

T-Mobile™

2020 Corporate Responsibility Report
T-Mobile US, Inc.

IT'S NOT
C.S.R. IT'S
WHO WE ARE.





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This report is aligned to the world's most widely used standard for sustainability reporting—the Global Reporting Initiative (GRI), as well as Sustainability Accounting Standards Board (SASB) best practice standards for our industry. It covers the operations and activities of T-Mobile US, Inc. for the calendar year 2020 (January 1 to December 31) unless otherwise noted. Find out more about [The numbers and small print.](#)



A WORD FROM MIKE



2020 was a year that won't soon be forgotten. At T-Mobile, we persevered through extraordinary challenges, including a global pandemic, an economic crisis, and significant social and political unrest—all while beginning a massive integration process following the long-awaited completion of our merger with Sprint.

Despite all of these challenges, we successfully stayed focused on serving and supporting our customers during a time when staying connected was more important to them than ever. We also stayed true to our commitment to not just be a bigger company after joining forces with Sprint... but to be a BETTER company that would use our combined network, scale, and resources FOR GOOD. I could not be prouder of how T-Mobile stepped up—doing the right thing the Un-carrier way, and making an impact that matters for our employees and for the customers and communities we serve.

At the heart of this endeavor to use our scale for good is our pursuit to truly deliver 5G for All by building the world's best 5G network, which will enable a more connected, digitally-equitable future as we lead the transition to this transformative technology while working hard to ensure that no one is left behind. Our marquee cause to leverage this asset is Project 10Million that focuses on helping connect every single student to the internet and eradicate the homework gap in the United States. Education is a great leveller in our society and we have committed to ensuring America's children can get the access they need and the education and equal opportunity that they deserve.

We first announced this unprecedented \$10.7 billion project in late 2019, but as the education landscape rapidly shifted towards remote learning due to the pandemic, we accelerated our efforts and partnered with schools and school districts across the country to connect millions of students who lacked home internet. Post-pandemic, this work will continue until we achieve our goal to connect 10 million students with the internet access they need to learn and succeed.

Over the last year, we focused heavily on our people and our culture. We guided teams through the significant shifts in our business and a pandemic-world, while navigating protests for greater racial justice that took place across our country. We implemented measures to help employees manage the social, emotional, and economic stress of the pandemic while undertaking the important journey of uniting our company behind a new company vision, mission, and set of values. We also launched our five-year Equity In Action plan, which reflects our commitment to embed diversity, equity, and inclusion even more strongly in our company culture with ambitious programs to continue building diverse talent across our company to reflect the communities we serve.

Finally, our commitment to the planet is stronger than ever. The impact of climate change on our customers, our communities, and our operations is growing every year. We will continue to follow through on our longstanding enterprise sustainability commitments, even as the size of our company footprint significantly grew with the Sprint merger. T-Mobile was the first major U.S. telecom to sign the RE100 commitment and we are on track to power our business and network with 100% renewable energy by the end of 2021. In recognition of our industry-leading efforts, we were named to the CDP's A List for climate change—a leading standard of corporate environmental transparency. We are incredibly proud to currently be the only U.S. telecom company given this top listing.

Moving forward, it's important to us that T-Mobile continues to break down barriers and use our leadership position in the wireless industry as a force for good. As you'll see in the pages that follow, what we've accomplished this past year has moved us one step closer to a more equitable and sustainable future for all. And we're just getting started!

MIKE SIEVERT
CEO
T-Mobile US, Inc.



T-MOBILE BIGGER BOLDER BETTER

Our unstoppable mindset sparked a revolution. Putting people first, treating them right, and changing the rules in their favor. As the Un-carrier, we changed the wireless industry by abolishing barriers and unnecessary complexities. We led by example. And that was just the start.

In 2020, T-Mobile and Sprint came together in a historic merger to represent a bigger and better company with even bigger and bolder aspirations. Today, our success makes possible what was impossible before: A transformative network experience connecting Americans nationwide.

Our combined people and assets, along with our newfound scale and capabilities, position us to lead this industry through the 5G era and beyond. Because we don't wait for change. We make it.

As the leader in 5G, our network already covers more of America than anyone else.

AND WE'RE NOT DONE. WE ARE INVESTING BILLIONS IN OUR NETWORK TO PROVIDE 5G FOR ALL.



NOW AMERICA'S
**LARGEST, FASTEST
AND MOST RELIABLE
5G NETWORK***

**SECOND LARGEST
PROVIDER OF WIRELESS COMMUNICATIONS
SERVICES IN THE U.S. AS MEASURED BY OUR
TOTAL POSTPAID AND PREPAID CUSTOMERS.**

**APPROXIMATELY 75,000
FULL- AND PART-TIME EMPLOYEES
LOCATED THROUGHOUT THE U.S.,
INCLUDING PUERTO RICO.ⁱⁱ**

HEADQUARTERED FROM
**BELLEVUE, WA,
AND OVERLAND PARK, KS,**
WITH CORPORATE OFFICES IN FRISCO, TX;
ATLANTA, GA; AND RESTON, VA.

PROVIDING SERVICE, DEVICES AND
ACCESSORIES ACROSS OUR FLAGSHIP
BRAND, **T-MOBILE** AND PREPAID
BRAND METRO BY T-MOBILE.












WE DO THINGS DIFFERENTLY

We have the winning formula to lead the new 5G era. By living our values every single day, we strive to be the best in the world at connecting customers to their world. That's our mission as we stride towards a vision to be #1 in customer choice and #1 in customers' hearts.

Our original obsession with breaking down barriers to do right by our customers is the driving force behind everything we do. That hasn't changed now that we're a bigger company. In fact, we've set our sights even higher, bringing our Un-carrier spirit and focus to address the societal barriers that keep many people disconnected and excluded from fully participating and succeeding in our digital world. Because connectivity is no longer just an option, it's a fundamental part of how we operate as a society and stay connected to core aspects of everyday life.

Our relentless focus on customers, our belief that equity is the starting point, not the end result, our commitment to one another, and our passion for thinking big and doing good is reflected in our new company values. Together, these values light the way for our combined company, uniting us behind the things that matter and differentiating us as the Un-carrier.

WE'RE BUILDING A MORE EQUITABLE AND SUSTAINABLE FUTURE WHERE EVERYONE CAN FULLY PARTICIPATE, DREAM BIG, AND THRIVE.

<p>OUR MISSION IS TO BE THE BEST IN THE WORLD AT CONNECTING CUSTOMERS TO THEIR WORLD</p>	<p>OUR VISION IS TO BE #1 IN CUSTOMER CHOICE AND #1 IN CUSTOMERS' HEARTS</p>
<p>THESE ARE OUR VALUES WE LIVE THEM EVERY SINGLE DAY</p> 	
 <p>DREAM BIG AND DELIVER</p>	<p>ONE TEAM TOGETHER</p>
 <p>DO IT THE RIGHT WAY ALWAYS</p>	
 <p>LOVE OUR CUSTOMERS</p>	
<p>WE WON'T STOP</p>	



As one united company, we represent over a century of connections and an incredible legacy of giving. Our rich history of breaking down barriers to provide people with technology solutions that improve and enrich their lives has prepared us to tackle even bigger challenges.

Together, we see and are pursuing an unmatched opportunity to leverage our larger size, scale, and transformational network to be a force for good—for our customers, our employees, and our communities.

IT'S NOT C.S.R. IT'S WHO.WE.ARE.



OUR LARGER ROLE FOR PEOPLE AND THE PLANET

Embedded in our mission to be the best in the world at connecting customers to their world are three simple elements: the world we live in, the people that live in it, and the technology that connects us to this world. T-Mobile's success, scale, and wide-reaching impact compel us to protect, uplift, and connect them together.

As a company that's inspired to change the world for the better, we're working to ensure everyone can equally and fully participate in the endless opportunities available in today's digital world. By connecting people to what's possible,

elevating opportunity for all, and driving towards a more sustainable future, we can be a catalyst for equitable and enduring transformation in our communities.

The environmental, social, and governance issues we address in our strategy—and those we talk about in this report—have been identified through a materiality assessment, involving a robust internal and external stakeholder engagement process. Corporate Responsibility at T-Mobile is governed at the highest levels of our business, in partnership with the T-Mobile Board of Directors and respective committees.

BRIDGING THE DIGITAL DIVIDE



Fast and reliable internet connectivity has become one of the most important differentiators of societal equity today, powering everything from education, to our work, civic engagement, and even healthcare. Those who lack access are often at a disadvantage. The digital divide is even wider in rural America and for communities of color. We are working to help bridge these disparities for good by making investments to provide more equitable connectivity, improve digital literacy, and open pathways for careers in the 5G economy through skills-building and training programs.

[See how we do it >](#)

DIVERSITY, EQUITY, AND INCLUSION



We're a company that celebrates our differences—knowing we're better together than apart. We champion diversity, equity, and inclusion for our employees, customers, suppliers, and the communities we serve—and we are putting action behind our words through our Equity In Action Plan.

[See how we do it >](#)

THRIVING PLANET



Everything is connected. People can't thrive unless our planet, the world that sustains us, is thriving. The health, well-being, and livelihoods of generations to come, and our business, depend on the actions we take now to protect our planet. See how we are doing our part to combat climate change and make our business more sustainable.

[See how we do it >](#)



2020: BIGGER CHALLENGES BIGGER CHANGE

In 2020, our supercharged Un-carrier spirit was unstoppable. We empowered more people than ever through equitable access to wireless connectivity—all the while investing in our employees and supporting our community partners. And we've continued to advance initiatives that embed sustainability across our operations and contribute to building a better world.

~20M

meals delivered to families and children in need through donations to Feeding America

60%

employees of color

+2.5M

K-12 students connected with free or heavily subsidized service and devices through our Project 10Million education programs

#5

in Top Employers' Responses to Pandemic, Forbes, and JUST Capital

\$100M

donated to support local communities^{iv}

\$22.4M

invested for employees to further their education

\$3B

spent with diverse vendors

A LIST

CDP Climateⁱⁱⁱ

100 BEST

Companies to Work For, Fortune (four years running)

100%

score on the Disability:IN Disability Equality Index (five years running)

3.5M MWH

worth of signed renewable energy contracts

7.9M

devices collected for recycling, reuse, and resale



RESPONDING TO COVID-19





2020 was one of the most unpredictable and challenging years many of us have ever faced.

The circumstances highlighted how people everywhere relied more than ever on their wireless service to stay connected to everything that matters most to them. As the reality and impact of COVID-19 came into focus, our response was always centered around putting people first.

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“ We’ve had to transform the way we interact and engage with our customers, whether in store or over the phone/digitally, and it hasn’t always been easy. When I say I’m in awe of our frontline teams, it’s because they are truly on the frontline, delivering results and bringing the T-Mobile experience to life.



Jon Freier
EVP of Consumer Group



TAKING CARE OF OUR CUSTOMERS

We knew that keeping our customers connected during the pandemic was mission-critical. At the same time, the welfare of our customers and that of our employees was paramount. We focused on safety while challenging ourselves to show up for one another and deliver to our customers in new and innovative ways.

As the pandemic unfolded prior to our merger, we quickly shifted both companies' business operations. We temporarily closed approximately 80% of our T-Mobile stores, while Sprint closed 70% of its company-owned stores and many third-party retailer locations. We also leveraged digital options such as virtual retail shopping to mobile and curbside fulfillment to keep providing services for our customers. Those locations that did stay open to provide essential services were strategically chosen to be an average 30-minute drive from our customers' homes, were thoroughly and frequently sanitized, and operated on reduced schedules.

We also re-invented our world class customer support model and transitioned nearly 14,000 Care Experts from 17 Customer Experience Centers to a work-from-home environment within a span of 20 days to help keep employees safe. Despite moving from a highly collaborative, in-person team support model to a remote working environment, our customer care teams didn't miss a beat and we couldn't be prouder of how they continued delivering outstanding service to our more than 100 million customers.

For customers facing hardship due to the pandemic, we quickly took measures to ensure continued service. T-Mobile joined the Federal Communication Commission's (FCC) Keep Americans Connected pledge, agreeing to not terminate service to any residential or small business customers due to an inability to pay their bills. Additionally, we waived any late fees customers incurred because of their economic circumstances. The pledge initially covered service through May 2020, but we extended our promise through the end of June 2020.

Recognizing the severe financial strain many Americans were experiencing because of COVID-19, we launched T-Mobile Connect, our lowest priced smartphone plan ever, ahead of schedule. We also gave ALL customers unlimited data for two months during the pandemic, and an extra 20GB of data to customers with hotspot data plans.

“ I am just amazed by our collective resiliency and ability to adapt. The pandemic brought additional layers of complexity to all of our lives, yet our employees continued to show up for each other and our customers. Their passion for keeping our customers connected and providing the best experience possible is inspiring beyond measure.

CALLIE FIELD
CHIEF CUSTOMER EXPERIENCE OFFICER

Our engineering teams were hard at work too, keeping our network operational while working to maintain and build out new towers, manage network switch locations, and expand our network's reach—despite these complicated times. T-Mobile also partnered with multiple spectrum holders and the FCC to light up an additional 600 megahertz (MHz) spectrum on a temporary basis to enable us to meet increased network demand during the pandemic, effectively doubling total 600 MHz Long-Term Evolution (LTE) capacity across the nation. And, we were the first wireless provider to activate the nationwide 988-emergency mental health lifeline. As mental health issues rose throughout the pandemic, this critical service couldn't come quickly enough.



2020 CUSTOMER CARE RECOGNITION

Snagged record-breaking high score in J.D. Power's Full-Service Wireless Customer Care study for the

7th time in a row

Metro by T-Mobile topped their segment in J.D. Power U.S. Wireless Customer Care Mobile Virtual Network Operator Performance Study for the

3rd time in a row

J.D. Power awarded us #1 in Business Wireless Customer Satisfaction for businesses of all sizes

4th time in a row



SHOWING UP FOR OUR EMPLOYEES

The pandemic took a toll on people around the world—and our employees were no exception. Many suddenly found themselves assuming the roles of remote workers, teachers, and caretakers. Others relied exclusively on virtual solutions to stay connected with family and friends. These significant changes were taking place just as T-Mobile completed its merger with Sprint, which meant that, in April 2020, virtually everything about our employees’ work lives was upended.

In the midst of this rapidly changing environment we moved at a record pace to shift our approach to business, implementing changes at every level across the company to ensure the safety and well-being of our employees. We transitioned 2,200 retail employees to remote positions to assist customer care teams. We also supplemented pay for some of our employees and commissions for third-party dealers as well as provided access to incremental paid time off for employees impacted by COVID-19 or taking care of children at home due to school closures.



For the limited number of Care employees that remained in our Customer Experience Centers, we introduced safety measures including reduced hours of operations, common area closures, and frequent cleaning and sanitizing. Even as we encountered new transitions as the pandemic and recommended guidelines continued to evolve, ensuring continuity of customer service and care has remained a constant priority for our team.

A MAGENTA HUG THROUGH TOUGH TIMES

From integrating two companies and cultures to navigating a global pandemic and shifting the way we work, nothing in 2020 felt normal. Recognizing these significant challenges and the impact they had on employees’ ability to interact with one another in person, and for leaders to travel the country to engage with their teams, our CEO Mike Sievert inspired our “Magenta Hug” program to bring people together and spread some magenta love. Magenta Hug used the online platform Kudoboard to enable employees to share messages of support and kindness. More than 30,000 employees posted, and it became the fastest Kudoboard to reach 10,000 submissions in the history of the platform. And, each employee had the opportunity to select one gift from a catalog of 60 items, with more than 65,000 employees redeeming a gift.

[Find out how we’ve supported communities during the pandemic >](#)



TAKING CARE OF EACH OTHER

In October, we asked our teams across the company—from our stores to our Customer Experience Centers to our back office—about how well our company responded to COVID-19. Here’s some of what we heard from employees:

92%

of respondents agree, “T-Mobile’s support for employees as a result of the pandemic has been fair to employees like me.”

87%

of respondents agree, “I believe that my health and well-being is a top priority for our organization.”

86%

of respondents agree, “T-Mobile is doing everything they can to support me and my family during this crisis.”



T IT'S WHO.WE.ARE.

STAYING HEALTHY, TOGETHER

At the onset of the COVID-19 pandemic in March, we launched Stay Healthy Together, a comprehensive internal microsite for employees featuring the latest news, updates, and guidance regarding the pandemic.

Throughout the year the site has remained a one-stop-shop for the latest information and resources, including changes to operating procedures and revised local or national guidance, plus well-being resources to help each other and our loved ones navigate life in a pandemic. For working parents, the site curated a myriad of resources and offered discounts on home office furniture, financial counselors, and tutors for children. Virtual communities in places like Slack were more important than ever, including Magenta Kids, an online space connecting parents to fun, family-friendly and interactive programs and resources curated by our Community Team in Human Resources.

To help our employees prioritize their wellness and fight the fatigue of a challenging year, we were excited to welcome health and fitness expert Bob Harper to join us for a conversation on maintaining positivity through tough times.

STAYING FOCUSED ON MENTAL HEALTH

The toll that COVID-19 took on our world hasn't just been a physical one; our mental health and well-being has been similarly tested. T-Mobile's senior leaders reminded us that yes, we can—and should—talk about mental health. We held company-wide conversations on the importance of mental health—particularly during Mental Health Awareness Month in May and National Disability Employment Awareness Month in October. LiveMagenta, T-Mobile's well-being program, includes resources for emotional, financial, physical, social, and work health for co-workers and their families. Among the benefits are:

- Unlimited access to LiveMagenta life coaches, no matter the time or day.
- Five free counseling sessions per topic.
- Free access to Sanvello, an app that offers clinical techniques to help dial down symptoms of stress, anxiety, and depression.
- Free access to Talkspace, a digital alternative to in-person therapy that allows voice and video messaging with thousands of licensed, masters-level or higher clinicians.
- Free access to mindfulness resources through eMindful.



