



Answering the Call: Wireless for Good

2023 CSR REPORT

A NOTE FROM CTIA'S PRESIDENT AND CEO

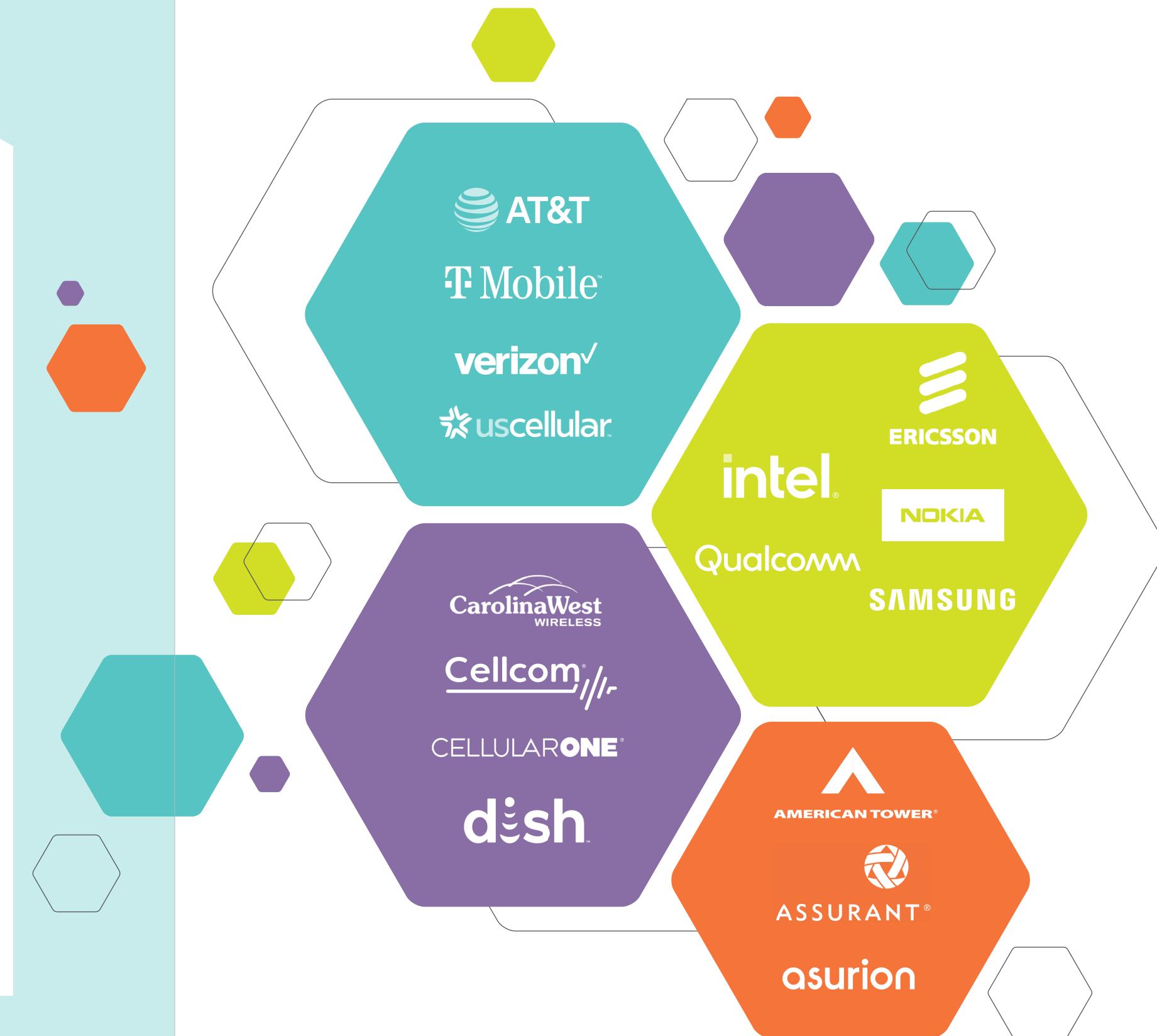
The wireless industry remains committed to uplifting our customers, our communities, our workforce, and our planet. For decades, we have set and surpassed many corporate social responsibility goals, and we are proud of our long history of leadership in connecting us all to a better future.

We continue to lower our greenhouse gas emissions, and we recently pledged to further reduce them by the equivalent of 2.5 million homes—more households than there are in the entire state of Maryland. Last year, we invested more than \$25 billion in diverse suppliers and 14 million hours in upskilling our employees. We also invested \$2.3 billion in corporate philanthropy to help connect customers and contribute to our communities.

And every day, we are working to expand and improve our world-leading networks, including our newest 5G networks that already cover more than 325 million Americans, and protect our customers with safe, secure, and accessible products and services.

From our networks to our customers, and from our workforces to our supply chains, the wireless industry continues to deliver unparalleled service as we serve as stewards of our nation's and our planet's future. This year's Wireless Industry CSR Report highlights our industry's successes that continue to grow more impressive every year.

Mudit



Our Planet

Carbon reduction and smart energy use are built into every part of the wireless value chain. From our operations and manufacturing to the products that make our customers part of the sustainability solution, we are dedicated to setting, achieving, and surpassing environmental goals every single year.

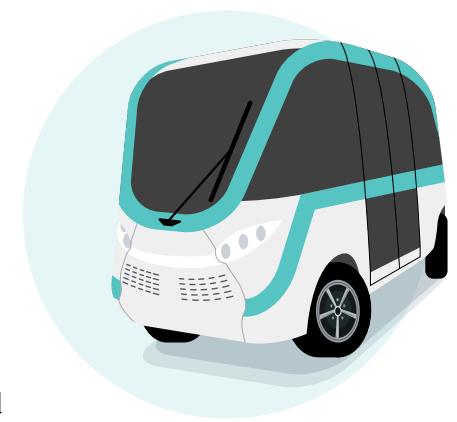
Reducing Our Footprint: The three nationwide wireless providers trimmed their emissions by a full 15% from 2020-2022, and they are continuing to pursue ambitious emissions reductions targets. The latest target: greenhouse gas (GHG) reductions by 2040 equal to the energy used by 2.5 million homes—which is 400,000 more than last year's long-term objective. All three nationwide providers have made specific net-zero pledges. To cite one example, **T-Mobile** has set a goal to achieve net-zero emissions for their entire carbon footprint by 2040.¹



