsibility Report: Our People > Learning and Career Development
404-3	Percentage of employees receiving regular performance and career development reviews	<p>Our approach to performance management is to empower everyone on Team Magenta to own their career and skill growth year-round. Employees and managers are encouraged to initiate performance and development conversations anytime and to collaborate to establish clarity and direction for current roles and career development. We recommend that ALL permanent employees and managers engage in and document ongoing feedback conversations about goals/expectations, development, and investment.</p> <p>Moreover, employees create performance goals and individual development plans, each year, with the guidance of their leaders, which are tracked in our internal HR systems. Continuous performance and individual development conversations help make growth a priority throughout the year. This process culminates in annual compensation reviews as well as bonus decisions and year-end discussions.</p>
Material Topic: Employee Diversity (Equity and Inclusion)		
GRI 405: Diversity and Equal Opportunity (2016)		
3-3	Management of material topics	2023 Corporate Responsibility Report: ESG Approach; Our People > Diversity, Equity, and Inclusion; Employee Attraction and Retention; Learning and Career Development; The Numbers and Small Print > Material Topics Definitions Our Human Rights Statement, Supplier Code of Conduct, and information about equal employment opportunity can be found on our ESG Reporting Hub .
405-1	Diversity of governance bodies and governance	<ul style="list-style-type: none">▪ 3 women (21.4%)▪ 5 people who belong to a traditionally underrepresented racial/ethnic group (35.7%)▪ Percent between 30–50 years old: 7.1%▪ Percent above 50 years old: 92.9%
	Diversity of employees	2023 Corporate Responsibility Report: Our People >Diversity, Equity, and Inclusion



GRI CONTENT INDEX CONTINUED

Disclosure #	Disclosure Topic	2023 Response
Material Topic: Public Policy		
GRI 415: Political Contribution (2016)		
3–3	Management of material topics	2023 Corporate Responsibility Report: ESG Approach > Materiality Assessment and Stakeholder Engagement; Our Governance > Ethical Business Practices; The Numbers and Small Print > Material Topics Definitions
415–1	Political contribution	T-Mobile voluntarily publishes an annual Political Engagement Report that covers corporate political contributions, employee political action committee (PAC) contributions, lobbying, contributions to tax-exempt organizations, and our trade association memberships. This report can be found on our ESG Reporting Hub and related governance documents can be found on our Governance Documents page .
Material Topic: Digital Security and Privacy		
GRI 418: Customer Privacy (2016)		
3–3	Management of material topics	2023 Corporate Responsibility Report: ESG Approach; Our Governance > Data Protection and Privacy; The Numbers and Small Print > Material Topics Definitions
418–1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	T-Mobile does not report on all complaints concerning customer privacy or data loss. As required by FCC rules, T-Mobile has implemented policies and procedures to capture and investigate customer complaints made through various company business channels (e.g., customer care, retail, Web, etc.) concerning alleged unauthorized release of Customer Proprietary Network Information (CPNI). We report information on both substantiated and unsubstantiated complaints annually to the FCC in a public filing available from T-Mobile or from the FCC's website under Docket 06–36. For 2023, that filing reported a total of 278 complaints concerning CPNI (some of which were determined not to be substantiated).



SASB CONTENT INDEX

The table below references the SASB Standard for the Telecommunications industry, as defined by SASB's Sustainable Industry Classification System.

Topic	SASB Code	Requested Metric	2023 response
Environmental Footprint of Operations	TC-TL-130a.1	(1) Total energy consumed	27,628,541 GJ Total energy consumed is calculated based on emissions sources included in Scope 1 and 2 GHG emissions. For a full list of fuel sources, please see GRI 302-1. For more information, please refer to our Independent Assurance Statement on our ESG Reporting Hub .
	TC-TL-130a.2	(2) Percentage grid electricity	97.5% Percentage grid electricity is calculated as total electricity consumed as purchased from the grid (and reported for Scope 2 GHG emissions) divided by total energy consumed.
	TC-TL-130a.3	(3) Percentage renewable	97.5% Percentage renewable electricity is calculated as total renewable electricity generated on-site or purchased in the form of renewable energy credits divided by total energy consumed.