COVID CONNECT WITH DR. VIN GUPTA

COVID Connect launched as our new education series to help navigate the complex and ever-changing topic of COVID-19 with fact-based information, rooted in science. Through regular virtual conversations with Dr. Vin Gupta, a Critical Care Pulmonologist and Assistant Professor of Health Metrics

Sciences at the University of Washington, teams got answers to their questions about COVID-19. Topics included vaccine efficacy and eligibility, travel safety, herd immunity, and CDC guidance updates, as well as the pandemic's disproportionate impacts on people of color.

In addition to these conversations with employees, Dr. Gupta consulted and advised our Senior Leadership Team and other leaders across the company on options and critical decisions for our business to keep our employees, customers, and communities safe.



CONNECTING CUSTOMERS TO THEIR WORLD





We love our customers. It's who we are. Now more than ever, customers need a wireless provider they can depend on. That's why they're at the heart of our mission, which guides everything we do.

And we won't stop. In bringing choice, value, and simplicity to customers in new ways.

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“ We understand how important it is for people to remain connected—to family and friends, to resources and information, to their jobs via teleworking or schools via virtual classrooms. And we take our responsibility to keep our customers connected incredibly seriously.



Neville Ray
President of Technology



EMERGENCY PREPAREDNESS AND DISASTER RESPONSE

When disasters impact our customers and communities, connectivity is a crucial lifeline to loved ones—and for first-responders and aid agencies. That’s why we’re focused on building ever greater resiliency into our network operations and providing on-the-ground emergency support to communities in times of need.

Unfortunately, 2020 was another year where natural disasters significantly impacted our customers, employees, and communities. When wildfires raged through millions of acres in California, Oregon, and Washington and storms wreaked havoc in the south and southeast of the country, T-Mobile was there.

We take a comprehensive approach to disaster preparation and response, always hoping for the best but making sure we anticipate and plan for the worst. We partner closely with national weather forecasters to monitor for climate-related emergencies. Once a storm hits, our investments in our network’s resiliency and infrastructure prove critical. Our nationwide 5G buildout with crucial low-band spectrum gives us the coverage penetration necessary to keep customers in service during and after natural disasters.

Over the past year, we invested even more to further increase our network emergency response capabilities, doubling the size of our emergency management fleet of satellite-enabled vehicles. Meanwhile, our Network Response Teams are always on standby—24/7/365—prepared to respond quickly and nimbly to any service disruptions. In extreme situations, when commercial wireless networks are out of service, T-Mobile also provides first responders and government agencies with Wi-Fi calling via satellite.

\$1.3M

worth of in-kind services provided to support disaster relief efforts

We also show up in other important ways to support customers and communities when disasters strike. For example, T-Mobile waived all fees for talk, text, and data for those affected by Hurricane Zeta and the California wildfires, while our Emergency Response teams showed up in full force over 50 times throughout the year, going into hard hit communities with charging stations and other much-needed supplies like water and food. Finally, we also leverage our network to engage our employees and customers to participate in text-based fundraising efforts that have raised millions of dollars for relief agencies and, through the T-Mobile Foundation, we match or double our employees’ donations to disaster partners.



CONNECTING OUR HEROES

To help America’s frontline heroes at such a critical time, T-Mobile launched Connecting Heroes, a 10-year commitment to provide free smartphone service and 5G access to America’s first responder agencies, including all public and non-profit state and local fire, police and emergency medical service departments—saving them up to \$7 billion*. It’s just one way we can say “thank you” to those who risk it all to protect us.

T-Mobile also launched new 911 capabilities—Location-Based Routing and Next Generation 911 connectivity over IP—two critical advancements that can speed up emergency response times by helping pinpoint the location of callers, reducing the need for call transfers, and enabling a more efficient and effective 911 communication system.

[Find out about our community giving and employee volunteering >](#)

[Find out how we’re managing climate risk >](#)



“First responders are on the frontlines every day, keeping us safe and protecting us when we need them most. We want to give them the tools they need to do their jobs effectively, so they don’t have to worry about their mobile connection being able to reach their colleagues. We are pulling out the stops to help our first responders get and stay connected.

MIKE KATZ
EVP OF T-MOBILE BUSINESS GROUP



T IT'S WHO.WE.ARE.

BACKING PUERTO RICO'S DISASTER RECOVERY

After Hurricane María devastated the island of Puerto Rico four years ago, the first plane to land in the country was chartered by T-Mobile. It was carrying a giant generator loaned to the Federal Aviation Administration to power airport radars and get the island's main international airport in San Juan up and running again, just days after the storm.

Underscoring our commitment to invest in the country for the long haul, we rebuilt our network so it was ready for 5G connectivity. This has been life-changing for those in remote or underserved areas. And, through [Project 10Million](#), we're providing 100GB of internet data per year for five years and a free mobile hotspot to eligible households to help ensure continued learning and communication between teachers and their students. Students also have the option to purchase additional data at low cost, if needed.

Alongside our ongoing work to bring rapid, reliable connectivity to the country are partnerships to support Puerto Rico's recovery and resilience efforts.

Below are just a few examples:

- Remote learning enabled for students at the Boys & Girls Clubs of Puerto Rico Vimenti School, and teachers of Caras Org.
- Enabled people experiencing homelessness to connect with La Fondita de Jesus to monitor COVID-19 treatment.
- A founding member of the inaugural 5G Narrowband Internet of Things (NBloT) Lab, the first IoT lab in Puerto Rico which has enabled 3D printing of personal protective equipment for first responders, as well as launching a Farmbot project which could transform farming in the future.

“ During the pandemic, the importance of distance learning and home broadband access came into stark focus here. We're working hard to provide even remote rural areas in Puerto Rico with the high-speed connections once available only in big cities—because we believe that where you're from shouldn't limit how far you go.

JORGE MARTEL
VICE PRESIDENT & GENERAL MANAGER, T-MOBILE PUERTO RICO

DISTRITO T-MOBILE

In 2020, we committed to a ten-year investment in Distrito T-Mobile, a massive 476,000 square foot entertainment complex in San Juan that includes a hotel, a drive-in movie theater, and a musical hall for concerts, along with restaurants, gaming areas, and even a zipline. This new complex will help regenerate economic investment and give people who have been through so much hardship some light relief.





CONNECTING RURAL AMERICA



As a combined company, we said that we would work to build a network for ALL—one that brings the benefits of 5G to as many Americans as possible. We're keeping our promise.

For far too long, small towns and rural areas across the country have been under-resourced and underserved by wireless and internet companies. A shocking one-quarter of all households in rural America lack access to any high-speed broadband^{vi}. Of the households that do have access, 40% live in areas with only one provider.

This means no competition and higher prices. Even before COVID-19, a lack of connectivity was cited among the top five educational barriers for Americans living in small towns.

By delivering choice and competition to rural areas, we're closing the gap among those who have been underserved for far too long.

In the next five years, we aim to build a transformational 5G network to reach more cities and towns in the U.S. than anyone else. In doing so, 90% of rural Americans will be able to connect to a world of opportunity^{vii}.

[Find out how Project 10Million is connecting rural kids and schools >](#)

T IT'S WHO.WE.ARE.

SUPPORTING THE TOWNS SO MANY OF US LOVE

At T-Mobile, our commitment to small town America is about more than our network. It's about making sustained investments to support the people, schools, and businesses that are the heart of rural America. Over the course of the year as COVID took a toll across the country,

T-Mobile donated nearly \$3 million to rural area Boys & Girls Clubs and school districts. We also worked directly with six local Boys & Girls Clubs to redirect our technology grants to upgrade their equipment, software, and expand Wi-Fi to reach more rural youth during the pandemic.



MAKING CONNECTIVITY ACCESSIBLE FOR ALL

Building a network for ALL includes anticipating our customers' unique needs and ensuring our services are accessible to ALL. We're committed to investing in digital accessibility through a wide range of award-winning services and solutions—and to ensuring access to our websites, applications, tools, and services for ALL of our customers and employees, regardless of their level of ability.

T-Mobile has a dedicated Accessibility Resource Center (ARC) which focuses on removing barriers for customers and employees with disabilities when accessing our digital space. Through this work we enable the use of assistive technologies, such as screen readers for those who are blind or have low vision, adaptive devices and keyboards for those with motor disabilities, and captioning for the deaf and hard of hearing.

The ARC, in coordination with our Learning and Development teams and the accessibility community, also provides Cultural Awareness training for our sales and customer service employees. This helps ensure that our frontline employees are equipped to understand and provide support for all customers.

PROVIDING ACCESSIBLE SOLUTIONS SO THAT EVERYONE HAS THE ABILITY TO CONNECT

We believe wireless technology should enable everyone to connect. That's why we work hard to provide accessible solutions which includes our Directory Assistance Program for customers with visual, physical, and/or cognitive disabilities; alternate billing options for individuals with visual impairments; language and speech assistance; and easy-to-use handsets and family well-being monitors.

Building on Sprint's strong track record of making accessible products and services for customers who are Deaf, DeafBlind (Deaf and Blind), or have speech disabilities, we're the nation's largest provider of Telecommunications Relay Services, providing accessibility services to 37 state customers, including Puerto Rico and the U.S. Virgin Islands, as well as the U.S. Federal Government. Relay services enable those who have speech disabilities and hearing loss to communicate over the phone by using a specialized text telephone and operator service to convert voice communication into text.

We are proud of our commitment to break down connectivity barriers for ALL of our customers and look forward to a future where 5G innovation can empower people with disabilities to participate even more seamlessly in society.

[Learn more about our accessibility services >](#)





T IT'S WHO.WE.ARE. SPECIAL FEATURE

EQUITY IN ACTION

Diversity, equity, and inclusion (DE&I) are rooted in our culture of belonging and have always been at the center of everything we do.

DE&I isn't a new concept for us, and following our merger with Sprint, we recognized an opportunity to evolve and expand our deep and long-standing commitment to our people, our customers, and the communities we serve.

Equity In Action (EIA) is our five-year Un-carrier plan that spans the values we live by; how we invest in and provide opportunities for our employees; the products and services we offer; the suppliers we do business with; and how we advocate for our communities. EIA offers a roadmap that inspires us to lead by example, put people first and ensure DE&I remains at the center of everything we do.

To ensure we deliver on our DE&I promises, we formed an External Diversity & Inclusion Council made up of leading thinkers and advocates in this space to help guide and support our efforts. This Council includes leaders of National Urban League, League of United Latin American Citizens, National Action Network, UnidosUS, OCA-Asian-Pacific American Advocates, Asian Americans Advancing Justice, Human Rights Campaign, National Organization On Disabilities, National Association for the Advancement of Colored People, National Diversity Coalition, and Multicultural Media, Telecom and Internet Council.

We're committed to continuously evolving and improving. When issues of racial injustice rose to the forefront of national conversation in 2020, we rose to the occasion to use our platform and voice to drive action and we won't stop standing up for true equality for all. Diverse, inclusive workplaces are the basis for our unique Un-carrier culture, making us a better and more successful company.

“ 2020 was a huge year for the Un-carrier, and the world. It will forever be the year remembered by the challenges we faced, but defined by the ways in which we showed up for one another and took urgent action to affirm that we all belong here— at T-Mobile and in our larger communities.

HOLLI MARTINEZ
VP OF DIVERSITY, EQUITY, AND INCLUSION

IT FOCUSES ON THREE KEY AREAS:

1 TALENT

We will recruit, retain, and develop the best team in the history of our industry which includes increasing diversity across every level. Strengthening the pipeline of diverse talent up to the executive level makes us a stronger, smarter, and better company.

2 CULTURE

Where others see numbers, we see people—and our culture is proof of that approach. We will focus on providing our employees with tools to build inclusive habits and behaviors as part of their day-to-day lives. By putting inclusion at the core of our culture, our employees will be inspired to build equitable products and services for our customers.

3 BRAND

We will remain steadfast in advocating for underrepresented communities by doing our part to eradicate the homework gap and helping ensure everyone has access to cutting-edge 5G technology. We will also create workforce and educational opportunities that will help make the 5G era, and the innovation economy, one that is equitable.



TOGETHER, WE ARE THE UN-CARRIER



Our values guide us toward a bigger and better future. We are cultivating a culture of bridges, not silos. A team of allies, not heroes. One that works left-right, not top-down. All in pursuit of something bigger—a brighter future for our customers, for one another, for our shareholders, society, and the planet. Today, we stand together as one team ready to deliver on our mission and live our values every day.

IN THIS SECTION

- 22 The Making of One Team, Together
- 23 We Value What Each Person Brings
- 26 How We Dream Big and Deliver

“ Our employee benefits, programs, and resources are grounded in our values. We appreciate one another as individuals with unique needs and goals. Working as a team, together, we are the Un-carrier and can accomplish incredible things for our customers, our communities, and each other.



Deeanne King
EVP and Chief Human Resources Officer



THE MAKING OF ONE TEAM, TOGETHER

**LIVING OUR VALUES
EVERY SINGLE DAY**

**DREAM BIG
AND DELIVER**

**ONE TEAM
TOGETHER**

**LOVE OUR
CUSTOMERS**

**DO IT THE RIGHT
WAY ALWAYS**

WE WON'T STOP

Bringing our two teams, businesses, and cultures together began with building a strong foundation—and by asking a few critically important questions. Who do we want to be as the supercharged Un-carrier? What values brought each of our companies to this point, and which values will we need to take us to a bigger and better future?

So, we listened. Through two dozen focus groups with hundreds of employees across each legacy company, as well as a comprehensive culture survey sent to all employees and completed by more than half, we focused on building the foundation for our shared culture.

We learned that our two respective cultures had a lot in common. A passion and dedication to customer-centricity, a celebration of diversity, and focus on inclusion, a fun, collaborative culture—these were key ingredients to our respective historical successes and will remain key to our future successes.

We identified opportunities to define our new, shared values including an increased emphasis on personal and professional growth, on working across organizational lines to establish and build trust in each other, and a renewed focus on empowering each other as a team. With these insights in hand, we've articulated who we are, what we stand for, and the values that guide our work together. Our values not only tell an inspiring story of WHO WE WERE but also WHO WE ARE, and WHO WE WANT TO BE as a culture and as a company.



WE VALUE WHAT EACH PERSON BRINGS

We're inspired by a simple mantra when it comes to our work together: #BeYou. A One Team, Together culture doesn't mean we're all the same, and it doesn't mean minimizing or ignoring our differences. In fact, it means celebrating our differences. When we're empowered to bring our full, authentic selves to work, we can all win, together.

Our ability to dream big and deliver as a company is impossible without our employees. We know we are a stronger company when we work to create an environment where every employee feels valued for who they are and equipped to offer the best for our customers and constantly innovate. That means bringing together our unique talents, perspectives and backgrounds and empowering all employees with opportunities to learn, grow, and develop.

We are focused on creating career pathways for those who serve our country and are proud supporters of FourBlock, a nationwide community of veterans and employers dedicated to transforming the veteran transition process, and Hiring Our Heroes, an initiative by way of the U.S. Chamber of Commerce that was designed to connect employers with a pipeline of accomplished, ready-to-hire individuals from the military community. Our mission is to hire 10,000 veterans and military spouses by 2023 and we're more than halfway there!

U.S. workforce demographics

3,432

Veterans*

3,294

Individuals with Disabilities*

1,621

LGBTQA*

* As self-identified as of 12/31/20.



RECOGNITION

In 2020, T-Mobile was recognized with 44 national, regional, and local awards and recognitions that named us a great place to work, including Fortune's **100 Best Companies to Work For** in each of the past four years.

Disability:IN
Disability Equality Index 100% Score
Five consecutive years

Working Mother
Best Company for Multicultural Women

Forbes
America's Best Employers for New Graduates

Forbes
Best Employers for Women

Human Rights Campaign
Corporate Equality Index 100% Score
Five consecutive years

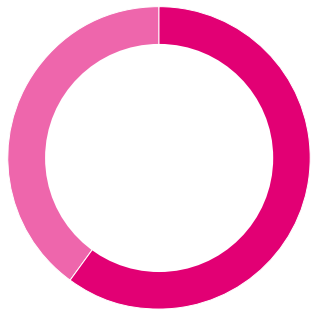
National Association for Female Executives
Top Companies for Executive Women

Military Friendly®
Designated T-Mobile as a top Military Friendly Employer (14 years) and Military Spouse Friendly employer
Second time



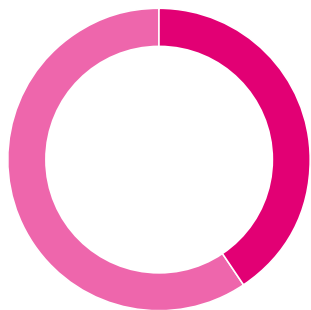
We know that leading with transparency includes providing details on our workforce data. This not only keeps us accountable, but also raises the bar for others. The following data tells a story, a story of progress and room for growth. And a story that is not yet complete. We still have work to do and will keep pressing forward to create a more diversified and inclusive workplace, with broader access to opportunity for all.

TOTAL U.S. WORKFORCE—RACE/ETHNICITY



● **60.1%** People of color
 ● **39.9%** White

TOTAL U.S. WORKFORCE—GENDER



● **40.6%** Female
 ● **59.4%** Male

	American Indian/ Alaskan Native	Asian	Black	Hispanic	Native Hawaiian/ Pacific Islander	Two or more races	Unknown/ Undeclared	White
U.S. Race/Ethnicity by Position								
Executive (Dir +)	0.3%	10.8%	4.8%	5.4%	0.2%	1.9%	0.2%	76.5%
People Manager	0.5%	8.2%	14.4%	22.6%	0.6%	3.6%	0.1%	49.9%
Individual Contributor	0.5%	9.5%	18.3%	28.7%	0.5%	4.5%	0.2%	37.8%
Intern	0.0%	43.3%	9.2%	9.2%	0.0%	5.0%	0.0%	33.3%
Total Race/Ethnicity of U.S. Workforce	0.5%	9.4%	17.6%	27.6%	0.5%	4.3%	0.2%	39.9%

	Female	Male	Unknown
U.S. Gender by Position			
Executive (Dir +)	32.4%	67.4%	0.2%
People Manager	35.8%	64.2%	0.0%
Individual Contributor	41.4%	58.6%	0.0%
Intern	41.7%	58.3%	0.0%

All data is as of December 31, 2020; percentages by category may not add up to 100% due to rounding.