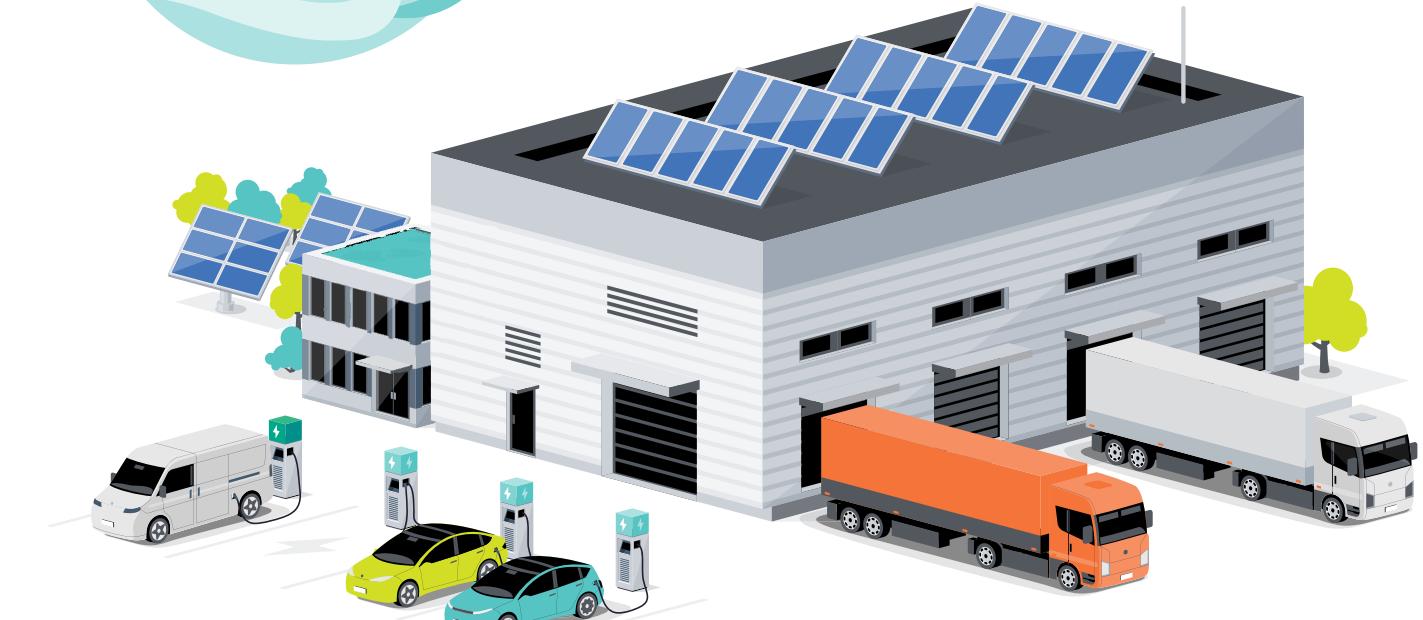
Driving Change, by Land and by Sea

Did you know that a single route by an autonomous shuttle can eliminate up to eight private car trips? Such a move decreases congestion, improves transportation equity and access, and reduces transportation-related carbon emissions by up to 70%.⁵

Providers are delivering the 5G connectivity that makes these shuttles possible. In the bustling retail and restaurant neighborhoods of Peachtree Corners, Georgia, you'll find all-electric autonomous public shuttles by Beep—powered by **T-Mobile**—moving safely and efficiently around bikes, pedestrians, and other vehicles.⁶ In Lake Nona, Florida, Beep's shuttles travel the largest and longest one-location autonomous vehicle network in the country. They've safely carried 43,000 passengers and eliminated 22,400 vehicle trips to date.⁷



Across Wisconsin's Green Bay, **Cellcom** and the University of Wisconsin-Green Bay partnered to launch connected buoys equipped with ecosystem-monitoring smart sensors that track water clarity and oxygen levels. Researchers believe the data will yield important insights to help protect the region's freshwater ecosystem.⁸



Smart Operations: Another way the industry is thinking innovatively about reducing emissions and using resources more efficiently is through the development of smart manufacturing facilities. **Ericsson USA's** 5G Smart Factory in Lewisville, Texas, is building vital network infrastructure in a way that both strengthens America's supply chain⁹ and is energy smart, running on 100% renewable energy with 5G-powered smart buildings that consume 24% less energy and 75% less indoor water than similar non-smart facilities.¹⁰

