

2017  
Corporate Responsibility Update

# Building a Better Tomorrow



AT&T



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# Letter from our Chairman and CEO

AT&T is dedicated to using technology to help solve some of the world's most pressing challenges—from climate change and resource conservation to improving education outcomes for students and employees.

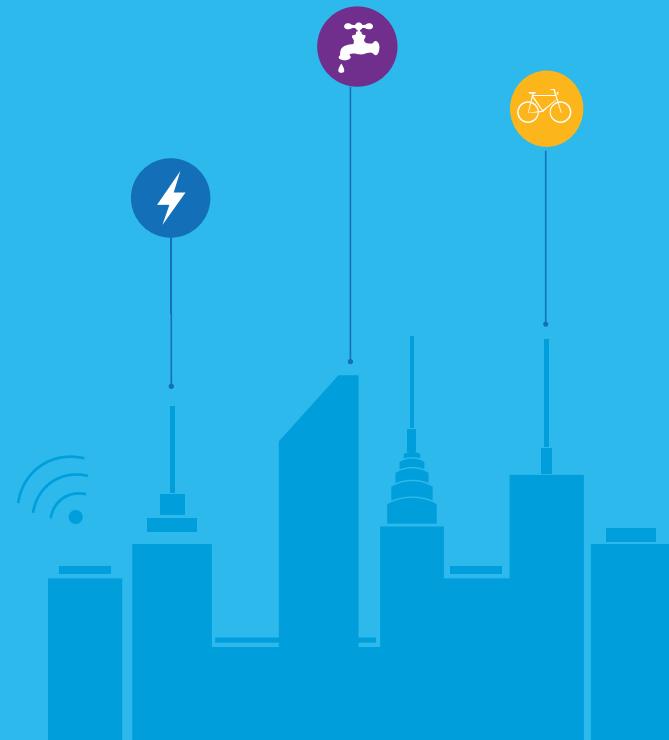
2017 was an important year in AT&T's commitment to renewable energy. We expanded our portfolio through 3 large wind-energy deals with NextEra Energy Resources. These agreements will produce 820 megawatts of wind power, making this one of the largest corporate renewable energy purchases in the U.S.<sup>1</sup> The projects are expected to reduce greenhouse gas emissions equivalent to taking more than 530,000 cars off the road or providing electricity for more than 372,000 homes per year.<sup>2</sup>

Another way we're addressing today's challenges is through our Smart Cities initiative, which helps cities monitor power outages, water leaks and traffic patterns to more effectively manage their resources. We're consistently innovating and looking for ways our customers can harness our technologies to help minimize their environmental impact. And, we're employing many of these solutions ourselves, helping us meet our commitment to enable carbon savings that are 10 times the carbon footprint of our operations by 2025.

On the education front, our \$400 million AT&T Aspire education initiative is preparing students for success in school and the workplace. In the U.S., we're working with proven non-profits like Year Up, Genesys Works and Girls Who Code to equip students with job-ready skills. And in Latin America, our flagship program Escuela+ has reached more than 8,800 rural schools in 8 countries.



**RANDALL STEPHENSON**  
Chairman and Chief Executive Officer



<sup>1</sup>Business Renewables Center (2017). BRC Deal Tracker. <http://businessrenewables.org/corporate-transactions/>

<sup>2</sup>EPA Greenhouse Gas Equivalencies Calculator: <https://www.epa.gov/energy/greenhouse-gas-equivalencies-calculator>



Our employees continue to step up as well. Since 2012, they have collectively spent more than 2.2 million hours mentoring more than 350,000 students.

But it's not just young people who need the right skills to succeed. We all must constantly refresh our capabilities for a world where the pace of technological change continues to accelerate. That's why we've embraced the culture of continuous learning and have backed that commitment with an employee reskilling initiative unsurpassed in size and scope.

In 2017, hurricanes, earthquakes and wildfires devastated many parts of the U.S. and Mexico, inflicting widespread damage and impacting millions of people. To aid in restoration and recovery efforts, we deployed thousands of employees and contractors to assist first responders and restore communications for customers, businesses and local governments.

We also made a \$1 million matching donation to Team Rubicon, a veteran-led disaster response organization made up of skilled volunteers who deploy when disaster strikes.

Natural disasters like these underscore why network reliability is always one of our top priorities. Over the past few years, we have invested significantly to build and enhance our networks and get ready for the transition to a mobile 5G world.