EMPOWERING EMPLOYEE ACTION

Grassroots employee action has inspired many of our diversity initiatives—from our commitments to military veterans and their families, to our advocacy for the LGBTQIA+ community, and our partnerships with leading civil rights organizations. The passionate and dedicated volunteer leaders of our Employee Resource Groups (ERGs) help lead the way in identifying the issues and areas where our company can make the biggest impact.

When our two teams and cultures joined forces in 2020, we integrated three decades of work, advocacy, and impact to form six bigger, better, and more ambitious groups with four additional affinity groups: Accessibility Community at T-Mobile, Multicultural Alliance (including Asia Pacific & Allies Network, Black Empowerment Network, Indigenous People’s Network, and Magenta Latinx Network), Multigenerational Network, Pride, Veterans & Allies Network, and Women & Allies Network.

Our ERGs amplify and celebrate the rich diversity of culture, heritage, and experience of our employees, helping to foster a sense of belonging by sparking conversation, hosting community events, and encouraging all members to be exactly who or what they want to be. Currently, nearly 40% of our team count themselves as members of one or more ERG. And the impact of this experience translates to our day jobs.

By taking advantage of the networking and educational programs offered through the ERGs, our data shows that employees that are members or leaders of these groups are more likely to achieve promotions or lateral transfers to try new jobs across the company. Our ERGs and our 50+ local DE&I chapters across the country help demonstrate the power of One Team, Together in both our professional and personal lives.



In 2020, our ERGs brought employees together for 25 virtual events, ranging from multiple conversations on parenting in a pandemic to a poignant, emotionally intimate virtual vigil for George Floyd and other victims of police violence.

Our guest speaker series, Talking with Trailblazers, inspires us to listen and learn from the diverse perspectives of leaders inside and outside of our company, creating an open dialogue about the timely issues impacting our communities. Throughout the past year, conversations included how to be antiracist with author and professor Dr. Ibram X. Kendi, confronting racial inequality with Equal Justice Initiative Founder Bryan Stevenson, and being civically engaged with

Voto Latino Co-Founder & actress Rosario Dawson. Overall, more than 25,000 employees tuned in live over the course of 2020.

From Black History Month to Veterans Day, Mental Health Awareness Month to Pride Month, and Women’s Equality Day to Autism Acceptance Month, and so much more, we place an emphasis on amplifying important moments inside and outside our walls to inspire learning, celebration, and allyship year-round.



HERE ARE SOME OF OUR PUBLIC PLEDGES

CEO Action for Diversity & Inclusion Pledge

Founding signatory Disability:IN’s CEO Letter

Supporter of the Equality Act

Signed the Human Rights Campaign’s letter against discriminatory state legislation targeting the LGBTQ community



CEO ACTION FOR DIVERSITY & INCLUSION





HOW WE DREAM BIG AND DELIVER

We aim high. We take smart risks and own our results. We act like owners because we ARE owners. There’s a reason our team is so passionate and invested in T-Mobile and the results we deliver for our customers and each other—and that’s because when we say “Together, We Are the Un-carrier”, we mean it literally!

To underscore this point, every member of our team is given the opportunity to be an owner of the company. Since 2014, we have awarded annual restricted stock unit grants to employees at every level of the company, from frontline to executives and back office employees, so that everyone can truly share in T-Mobile’s performance. We also offer an employee stock purchase program, where employees can purchase TMUS stock at a 15% discount through payroll deduction.

This is just one way we hold ourselves and each other accountable in our work together—to not just dream bigger, but to follow through on our goals and our promises to deliver amazing results for our customers. Our people are the center of the Un-carrier’s success.

NEVER STOP GROWING

We’re a team that prides ourselves in never becoming complacent or comfortable with the status quo. No matter how much we achieve—or how much we deliver, we’re inspired by the idea that there is so much more out there to accomplish.

Last year we launched Magenta University, our one-stop learning and development shop to support our employees with resources to grow skillsets, gain new perspectives, explore career options, and become the kinds of leaders we’d like to follow.



We also enhanced learning opportunities with an annual Day of Learning, which brings the best aspects of external conferences directly to employees through inspiring and motivating keynotes from external speakers, including Josh Linkner showing us how to “Innovate Through Change”, Judi Holler explaining why “Brave is the New Badass”, and Walter Bond inspiring us to think with a “Shark Mindset”.



LEARNING & DEVELOPMENT HIGHLIGHTS

Employees participated in approximately **3.7M hours*** of training

Had **millions of impressions** across learning sites and platforms

+14K joined leadership and career development programs

Our Day of Learning reached more than **18,600 employees**, employees rated it **4.4 out of 5 stars** and **90% would recommend** a replay to their peers

10 apprentices onboarded

\$22.4M enabled tuition assistance program for **6,745** employees

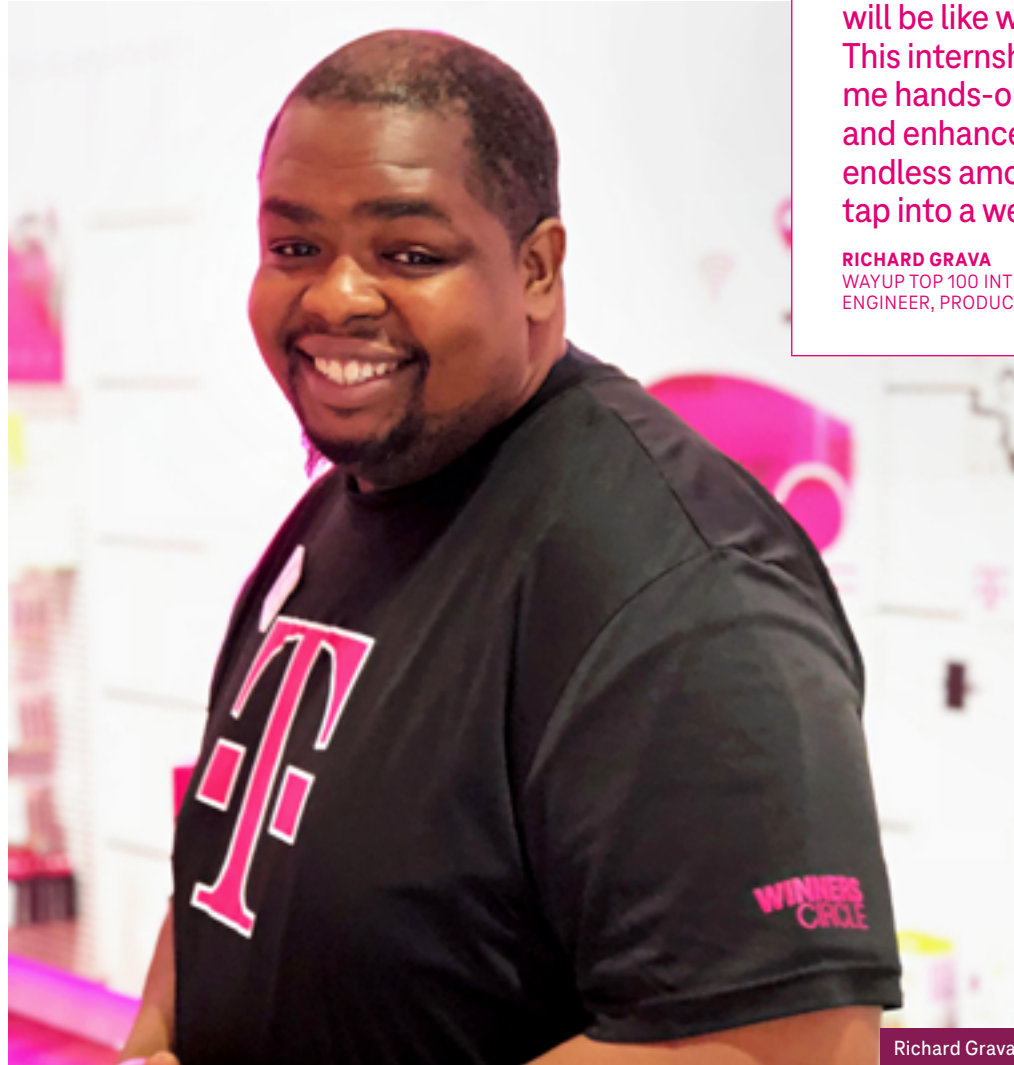
* Includes only trackable training hours completed in our formal Learning Management System by full-time and part-time employees.



DEVELOPING LEADERS FOR OUR FUTURE

In addition to our learning resources, we're proud to offer career and leadership development programs designed to empower employees to define and achieve their own career success. We're building a diverse group of strong leaders now and for the future at T-Mobile. Here are just a few examples:

- We launched Lead Magenta Next in partnership with our Employee Resource Groups to increase opportunities for employees from historically underrepresented groups to expand their leadership skills.
- Our Stay Magenta internal career rotational program was so successful, it is being expanded to a company-wide program called CareerTraX. This program provides selected employees opportunities to complete rotational job experiences outside of their current role. Stay Magenta was recognized as one of WayUp's Top 100 Internship programs for 2020.
- We launched our Apprenticeship Program in Nevada to place participants on a year-long journey to gain skills through hands-on experience and step-by-step coaching. We plan to expand the program into more states to help build a diverse workforce that is best positioned to serve consumers and expand our leadership in the 5G era.
- We revamped many of our other development programs to create equitable leadership development opportunities for all—including the creation of Magenta Manager which includes development for aspiring managers, new managers, and in-role managers, as well as immersive leadership learning experiences. In addition, we continue to offer our award-winning Top Talent Development programs like Magenta9 for aspiring Director+ level leaders and Leadership Edge for aspiring Vice President+ level leaders, and more.



“ Stay Magenta was an amazing experience that gave me a ‘real-world’ look at what it will be like working in my chosen field of study. This internship jump-started my career by giving me hands-on projects that allowed me to utilize and enhance my skills, as well as provide an endless amount of networking avenues that tap into a wealth of knowledge and resources.

RICHARD GRAVA
WAYUP TOP 100 INTERN & STAY MAGENTA ASSOCIATE
ENGINEER, PRODUCT & TECHNOLOGY

Richard Grava



SOCIAL IMPACT & COMMUNITY INVESTMENT





We are a company inspired to change the world for the better. From reliable connectivity for all to education and youth development, T-Mobile is committed to giving back in bold ways that align with our brand, leverage our technology, and mobilize our people to create meaningful change for the greater good. Because we don't wait for change, we make it. And we won't stop.

IN THIS SECTION

30 Bridging the Digital Divide

33 Empowering Tomorrow's Leaders

34 Investing in Our Communities

“ While the pandemic brought difficulty into all of our lives, it also galvanized some truly inspirational, innovative, and collaborative work like never before. I have seen this inspirational work with our employees who have continued to find ways to show up and invest in their communities and with our young innovators pursuing trailblazing ideas to drive societal and environmental change, all while navigating the complexity this pandemic has brought.



Janice Kapner
EVP and Chief Communications,
Brand & Community Officer



BRIDGING THE DIGITAL DIVIDE

The way we see it, we can't achieve our mission of being the best in the world at connecting people to their world unless we start at the beginning—by working to ensure that EVERYONE is connected and able to reap the benefits of a 5G economy and a digitally-connected world.

Approximately 17 million^{viii} school-aged children in the U.S. do not have access to high-speed internet at home. That's a statistic we simply can't accept. From the formative days of education to participation in our economy and our democracy, to the ways we see and interact with one another, digital connectivity is woven into the very fabric of our lives.

Connectivity is therefore no longer just an option, it's a fundamental component of today's world that impacts almost every aspect of how people navigate their daily lives. And today, our success has made possible what was impossible before: a transformative network experience that works to connect everyone, everywhere, across America.

To ensure that connected individuals have the foundational skills to benefit from today's digital world, we're not stopping at access to connectivity. As part of our Equity In Action efforts, we're also investing in digital literacy programs through partnerships with organizations making progress in this space. We are using our resources to help scale existing efforts and those being undertaken by our External Diversity and Inclusion Council.





T IT'S WHO.WE.ARE.



T **PROJECT 10MILLION**
WORKING TO CONNECT EVERY STUDENT

We have zeroed in on a bold goal: **help every single disconnected student in the U.S. get access to the internet so they can learn.** The need for equitable access to the internet is more crucial than ever.

Project 10Million is our **\$10.7 billion** landmark initiative to provide free and heavily subsidized connectivity and mobile devices to millions of underserved student households over five years.

Our intent is to not just chip away at the digital divide that separates those with connectivity, from those without. It's to eliminate it. Permanently.

Launched in August of 2020, Project 10Million builds on Sprint's commitment to provide free internet access to one million underserved and disconnected high school students as well as T-Mobile's work to provide equal access to online learning to schools and their students.

Through partnerships with school districts, Project 10Million offers free wireless hotspots, free or heavily subsidized high-speed data, and access to affordable laptops and tablets to underserved student households.

And this goal has never been more important. With the onset of COVID-19, an unprecedented 55 million students were learning remotely. Understanding the new urgency, we enhanced the program with additional low-cost data options for schools and increased monthly data plans to provide connectivity to their students for free.

Throughout 2020, we connected more than 2.5 million students across the U.S.

We have also started working at the state and local levels to help further understand where the greatest need is and deliver connectivity to students. For example, in Texas, we partnered with Operation Connectivity to connect 171,000 students across the state. Operation Connectivity is a statewide initiative to deliver internet connectivity and devices to Texas school districts for online learning. Texas is home to some of the largest urban, and smallest rural, school districts in the country. This partnership allowed state agencies to help ensure all school districts in the state were evaluated and treated equally to identify the areas and students with the greatest need.

Another great example is in Los Angeles, CA where our partnership with the Angeleno Connectivity Trust (ACT) facilitated our ability to get wireless connectivity to students who needed it most. ACT is an initiative to help deliver internet access to vulnerable young people—including students experiencing homelessness, those in foster care, and youth with disabilities. With ACT, Project 10Million is working to provide 100GB of free internet connectivity to 18,000 students for five years.

REACHING STUDENTS ACROSS AMERICA

“ Internet connectivity is as necessary as electricity to our students. These devices mean our students can access digital learning in a timely and appropriate manner.

ANN LEVETT SAVANNAH-CHATHAM COUNTY PUBLIC SCHOOL SYSTEM SUPERINTENDENT

[See the latest on Project 10Million >](#)



BUILDING SKILLS FOR THE DIGITAL ECONOMY

In today's rapidly evolving economy, there is significant opportunity to equip and empower the current and future workforce through digital skills-building and job training programs that will unlock new employment opportunities. Through programs and partnerships, we're investing in upskilling the underemployed, directing resources to those who lack access, and accelerating career path progression through hands-on learning.

“ It's important we create a sustainable career path for those who might previously have lacked access to these kinds of opportunities —and show real results.”

CHI PAK
DIRECTOR OF SUPPLIER DIVERSITY

NEXTTECH DIVERSITY

In early 2021 we embarked on a five-year partnership with the Learning Alliance Corporation and other telecommunications partners to launch NextTech Diversity. Our aim is to provide career training and placement for thousands of underrepresented candidates to take on roles as 5G network technicians. Black technicians are particularly underrepresented, making up just 10% of the telecom network-infrastructure field. Our initial \$750,000 seed funding supports 50 candidates through 2021, with 39 graduating—21 of whom are already employed—with additional candidates set to graduate by December 2021. As graduated candidates are placed in jobs, we aim to annually double our impact through 2025 and hope to see the impact of investments like this for years to come and to encourage partnerships that further unlock skills-building and career opportunities across the telecommunications industry.

WASHINGTON ALLIANCE FOR BETTER SCHOOLS

For years, T-Mobile has partnered with the Washington Alliance for Better Schools (WABS) to improve the way we prepare students for rewarding careers in tech. We have expanded our partnership to provide a two-year program that includes two paid internships and a 59-credit certificate to high school seniors. Since the cost and length of study for traditional STEM degrees often prevents students from lower income families from attending, this program works to reduce those barriers of entry by providing students with classroom learning aligned with employer standards and a postsecondary credential. Providing a pathway to tech jobs for the young people who need it most not only creates more equity and access for students interested in STEM careers, but it also supports our industry's ability to fill a growing number of tech jobs.

MAGENTA EDGE

In early 2021, we launched Magenta Edge to help small businesses by providing resources and educational programming for entrepreneurs. It has a foundational focus on black-owned small businesses that have been disproportionately impacted during the COVID-19 crisis, exacerbating long-standing systemic lack of access to resources and capital. From marketing to tax, eight foundational themes are covered with free business development advice.



AS PART OF MAGENTA EDGE, WE SPOTLIGHT SMALL BUSINESS OWNERS, LIKE JACKIE GRANCHAMPS, FOUNDER & CEO OF CECILE'S BATH & BODY, TO SHOWCASE THEIR EXPERIENCES ALONG THE SMALL BUSINESS JOURNEY

▶ [Watch video](#)



Jackie Granchamps, Founder & CEO, Cecile's Bath & Body





EMPOWERING TOMORROW'S LEADERS

Not only do we aim to conquer the digital divide by expanding access to wireless connectivity and investing in job training programs, but we are also inspiring and empowering the next generation of leaders, builders, and innovators.

From scholarships and hands-on learning opportunities to mentoring young changemakers, we're making space for the next generation to dream big and find ways to use tech for social and environmental good.

THE CHANGEMAKER CHALLENGE

Disruption and challenging the status quo are at the heart of the Un-carrier's ethos. With the Changemaker Challenge, T-Mobile and the T-Mobile Foundation in partnership with Ashoka, identify and empower young people with innovative ideas to build more connected, sustainable, and informed communities. Through an annual nationwide contest, we call on young people to submit their ideas for projects in three categories: Technology, the Environment, and Education. Finalists pitch their projects to our top executives, with a chance of winning seed funding and mentoring to supercharge their ideas. In 2020, we announced not one, but three winners.