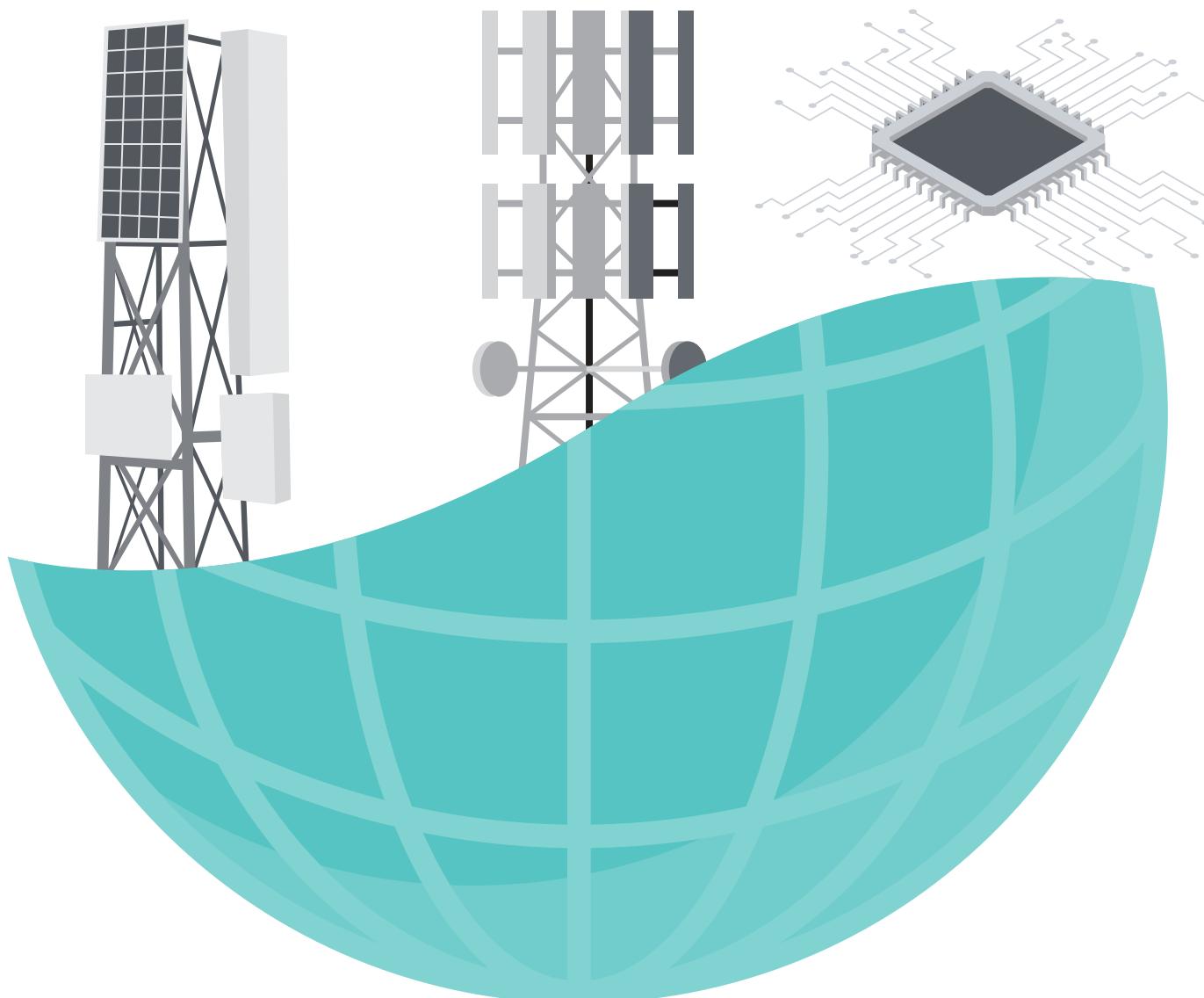
Energy-Smart Infrastructure

Throughout the wireless ecosystem, equipment manufacturers are creating innovative systems and equipment that will realize 5G's potential to reduce network energy consumption.

Nokia's AirScale baseband, the industry's first commercial liquid cooling solution, reduces energy consumption in a wireless network's base stations by 90% and CO₂ emissions by up to 80%.¹¹

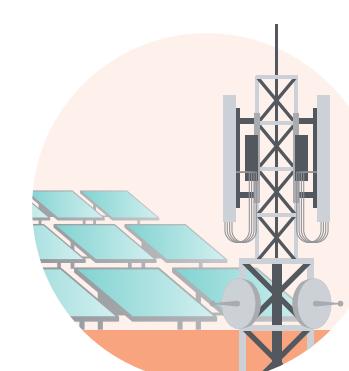
Ericsson aims to reduce the energy consumption of its new base stations by roughly 40% from 2021-2025.¹²

Samsung is fine-tuning the technical elements of 5G delivery, refining its system-on-a-chip for minimal power consumption and optimizing the transmit paths of its MIMO system with bias control and dynamic download.¹³



Renewable Resources

From the solar panels on **UScellular's** Knoxville, Tennessee, Customer Care Center¹⁴ to the 13,000-plus trees planted by the popular **DISH** Cares e-bill campaign,¹⁵ wireless industry companies are committed to making the most of their and the earth's resources.



American Tower set an ambitious renewable energy target—and surpassed it by over 30%, successfully deploying over 85 megawatts of solar capacity across its communication sites, supporting both its own energy requirements and those of its customers.¹⁶

Intel achieved net positive water in the U.S. meaning the company returned and restored more fresh water to watersheds than it used, and it used 100% renewable electricity in the U.S.¹⁷

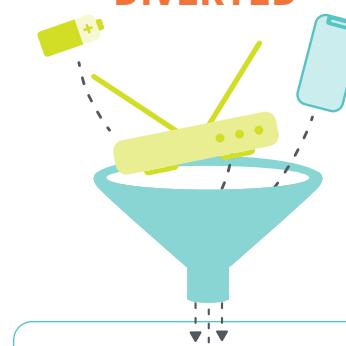
Qualcomm decreased freshwater dependency at its San Diego headquarters by 51% from 2016 to 2022, using reclaimed water for irrigation and in its cooling plant systems whenever possible.¹⁸

Recycling Devices

Being responsible environmental stewards means finding thoughtful ways to reuse, recycle, and dispose of used smartphones, tablets, watches, and more.

**26.6M
DEVICES RECYCLED**

**43.5M
POUNDS OF E-WASTE
DIVERTED**



Efforts like these add up. In 2022, **AT&T** and **T-Mobile** together recovered, recycled, and/or resold 26.6M devices, and **Verizon** and **UScellular** diverted a combined 43.5M pounds of e-waste from landfills.

Asurion supports the repurposing of 4.5 million devices each year, with less than 1% requiring recycling. This includes a network of more than 1,400 stores, mobile repair vehicles, and depots nationwide to provide consumers with access to repair options.¹⁹

Assurant's mobile device repair facilities recycle more than 80% of waste on-site.²⁰