Finally, we are proud to have been selected to partner with the U.S. First Responder Network Authority, or FirstNet, to build and manage America's first nationwide public safety communications platform dedicated to first responders in times of need. When completed, this state-of-the-art network will allow public safety officials to

focus on what matters most—protecting communities and saving lives.

For 142 years, we've used technology to solve problems and improve people's lives. I invite you to learn more about our recent efforts in the following pages.



# Conversations with our Chief Sustainability Officer

2017 was a year of tremendous challenges. We faced unprecedented natural disasters and massive shifts in the communications and technology industries while retraining thousands of our employees as we reach for bold, new visions.

To position our company for long-term success, we approach each social and environmental challenge in a way that will create value for our customers, employees and shareholders.

In this year's corporate responsibility update, you will see reporting on our 2017 key metrics, as well as a sampling of our work from 2017 and early 2018. As we reflected on the year, I spoke with colleagues from across our business to examine the opportunities and strategies that help us find solutions to some of today's most pressing challenges.

You'll find their responses on the pages that follow.



**CHARLENE LAKE**  
Senior Vice President,  
Corporate Social  
Responsibility & Chief  
Sustainability Officer



# A Conversation with ...

Thaddeus Arroyo



**THADDEUS ARROYO**

Chief Executive Officer,  
AT&T Business

**Charlene Lake:** In your position as the CEO of AT&T Business, you speak about how technology and communications can help customers address challenges in their lives. Talk to me about some of your favorite solutions that your team is working on.

**Thaddeus Arroyo:** We're in a unique position to help business customers use technology to improve daily lives and reduce their environmental impact. I focus on business solutions that drive these product and service innovations. For example, our network technology connects camera-enabled Aira smart glasses worn by people who are blind or have low vision. A tap of a button instantly connects the user to a remote agent who uses real-time video to provide visual assistance, helping the user better experience the world around them. On the environmental side, we also

offer many products and services, such as fleet management and asset tracking, that can help customers reduce their carbon emissions. We set a goal to enable carbon savings 10 times the carbon footprint of our operations by enhancing the efficiency of our network and delivering sustainable customer solutions.

**Lake:** Technology is always evolving. What measures does AT&T take to deliver new ideas for customer solutions?

**Arroyo:** We are always reviewing our offerings through the lens of the customer experience. Through the AT&T Foundry, we work with developers, startups and other companies to move ideas to market faster.

The Foundry has resulted in more than 500 projects and the deployment of

dozens of new products and services, including our work with Aira. Additional examples include: connected car solutions, Internet of Things products and services, and network connectivity for drones to address challenges such as assisting in emergency response.



# A Conversation with ...

*Scott Smith*



**SCOTT SMITH**

Chief Human  
Resources Officer,  
AT&T Communications

**Charlene Lake:** We are currently undergoing the biggest technology transformation in our 142-year history. How does our workforce shape this change?

**Scott Smith:** It's a huge transformation that's as much about people as technology. Think about it this way: the main component of our global network used to be hardware. We are now going through a seismic shift to software to drastically improve our customer experience. This requires skills in coding, cloud computing, data science and other related fields. And it means thousands of employees previously trained on older legacy technology need to update their skills for the new jobs available now and those still to come. The good news is many employees are making the personal decision to engage in our reskilling program, so they are prepared for our jobs of the future.

When we started this transition, we examined options to make sure we had the right people for the new jobs. We ultimately decided that the smartest strategy was to reskill our existing workforce. That's why we're providing our employees opportunities to learn and grow along with the business.

This is a massive effort that builds on our long history of education and training for our workforce. It also involves new solutions and collaborative relationships both in- and outside of AT&T.

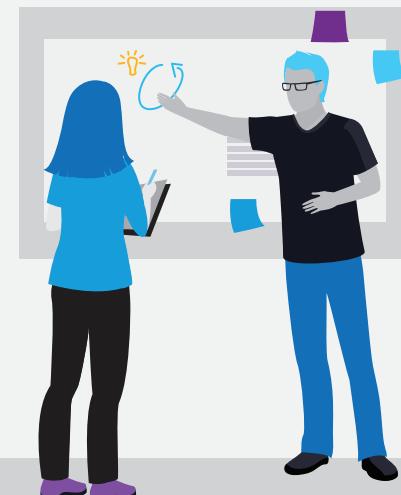
**Lake:** Can you provide some examples of these solutions and collaborations?