SASB CONTENT INDEX CONTINUED

Topic	SASB Code	Requested Metric	2023 response
Data Privacy	TC-TL-220a.1	Description of policies and practices relating to behavioral advertising and customer privacy	<p>The T-Mobile Privacy Center houses our Privacy Notices about our privacy practices for consumers. Here, consumers can find the choices they have over the use of their personal data and our Privacy Notice describing what data we collect, how it is used, when it is shared, how we retain and protect it, and other privacy safeguards.</p> <p>Please see the T-Mobile Privacy Notice for:</p> <ul style="list-style-type: none">▪ how the company collects, uses, shares, and protects customer's personal data;▪ additional information on the types of data collected and which programs individuals can opt-in and out-of;▪ which types of data are used internally and under which circumstances we may sell or share data to third parties; and▪ more information on how we retain and secure data. <p>The T-Mobile Privacy Center gives consumers easy to access information concerning targeted advertising and their choices. This includes the choices consumers have over the use of their personal data for relevant advertising and data analytics and reporting. For more information see our articles on Analytics & Reporting and Personalized Ads & Offers.</p> <p>T-Mobile has policies and practices in place for data handling and to govern the data lifecycle including the use of Privacy by Design principles and processes to evaluate new projects using Privacy Impact Assessments. T-Mobile further has policies and practices in place to maintain the security of data through submission of Cybersecurity Service Requests (CSR). T-Mobile also conducts an extensive data inventory of its systems.</p> <p>We don't knowingly collect data from or about children without the permission of their parent or guardian. When we do collect that data, we might do it directly, like when you sign up for a service. We might also collect it automatically if your child uses the products or services we offer. Please see our Children's Privacy Notice for more information.</p>
	TC-TL-220a.2	Number of customers whose information is used for secondary purposes	The number of customers whose information is used for secondary purposes varies by product, and is dynamic over time, as consumers may opt out of many of these uses. We publicly disclose information on how we use personal data in our Privacy Notice , the choices we offer with respect to those uses, and publish the number of requests we've received to opt-out of certain data uses, as well as the number of requests we've received from customers to access or delete their personal data.
	TC-TL-220a.3	Total amount of monetary losses as a result of legal proceedings associated with customer privacy	For purposes of reporting this metric, we'll report on regulatory fines or legal settlements for matters that have a material impact on our operations, or which we'd otherwise disclose to investors pursuant to SEC guidance. For the 2023 fiscal year ending on December 31, 2023, we did not have any material monetary loss as the result of litigation or regulatory investigations concerning our processing of consumer data that was not previously disclosed to investors pursuant to SEC Guidance.
	TC-TL-220a.4	(1) Number of law enforcement requests for customer information	T-Mobile discloses the number of law enforcement requests for customer information and the number of requests that were rejected, received no response, or received a written explanation of why T-Mobile was unable to respond in whole or in part. For the latest annual figures, please visit our ESG Reporting Hub to view the most current annual Transparency Report. The 2023 Transparency Report is scheduled to be published in the summer of 2024.
	TC-TL-220a.4	(2) Number of customers whose information was requested	T-Mobile releases customer records to third-parties only when legally compelled to do so. The Legal and Emergency Response team relies on a variety of Federal and State statutes and regulations when determining appropriate compliance. The Legal and Emergency Response Specialists are trained to analyze legal demands and make a determination regarding appropriate compliance.
	TC-TL-220a.4	(3) Percentage resulting in disclosure	T-Mobile does not measure the number of individual customers; as noted above, we track government requests which may cover more than one customer.
			As reflected in the most current Transparency Report, T-Mobile disclosed customer records in response to approximately 87% of the legal demands received.



SASB CONTENT INDEX CONTINUED

Topic	SASB Code	Requested Metric	2023 response
Data Security	TC-TL-230a.1	(1) Number of data breaches	T-Mobile does not report these figures publicly, in part as the definition of “data breach” varies across laws and contract terms. We do provide public notice for those incidents where such notice is required by law. In unusual cases, we may provide additional information about an incident and our response.
	TC-TL-230a.2	(2) Percentage involving personally identifiable information (PII)	
	TC-TL-230a.3	(3) Number of customers affected	
	TC-TL-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	We use administrative, technical, contractual, and physical safeguards designed to protect confidential and personal data while it is under our control. T-Mobile’s data security program also includes, among other items, a threat intelligence component, a supplier risk management component, a vulnerability and patch management component, secure development practices, and investigative tools such as data loss prevention tools to identify and address data security risks. We utilize the National Institute of Standards and Technology (NIST) Cybersecurity Framework in designing that program, and follow applicable data security laws and standards in the context where they apply. Examples of such laws and standards include the New York Dept. of Financial Services and other state law privacy and cybersecurity regulations, Sarbanes-Oxley law on financial reports, FCC CPNI rules for certain telecommunications usage data, FTC Gramm-Leach-Bliley Act compliant safeguards for certain financial information, Payment Card Industry Data Security Standards applicable to handling of payment card data, and the Cybersecurity Maturity Model Certification (CMMC) for certain federal service contracts.
Product End-of-life Management	TC-TL-440a.1	(1) Materials recovered through take back programs	T-Mobile is committed to responsibly disposing of customer devices and extending their product life. Through our Device Reuse and Recycling program, customers can trade-in an eligible device for a credit towards a new one or they can bring in unused devices to our retail collection sites. T-Mobile Home Internet routers are also returned through this program and refurbished or recycled. Devices currently included in this program include phones, smartwatches, tablets, hotspots, routers, and IoT items. Our Device Reuse and Recycling program complies with federal and state laws and gives consumers a way to properly and safely recycle these items. T-Mobile requires suppliers and partners that repair and recycle these devices to be certified to the industry leading R2 standard, which provides a common set of processes, safety measures, and documentation requirements. R2 is rigorously and independently audited, emphasizing quality, safety, and transparency, including any devices exported for refurbishment and recycling.
	TC-TL-440a.2	Percentage of recovered materials that were (2) reused	In 2023, T-Mobile processed approximately 10 million devices through this take-back program. Approximately 82% were reused or resold to approved vendors for reuse, approximately 4% were responsibly recycled by certified third-party facilities, and approximately 14% remained in inventory as of 12/31/23 and are intended to be reused or recycled in 2024.
	TC-TL-440a.3	Percentage of recovered materials that were (3) recycled	In 2023, we continued to expand this work in two important ways. The first is by partnering with existing vendors to support enhanced requirements around handling government phones ready for disposal. We also expanded this work to our T-Mobile Home Internet routers, where we established a process for refurbishing and reusing the routers whenever possible, including 83% in 2023. Those that cannot be reused are sent to vendors to be recycled.
	TC-TL-440a.4	Percentage of recovered materials that were (4) landfilled	