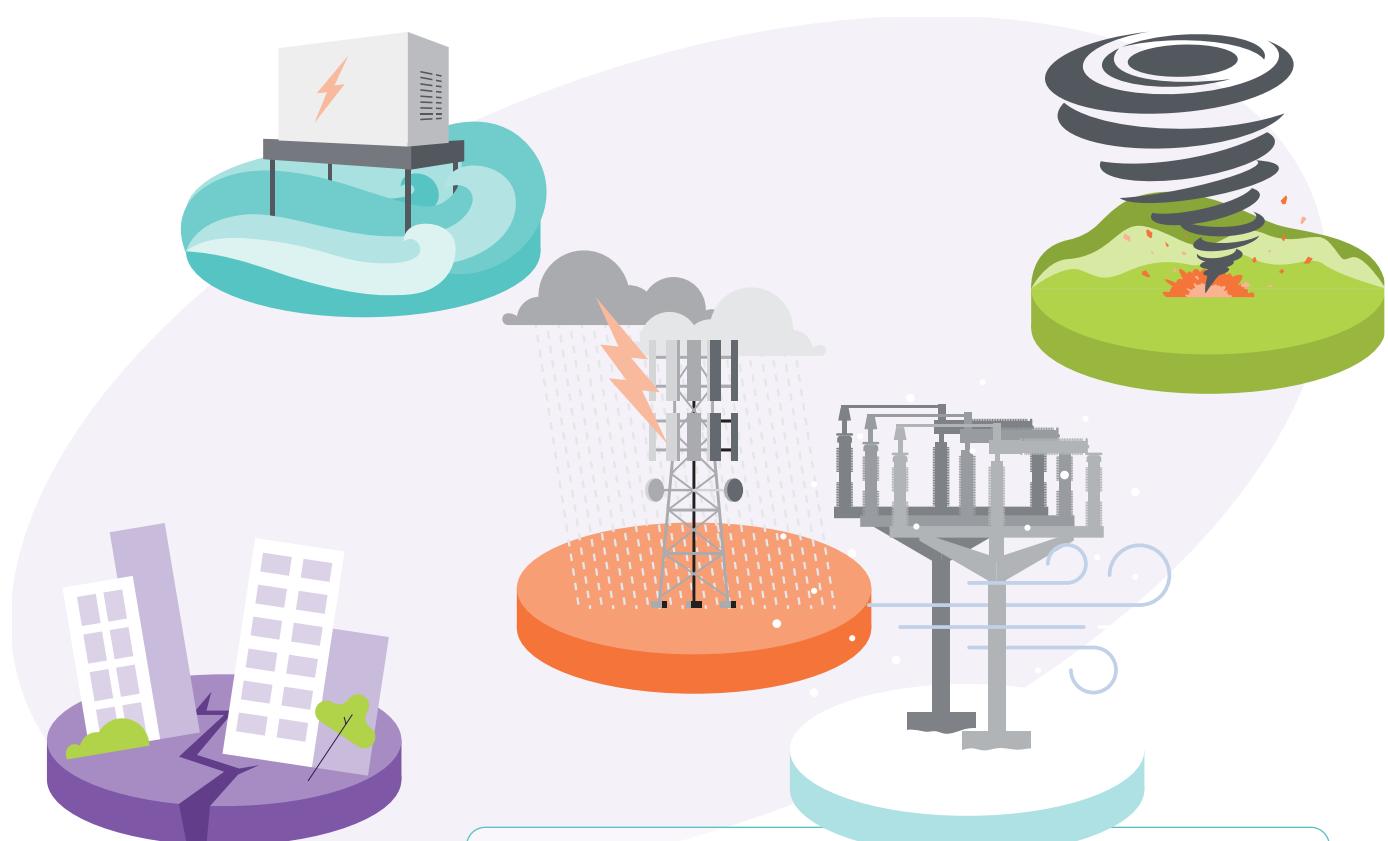
A trusted ecosystem: The wireless industry designs programs that encourage the careful recycling and reuse of devices, including CTIA Certification's Authorized Service Center Program, which goes above and beyond to incentivize recycling and device reclamation, and the CTIA Grading Standard, which ensures uniformity in pre-owned devices.²¹

Keeping Customers Connected, Rain or Shine

Through extreme weather, natural disasters, and climate change, our nation depends on wireless connectivity, and we're invested in keeping this vital infrastructure up and running.

At **Verizon**, "super switch" facilities are built to resist Category 5 winds, and crews clear brush and waste year-round in wildfire-prone regions. In areas of greater flood risk, Verizon's elevated platforms keep cell towers above it all, while in the Midwest's tornado alleys and blizzard-swept plains, the carrier protects emergency vehicles and network equipment by storing them 60 feet below ground, and it safeguards vulnerable operations in fully insulated, sub-zero facilities.²²

AT&T's Climate Change Analysis Tool delivers a virtual view into the conditions of the future. With physical asset data layered over climate impact forecasts, staff can visualize risks like floods, high winds, and drought, then make data-driven decisions about the placement of cell towers and other network assets.²³



Network resiliency is a team sport at **T-Mobile**: Enterprise Risk Management works with groups across the company to spot vulnerabilities, Enterprise Operations examines how each area could be affected, and T-Mobile's President of Technology oversees a continuity strategy for the full range of natural and human-made events.²⁴

Our Workforce

People power the wireless industry. In our apprenticeship programs, employee resource groups, supplier diversity initiatives, and beyond, we're invested in their experiences, their potential, and their futures.

The wireless industry is committed to developing a workforce that reflects and represents the people we serve. Among the nationwide wireless providers, at least 48% of their workforces and 40% of their board members are women or people of color. In addition, more than 5,300 of their employees self-identified as members of the LGBTQ+ community.

But these statistics are just a starting point, particularly when building a more diverse leadership pipeline. For example, at **DISH**, 41% of last year's promotions were women candidates.²⁵

**55
EMPLOYEE
RESOURCE GROUPS**
**100,000+
EMPLOYEES**



Global integration: **Nokia** has joined forces with UNESCO to promote gender diversity through universities, social networks, and corporate partnerships. Together, they use best practices developed by Nokia's StrongHer ERG to increase the representation and participation of women across all industries.²⁶

Proudly Connected

At **UScellular's** Inclusion Summit, associates and board members talk about the latest diversity, equity, and inclusion topics and share real-world experiences.²⁶ Similar conversations are happening year-round at employee resource groups (ERGs) nationwide. Across **AT&T**, **T-Mobile**, **Verizon**, and **UScellular**, 55 of these groups connect more than 100,000 employees, including women, people of color, veterans, people with disabilities, various faiths, and LGBTQ+ employees.

All three nationwide providers, along with **UScellular**, **Assurant**, **Ericsson**, **Intel**, **Nokia**, and **Samsung**, achieved a perfect score on the Human Rights Campaign Foundation's Corporate Equality Index.

At **Qualcomm**, ensuring an accessible workplace for all employees is an integral part of its values. In collaboration with the National Foundation for Autism Research, Qualcomm launched an internship program to welcome individuals with autism into the company.²⁷

Efforts like these are making a difference for both employers and employees in our industry. At **Carolina West Wireless**, a certified Great Place to Work, 93% of employees said that they felt welcome when they joined the company.²⁸

48%+

DIVERSE WORKFORCE

40%+

**DIVERSE BOARD
MEMBERS**



Nationwide Providers

Creating A Workforce for All:

5,300+ LGBTQ+

22,000+ Veterans

11,000+ People with Disabilities

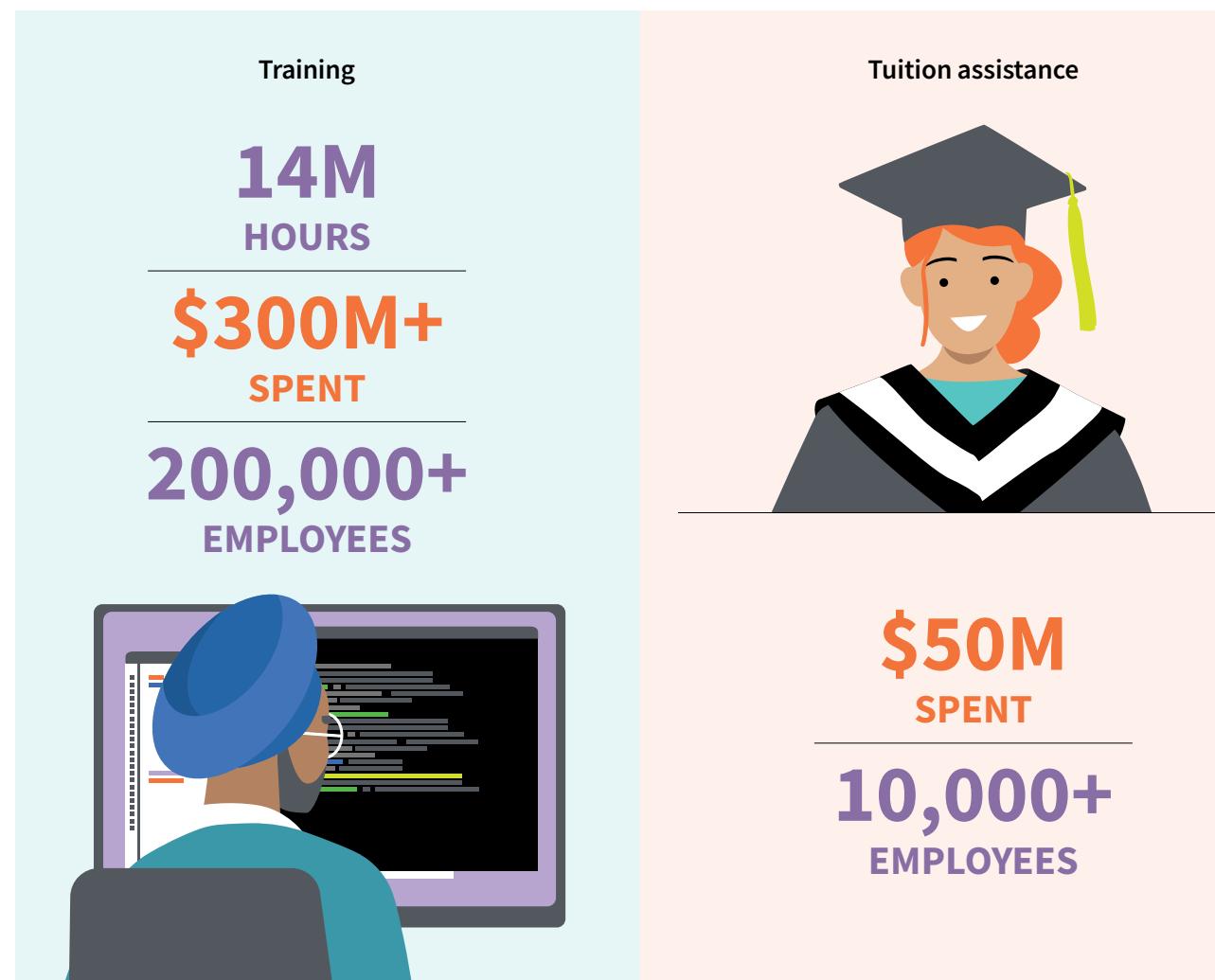
Future-Focused Workforce Development

Through upskilling, apprenticeship programs, and more, wireless providers and manufacturers are developing the workforce our industry needs: one that's trained in relevant skills, representative of a wide range of backgrounds, and ready for tomorrow.

T-Mobile's Apprenticeship Program taps into talent who may not have an advanced degree or work experience. Participants spend a year in the classroom and on the job gaining relevant skills. Roles are waiting for them after they complete the program—and in the latest graduating class, 100% of apprentices became T-Mobile employees.³⁰

Ericsson trained over 19,000 employees last year in critical artificial intelligence (AI) and automation skills, helping to shape how work is done and to prepare teams for what's next. And through Ericsson's Degreeed learning platform, which 97% of its workforce uses, the company launched new career pathways in collaboration, communication, stakeholder management, and the cloud.³¹

Nationwide Commitment by the Numbers at AT&T, T-Mobile, and Verizon



Going Above and Beyond in Supplier Diversity

In the wireless industry, diversity commitments don't stop at the company or factory doors. To further our vision of a more inclusive supply chain, **Verizon**, **T-Mobile**, and **AT&T** spent more than \$27B with diverse suppliers last year—a full 25% increase year-over-year. These impressive investments have earned all three providers a spot on the National Minority Supplier Diversity Council (NMSDC), along with **UScellular**, **American Tower**, **Assurant**, **Ericsson**, **Intel**, and **Samsung**.³² **Qualcomm** directed more than one-third of its spending for U.S. government subcontract work toward diverse businesses, and the company worked with nearly 1,000 diverse suppliers last year.³³



AT&T aimed to exceed 21.5% in business with companies owned by minorities, women, veterans, LGBTQ+ persons, and people with disabilities. Expenditures with diverse suppliers now represent 26.3% of the carrier's overall procurement spend.³⁴

Assurant aimed to double its annual spending of \$45M by 2025. The company surpassed its \$90M goal three years early, spending nearly \$100M with diverse-owned businesses in 2022.³⁵

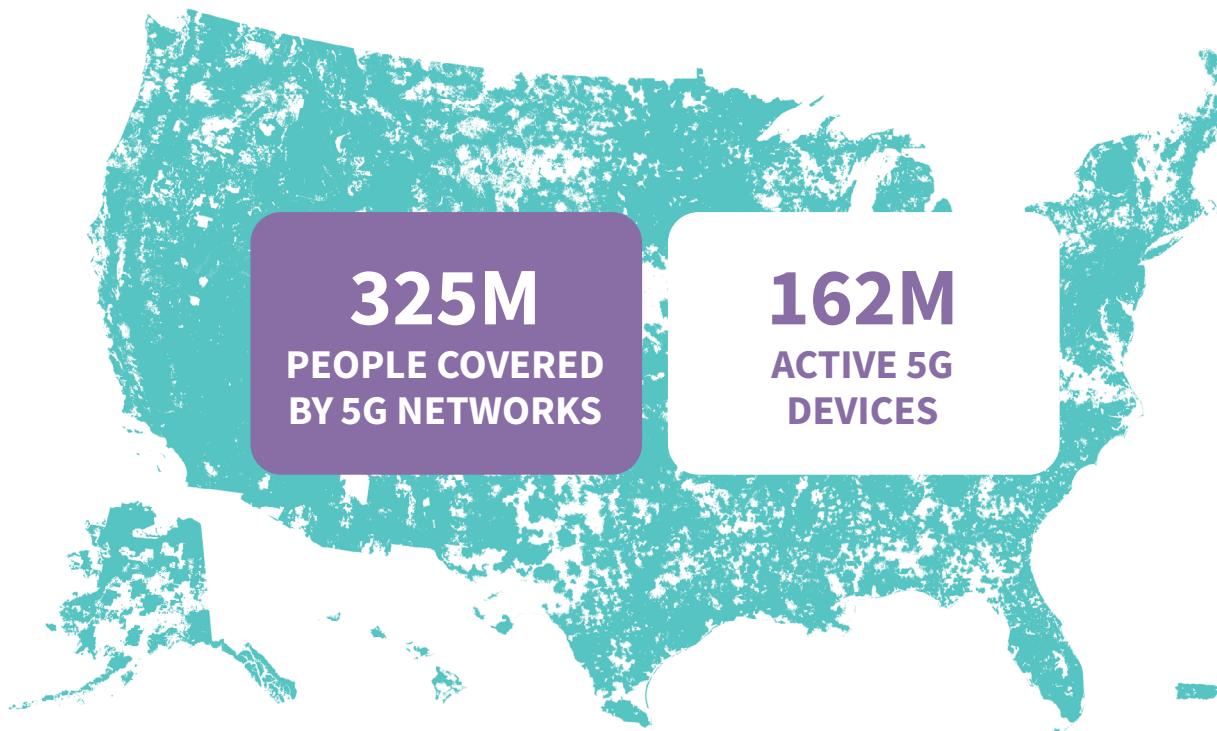
Intel aimed to double its annual diverse supplier spending from 2020 to 2030—and it achieved that goal eight years early with a \$2.2B spend in 2022. This includes \$800M spent with minority-owned suppliers globally and \$250M spent with African American suppliers in the U.S.³⁶