CHANGEMAKER CHALLENGE WINNERS



AVA, a video game created by college student Vanessa Castañeda Gill that helps neurodiverse youth apply social skills in a safe and accessible space.

Stories Untold U.S., a platform for those affected by gun violence founded by Carlitos Rodriguez, a survivor of the Marjory Stoneman Douglas school shooting in Parkland, FL.



Youth Climate Action Coalition, a program to increase sustainability in schools co-founded by Kevin Malaekah, Jake McCullough, and Jack Galloway.

OPPORTUNITIES IN EDUCATION

Through our partnership with WABS, we're funding the After School STEM Academy as a hands-on experience for elementary and middle school students. In 2020, there were 71 sessions which involved more than 1,000 students, all facilitated by industry volunteers. We also sponsored an ACCESS STEM team, which has helped 44 teachers reach more than 5,000 students across King, Snohomish, and Pierce counties in Washington.

In 2021 we developed the Magenta Scholars program and committed to donating \$500,000 to the Thurgood Marshall College Fund to create 18 scholarships for students attending historically Black colleges and universities (HBCUs). Scholarship recipients will also have an opportunity to join the Un-carrier's signature summer internship program and receive mentorship and professional development. In addition to creating 18 scholarships, we committed to donating up to \$500,000 to the Fund to contribute to gap scholarships that help students meet outstanding financial obligations in order to graduate. We hope to continue to drive opportunity and equity through scholarship and education and have joined Historically Black Colleges and Universities (HBCU) Partnership Challenge to further our relationship and engagement with HBCUs and their students.



INVESTING IN OUR COMMUNITIES

Our relentless spirit doesn't stop when it comes to giving. And if this last year has taught us anything, it's that as a combined company, we're just getting started. We continue to look for even bigger and bolder ways to give back—guided by our employees, our customers, and a big magenta heart.

In 2020, we gave nearly \$100 million as a company and through the T-Mobile Foundation to communities across the U.S. and Puerto Rico. This represents more than \$16 million in charitable donations and \$83 million through in-kind product and service donations^{ix}.

EMPOWERING EMPLOYEES TO GIVE BACK

T-Mobile employees are the heart of the Un-carrier culture, as well as our giving strategy. That's why we make sure they have the tools and resources they need to make a difference and invest in the causes they care most about. With a comprehensive matching program and volunteer grant program, our employees serve as champions for healthy, vibrant communities.

The T-Mobile Foundation Employee Matching Program supports the causes our employees care about most, matching donations to thousands of charities, dollar for dollar. And we don't stop there—we donate \$10 per volunteer hour that they complete, up to a combined \$2,000 per calendar year. To get new employees going, the T-Mobile Foundation adds \$25 to their own giving account to donate to a cause of their choice.

Our Huddle Up Volunteer Grants Program also encourages T-Mobile employees to organize in small teams to support youth-focused non-profits through volunteer activities. Teams can apply to the T-Mobile Foundation for a \$5,000 grant to support their youth education projects. In 2020, we awarded nearly \$200,000 towards employee volunteer projects before we put the program on hiatus due to the COVID-19 pandemic.

In a year of significant change for our teams, we've been humbled by the generosity of our employees who have together volunteered 48,000 hours. They also personally donated almost \$4 million to charitable causes—that's more than any other year!



On the heels of social unrest and racial injustice experienced in 2020, T-Mobile donated \$1.25 million to the National

Association for the Advancement of Colored People (NAACP), the National Action Network, the Rainbow PUSH Coalition, the National Coalition on Black Civic Participation, and the National Urban League in 2020 and early 2021. Additionally, through employee giving and company support, we donated more than \$550,000 to the NAACP Legal Defense Fund.





CREATING MOVEMENTS THAT INSPIRE GIVING

Together with our employees and customers, we create change that really matters. Leveraging text-to-give and our wildly popular T-Mobile Tuesdays app, we've rallied both our employees and our customers to raise millions for good causes over the years. During 2020, we supercharged our mobile giving power to support causes that needed some extra magenta love.

Responding to the 60% rise in food insecurity across the U.S., we raised \$1.5 million for Feeding America® through our #CaptureKindness campaign and T-Mobile Tuesdays. This is on top of another \$500,000 raised through T-Mobile Tuesdays to help low-income workers and small business owners that were hit particularly hard by the pandemic. In total, we raised \$2 million (the equivalent of 20 million meals)—our biggest contribution to Feeding America® ever.

FEEDING AMERICA®



LITTLE LEAGUE® CALL UP GRANTS

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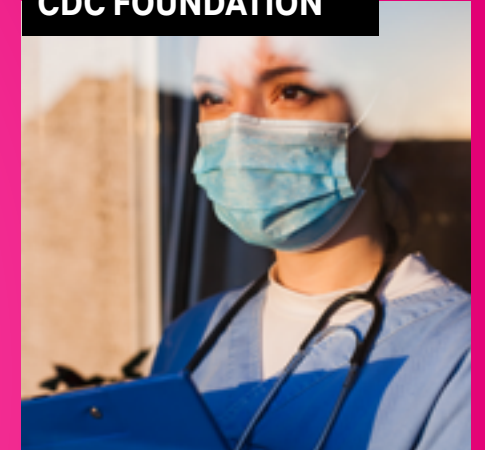
Thanks to consumers texts and all the home runs hit during the MLB® Postseason, T-Mobile donated \$2 million for the T-Mobile Little League Call Up Grant, a fund dedicated to helping thousands of children across America participate in their local Little League programs by helping families cover registration fees.



BOYS & GIRLS CLUB COVID-19 RELIEF FUND

As an alternative to our traditional annual April Fool's Day tradition, T-Mobile instead asked everyone to #GiveThanksNotPranks which raised \$300,000 to the Boys & Girls Clubs of America COVID-19 Relief Fund, which provided childcare support to first responders and healthcare workers, along with meals to families in need.

CDC FOUNDATION



As part of #GivingTuesdayNow, we donated half a million medical masks to the CDC Foundation and nearly 40,000 phone chargers to hospitals nationwide. And, we offered customers and employees the opportunity to send a huge, collective THANK YOU to frontline workers through T-Mobile Tuesdays.



Boys & Girls Club



Swedish Health Services in Seattle



A repurposed Magenta Express shuttle bus

PIVOTING SUPPORT DURING THE PANDEMIC

From the onset of COVID-19, we quickly pivoted our community investments to meet the changing needs of our non-profit community partners as they navigated uncharted territory. Understanding that volunteering and resource needs would look different, we worked closely with our partners to repurpose available funds and resources to provide more targeted support where it mattered most given the circumstances. Through these efforts we aimed to provide critical support to youth and their families during this period of transition and uncertainty.

As schools and daycares adjusted to in-person operations during the early days of the pandemic, our local partners at the Boys & Girls Clubs of King County, WA, were working to address a new challenge: safely distributing much needed meals to their opened facilities that were providing emergency childcare for first responders. The Boys & Girls Clubs needed resources to quickly distribute the meals donated from numerous food relief organizations. Working together, T-Mobile repurposed our fleet of Magenta Express shuttle buses, normally used to transport employees across our Bellevue campus, to deliver over 23,000 meals and supplies to 24 local Clubs.

Another opportunity to quickly provide resources to support our local communities arose when we learned about a wireless connectivity need through Swedish Health Services in Seattle, WA in January 2021. The team at Swedish Health Services needed a reliable internet connection for their mobile unit to help register and track the vaccines they were administering to vulnerable communities—this is where we were able to step in and provide access to connectivity.



WHEN IT COMES TO
PROTECTING
OUR
PLANET
WE WON'T STOP





A thriving society needs a thriving planet. From investing in renewable energy to reducing waste, we're working to do our part to preserve the environment and build a better world.

IN THIS SECTION

- 39 Accelerating Climate Action
- 42 Mitigating Climate Risk and Investing in Network Resilience
- 43 Minimizing Waste, Maximizing Impact

ff Becoming a much bigger company in 2020 hasn't stalled our relentless pursuit of decarbonization. In fact, by joining forces with Sprint, we've been able to scale up energy-smart technologies and make more investments in wind and solar. We are continually looking for innovative ways to boost energy efficiency and reduce energy usage across our entire business, including optimizing our transformational 5G network.



Mike Simpson
SVP, Chief Procurement Officer



ACCELERATING CLIMATE ACTION

Tackling climate change and building a more sustainable future demands bold action from each of us. That's why we've led the U.S. wireless industry when it comes to setting science-based targets and investing in renewable energy.

In true Un-carrier style, we're leveraging our larger size and scale to double down on our commitments to reduce our carbon footprint and to source 100% of our electricity from renewable energy by end of 2021.

T-Mobile was the first in the industry to set two carbon reduction targets validated by the Science-Based Targets Initiative^{xi}, a global initiative and a leading standard for setting targets to reduce greenhouse gas (GHG) emissions and prevent the worst effects of climate change. We also set an industry first by joining the RE100 pledge in 2018, committing to source renewable energy equivalent to 100% of our total electricity usage by the end of 2021. A few years and one historic merger later, we're still on track to meet these goals.

We're meeting our targets through a combination of energy efficiency and renewable energy investments. In turn, we're reducing our dependence on fossil fuels, and future-proofing network infrastructure from the threats of a warming world. We're proud to have been recognized for our leadership in environmental ambition and climate action in the CDP A List 2020, Green America's Wireless Scorecard, and the EPA Green Power Partnership^{xii}.



TARGET

Reduce combined absolute Scope 1 and Scope 2 GHG emissions 95% by 2025 from a 2016 base year

PROGRESS



Combined Scope 1 and Scope 2 emissions decreased by 22.2% since 2016

TARGET

Reduce Scope 3 GHG emissions 15% per customer by 2025 from a 2016 base year

PROGRESS



Scope 3 emissions intensity decreased by 14.5% per customer since 2016



OUR 2020 EMISSIONS PROFILE

8.95M

metric tons (MT) CO₂e*

7.3%

reduction in year-over-year scope 1 and 2 emissions

Scope 1: 53,180 MT CO₂e

Scope 2: (location-based): 2,755,796 MT CO₂e

Scope 2: (market-based): 1,858,206 MT CO₂e

Scope 3: 7,033,821 MT CO₂e

Scope 1: Direct emissions generated from T-Mobile facilities including offices, retail stores, data centers, customer experience centers and network operations.

Scope 2: Indirect emissions from purchased electricity required to power all T-Mobile facilities.

Scope 3: Indirect emissions generated from upstream and downstream activities, including the products T-Mobile sells and the services it uses, including corporate travel.

* CO₂e is a measure used to compare the emissions from various greenhouse gases based upon their global warming potential (OECD Glossary of Statistical Terms—Carbon dioxide equivalent Definition).

Calculations are based on the GHG Protocol methodology and the EPA Mandatory Greenhouse Gas Reporting Rule. Baseline year is 2016.

As a result of the T-Mobile and Sprint merger in April 2020, we have included legacy Sprint environmental data in our historical results back to 2016, aligning data with T-Mobile data standards.



IT'S WHO.WE.ARE.

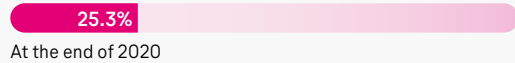
MAGENTA GOES GREEN WITH RENEWABLE ENERGY

In 2020, our post-merger network grew in size and scale—and so did our total energy consumption. As a combined company, we got to work finding new energy efficiencies to complement our renewable energy efforts. In total, we've signed contracts worth 3.5 million megawatt hours (MWh), and in 2020 alone, the renewable energy supplied by our wind and solar projects increased by 95% year-over-year^{xiii}. We also saw three of our investments coming online: Otter Creek Wind Farm in LaSalle County, IL; Greenville Solar Farm in Greenville County, VA; and Myrtle Solar Farm in Suffolk, VA. This brings our total to nine Power Purchasing Agreements, one community choice aggregation, and several retail renewable agreements across the country, with commitments spanning from 12 to 20 years.

GOAL

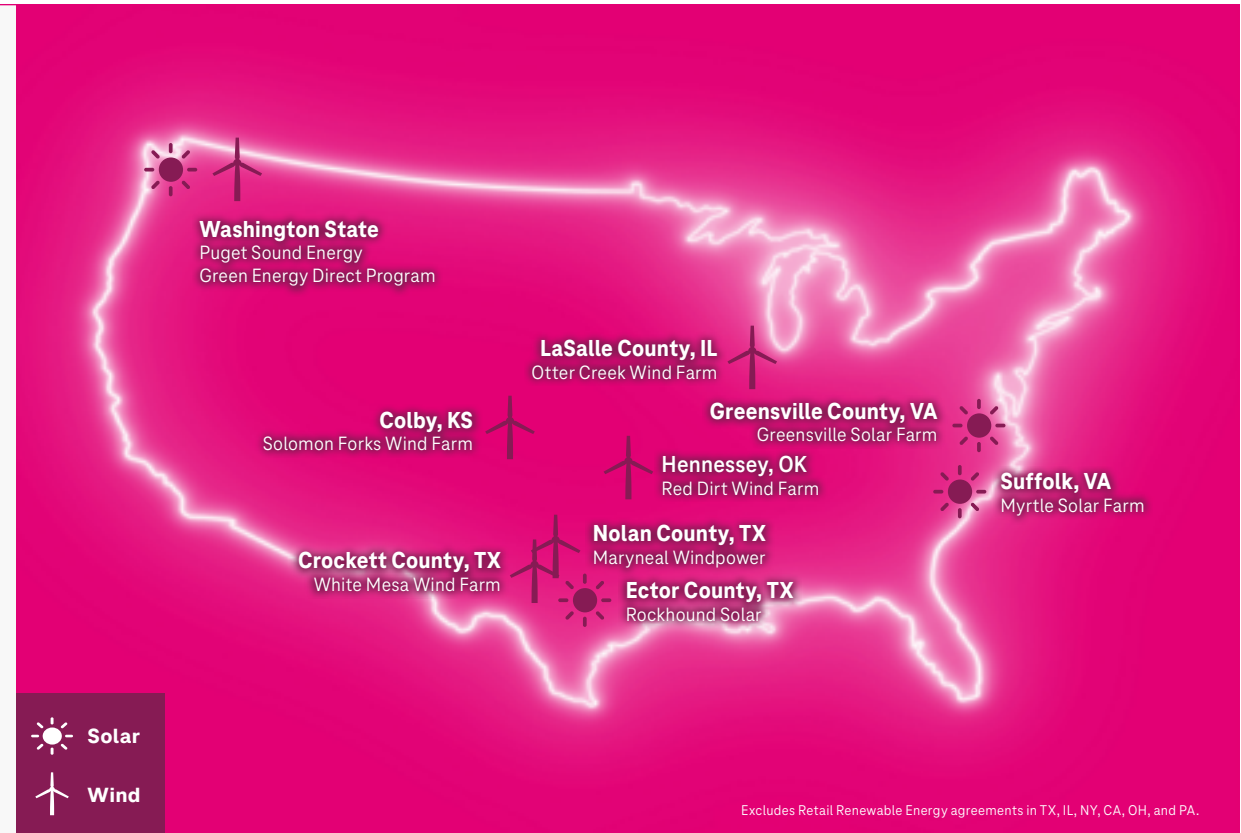
Source 100% of our total electricity usage with renewable energy by the end of 2021

PROGRESS

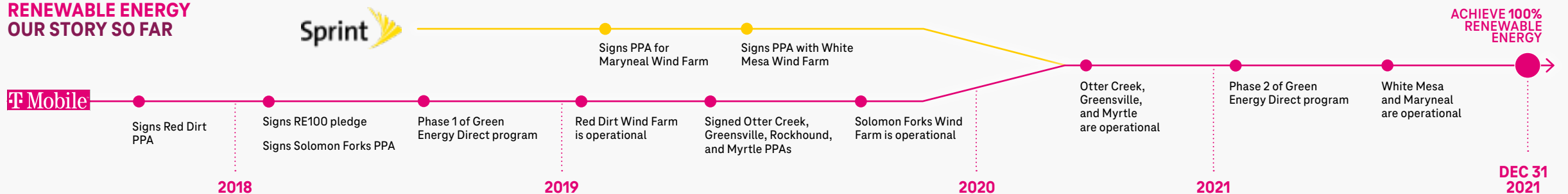


ACTIVE RENEWABLE ENERGY PROJECTS

Although there have been some delays in projects during this last unprecedented year, we're tracking to reach 100% by the end of 2021 as more projects come online throughout the year. In fact, we have sourced 75% of the electricity we've consumed through June 30, 2021 with renewable energy.



RENEWABLE ENERGY OUR STORY SO FAR





ENERGY-SMART INNOVATION

As the data flowing through our network continues to increase, we expect efficiencies in our 5G network to result in less energy consumption despite faster processing speeds. In 2020 we used a record low 377 MWh of energy per petabyte of data traffic on our network. This is partially thanks to heating and cooling innovations in our cell towers that are saving propane, diesel, and grid electricity, as well as optimizing use of our low-band network spectrum where possible.

Our energy innovation experts are continually testing and evaluating new equipment for all of our facilities from our switch stations, to cell sites, retail stores, and customer experience centers. For example,

we're upgrading mechanical and electrical systems in our data centers, optimizing air management to keep hardware cool, and systematically upgrading our buildings and offices with ENERGY STAR certified LED Lighting, which is at least 75% more efficient than incandescent lighting^{xiv}. The interior and exterior LED lighting retrofits and upgrades and new lighting controls implemented in 2020 will save an estimated 2,255 tons of CO₂e annually through an energy reduction of over 5.5 million kWh. We've also completed lighting retrofits across a majority of our offices, 1,500 new corporate and dealer stores, and our headquarters.



GOAL

Achieve a 95% reduction in energy consumption (MWh) per petabyte (PB) of data traffic on T-Mobile's network by 2030 using a baseline of 2019.