**Smith:** Our Future Ready program is transparent: it educates employees on the competencies AT&T needs for particular roles and the training that assists employees in skilling up. Employees willing to put in the time can then take advantage of a wide range of learning resources, such as courses from AT&T University or "nanodegrees". These are technical credentials that touch areas such as Artificial Intelligence and Virtual Reality Development.

We also teamed up with Georgia Tech and Udacity to launch the first-ever online Master of Science in computer science. We're thrilled that other educational institutions have taken note and developed similar programs to prepare employees for future success.

**Lake:** Why did you choose to provide reskilling opportunities for your current workforce instead of hiring new employees with the desired skills?

**Smith:** Most important is that we owe our employees every consideration. They helped build AT&T and make it successful, so it's only right to give them the opportunity to continue contributing to our success. Technology is moving so fast that this now involves a commitment to non-stop, lifelong learning, which many of our employees have embraced. As they keep refreshing their skills, everyone wins. Employees enjoy personal and professional success, and the company has the dynamic workforce to lead it through new challenges.



# A Conversation with ...

Valerie Vargas



**VALERIE VARGAS**

Senior Vice President,  
Advertising and  
Creative Services

**Charlene Lake:** Last year, AT&T launched Hello Lab specifically to reach Generation Z. Why is it important to connect with kids and teens about social issues in a unique way?

**Valerie Vargas:** We developed AT&T Hello Lab to engage younger audiences within the media where they spend time. We uniquely combine traditional celebrities and digital creators to produce content, experiences and events that are culturally relevant, build community and give voice to traditionally underrepresented creators in ways the Millennial and Gen Z audiences want to participate.

For example, in 2017, we introduced the AT&T Hello Lab Mentorship program, which gives voices to Millennial and Gen Z filmmakers and pairs them with entertainment industry leaders who can help drive their storylines forward. Young people care about making

their communities better places to live, and expect companies to demonstrate strong values and support social causes. Through Hello Lab, AT&T is bringing together young audiences and some of the influencers who can help promote those positive visions.

**Lake:** Online connections, like those that Hello Lab fosters, can be great and positive or—unfortunately—negative. We launched #LaterHaters as a fresh way to address this unkind behavior, and your team worked with us to reach Gen Zers through program integration. What is a highlight of this initiative for you?

**Vargas:** One of my favorite things about working with #LaterHaters is how we connected the campaign to influencers who are passionate about stopping bullying and focused on being positive online and in real life. Teens today live online and so

we reached them through our original programming, Guilty Party; Instagram; Snapchat; and at in-person events such as the Fullscreen Love is Love tour—all of which encouraged teens to post positive messages. The connections AT&T enables people to make are powerful and our goal is to make sure they are positive.

#LaterHaters



# Corporate Social Responsibility at AT&T



Our Corporate Social Responsibility (CSR) approach is based on the foundational belief in the interconnection of our long-term business success and the strength of our communities and our world.

## Governance

Our commitment to CSR is embedded in every company level, and oversight rests with the Public Policy and Corporate Reputation Committee of the AT&T Board of Directors. Our CSR Governance Council is led by our Chief Sustainability Officer and comprised of senior executives representing business areas linked to CSR topics deemed most material by our stakeholders. Each senior executive member represents his or her entire department, collaborating on a broader range of issues and perspectives. Below the cross-functional CSR Governance Council, there are 4 core issue sub-committees: Community; Employee Activation; Environmental; and Human Rights. These sub-committees work closely with the CSR Core Working Team and expert business unit functional teams to incorporate and address CSR issues within AT&T.

Our Code of Business Conduct puts our values in action and lays out expectations for employees, including our commitment to ethics, diversity, privacy, the environment and our communities. Our Principles of Conduct for Suppliers outlines expectations for working

with AT&T and covers topics including sustainable business practices, diversity, conflict minerals, ethics and labor rights, and we score and measure progress. Every new agreement with suppliers requires they acknowledge the principles.