Our Communities

From thoughtful programming and donations, to our employees' time and talent, to the networks that connect people to the future, the wireless industry is ideally positioned to make a difference—and we're doing so every day.

5G is more than just a network of signals and spectrum. It's a bridge, and it's closing the digital divide across America.

Since 2010, competition has driven the cost of unlimited data plans down by 40%, making wireless connectivity more accessible to more people. And today, more and more people are able to access 5G's incredible capabilities. 5G networks cover 325 million people to date, and the number of active 5G devices totals 162 million—a third of the total number in use.



Shaping Innovation for Good

As AI transforms how we live, work, connect, and play, the wireless industry is getting ahead of change to make sure everyone reaps the benefits.

Addressing the AI-related technical skills gap has become a critical industry and policy focus as jobs across all sectors adopt AI. Last year, **Intel** continued expanding its Digital Readiness Programs globally, working with 27 governments and more than 50 public-private collaborations and enabling 23,000 institutions to train over 4 million people.³⁷

Meanwhile, the **Verizon Small Business Digital Ready** program provides free customized support to entrepreneurs and small-business owners, including self-paced online courses, live 1:1 mentoring and networking opportunities, and access to exclusive grant funding opportunities. In 2022, Verizon began offering these resources in Spanish to better serve Spanish-speaking small business owners.³⁸

Bringing More Students into STEM

Science, technology, engineering, and math (STEM) skills are critical to economic growth, future innovation, and sustainable careers. Our industry is committed to making sure everyone gets connected.

For more than a decade, **UScellular** has partnered with organizations like Boys & Girls Club of America and Girls Who Code to introduce students to STEM, providing over 200,000 youth in grades K-12 with resources, access, mentorship, and hands-on education each year.³⁹

Qualcomm achieved a 2025 STEM milestone three years early, engaging 1.5M students and teachers across the globe in 2022. The company has also grown its collaboration with groups like Million Girls Moonshot, FIRST Robotics, and the invention-based Thinkabit Labs program to bring students from across cultural and socioeconomic backgrounds into the wireless world of the future.⁴⁰

Ericsson has set an ambitious goal of its own: empower 1M children and young people with access to digital tools, learning content, and skills development programs by 2025. The company is getting there through its flagship Connect to Learn nonprofit education program, delivered in collaboration with governments, communications service providers, NGOs, and international agencies like the United Nations.⁴¹

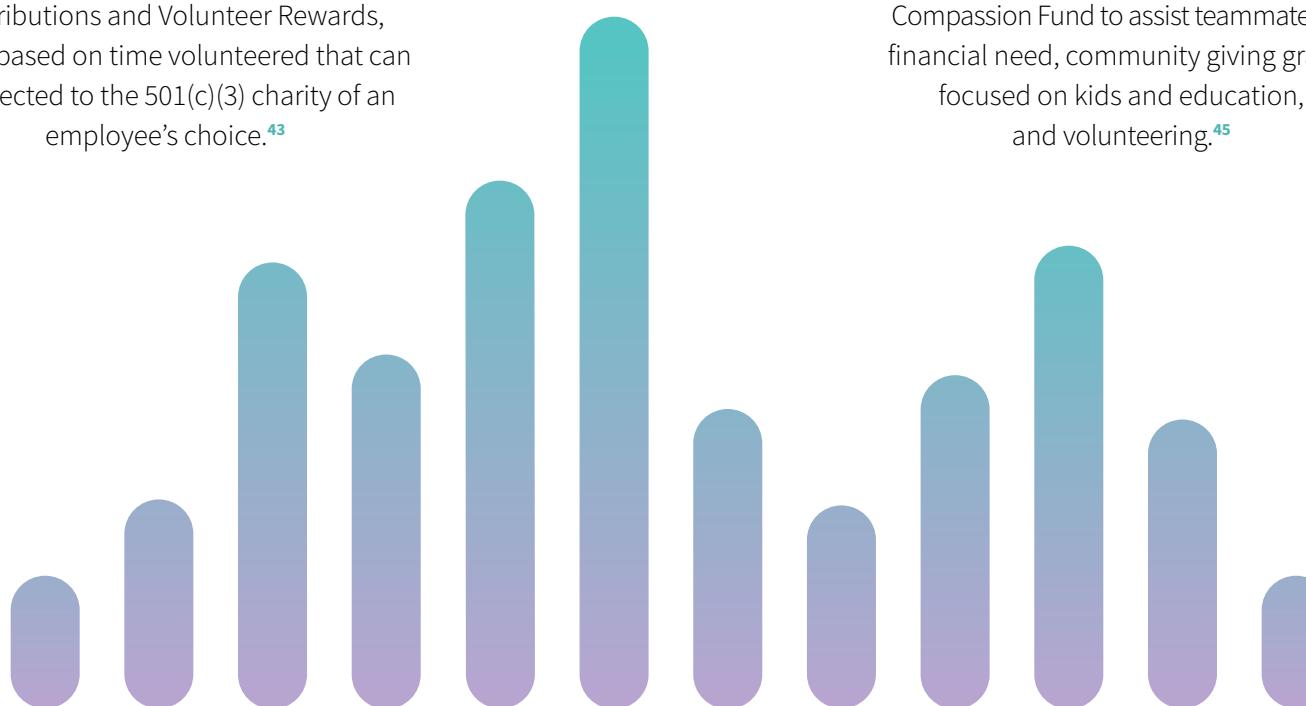


Amplifying Employee Impact

Nationwide wireless providers' corporate and employee philanthropy totaled more than \$2.3B last year—but this is just one aspect of our giving story. Wireless industry employees volunteered nearly 1M hours of their time over the past year. They also donated \$20M, much of which was amplified by corporate matching and grant programs. At **UScellular**, for example, associates spent more than 16,000 hours participating in more than 1,000 volunteer experiences.⁴²