PROGRESS

8.1%

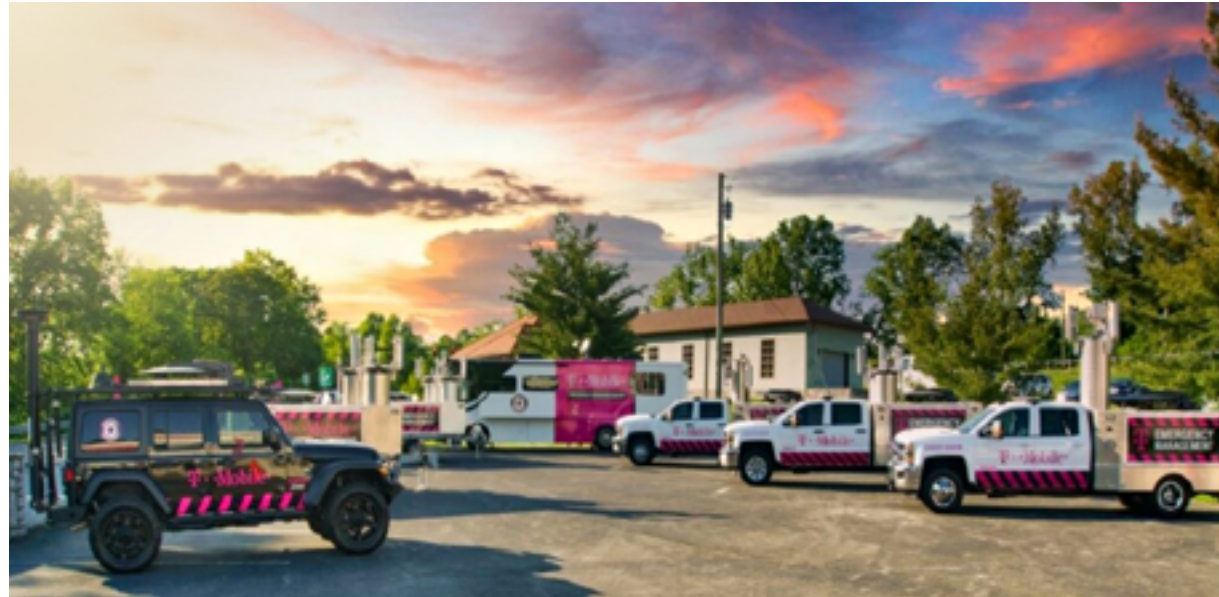
Achieved a 7.7% reduction in energy consumption (MWh) per petabyte (PB) of data traffic since 2019

MITIGATING CLIMATE RISK AND INVESTING IN NETWORK RESILIENCE

As the frequency and severity of extreme weather events linked to climate change increase, evaluating climate-related risks and investing in network resilience become increasingly critical to our business.

Our Enterprise Continuity Program considers the full range of natural and man-made hazards that could impact our customers, our people, our operations, and our assets across the country when developing risk mitigation and business continuity strategies. We continue to invest in network and operational redundancy along with hardening and improving the resiliency of our infrastructure, critical network sites, and operations to ensure we are as prepared as possible to respond to natural disasters and keep our customers connected when it matters most.

Our Enterprise Risk Management (ERM) team partners with groups across the company to track progress on network resiliency, such as the effectiveness of power back-up systems in data centers and the network hardening efforts in at-risk areas. As part of the risk assessment process, our network sites are evaluated for vulnerabilities to environmental change. ERM also analyzes the negative financial implications of an unstable environment, regulatory ambiguity, reputational risk, and uncertain future energy costs and availability. We are continuing to build on these efforts by further utilizing frameworks such as the Task Force on Climate-related Financial Disclosures (TCFD) framework to evaluate potential climate-related risks.



The President of Technology oversees the company's network resilience strategy work, which includes evaluating climate-related impacts and developing risk mitigation plans. To ensure business-critical risks are overseen and communicated at the Board-level, the Senior Vice President of Internal Audit & Risk Management serves as the Chief Audit Executive and has a direct communication channel to the Audit Committee for purposes of reporting or discussing concerns. The Chief Audit Executive receives monthly

status reports of the Enterprise Continuity Program as well as provides a quarterly enterprise-wide risk assessment to the Audit Committee and communicates to them any significant issues raised by the Enterprise Risk and Compliance Committee.

[Find out more about how we future-proof our network for extreme weather events >](#)

[For more on how we govern and manage climate risk, download our 2021 CDP Climate Change Questionnaire >](#)





MINIMIZING WASTE, MAXIMIZING IMPACT

To help prolong the life of our devices and facilitate recycling of e-waste, our customers can bring any make, model, or carrier phone, battery, accessory, tablet, or netbook into select T-Mobile U.S. stores to be recycled or upcycled for free. They can also trade in eligible devices and accessories for great deals on the latest technology. These trade ins are either reused or resold.

In 2020 we collected over 7.9 million devices for reuse, resale, and recycling, including phones, smartwatches, tablets, hotspots, and IoT items.

Now, we're partnering with suppliers, non-profits, and employees to do more to keep as much waste out of landfills as possible. In coordination with the CTIA—The Wireless Association, we've worked alongside industry specialists to develop sustainable packaging guidelines and help minimize the impact and footprint of phone packaging. While packaging protects our products, it also produces waste.

We've already begun to see the results of this work for our postpaid phones:

- Eliminated plastic inserts or trays within product containers
- Ensured labelling on packaging includes internationally recognized symbols to encourage recycling
- Reduced the use of volatile organic compounds, both on and within packaging, to less than 10%

Additionally, we work to reduce waste across our operations. So far, we've reduced paper receipts, direct mail advertising, and customer bills, while still maintaining the same level of access and communication with our customers. We've also downsized on printers, encourage composting, recycling, and using refillable water stations in our buildings, and eliminated paper cup use from many of our customer care centers. We're always looking for ways to deliver an even bigger impact, which is why we're a part of the Department of Energy's Better Buildings Waste Pilot, which allows us to share best approaches to operational waste diversion, reporting, and employee engagement across industries.

FROM TRASH TO TREASURE
Did you know that for every 1 million devices recycled, more than 36,000 lbs of precious metals can be recovered (copper, silver, gold, and palladium)^{xy}?

7.9M devices collected for reuse, resale, and recycle

Trading in your phone is a win-win. You'll get a great new phone, and a trade in credit to get you started.



DOING IT THE RIGHT WAY ALWAYS





We're proud of the trust that customers, communities, and business partners place in us. But we never take it for granted. We do the right thing, every time. No matter how quickly or how boldly we move—there is only one way to deliver—and that's by doing things the right way—through ethical conduct and socially and environmentally responsible business practices.

IN THIS SECTION

- 46 Ethical Conduct
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- 48 Privacy and Security in a Digital World
- 50 Good Governance
- 51 Material Topics

“Winning is important, but how we get there matters! It's critical that we conduct business with uncompromised ethics. Our success relies on the trust of our customers, suppliers, business partners, and one another—each and every day.



Mike Sievert
CEO

ETHICAL CONDUCT

Our Code of Business Conduct provides clear expectations on how we do it the right way at T-Mobile. The Code is a snapshot of the workplace conduct standards and legal guidelines we follow as part of our commitment to ethical business practices.

All officers and employees receive ongoing training on company values and important Code topics—such as Data Privacy, Anti-Corruption, Health and Safety, Harassment and Discrimination, and our non-Retaliation policy—to help ensure everyone understands our Code of Business Conduct standards and T-Mobile’s commitment to doing business ethically. Additional ethical conduct policies are included in our [company governance documents](#).

We’re fair and honest in our business dealings. We don’t try to gain an unfair advantage over competitors, suppliers or customers by deceiving anyone, taking advantage of confidential information, or fudging on the facts. Our Code of Business Conduct includes complying with U.S. and foreign laws barring corruption and bribery. It also emphasizes that we should compete fairly, and not conspire with our competitors to rig prices, fix bids, divvy up sales territory, or boycott particular suppliers or customers. We also follow all laws and regulations that apply to our business, including those that may not be specifically mentioned in our Code.

DOING RIGHT BY OUR CUSTOMERS

During the eight years of Un-carrier moves, we’ve ended long service contracts, overages and domestic roaming fees, improving value for money, and revolutionizing customer care, bringing fun to the wireless industry. We treat customers honestly and fairly. That doesn’t mean over-selling. It means giving customers honest, complete, and transparent information about our great products and services. It means delivering what we promise. And we never charge customers for things they haven’t authorized. Additionally, T-Mobile abides by the practices outlined in CTIA’s Consumer Code for Wireless Service. By marketing and selling responsibly, our customers can avoid potential bill shocks and confusing account balance information.

Forbes and Just Capital’s

100 Most JUST Companies



In the Code, and through our [Speak Up Policy](#), we encourage anyone to report a concern. They can do so through our third-party [Integrity Line](#) (online or by phone), by emailing our [Compliance & Ethics team](#) or by contacting our Chief Compliance Officer or the Chair of the Audit Committee directly. Our [Speak Up Policy](#) outlines how people are protected from retaliation whenever they raise or report suspected misconduct or a potential violation of the law.



IT’S WHO.WE.ARE.

STANDING UP FOR DEMOCRACY IN THE 2020 ELECTION

In 2020, we partnered with Vote.org, a nonpartisan civic engagement organization, to make it easy for ALL of us at #TeamMagenta to register to vote—one of the most fundamental ways we can contribute to our communities. We also provided up to four hours of paid time off for employees to vote on Election Day. We welcome our right to participate in the political process as responsible corporate citizens.

The Code and our employee Political Activities & Lobbying Policy provide guidance on lobbying, and emphasize that only authorized employees of T-Mobile

are allowed to lobby government officials and employees on behalf of T-Mobile. To ensure compliance with election laws, employees are expected to conduct personal political activities in their own name, on their own time, and with their own resources. Our EVP, General Counsel and Corporate Secretary provides periodic reports to the Nominating and Corporate Governance Committee on the company’s political spending and related policies.

RESPONSIBLE SOURCING

Our Supplier Code of Conduct outlines expectations around ethical business practices for all T-Mobile suppliers. Even before suppliers are selected, a Third-Party Risk Management (TPRM) process screens for anti-corruption, global sanctions, human rights, and environmental risks.

The screening outcomes enable us to assess the information, before confirming contracts. The supplier risk assessments are performed on an ongoing basis, depending on the risk profile of the supplier. Our TPRM process also continuously monitors current suppliers for policy violations and risks through automated, real-time workflows which look for any adverse news or changes in the supplier risk profile related to corporate social responsibility.

In 2020, we also began a partnership with EcoVadis to deepen the visibility of any social and sustainability issues in our supply chain. Approximately 30% of our suppliers, by sourceable spend, have participated in a comprehensive risk and performance assessment through the end of the year.

Our Responsible Sourcing Guidelines recognize that certain materials, particularly those derived from natural resources, can pose severe risks associated with human rights and the environment based on their extraction, transportation, and trade. We therefore expect our suppliers to exercise additional due diligence on the source and custody of these materials and operate in a manner that:

- Aligns with our commitment to human rights, equal opportunity, fair labor standards, and a safe and healthy workplace;
- Includes participation in multi-stakeholder initiatives towards responsible sourcing; and
- Protects the environment.

[Read our Human Rights Statement >](#)

[Read our Environmental Policy >](#)

[Read our Responsible Sourcing >](#)



IT'S WHO.WE.ARE.

A DIVERSE SUPPLY CHAIN IS A RESILIENT SUPPLY CHAIN



Dana, President & CEO of Picore International

LEARN MORE ABOUT DANA'S JOURNEY

[▶ Watch video](#)

Our suppliers are an important extension of our business, as well as our values. Through our [Supplier Diversity program](#), we're on a mission to create fair and equitable opportunities for veteran or service-disabled veteran-owned, disability-owned, woman-owned, minority-owned, LGBT-owned, and small and disadvantaged businesses as direct and indirect

suppliers. In 2020, we spent \$3 billion with diverse business partners like these.

We're on the path to join other responsible corporations on the Billion Dollar Roundtable for supply chain diversity excellence by 2025. By investing in this area, we not only support our Equity In Action plans, but we also strengthen

our customer relationships, and support the economic viability of our local communities.

[Read about our NextTech Diversity Program for 5G network technician training >](#)

PRIVACY AND SECURITY IN A DIGITAL WORLD

Our customers expect transparency, control, and simplicity when it comes to how we use and protect their information.

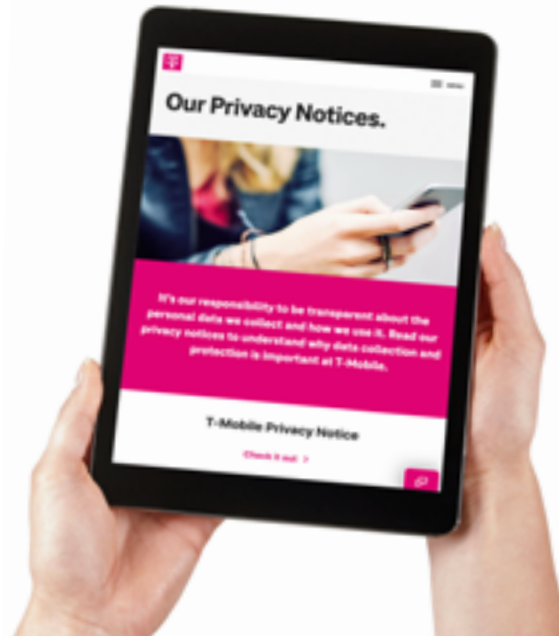
This means cutting through the complexity to make it easy for them to learn about what information we collect and how we use and protect it. We strive to help customers feel empowered to make choices about their data because it shouldn't take that much work to understand how companies use it.

Early in 2021, we launched an updated [Privacy Center](#) with the goal of giving customers a clear and simple explanation of how their data is being used and how they can manage it. Here, customers will find our privacy notice and additional information on our privacy and security practices. They'll also find content with best practices and how-to's on ways they can protect themselves and their data.

Internally, we work to weave a culture of privacy and security throughout the business by engaging our Security and Privacy Ambassador Network (SPAN), which acts as an extension of our Privacy Office. The members of SPAN are embedded across the company and equipped with enhanced privacy knowledge to raise awareness, oversee adoption of privacy and security practices, and proactively elevate important matters to the Privacy Office.

“ As Chief Privacy Officer for T-Mobile, my goal is to ensure transparency, simplicity, and choice for our customers. T-Mobile's Privacy Center does just that, giving you a clear view of how we use data, and providing simple tools you can use to protect your own privacy.

KELSEY JOYCE
CHIEF PRIVACY OFFICER



It's important to us that customers know that we are committed to continued investment and efforts in this area. We're also committed to responsible data use and adhere to best practices—for example, those outlined by the CTIA Consumer Code of Conduct.

In addition to the choices we offer around data usage, we also give customers the ability to manage their family's online activities. Depending on the device brand and account type, we offer a variety of features and apps to do so, such as restricting adult content from being accessed when connected to a cellular network.

We're also looking out for our customers when it comes to scammers. As the first U.S. wireless provider to implement number verification in 2019, we also led the industry in 2020 in implementing STIR/SHAKEN with all major U.S. network providers to fight number spoofing and further protect customers from scammers and unwanted robocalls.

WAYS WE USE CUSTOMER DATA AND OFFER CHOICES OVER DATA USAGE



We use some information, like age and apps installed on a customer's device, for advertising purposes. All of this information is attributed to Advertising IDs, which are pooled to create audience segments based on customer interests, like sports or entertainment. When we share data, we share the audience segment. We do not share underlying customer broadband or device usage data with third parties for advertising purposes. We also do not share information for advertising purposes that directly identifies customers, like name, address, email, or precise location information.

This enables the delivery of offers and ads for products and services based on customer interests. As always, our goal is to deliver the best experience to our customers. Customers can opt out at any time, but they might prefer the more relevant advertising this data use offers.

T-Mobile customers can make selections on the data usage for these types of advertising purposes at any time through their My T-Mobile account. To learn more about customer choices and the number of customers who choose to opt out of this type of data use, please visit our [Privacy Notice](#).



OVERSIGHT AND CONTROLS

We're always working to protect our customers and to help keep their data secure with strong oversight and governance controls, as well as technical and physical safeguards. The reality of data security is that bad actors are constantly testing our systems. Our data security program incorporates core functions from the widely recognized National Institute of Standards and Technology (NIST) Cybersecurity Framework and is constantly evolving to address new threats as they arise, including enhancing existing safeguards. While we have processes to identify and protect our systems, detect and respond to threats, and recover if attacks are successful, no system of safeguards will win every time and we're committed to addressing every aspect of data security. We will not rest on this issue, and we take this responsibility very seriously.

Fraud also continues to be an industry-wide problem that T-Mobile is constantly working to deter and address on behalf of our customers. We offer customers a variety of safeguards against these criminal attacks, including PINs, to help them protect their personal information. Our award-winning support teams work with customers directly to address concerns about potential fraud or to discuss security measures available to them. We maintain security incident response plans to investigate and remediate incidents involving unauthorized access to personal data, and we are constantly evolving our safeguards to respond to new risks and we recognize that we have more work to do here.

Our Information Security and Privacy Council, comprised of senior leaders from across the business, oversees T-Mobile's privacy and security programs, and our Enterprise Risk and Compliance Committee is responsible for T-Mobile's risk management and compliance activities. Our Board of Directors maintains oversight in each of these areas via periodic updates to our Nominating and Corporate Governance Committee and the Board. Our Audit Committee also receives updates as appropriate.