## Good Corporate Governance

**Public Policy and Corporate Reputation Committee**  
*AT&T Board of Directors committee responsible for Corporate Social Responsibility oversight*



**CSR Governance Council**  
*Officer-level committee focused on CSR Issues, led by Chief Sustainability Officer*



**Core Issue Sub-Committees**  
*Company leaders with expertise on specific issues: Community, Employee Activation, Environmental, Human Rights*



**CSR Core Working Team**  
*80+ person organization focused daily on CSR*



**Expert Teams**  
*Business unit representatives working on CSR issues*



## Environment

Our technology plays a critical role in transitioning to a more resource-efficient world by addressing harmful effects of climate change, increasing business resiliency and improving daily lives. Increased use of technology brings the challenge of greater energy consumption and carbon emissions, and the need for greater reuse and recycling. These challenges drove us to establish a 2025 goal to enable carbon savings 10 times the carbon footprint of our operations. To meet the goal, we are investing in renewable energy, enhancing the efficiency of our network and delivering sustainable customer solutions.

Through 2017, we worked to expand our renewable energy portfolio, and in 2018, we announced that we will purchase 820 megawatts (MW) of wind power through 3 agreements with subsidiaries of NextEra Energy Resources. Together, these deals constitute one of the largest corporate renewable energy purchases in the U.S. As part of this purchase, we're also signing on to the **Corporate Renewable Energy Buyers' Principles**. The group is led by the World Wildlife Fund and is made up of large energy buyers working to spur progress on renewable energy and fulfill their increased demand for it. AT&T is also a member of the **Business Renewables Center**, an initiative that, along with the Buyers' Principles, forms part of the **Renewable Energy Buyers Alliance**. The large-scale renewable energy purchase is one part of our larger

commitment to the environment and the transition to a low-carbon economy.

Since 2010, we've implemented more than 83,000 energy efficiency projects resulting in annualized savings of \$575 million. By the end of 2017, we reduced fleet emissions by 174,403 metric tons of CO<sub>2</sub>e and reduced the size of our domestic fleet by more than 1,100 vehicles. Additionally, since 2007 and through the end of 2017, we have refurbished or recycled approximately 146 million devices.

In addition to our renewable energy purchases and efficiency projects, our products can help our customers reduce their emissions. AT&T offers a wide range of products that can create efficiencies and environmental savings. We teamed up with Carbon Trust and Business for Social Responsibility (BSR), 2 credible environmental non-profits, to assemble a methodology that measures the environmental savings enabled by our products and utilizes many concepts from existing global standards. In 2017, we started applying this methodology to build case studies with our customers. Learn more at [about.att.com/csr/10x](http://about.att.com/csr/10x). Read about our progress toward our 10x goal and other environmental goals on page 23.



### Social

**Safety:** An increasingly mobile world brings with it new challenges. That's why we were pioneers in raising awareness of distracted driving, and remain passionate about making our roads safer, having collected more than 22 million pledges through 2017 to avoid distracted driving. We're also educating consumers about online safety. Learn more at [digitalyou.att.com](http://digitalyou.att.com), [laterhaters.att.com](http://laterhaters.att.com) and [itcanwait.com](http://itcanwait.com).

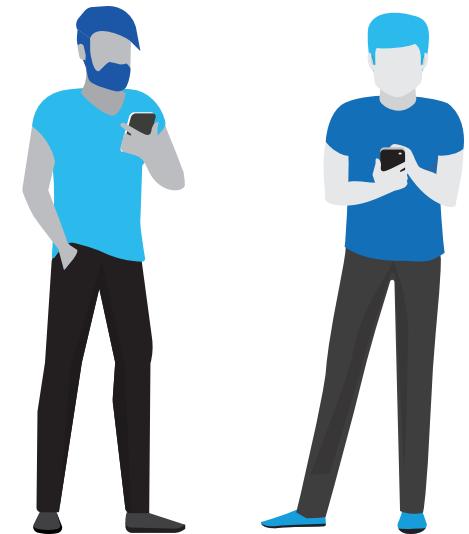
**Education:** Since 2008, we've committed more than \$450 million through our Aspire program to student success and career readiness. We've added more focus on technology education to help close the gap between job opportunities and needed skills. Signature efforts include affordable online master's and nanodegrees, which offer new pathways to high-demand tech jobs. Internally, we focus on a massive reskilling program for employees who want to update technical capabilities as we transition to a software-defined network. Our internal education was supported with \$220 million in training and nearly \$30 million in tuition assistance in 2017.