More than 40,000 **AT&T** employees donated to over 17,000 charities in 2022, and AT&T honored these commitments with matched contributions and Volunteer Rewards, grants based on time volunteered that can be directed to the 501(c)(3) charity of an employee's choice.⁴³



UScellular doubles its employees' generosity with its Associate Matching Program, which provides a dollar-for-dollar match on charitable donations to nonprofit organizations.⁴⁴

Asurion's Compassion Forward program encourages employee giving through three pillars: its employee-funded nonprofit Compassion Fund to assist teammates in financial need, community giving grants focused on kids and education, and volunteering.⁴⁵

Connecting Philanthropy to Local Needs

UScellular's After School Access Project provides mobile hotspots and service to youth-serving nonprofits in local communities, such as Waterloo, IA, and Omaha, NE. The hotspots and service connect underserved youths with reliable internet to help them to continue learning outside of school.⁵²

In central California, **Nokia** deployed a fixed wireless access solution for the Dos Palos Oro Loma school district, delivering connectivity and secure, reliable, high-performance internet access to underserved students in the region.⁴⁶

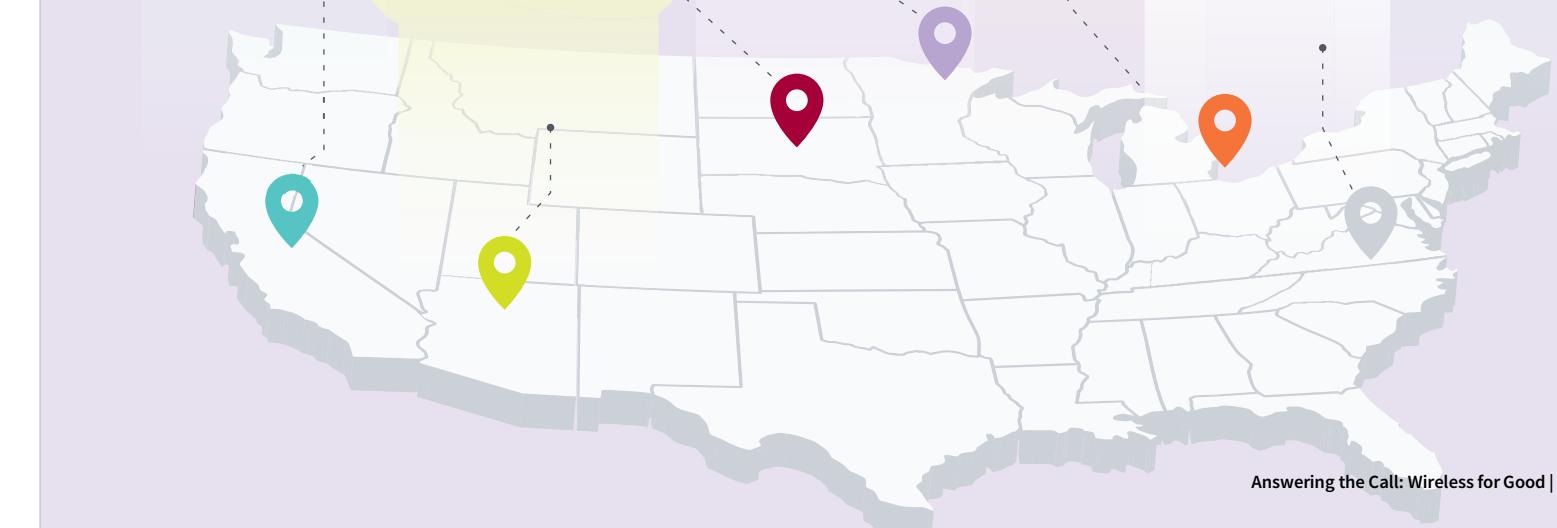
Cellcom joined forces with Vertical Bridge, its tower partner, to donate \$15,000 to Feeding America Eastern Wisconsin, which provided more than 60,000 meals to people in need.⁴⁸

To support Missing & Murdered Diné Relatives and the National Indigenous Women's Resource Center in Arizona, **Cellular One** and Pendleton commissioned Navajo artist Leandra Yazzie to design a special-edition blanket. The Healing Blanket sold out in 10 days and raised \$40,000.⁴⁷

Verizon Community Forward reinvigorates community spaces in cities across the country by providing under-resourced communities with state-of-the-art tech learning centers that offer free access to cutting-edge tech and digital skills training. In 2023, two new centers opened in Pittsburgh, PA.⁴⁹

Since launching Project 10Million in 2020, **T-Mobile** has focused on bringing critical connectivity to underserved students nationwide. Through the end of 2023, T-Mobile has provided \$6.4B in services to connect nearly 6M students across the U.S. through this project and other education initiatives.⁵¹

In North Carolina, **Carolina West Wireless's** Communication4Education Program helps school systems raise additional funds, donating 3% of subscribers' service fees to local schools at no additional cost to the customer.⁵⁰



Our Customers

The wireless industry understands that with great connectivity comes great responsibility. People of all abilities should be able to access and enjoy an optimal wireless experience, and kids and consumers should be protected from criminals and cyber threats. Every day, wireless companies are hard at work to connect and protect our customers.

Accessible Inclusion

From front-line assistance to product design, we incorporate accessibility into everything we do.

At the one-of-its-kind **AT&T** Disability & Aging Center in Tustin, California, agents specially trained to support customers with hearing, vision, and aging-related needs answer questions and direct callers to helpful products and services. This includes large-print and braille bills, reduced rates for 4-1-1 dialing, and low- or no-cost special equipment.⁵³

Meanwhile, providers and equipment manufacturers alike are pooling their knowledge and putting their collective brainpower to work. **Verizon's** Accessibility Leadership team and Disability Advisory Board, an external board of trusted leaders from disability organizations, provide expert advice on key strategic relationships and initiatives.⁵⁴

Samsung's Accessibility Council brings planners, designers, and developers together for products that are both innovative and accessible.⁵⁵



Safeguarding Data at Every Step

Every day, Americans from coast to coast share information about work and life over wireless networks. They want to know that this data is secure, how it's being protected, and that it's handled responsibly. The wireless industry takes these concerns, and our responsibilities, very seriously.