TALKING SCAMSHIELD™

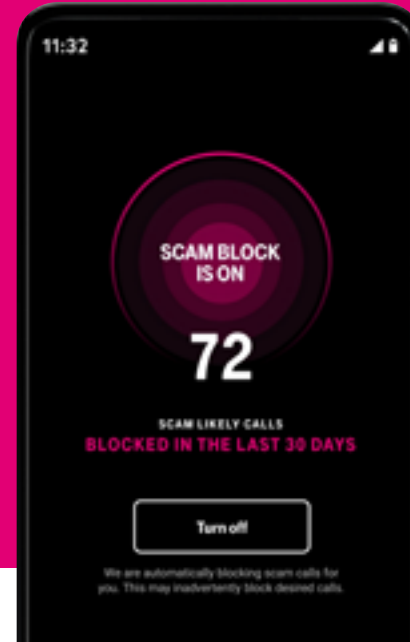
Delan Beah, our Senior Vice President of Core Network and Services Engineering, and her team are always working to stay a step ahead of the scammers. Here we talk about our latest defense technology, ScamShield™, which as of early 2021 has helped protect over 80 million customers from more than 33 billion suspect calls—and counting.

How does our fraud/robocall protection differ from the competitors?

Unlike a third-party app, or other passive monitoring solutions, ScamShield sits inside our network, leveraging the power of the entire network to keep our customers protected. That means protection around the clock and using advanced technology like artificial intelligence (AI), machine learning, data analytics, and T-Mobile patented technologies to identify scam calls. So even as scammers change tactics, our network defenses are updated every six minutes to provide the best scam protection in the industry.

What makes ScamShield so important, and why now?

In 2019, Americans got more than 58 billion robocalls. That's 1,855 robocalls EVERY SECOND. And while it dropped during the pandemic, it is now on track to return to those levels or worse this year. Scammers saw COVID-19 as an opportunity to take advantage of people when they were most vulnerable.





GOOD GOVERNANCE

Doing it the right way takes good leadership. Two important bodies of T-Mobile’s governance and management structure are our Board of Directors and our Senior Leadership Team.

Our Board of Directors is made up of dynamic and experienced leaders from across industries who provide counsel and direction to ensure our long-term success. The composition of the Board has continued to evolve since the end of 2020 with new additions. As of July 2021, our Board of Directors consisted of 14 members, seven of whom identify as a woman and/or racially or ethnically diverse.

We understand that diversity, inclusive of gender, race and experience, is a critical attribute of a well-functioning Board of Directors and a measure of sound corporate governance. Our director selection guidelines define diversity broadly to include not just factors such as gender and race, but also factors such as age, ethnicity, geographic, cultural, and professional diversity.

In addition to our Board of Directors, we have an experienced Senior Leadership Team that is comprised of 16 executives, seven of whom identify as a woman or racially or ethnically diverse^{xvi}.

[Learn more about our executives and directors >](#)

ETHICAL CONDUCT AND ESG OVERSIGHT

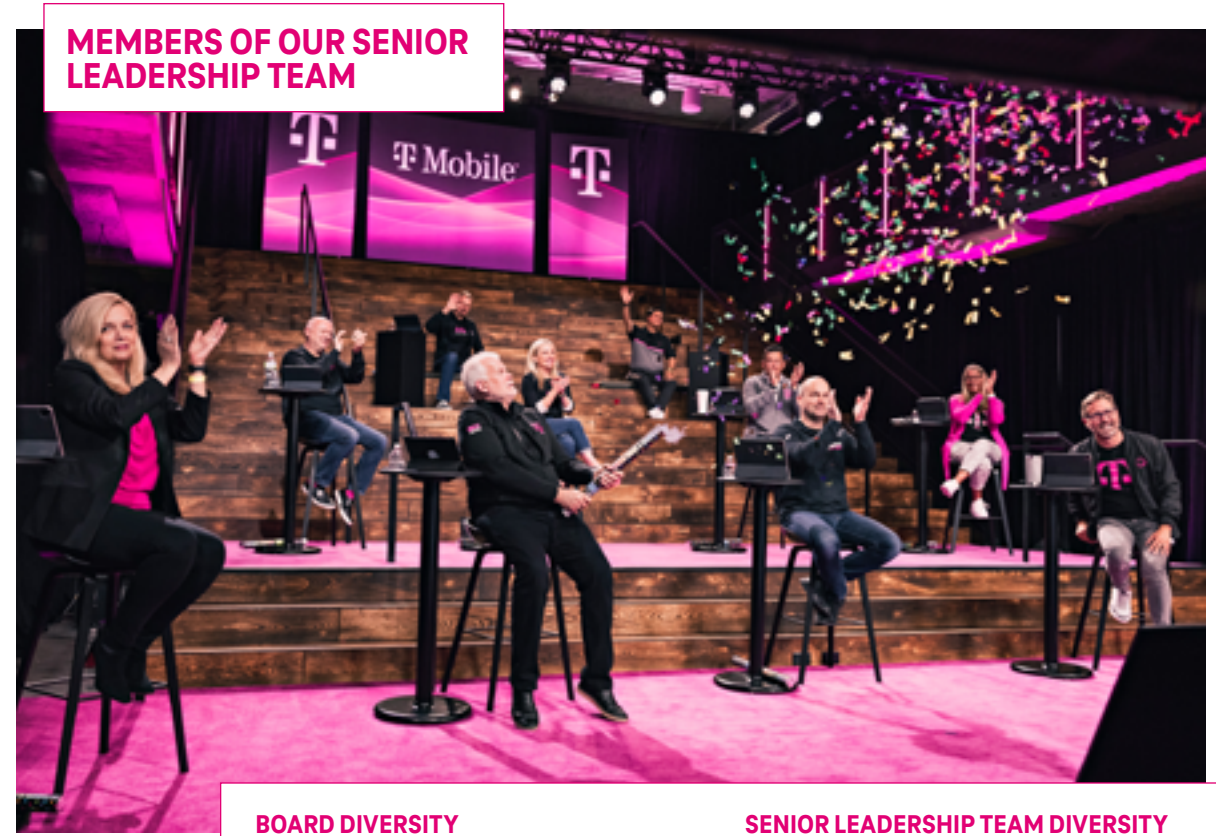
Our Board of Directors adopted our Code of Business Conduct as well as our Code of Ethics for Senior Financial Officers, which is applicable to our CEO, Chief Financial Officer, Chief Accounting Officer, Treasurer, and Controller. The Board of Directors is supported by the Audit Committee, the Compensation Committee, and the Nominating and Corporate Governance Committee. To ensure oversight of critical environmental, social, and governance (ESG) issues, risks and progress on initiatives, T-Mobile executives report updates to the Audit Committee and Nominating and Corporate Governance Committee.

The Audit Committee receives quarterly enterprise-wide risk assessment reporting, which includes risks relating to cybersecurity and privacy, business continuity, annual fraud risk assessment, and SOX and Internal Audit reporting or assessments from management and our internal audit lead. The Audit Committee is also apprised on any significant issues identified as a result of our Enterprise Risk and Compliance assessments.

Additionally, members of our senior leadership team and management report quarterly to the Nominating and Corporate Governance Committee on key ESG issues and progress updates.

[Read our Corporate Governance documents >](#)

[Read our Annual Report >](#)



MEMBERS OF OUR SENIOR LEADERSHIP TEAM

BOARD DIVERSITY	SENIOR LEADERSHIP TEAM DIVERSITY
4 identify as women	4 identify as women
4 identify as racially or ethnically diverse	3 identify as racially or ethnically diverse



MATERIAL TOPICS

To ensure we have our finger on the pulse when it comes to the evolving environmental, social, and governance landscape, in early 2021 we commissioned a third-party materiality assessment to identify and prioritize the most significant ESG issues to our business and to our stakeholders. The results are shown in the matrix to the right^{xvii}, which shows the most material topics to be:

ENVIRONMENTAL

- Greenhouse gas emissions and climate change
- Waste and recycling
- Natural resource management
- Energy management
- Product lifecycle management

SOCIAL

- Health, wellness and society
- Digital equity
- Employee diversity (equity and inclusion)
- Employee attraction, development, and engagement
- Responsible use of products and services
- Philanthropy and community engagement

GOVERNANCE

- Digital security and privacy
- Ethical business practices
- Human rights
- Open internet and competitive behavior
- Business continuity and network resilience
- Sustainable and responsible supply chain
- Responsible marketing
- Corporate governance
- Economic contribution
- Partnerships and collaboration

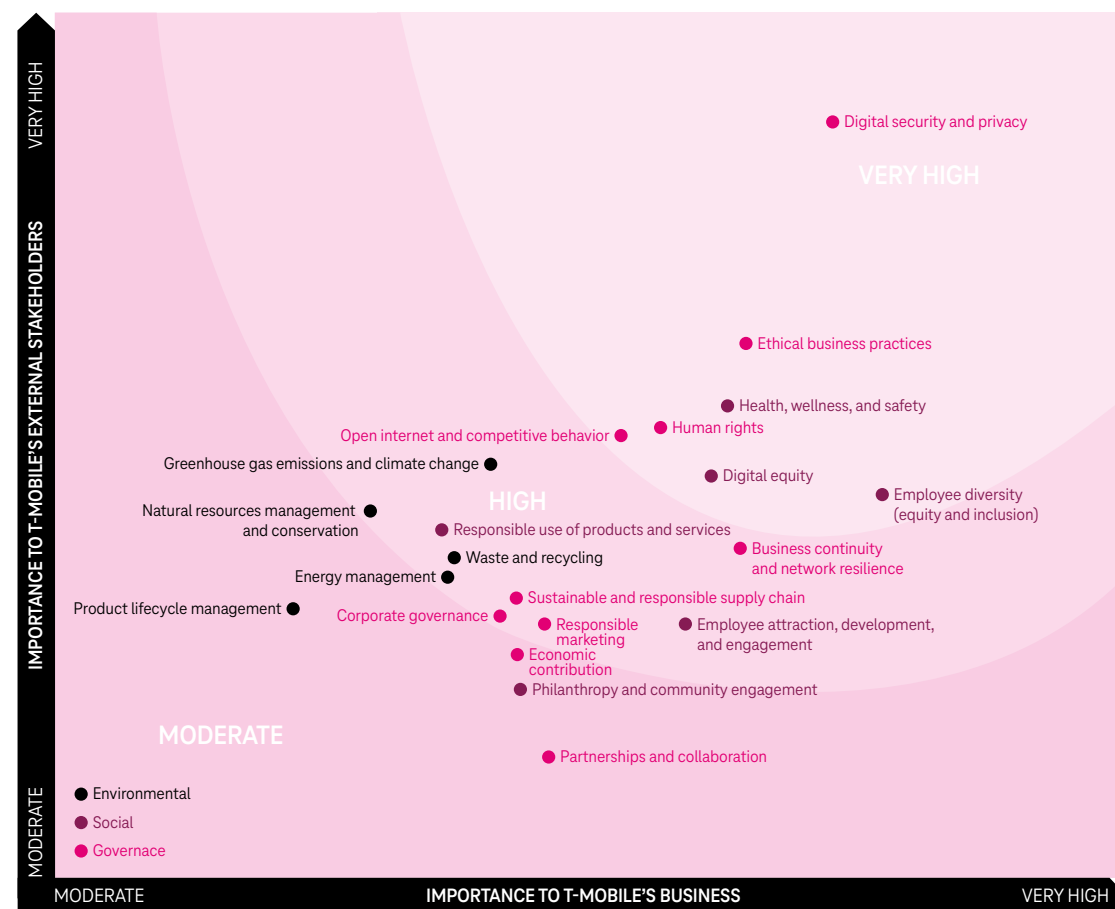
In total, thousands of employees and customers were asked to rate specific ESG issues on two dimensions: the importance for T-Mobile to manage, and how well the topic is currently being addressed by T-Mobile. They were also asked to rank the three most critical issues for T-Mobile to address.

This exercise was supported by in-depth interviews with internal and external stakeholders, including investors, suppliers, community partners, and advocacy organizations.

[See our complete list of material ESG topics and definitions >](#)

The topics discussed in this report should not be considered a characterization regarding the materiality or financial impact of information disclosed on such topics. Please see our Annual Report on Form 10-K for the year ended December 31, 2020 and other publicly filed documents available at <https://investor.t-mobile.com>.

ESG MATERIALITY ASSESSMENT



SPECIAL FEATURE

FUELING 5G INNOVATION

With the world's first nationwide standalone 5G network, we will unleash opportunities for the next generation of innovators and America's economy.

This is where future transformative technologies are made possible that power big ideas that boost healthy living, improve education, enable work-anywhere arrangements, and promote long-term sustainability

We're fueling 5G innovation and building the 5G ecosystem with a number of initiatives and collaborations with universities and standards bodies. We also operate the award-winning T-Mobile Accelerator, the T-Mobile Ventures investment fund, and we're co-founder of the 5G Open Innovation Lab.

— T-Mobile Accelerator serves as a hub for driving ideas, innovation and action. Since its inception, it has supported 75 start-ups that have raised an aggregate of nearly \$100 million since participating in the program. Today, 80% of alumni companies are still in business. We will continue to work with our External Diversity and Inclusion Council, and the California Sub-Council (among other third parties), to identify diverse candidates to apply for the program.

— T-Mobile Ventures is a multi-year investment fund focused on early and emerging growth companies developing groundbreaking 5G products and services for the T-Mobile network.

— The 5G Open Innovation Lab is a global applied innovation ecosystem for corporations, academia, and government institutions. The Lab was co-founded by T-Mobile and includes founding and corporate partners such as Amdocs, Dell Technologies, F5, Intel, Microsoft, NASA, and VMware.

Start-ups from the T-Mobile Accelerator, as well as participants from T-Mobile Ventures and 5G Open Innovation Lab, work directly with technology and business leaders at T-Mobile as they build, test, and bring to market new products and services that unleash the potential of T-Mobile 5G.

[T-Mobile Accelerator >](#)
[T-Mobile Ventures >](#)
[5G Open Innovation Lab >](#)

EXAMPLE: REVOLUTIONIZING THE FUTURE OF FARMING

5G can help power smarter wireless solutions that protect the environment by cutting emissions and reducing reliance on natural resources.

Take farming. It's one of the most important jobs on our planet, and it's an industry with massive potential for generating and using raw data. Yet few industries have been as limited by data connectivity. With 5G, that is changing. Farmers will be able to produce more food using fewer resources. Less water, less fertilizer, less pesticide. Together with Snohomish County, the 5G Open Innovation Lab, and our partners, we've created a state-of-the-art agriculture technology field lab at two farms in rural Washington. It's called the Food Resiliency Project and funded by the CARES Act, with the goal to bring together farmers, distributors, and technology companies to transform the agriculture industry and improve food resiliency.



Sensors combined with artificial intelligence can create predictive models that dramatically reduce risk and increase efficiency for farms of all sizes. Systems that monitor crops and soil conditions can provide farmers with real-time data to quickly adjust their operations, better deploy resources, and even run farming tasks remotely. We can't wait to see the 5G innovation that occurs as we work with the developers and entrepreneurs building the next big thing in agritech.



FORWARD-LOOKING STATEMENTS

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 and commitments outlined in this reporting or elsewhere, the challenges, assumptions and 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.





THE NUMBERS & SMALL PRINT



Honest and straightforward communications, backed by credible data, is what we're about.

This report covers the domestic operations and activities of T-Mobile US, Inc. for the calendar year 2020 (January 1 to December 31), unless otherwise stated. It has been prepared in accordance with the Global Reporting Initiative (GRI) Standards: Core option. It is also aligned to the reporting framework by the Sustainability Accounting Standards Board (SASB), an independent, private-sector standards-setting organization dedicated to helping companies disclose financial material, decision-useful environmental, social, and governance information that meets investor needs.

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INFORMATION INTEGRITY



T-Mobile management is responsible for the preparation and integrity of the information reported for calendar year 2020. 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. External verification over specified GHG and Energy metrics is provided by Apex Companies, LLC.



T-MOBILE MATERIAL TOPIC DEFINITIONS

Material Topic	Definition
Business continuity and network resilience	Managing risks and creating systems of prevention and recovery to deal with potential threats to a company, i.e. disaster response efforts, geopolitical events, building network resilience, and mitigating risks that could interrupt network service.
Corporate governance	Structures in charge of managing, overseeing, and directing a company and integrating ESG across the business.
Digital equity	Equal access and opportunity to connectivity, including affordability of services, accessibility no matter ability, income or location, and digital education to bridge digital literacy divides.
Digital security and privacy	Providing a secured network for a safe and secure online experience, including the protection of personal information and consumer data.
Employee attraction, development, and engagement	Attracting, retaining, and developing the best talent through education, learning, training, and fair recruitment and compensation practices.
Ethical business practices	The fair, transparent, and moral code of conduct to the strategic and operational management of a business.
Economic contribution	Making a positive contribution to national and local economies. For instance, through jobs created, taxes paid, economic value added.
Employee diversity (equity and inclusion)	Diversity of our workforce and equal opportunity for employees of different backgrounds.
Energy management	Using energy more efficiently and opting for renewable energy sources where possible.
Greenhouse gas emissions and climate change	Taking clear action to reduce our impact on the climate and reducing emissions, like carbon, generated from business activities. Developing innovative technologies that promote long-term sustainability.
Human rights	A commitment to respect and promote human rights and social principles in every place a company operates, including its business partners and supply chain.

Material Topic	Definition
Health, wellness and safety	Ensuring the workers across the value chain work in safe conditions where their safety, health, and mental wellbeing are prioritized.
Natural resources management and conservation	Protecting and conserving natural resources, such as water, trees, wildlife, and land.
Open internet and competitive behavior	Protecting and committing to open internet access where all data is treated equally with respect to content, application, and service.
Philanthropy and community engagement	Supporting, developing, and enhancing the wellbeing and livelihoods of communities.
Product lifecycle management	Minimizing environmental and social impacts during the product lifecycle (i.e. take-back programs, reduction of plastic and packaging).
Partnerships and collaboration	Promoting and advancing sustainability across the telecom industry through advocacy, participation in industry associations, external partnerships, and cross-industry collaboration.
Responsible marketing	The responsible and transparent communication, promotion and/or selling of products to consumers.
Responsible use of products and services	Ensuring customers are using products and services responsibly and that their digital well-being is protected.
Sustainable and responsible supply chain	Transparent supply chain management and responsible supplier engagement that protects environmental, social, and governance (ESG) values.
Waste and recycling	Reducing the amount of waste generated across operations and responsibly disposing/recycling all waste streams.