SASB CONTENT INDEX CONTINUED

Topic	SASB Code	Requested Metric	2023 response
Competitive Behavior and Open Internet	TC-TL-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	For the fiscal year 2023, T-Mobile had no material losses related to litigation or to non-appealable regulatory decisions involving anti-competitive behavior.
	TC-TL-520a.2	Average actual sustained download speed of (1) owned and commercially associated content and (2) non-associated content	T-Mobile believes everyone should have access to all the internet has to offer. T-Mobile's broadband internet access services does not directly or indirectly favor some traffic over other traffic either in exchange for consideration from a third party or to benefit an affiliated entity. For information on T-Mobile network performance characteristics (including download speeds), customer options, and network management practices, see our Open Internet page .
	TC-TL-520a.3	Description of risks and opportunities associated with net neutrality, paid peering, zero rating, and related practices	Please see T-Mobile's SEC reports for our disclosures relating to the risks and opportunities associated with laws and regulations addressing net neutrality. Information regarding network practices for T-Mobile's broadband internet access services is also available on our Open Internet page .
Managing Systematic Risks from Technology Disruptions	TC-TL-550a.1	(1) System average interruption duration	T-Mobile does not currently disclose the system average interruption frequency.
	TC-TL-550a.2	(2) Customer average interruption duration	T-Mobile does not currently disclose the customer average interruption duration.
	TC-TL-550a.2	Discussion of systems to provide unimpeded service during service interruptions	<p>At T-Mobile, we understand the importance of reliable communications and connectivity during critical events, like natural disasters and emergencies. That's why building in operational and network resilience is vital to the work we do. As a company, we're committed to safeguarding the interests of our customers, employees, and stakeholders in the event of an emergency or significant business disruption.</p> <p>We maintain an Enterprise Business Continuity Program designed to be best-in-class with proactive measures to reduce risk to enterprise operations and recovery solutions to minimize impact to customers and services during a potential business disruption. With enterprise-wide teams who work to address Business Continuity, Disaster Recovery, Network Availability, Emergency Response, and Customer Support, we're relentless at keeping the interests of our customers, employees, and stakeholders at the forefront of our disaster readiness and emergency response work. A team of dedicated, certified, and seasoned Business Continuity professionals work with all lines of business to help ensure that our all-hazards plans, processes, and protocols are current, comprehensive, and effective.</p> <p>Crisis and incident management teams are established, trained, and exercised regularly to provide strategic decision-making, implementation of business continuity strategies, and tactical execution of response actions allowing T-Mobile to respond to incidents effectively and efficiently. T-Mobile's Executive Management sponsors these efforts with regular engagement, support, and oversight when needed.</p>



SASB CONTENT INDEX CONTINUED

Topic	SASB Code	Requested Metric	2023 response
Number of Wireless Subscribers	TC-TL-000.A	Quantitative	<p>T-Mobile reported 119,700,000 wireless customers at the end of 2023.</p> <p>Wireless Subscribers: A customer is generally defined as a SIM number with a unique T-Mobile identifier which is associated with an account that generates revenue. We provide wireless communications services to a variety of customers needing connectivity, but focus primarily on two categories of customers:</p> <ul style="list-style-type: none">▪ Postpaid customers generally are qualified to pay after receiving wireless communications services utilizing phones, High Speed Internet modems, mobile internet devices (including tablets and hotspots), wearables, DIGITS, and other connected devices including SyncUP and internet of things (IoT). We serve consumers as well as business customers, who are provided services under the T-Mobile for Business brand; and▪ Prepaid customers generally pay for wireless communications services in advance. We serve prepaid customers under the T-Mobile and Metro by T-Mobile brands.
Number of Wireline Subscribers	TC-TL-000.B	Quantitative	T-Mobile does not have customers who contract with us for fixed line phone services as outlined by the standard.
Number of Broadband Subscribers	TC-TL-000.C	Quantitative	T-Mobile reported 4,776,000 High Speed Internet customers at the end of 2023.
Network Traffic	TC-TL-000.D	Quantitative	T-Mobile does not currently report this information.

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