At **AT&T**, four principles guide privacy efforts: transparency, choice and control, security, and integrity. This ensures all of the company's products and services are designed with privacy in mind, creating a safe, secure online user experience.⁵⁶

Verizon makes its employees an integral part of data security and protection. Every Verizon employee receives annual information security training, along with phishing simulations to test their knowledge. An ongoing cyber health program reinforces knowledge throughout the year, and top Verizon leaders receive additional training to keep them up to speed on industry threats.⁵⁷



Because cybersecurity and data privacy are two parts of a larger risk management picture, **T-Mobile** requires every employee and officer to take Integrity365 training each year, which also covers topics like anti-corruption, insider trading, and conflicts of interest. T-Mobile updates the training annually based on current risks and regulations. Last year, T-Mobile launched role-based training for specific levels of responsibility and risk exposure.⁵⁸

Samsung works with over 1,000 partners to establish security standards for all Android devices and works with Android OS, chipset partners, and over 200 telecommunications operators worldwide to update security patches when vulnerabilities are detected.⁵⁹



Staying Ahead of Scammers and Threats

Every year, providers use a series of sophisticated tools to block, label, or identify billions of illegal robocalls and spam text messages from reaching you.⁶⁰ They're also empowering customers with tools to educate and protect themselves from spam messages and calls.

The **Secure Messaging Initiative** is a new industry-led program aimed at protecting consumers from unwanted or illegal text messaging spam as part of our effort to enhance consumer protection and enforcement against bad actors.⁶¹

T-Mobile's Account Takeover Protection is a free safeguard against fraudsters transferring a telephone number to a new service provider without permission. It blocks unauthorized users and keeps T-Mobile customers in control of their numbers and their phone service.⁶²

AT&T Cyber Aware breaks cybersecurity, privacy, and fraud protection down to the basics. The free website helps individuals protect themselves with easy-to-understand information about how scams work and how to recognize them.⁶³

Supporting Parents and Protecting Kids

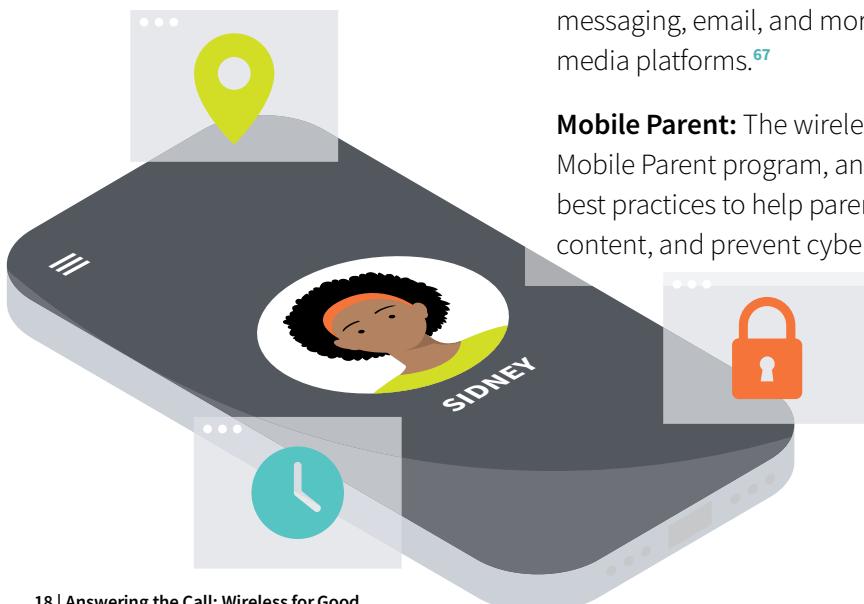
From cyber protections to spam tools, providers are empowering customers with offerings that protect them against bad actors.

UScellular, in partnership with global nonprofit ScreenSanity, introduced the Smarter Start Toolkit, a free downloadable kit for families looking for building better digital habits.⁶⁴ The Toolkit includes discussion guides and educational and actionable tools for both parents and kids.⁶⁵

Verizon's Parenting in a Digital World portal gives busy families practical guidance from expert, carefully vetted sources. Tips cover everything from toddler screen time to teen driver safety, and parents can supplement this knowledge with age-appropriate product recommendations in Verizon's Family Tech hub.⁶⁶

Carolina West Wireless provides the Bark parental controls app for free, so parents can monitor content, manage screen time, and filter websites. Bark Premium, available at a discounted rate, extends protection to text messaging, email, and more than 30 of the most popular apps and social media platforms.⁶⁷

Mobile Parent: The wireless industry worked together to launch CTIA's Mobile Parent program, an interactive library detailing tips, tools, and best practices to help parents control screen time, restrict inappropriate content, and prevent cyberbullying.⁶⁸



Endnotes

- 1 Note: T-Mobile's emissions reduction commitment excludes Scope 3 indirect use-phase emissions. https://www.t-mobile.com/content/dam/digx/tmobile/us/en/non-dynamic-media/pdf/T-Mobile-Pathway-To-Net-Zero-September-2023-Update.pdf?cid=MGPO_TMO_U_TMOCPSO CRS_49870YTYCRYVPL62N34289
- 2 <https://sustainability.att.com/priority-topics/climate-change-ghg>
- 3 <https://www.verizon.com/about/sites/default/files/Verizon-2022-ESG-Report.pdf>
- 4 <https://www.epa.gov/energy/greenhouse-gas-equivalencies-calculator>
- 5 <https://ridebeep.com/solutions/mobility-networks>
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- 7 <https://ridebeep.com/locations/lake-nona-fl>
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- 10 <https://wwwaxios.com/sponsored/content-item/ctia-5g-enabled-manufacturing-will-green-the-assembly-line>
- 11 <https://www.nokia.com/networks/zero-emission-mobile-networks/>
- 12 <https://www.ericsson.com/49587c/assets/local/investors/documents/2022/sustainability-and-corporate-responsibility-report-2022-en.pdf>
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- 21 <https://ctiacertification.org/service-centers/>
- 22 [https://www.verizon.com/about/sites/default/files/Verizon-2022-ESG-Report.pdf, pg. 32](https://www.verizon.com/about/sites/default/files/Verizon-2022-ESG-Report.pdf)
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- 27 <https://www.qualcomm.com/company/corporate-responsibility/our-people/diversity-equity-and-inclusion>
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- 34 <https://about.att.com/ecms/dam/csr/2023/ESG/ATT-Sustainability-Summary.pdf>
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