These definitions are used in our third-party materiality assessment, which is intended to identify and prioritize ESG issues relevant to our business. Please refer to the materiality matrix on page 51 for more information.



GRI

The table below sets out our compliance with all relevant GRI indicators, including select material topics identified in collaboration with stakeholders as part of our 2021 materiality assessment.

Disclosure#	Disclosure Topic	2020 Response
Organizational Profile		
102-1	Name of the organization	T-Mobile US, inc.
102-2	Activities, brands, products, and services	T-Mobile 2020 Form 10-K Part I pages 5-7
102-3	Location of headquarters	12920 SE 38th Street Bellevue, Washington, 98006-1350, USA
102-4	Location of operations	T-Mobile 2020 Form 10-K Part I pages 1, 25, 26
102-5	Ownership and legal form	T-Mobile 2020 Form 10-K Part I page 1 T-Mobile common stock is traded on the NASDAQ Global Select Market under the symbol "TMUS."
102-6	Markets served	T-Mobile 2020 Form 10-K Part I pages 5-9
102-7	Scale of the organization	T-Mobile 2020 Form 10-K Part I pages 5-7; Part II pages 28-29
102-8	Information on employees and other workers	T-Mobile 2020 Form 10-K Part I pages 7-8



Disclosure#	Disclosure Topic	2020 Response
102-9	Supply chain overview	<p>T-Mobile views our suppliers as valued extensions of our business. 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 diversity and values.</p> <p>We are a company committed to conducting our business in a socially, environmental, 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 Guidelines outline the policies and guidelines that govern our supply chain partnerships and sustainability performance is a contributing factor to how we award contracts. 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. We've received assessments from suppliers representing approximately 30% of sourceable spend.</p>
102-10	Significant changes to the organization and its supply chain	T-Mobile 2020 Form 10-K Part I page 5; Part II pages 30-32
102-11	Precautionary Principle or approach	<p>T-Mobile 2020 Form 10-K Part III page 127</p> <p>2020 Corporate Responsibility Report: Doing It the Right Way. Always. > Good Governance > page 50</p> <p>Our standard management practices consider many factors, including potential positive and negative societal impacts, when making strategic business decisions.</p>
102-12	External initiatives	SASB, CDP
102-13	Membership of associations	<p>Global e-Sustainability Initiative (GeSI)</p> <p>BSR</p> <p>EPA Green Power partnership</p>
Strategy		
102-14	Statement from senior decision-maker	2020 Corporate Responsibility Report: A Word from Mike (Our CEO) > page 3
102-15	Key impacts, risks, and opportunities	2020 Corporate Responsibility Report: A Word from Mike (Our CEO) > page 3
Ethics and Integrity		
102-16	Values, principles, standards, and norms of behavior	<p>2020 Corporate Responsibility Report: We Do Things Differently > page 5</p> <p>Code of Business Conduct</p> <p>Supplier Code of Conduct</p>
102-17	Mechanisms for advice and concerns about ethics	<p>2020 Corporate Responsibility Report: Doing It the Right Way. Always. > Ethical Conduct> page 46</p> <p>T-Mobile Speak Up Policy</p> <p>T-Mobile Integrity Line</p>



Disclosure#	Disclosure Topic	2020 Response
Governance		
102-18	Governance structure	2020 Corporate Responsibility Report: Doing It the Right Way. Always. > Good Governance > page 50 2021 Proxy Statement
Stakeholder Engagement		
102-40	List of stakeholder groups	2020 Corporate Responsibility Report: Doing It The Right Way. Always. > Material Topics > page 51
102-41	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. The company recognizes the Communications Workers of America (CWA) as the representative of a small group of employees.
102-42	Identifying and selecting stakeholders	2020 Corporate Responsibility Report: Doing It the Right Way. Always. > Material Topics > page 51
102-43	Approach to stakeholder engagement	2020 Corporate Responsibility Report: Doing It the Right Way. Always. > Material Topics > page 51
102-44	Key topics and concerns raised	2020 Corporate Responsibility Report: Doing It the Right Way. Always. > Material Topics > page 51
Reporting Practices		
102-45	Entities included in the consolidated financial statements	T-Mobile 2020 Form 10-K Part I-Part IV pages 1-458 T-Mobile 2020 Annual Reports and Accounts
102-46	Defining report content and topic Boundaries	2020 Corporate Responsibility Report: Doing It the Right Way. Always. > Material Topics > page 51
102-47	List of material topics	2020 Corporate Responsibility Report: Doing It the Right Way. Always. > Material Topics > page 51
102-48	Restatements of information	None
102-49	Changes in reporting	None
102-50	Reporting period	January 1, 2020 to December 31, 2020 unless otherwise stated
102-51	Date of most recent report	2020
102-52	Reporting cycle	Annual
102-53	Contact point for questions regarding the report	ESG.Reporting@t-mobile.com
102-54	Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the GRI Standards: Core option.



Disclosure#	Disclosure Topic	2020 Response
102-55	GRI content index	2020 Corporate Responsibility Report: The Numbers and Small Print > GRI > page 57
102-56	External assurance	Third-party limited assurance was provided for T-Mobile’s greenhouse gas (GHG) emissions and energy use data for calendar year 2020. See T-Mobile’s Assurance Statement for more information

Economic Disclosures – Digital Inclusion

103-1	Explanation of the material topic and its Boundaries	2020 Corporate Responsibility Report: Social Impact & Community Investment > Bridging the Digital Divide > page 30 2020 Corporate Responsibility Report: Connecting Customers to Their World > Connecting Rural America > page 17 2020 Corporate Responsibility Report: Connecting Customers to Their World > Making Connectivity Accessible for All > page 18
103-2	The management approach and its components	2020 Corporate Responsibility Report: Social Impact & Community Investment > Bridging the Digital Divide > page 30 2020 Corporate Responsibility Report: Connecting Customers to Their World > Connecting Rural America > page 17 2020 Corporate Responsibility Report: Connecting Customers to Their World > Making Connectivity Accessible for All > page 18
103-3	Evaluation of the management approach	2020 Corporate Responsibility Report: Social Impact & Community Investment > Bridging the Digital Divide > page 30 2020 Corporate Responsibility Report: Connecting Customers to Their World > Connecting Rural America > page 17 2020 Corporate Responsibility Report: Connecting Customers to Their World > Making Connectivity Accessible for All > page 18
203-1	Infrastructure investments and services supported	2020 Corporate Responsibility Report: Social Impact & Community Investment > Bridging the Digital Divide > page 30

Environment – Energy

103-1	Explanation of the material topic and its Boundaries	Environmental Policy 2021 CDP Climate Change Questionnaire 2020 Corporate Responsibility Report: When It Comes to Protecting Our Planet, We Won’t Stop. > Accelerating Climate Action > page 39
103-2	The management approach and its components	Environmental Policy 2021 CDP Climate Change Questionnaire 2020 Corporate Responsibility Report: When It Comes to Protecting Our Planet, We Won’t Stop. > Accelerating Climate Action > page 39
103-3	Evaluation of the management approach	Environmental Policy 2021 CDP Climate Change Questionnaire 2020 Corporate Responsibility Report: When It Comes to Protecting Our Planet, We Won’t Stop. > Accelerating Climate Action > page 39



Disclosure#	Disclosure Topic	2020 Response
302-1	Energy consumption within the organization	<p>Total fuel consumption within the organization from non-renewable sources: 808,997 GJ</p> <ul style="list-style-type: none">— Fleet diesel: 3,186 GJ— Fleet gasoline: 512,209 GJ— Jet fuel: 11,386 GJ— Stationary diesel: 71,202 GJ— Propane: 33,138 GJ— Natural gas: 177,876 GJ <p>Total fuel consumption within the organization from renewable sources: 0 GJ</p> <p>In joules, watt-hours or multiples, the total:</p> <ul style="list-style-type: none">— Electricity consumption: 6,934,055 MWh— Heating consumption: 49,410 MWh— Cooling consumption: 0 MWh— Steam consumption: 0 MWh <p>In joules, watt-hours or multiples, the total:</p> <ul style="list-style-type: none">— Electricity sold: 0 MWh— Heating sold: 0 MWh— Cooling sold: 0 MWh— Steam sold: 0 MWh <p>Total energy consumption within the organization, in joules or multiples: 25,771,594 GJ:</p> <ul style="list-style-type: none">— Fleet diesel: 3186 GJ— Fleet gasoline: 512,209 GJ— Jet fuel: 11,386 GJ— Stationary diesel: 71,202 GJ— Propane: 33,138 GJ— Natural gas: 177,876 GJ— Electricity: 24,962,597 GJ



Disclosure#	Disclosure Topic	2020 Response
		<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. 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 2021 CDP Climate Change Questionnaire and our third-party Assurance Statement.</p>
302-2	Energy consumption outside of the organization	<p>Energy consumption outside of the organization, in joules or multiples: 8,299,240 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: 376.98 MWh/PB</p> <p>Organization-specific metric (the denominator) chosen to calculate the ratio: Total petabytes (PB) of network traffic for calendar year 2020</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 2021 CDP Climate Change Questionnaire.</p>



Disclosure#	Disclosure Topic	2020 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: 20,106 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 2021 CDP Climate Change Questionnaire.</p>
Environment – Water		
103-1	Explanation of the material topic and its Boundaries	<p>While T-Mobile uses relatively little water compared to companies in many other industries, we strive to use it in a responsible and sustainable manner to help conserve this important natural resource. Our reporting for water consumption includes domestic water used in our buildings (data centers, call centers, offices, retail stores, switches, warehouse), some cell sites with irrigation, as well as domestic wastewater. We do not include water use for buildings where the water utility is not included in the leasing contracts.</p>
103-2	The management approach and its components	<p>We strive to conserve water across our operations as outlined in our Environmental Policy and are continuously working to improve practices to underscore our commitment to environmental stewardship. We evaluate our buildings and embed sustainable design practices into updates when possible. We also seek to educate our employees on ways to reduce water usage at our buildings.</p> <p>As part of the Science Based Target Network (SBTN) Corporate Engagement Program, T-Mobile collaborates with other organizations on developing methods and tools to set science-based targets for nature, which includes water use targets.</p>
103-3	Evaluation of the management approach	<p>The T-Mobile Sustainability Steering Committee is a cross-functional group led by our VP of Corporate Responsibility that oversees and sets the overall T-Mobile corporate sustainability strategy. The Committee also evaluates and reviews progress and impact of the company’s sustainability initiatives and goals.</p>
303-1	Interactions with water as a shared resource (management approach disclosures)	<p>T-Mobile employee occupied buildings across the United States, interacting with domestic water use (includes data centers, call centers, offices, stores, switches, warehouses), and some cell sites with irrigation through our direct operations. Water withdrawal and discharge occurs through the different municipal systems in the United States.</p> <p>As outlined by our Responsible Sourcing Guidelines, we show a preference for working with suppliers who demonstrate adherence to industry best practices in areas such as water use.</p>
303-2	Management of water discharge-related impacts (management approach disclosures)	<p>We manage our domestic waste water released through the sewage system of our buildings according to each municipal water treatment system standards. We therefore follow all local municipal waste water treatment protocols for domestic water discharge from our facilities.</p>
303-5	Water consumption	<p>In 2020, T-Mobile used 1,086,662 cubic meters (m³) of water. This includes the municipal water withdrawal that we are directly billed for in our buildings (data centers, call centers, offices, retail stores, switches, warehouse), and some cell sites with irrigation.</p>



Disclosure#	Disclosure Topic	2020 Response
Environment – Emissions		
103-1	Explanation of the material topic and its Boundaries	<u>Environmental Policy</u> <u>2021 CDP Climate Change Questionnaire</u> 2020 Corporate Responsibility Report: When It Comes to Protecting Our Planet, We Won't Stop. > Accelerating Climate Action > page <u>39</u>
103-2	The management approach and its components	<u>Environmental Policy</u> <u>2021 CDP Climate Change Questionnaire</u> 2020 Corporate Responsibility Report: When It Comes to Protecting Our Planet, We Won't Stop. > Accelerating Climate Action > page <u>39</u>
103-3	Evaluation of the management approach	<u>Environmental Policy</u> <u>2021 CDP Climate Change Questionnaire</u> 2020 Corporate Responsibility Report: When It Comes to Protecting Our Planet, We Won't Stop. > Accelerating Climate Action > page <u>39</u>



Disclosure#	Disclosure Topic	2020 Response
305-1	Direct (Scope 1) GHG emissions	<p>Gross direct (Scope 1) GHG emissions in metric tons of CO₂ equivalent: 53,180 MT CO₂e</p> <p>Gases included in the calculation: CO₂, CH₄, N₂O, HFCs</p> <p>Biogenic CO₂ emissions in metric tons of CO₂ equivalent: 0 MT CO₂e</p> <p>Base year for the calculation: 2016</p> <ul style="list-style-type: none">— The rationale for choosing it: 2016 was the first year of available data for all direct emissions sources across the T-Mobile and Sprint portfolios.— Emissions in the base year: 61,266 MT CO₂e— The context for any significant changes in emissions that triggered recalculations of base year emissions: The 2016 emissions figures for T-Mobile and Sprint were combined to ensure consistency when comparing base year emissions to current and future reporting periods. <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 (gallons, mmbTU, or MWh) to MT CO₂e.</p> <p>Emission factors:</p> <ul style="list-style-type: none">— U.S. EPA Center for Corporate Climate Leadership: “Emission Factors for Greenhouse Gas Inventories”, (2020) <p>100-year Global Warming Potential values:</p> <ul style="list-style-type: none">— IPCC: “Fifth Assessment Report (AR5)”, (2014) <p>Consolidation approach for emissions: Operational control</p> <p>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.</p> <p>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.</p> <p>For more information, please refer to our 2021 CDP Climate Change Questionnaire.</p>



Disclosure#	Disclosure Topic	2020 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: 2,755,796 MT CO₂e</p> <p>Gross market-based energy indirect (Scope 2) GHG emissions in metric tons of CO₂ equivalent: 1,858,206 MT CO₂e</p> <p>Gases included in the calculation: CO₂, CH₄, N₂O</p> <p>Base year for the calculation: 2016</p> <ul style="list-style-type: none">— The rationale for choosing it: 2016 was the first year of available data for all indirect emissions sources across the T-Mobile and Sprint portfolios.— Emissions in the base year: Location-Based & Market-Based: 2,395,646 MT CO₂e— The context for any significant changes in emissions that triggered recalculations of base year emissions: The 2016 emissions figures for T-Mobile and Sprint were combined to ensure consistency when comparing base year emissions to current and future reporting periods. <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 2018”, (2020) <p>100-year Global Warming Potential values:</p> <ul style="list-style-type: none">— 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 2021 CDP Climate Change Questionnaire.</p>



Disclosure#	Disclosure Topic	2020 Response
305-3	Other indirect (Scope 3) GHG emissions	<p>Gross other indirect (Scope 3) GHG emissions in metric tons of CO₂ equivalent: 7,033,821 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: 2016</p> <ul style="list-style-type: none">— The rationale for choosing it: 2016 was the first year of available data for all indirect emissions sources across the T-Mobile and Sprint portfolios.— Emissions in the base year: 7,046,768 MT CO₂e— The context for any significant changes in emissions that triggered recalculations of base year emissions: The 2016 emissions figures for T-Mobile and Sprint were combined to ensure consistency when comparing base year emissions to current and future reporting periods. <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>



Disclosure#	Disclosure Topic	2020 Response
		<p>Emission factors</p> <ul style="list-style-type: none"> — U.S. EPA: “Emissions & Generation Resource Integrated Database (eGRID) Summary Tables 2018”, (2020) <p>100-year Global Warming Potential values:</p> <ul style="list-style-type: none"> — IPCC: “Fifth Assessment Report (AR5)”, (2014). — Ecoinvent: “Version 3”, (2013–2020). — CDP Supply Chain: Supplier-specific emission factors, (2019). — Apple: “Product Environmental Report” – Various Models, (2018–2020). — Green Design Institute: “US 2002 Benchmark Model – purchaser price”, (2010). <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 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 2021 CDP Climate Change Questionnaire.</p>
305-4	GHG emissions intensity	<p>GHG emissions intensity ratio for the organization: 471.05 MT CO₂e/PB</p> <p>Organization-specific metric (the denominator) chosen to calculate the ratio: Total petabytes (PB) of network traffic for calendar year 2020</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 2021 CDP Climate Change Questionnaire.</p>
305-5	Reduction of GHG emissions	<p>GHG emissions reduced as a direct result of reduction initiatives, in metric tons of CO₂ equivalent: 382,991 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): Scope 2</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 2021 CDP Climate Change Questionnaire.</p>



Disclosure#	Disclosure Topic	2020 Response
Environment – Waste		
103-1	Explanation of the material topic and its Boundaries	<u>Environmental Policy</u> 2020 Corporate Responsibility Report: When It Comes to Protecting Our Planet, We Won't Stop. > Minimizing Waste, Maximizing Impact > page 43
103-2	The management approach and its components	<u>Environmental Policy</u> 2020 Corporate Responsibility Report: When It Comes to Protecting Our Planet, We Won't Stop. > Minimizing Waste, Maximizing Impact > page 43
103-3	Evaluation of the management approach	<u>Environmental Policy</u> 2020 Corporate Responsibility Report: When It Comes to Protecting Our Planet, We Won't Stop. > Minimizing Waste, Maximizing Impact > page 43
306-1	Waste generation and significant waste-related impacts	<u>Environmental Policy</u> 2020 Corporate Responsibility Report: When It Comes to Protecting Our Planet, We Won't Stop. > Minimizing Waste, Maximizing Impact > page 43
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. Additionally, for employees located in Overland Park, Kansas, we provide monthly shred paper collection events at no charge for personal documents/papers.</p> <p>E-waste: T-Mobile works to responsibly manage electronic waste across our operations and 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>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 validate services provided match contracted agreement.</p> <p>We are also a member of the Department of Energy's Better Buildings Waste Pilot in an effort to share and learn best practices for waste diversion, reporting, and employee engagement and education.</p>
306-3	Waste generated	<p>Employees generated 13,124 metric tons of diverted and non-diverted municipal solid waste across retail, commercial, and network facilities where we have operational control. Percentage of municipal solid waste recycled: 40%.</p> <p>Employee generated waste in this category does not include IT waste, network project mixed recyclables, or network equipment since these waste streams are managed separately in partnership with specialized vendors.</p>



Disclosure#	Disclosure Topic	2020 Response
306-4	Waste diverted from disposal	<p>11,232 metric tons as reported to DOE Better Buildings Challenge Waste Wise Pilot Program and CDC for 2020. This figure includes the waste streams listed below.</p> <p>As we continue to grow our reporting as a combined company, we look forward to continuing to partner with our vendors to expand our waste and e-waste diversion efforts and reporting practices.</p> <p>In 2020 T-Mobile collected:</p> <ul style="list-style-type: none"> — 7,205 metric tons of mixed recyclables and regulated waste to be recycled — 1,560 metric tons of shredded paper to be recycled — 288 metric tons of IT waste to be recycled and resold — 2,179 metric tons of network equipment to be recycled and resold
Social – Occupational Health		
103-1	Explanation of the material topic and its Boundaries	<p>2020 Corporate Responsibility Report: Responding to COVID-19 > page 8</p> <p>2020 Corporate Responsibility Report: Doing It the Right Way. Always > Material Topics > page 51</p> <p>T-Mobile’s Environmental, Health, and Safety (EHS) Policies and Standards apply to all T-Mobile operations and subsidiaries.</p>
103-2	The management approach and its components	<p>2020 Corporate Responsibility Report: Responding to COVID-19 > page 8</p> <p>2020 Corporate Responsibility Report: Doing It the Right Way. Always > Material Topics > page 51</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>
103-3	Evaluation of the management approach	<p>The EHS team identifies gaps and implements programs needed to ensure ongoing compliance and continuous improvement of the EHS Management System. This 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.</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>
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. 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>



Disclosure#	Disclosure Topic	2020 Response
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. The EHS team 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.</p> <p>T-Mobile maintains a centralized electronic repository for companywide access to EHS program documents.</p>
403-4	Worker participation, consultation, and communication on 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>
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>Please read about our benefits on our website.</p> <p>2020 Corporate Responsibility Report: Responding to COVID-19 > Showing Up for Our Employees > page 11</p>
403-7	Prevention and Mitigation of Occupational Health and Safety Impacts Directly Linked by Business Relationships	<p>T-Mobile has a well-defined Contractor 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're not authorized to do work on T-Mobile's behalf.</p>



Disclosure#	Disclosure Topic	2020 Response
403-9	Work-related injuries	<p>For T-Mobile employees:</p> <ul style="list-style-type: none"> — The number and rate of fatalities as a result of work-related injury: 0. — The number and rate of high-consequence work-related injuries (excluding fatalities): 12 and 0.02 per 200,000 hours worked. — The number and rate of recordable work-related injuries: 184 and 0.27 per 200,000 hours worked. — The main types of work-related injury: Slips/trips/falls, struck against/by object, and strains/sprains. — The number of hours worked: 134,694,348 hours. <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 onsite 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>

Social – Employee Training and Education

103-1	Explanation of the material topic and its Boundaries	2020 Corporate Responsibility Report: Together We Are The Un-carrier > How We Dream Big and Deliver > page 26
103-2	The management approach and its components	2020 Corporate Responsibility Report: Together We Are The Un-carrier > How We Dream Big and Deliver > page 26
103-3	Evaluation of the management approach	2020 Corporate Responsibility Report: Together We Are The Un-carrier > How We Dream Big and Deliver > page 26
404-1	Average hours of training per year per employee	<p>Approximately 3.7 million training hours were formally completed by T-Mobile employees.</p> <p>This number includes only those trackable training hours completed in a formal Learning Management System by all T-Mobile full- and part-time employees.</p>
404-2	Programs for upgrading employee skills and transition assistance programs	<p>2021 Proxy Statement</p> <p>Total funding for tuition assistance: \$22.4 million in 2020 for 6,745 employees</p> <ul style="list-style-type: none"> — T-Mobile is home to Magenta University – The place to go for all your learning and career development needs. This one-stop shop helps our employees become their best selves with resources to grow your skillset, gain new perspectives, explore career options, and become the kind of leader you want to follow. Magenta University includes thousands of professional development resources including trainings, videos, books, and more from a variety of learning channels, including our own T-Clips video platform, Learning Podcast and Diversity, Equity, and Inclusion learning portal to fuel our #BeYou culture. — At T-Mobile, we build careers, empowering employees to define and achieve their own success. We offer career and leadership development programs to put our employees in the driver's seat of their career. We're building a diverse group of strong leaders through signature programs and development offerings including Top Talent Leadership Development Programs, Career Rotation Experiences, Returnships, Career Exploration Events, and Business Function/Line of Business Development Programs. — In 2020, T-Mobile launched Lead Magenta Next program providing increased opportunities for underrepresented groups to expand their leadership skills. T-Mobile also launched an Apprenticeship Program in 2020, currently located in Nevada, placing apprentice on a year-long journey to gain skills through hands-on experience and step-by-step coaching.



Disclosure#	Disclosure Topic	2020 Response
Social – Diversity and Equal Opportunity		
103-1	Explanation of the material topic and its Boundaries	Human Rights Statement 2020 Corporate Responsibility Report: Equity In Action > page 19 2020 Corporate Responsibility Report: Together We Are the Un-carrier > We Value What Each Person Brings > page 23
103-2	The management approach and its components	Human Rights Statement 2020 Corporate Responsibility Report: Equity In Action > page 19 2020 Corporate Responsibility Report: Together We Are the Un-carrier > We Value What Each Person Brings > page 23
103-3	Evaluation of the management approach	Human Rights Statement 2020 Corporate Responsibility Report: Equity In Action > page 19 2020 Corporate Responsibility Report: Together We Are the Un-carrier > We Value What Each Person Brings > page 23
405-1	Diversity of Governance Bodies	As of December 31, 2020, our 14 member board included: 2 women (14%) 3 people who identify as racially or ethnically diverse (21%)
	Diversity of employees	2020 Corporate Responsibility Report: Together We Are the Un-carrier > We Value What Each Person Brings > page 23 2020 Corporate Responsibility Report: Doing It the Right Way. Always. > Good Governance > page 50
Social – Privacy		
103-1	Explanation of the material topic and its Boundaries	2020 Corporate Responsibility Report: Doing It the Right Way. Always. > Privacy and Security in a Digital World > page 48
103-2	The management approach and its components	2020 Corporate Responsibility Report: Doing It the Right Way. Always. > Privacy and Security in a Digital World > page 48
103-3	Evaluation of the management approach	2020 Corporate Responsibility Report: Doing It the Right Way. Always. > Privacy and Security in a Digital World > page 48
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) all customer complaints made to any company business channel (e.g., customer care, retail, web, etc.) concerning alleged unauthorized release of CPNI. We report this number (for 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.



SASB 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	2020 Response
Environmental Footprint of Operations	TC-TL-130a.1	(1) Total energy consumed	<p>Total energy consumption: 25,771,594 GJ</p> <ul style="list-style-type: none"> — Fleet diesel: 3,186 GJ — Fleet gasoline: 512,209 GJ — Jet fuel: 11,386 GJ — Stationary diesel: 71,202 GJ — Propane: 33,138 GJ — Natural gas: 177,876 GJ — Electricity: 24,962,597 GJ <p>Total energy consumed is calculated based on emissions sources included in Scope 1 and 2 GHG emissions, namely diesel, gasoline, jet fuel, propane, natural gas, and electricity.</p> <p>For more information, please refer to our third-party Assurance Statement.</p>
	TC-TL-130a.2	(2) percentage grid electricity	<p>96.9%</p> <p>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. While T-Mobile had 573 MW of renewable energy capacity by the end of 2020, these were in the form of Virtual Power Purchase Agreements (VPPAs). Under these agreements, T-Mobile did not generally receive physical delivery of the energy from these projects. Instead, the operators sold the energy into the wholesale market and T-Mobile received the Renewable Energy Credits (RECs) associated with the energy sold.</p>
	TC-TL-130a.3	(3) percentage renewable	<p>24.4%</p> <p>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.</p> <p>By the end of 2020, T-Mobile had 573 MW of renewable energy capacity in the form of Virtual Power Purchase Agreements (VPPAs). With additional projects coming online in 2021, T-Mobile is on track to source renewable energy equivalent to 100% of our total electricity usage by the end of 2021.</p>



Topic	SASB Code	Requested Metric	2020 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 outlines our major policies and practices concerning behavioral advertising and customer privacy.</p> <p>This includes the choices consumers have over use of their personal data, the affordances we offer (in compliance with California privacy law) to opt of certain data uses and transfers, and a general 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>In particular, we offer consumer choice with respect to data use for analytics and reporting, and choice as to whether personal data is used for targeted advertising.</p> <p>When used for advertising, data used includes information such as age and apps installed on a customer’s device. This information is attributed to Advertising IDs, which are pooled to created audience segments based on customer interests and are do not directly identify a given individual.</p>
	TC-TL-220a.2	Number of customers whose information is used for secondary purposes	The number and percentage of customers whose information is used for secondary purposes varies over time, in part as a product of certain choices we offer to allow consumers to opt out of some such uses. For example, we offer consumer choice with respect to data use for analytics and reporting, and choice as to whether personal data is used for targeted advertising. We publicly disclose further information on the types of secondary uses in our Privacy Notice as well as the number of requests we’ve received from customers to access their personal data, delete their personal data or opt-out of having their data sold for advertising purposes.
	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. We do not, as of this report, have any material monetary loss as the result of litigation or regulatory investigation concerning our processing of consumer data.
	TC-TL-220a.4	(1) Number of law enforcement requests for customer information	As published in our 2020 Transparency Report , T-Mobile reported receiving 680,894 government requests in 2020, for data about particular users (individuals or accounts). Of these we provided a response for 594,092 requests. Figures are updated annually.
	TC-TL-220a.4	(2) number of customers whose information was requested	T-Mobile does not measure the number of individual customers; as noted above we track government requests which may cover more than one customer. Our 2020 Transparency Report breaks down types of requests, including requests (not included in the figure above) for data that may not be linked to a particular person, such as cell site location information (“CSLI”), which information provides the location of the cell tower(s) which carried a particular call or other network transaction.
	TC-TL-220a.4	(3) percentage resulting in disclosure	As detailed in the public 2020 Transparency Report , we were unable to provide a response in 86,802 cases of the total of 680,894 received, or approximately 12.7%. This represents 87.3% that resulted in disclosure.



Topic	SASB Code	Requested Metric	2020 Response
Data Security	TC-TL-230a.1	(1) Number of data breaches	T-Mobile does not report this figure 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.
	TC-TL-230a.2	(2) percentage involving personally identifiable information (PII)	Generally speaking, any reportable data breach involves personally identifiable information (information linked or linkable to a particular person).
	TC-TL-230a.3	(3) number of customers affected	T-Mobile does not report this figure publicly, in part as the definition of “data breach” varies across laws and contract terms. We do provide public notice of the number of customers affected for those incidents where such notice is required by law.
	TC-TL-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	<p>We use administrative, technical, contractual, and physical safeguards designed to protect customers’ data while it is under our control.</p> <p>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, and investigative tools such as digital loss prevention tools to identify and address data security risks.</p> <p>We utilize the National Institute of Standards and Technology (NIST) Cybersecurity Framework in designing that program, and comply with applicable data security laws and standards in the context where they apply.</p> <p>Examples of such laws and standards include the Sarbanes-Oxley law on financial reports, FCC CPNI rules for certain telecommunications usage data, Payment Card Industry standards applicable to handling of payment card data, and the Cybersecurity Maturity Model Certification (“CMMC”) for certain federal service contracts.</p>
Product End-of-life Management	TC-TL-440a.1	(1) Materials recovered through take back programs	<p>T-Mobile is committed to giving customers a way to properly, and safely recycle their devices. Through our Device Reuse and Recycling program, customers can trade-in an eligible device for a credit towards a new one. Customers can also recycle their unused devices for free.</p> <p>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.</p>
	TC-TL-440a.2	Percentage of recovered materials that were (2) reused	<p>T-Mobile collected approximately 7.9 million devices for reuse, resale, and recycle. Approx. 93% were reused/resold, 3% responsibility recycled by certified third-party facilities, and 4% remained in inventory (as of 12/31/20) and will either be reused or recycled in 2021.</p> <p>Devices includes phones, smartwatches, tablets, hotspots, and IoT items.</p>
	TC-TL-440a.3	Percentage of recovered materials that were (3) recycled	<p>T-Mobile collected approximately 7.9 million devices for reuse, resale, and recycle. Approx. 93% were reused/resold, 3% responsibility recycled by certified third-party facilities, and 4% remained in inventory (as of 12/31/20) and will either be reused or recycled in 2021.</p> <p>Devices includes phones, smartwatches, tablets, hotspots, and IoT items.</p>
	TC-TL-440a.4	Percentage of recovered materials that were (4) landfilled	<p>T-Mobile collected approximately 7.9 million devices for reuse, resale, and recycle. Approx. 93% were reused/resold, 3% responsibility recycled by certified third-party facilities, and 4% remained in inventory (as of 12/31/20) and will either be reused or recycled in 2021.</p> <p>Devices includes phones, smartwatches, tablets, hotspots, and IoT items.</p>



Topic	SASB Code	Requested Metric	2020 Response
Competitive Behavior & Open Internet	TC-TL-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	For the fiscal year 2020, 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 is committed to an open internet and 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 information page at t-mobile.com/openinternet .
	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.
Managing Systemic Risks from Technology Disruptions	TC-TL-550a.1	(1) System average interruption frequency	T-Mobile does not currently disclose data on system average interruption frequency.
	TC-TL-550a.2	(2) Customer average interruption duration	T-Mobile does not currently disclose data on 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 emergency situations. That's why building in operational and network resilience is vital to the work we do. As a company, we are 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 Continuity Program designed to be best-in-class with proactive measures to reduce risk to enterprise operations and recovery solutions that minimize impact to customers and services during a potential business disruption. With enterprise-wide teams that work to address Business Continuity, Disaster Recovery, Network Availability, Emergency Response, and Customer Support, we are 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 Business Continuity Plans are current, comprehensive, and effective.</p> <p>Critical operations, processes, and services across the enterprise are identified along with criticality ratings, risks, gaps, and potential impacts of a service disruption. Process, criticality, and risk reviews are conducted on a regular basis.</p> <p>T-Mobile's Executive Management receives a quarterly risk report inclusive of the efforts and status of the Enterprise Continuity Program. The Enterprise Continuity Program is also reviewed and approved by leadership on an annual basis.</p>



Topic	SASB Code	Requested Metric	2020 Response
Number of wireless subscribers	TC-TL-000.A	Quantitative	Total customers as of 12/31/20: 102,064,000 A customer is generally defined as a SIM number with a unique T-Mobile identifier which is associated with an account that generates revenue. Customers are qualified either for postpaid service utilizing phones, wearables, DIGITS or other connected devices, which include tablets and SyncUp products, where they generally pay after receiving service, or prepaid service, where they generally pay in advance of receiving service. Our postpaid customers include customers of T-Mobile. Our prepaid customers include customers of T-Mobile and Metro by T-Mobile.
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 does not currently report this information.
Network traffic	TC-TL-000.D	Quantitative	T-Mobile does not currently report this information.



REFERENCES





REFERENCES

- i** Most reliable according to umlaut. Fastest: According to Opensignal Awards—USA: 5G User Experience Report April 2021, based on independent analysis of average speeds from mobile measurements recorded during the period December 15, 2020—March 14, 2021 © 2021 Opensignal Limited.
- ii** As of 12/31/20
- iii** Formerly known as the Carbon Disclosure Project, CDP’s annual scoring process is recognized as the gold standard of corporate environmental transparency. You can read our full CDP disclosure [here](#).
- iv** Includes \$16.5 million in charitable donations made through T-Mobile and T-Mobile Foundation, as well as approximately \$83.8 million of in-kind product and service support through our education initiatives, including Project 10Million, and disaster relief efforts.
- v** Estimated savings if every department takes advantage of the program.
- vi** <https://www.fcc.gov/reports-research/reports/broadband-progress-reports/eighth-broadband-progress-report>
- vii** <https://www.t-mobile.com/news/network/neville-ray-future-of-5g>
- viii** [Homework Gap and Connectivity Divide | Federal Communications Commission](#)
- ix** These include product and service donations made through disaster relief efforts and Project 10Million.
- x** Feeding America last issued 2020 food insecurity projections in October 2020.
- xi** A joint initiative of CDP, the UN Global Compact, the World Resources Institute and WWF, the Science-based Targets Initiative builds upon the expertise and rigor used to build international scientific consensus to credibly demonstrate that a business is doing its fair share to achieve the ambitions of the Paris Agreement to limit global warming to well below two degrees Celsius, preferably to 1.5 degrees Celsius, compared to pre-industrial levels.
- xii** EPA Green Power Partnership, a collective of companies leading the way in renewable energy.
- xiii** From 829,683 MWh in 2019 to 1,621,781 MWh in 2020.
- xiv** LED Lighting | Department of Energy
- xv** [U.S. Geological Survey Fact Sheet 2006–3097 \(usgs.gov\)](#)
- xvi** As of July 2021
- xvii** This weighted matrix contains findings from the survey results and the interviews. We applied a 90 percent weighting to the survey results and a 10 percent weighting to the interview findings. Y axis = Customer survey results + “top 3 issues” Q coefficient + External interviews. X axis = Employee survey results + “top 3 issues” Q coefficient + Internal interviews.



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