**Inclusion and Diversity:** Led by the Chairman's Diversity Council and our Chief Diversity Officer, we are honored to be No. 3 on DiversityInc's Top 50 and are committed to continuing and growing our leadership. Relevant stats: Retention rates for women and people of color are 82% and 84%, respectively; there are more than 133,000 total memberships in our 12 Employee Resource Groups; our diversity supplier spend reached \$14.4 billion. Learn more at [att.com/diversity](http://att.com/diversity).

**Contributions:** In 2017, employees donated more than 1.78 million hours of time and talent, and we provided \$156 million in community support via social innovation, employee and company donations.

Our CSR progress has been validated through listings on the Dow Jones Sustainability North America Index, Bloomberg Gender Equality Index, FTSE4Good Index, Euronext Vigeo Eiris World 120 and US 50 Indices, and the Climate Change Leadership Tier of the Carbon Disclosure Project.

In the pages that follow, we highlight some of our work from this past year. We provide an overview of the progress we've made toward our goals and show year-over-year performance of key environmental, social and governance data. Our full CSR reporting is available on our website at [about.att.com/csr/reporting](http://about.att.com/csr/reporting).



**2.27M**

hours

of mentoring by employees provided to 350,000+ students through AT&T Aspire since 2012



# 2017 Highlights

Stories bring our work to life. They exemplify why and how we stay true to the values our company is built on. For us at AT&T, this isn't just a job—it's a mission to serve. In the following pages, we share some stories about the people and collaborations that made our progress possible in 2017.

*Answering the Call when Disaster Strikes*

*Using Technology to Conserve Water and Lower Greenhouse Gas Emissions in Agriculture*

*Exploration with Aira*

*Building Skills and Creating Opportunities*

*#LaterHaters: Movement Empowers Teens to Flip the Script On Negativity Online*

In Latin America and Mexico, our people do inspiring work every day in their communities! Read about their stories at [about.att.com/csr/reporting/latinamerica](http://about.att.com/csr/reporting/latinamerica)

# Answering the Call when Disaster Strikes

When a string of natural disasters in 2017 devastated California, Florida, Puerto Rico, Texas and a list of locations that seemed to never end, AT&T sprang into action.

Since 1992, AT&T has invested more than \$650 million in our Network Disaster Recovery program, which includes specially trained managers, engineers and technicians from across the United States. In 2017, we supported restoration efforts following hurricanes and wildfires, and we worked on a complete strategy to help communities and those affected by the earthquakes in the State of Mexico, Mexico City, Guerrero, Morelos, Puebla and Oaxaca.

We also joined forces with Team Rubicon, an organization that pairs the skills and experience of military veterans with first responders, medical professionals, volunteers and technology solutions. As a veteran-led organization, its volunteers give their time and talents to bring immediate relief and long-term recovery to communities around the globe.

"Across the world, disasters are a part of life," said Jake Wood, CEO of Team Rubicon. "No corner of the globe is spared from severe weather. And when those disasters strike, we search for ways to respond and help."

In December 2015, AT&T employee and veteran Chaz Palisoc was home with his family for the holidays when multiple tornadoes hit the Dallas area. He then learned his friends had been impacted by the storm. Chaz says his first instinct was to jump into action. He remembered hearing about Team Rubicon and started looking for ways to connect with the organization.





**1.78M**  
hours  
volunteered  
by employees across  
the world in 2017



Since then, he's deployed several times with Team Rubicon, most recently to Katy, Texas, in the wake of 2017's Hurricane Harvey.

Chaz and other volunteers spent weeks rebuilding the community, combining their diverse skillsets to help the town recover. While they were continuing their work in Texas—Florida, Puerto Rico and other parts of the country saw even more natural disasters. Never before had Team Rubicon's resources and its dedicated volunteers been so stretched.

At AT&T, Team Rubicon's mission and its commitment to performance excellence inspired and resonated with us. So, we set out to help the organization expand its reach and strengthen its efforts. In response

to the natural disasters in 2017, we launched a text-to-donate program that matched contributions to Team Rubicon up to \$1 million. With the support of those looking to help disaster-stricken communities, our efforts provided immediate funding for Team Rubicon in its gallant efforts.

Chaz—and the thousands of other volunteers who answer Team Rubicon's call—are strengthening Team Rubicon's mission is ongoing and essential. And we're proud to be a part of it.

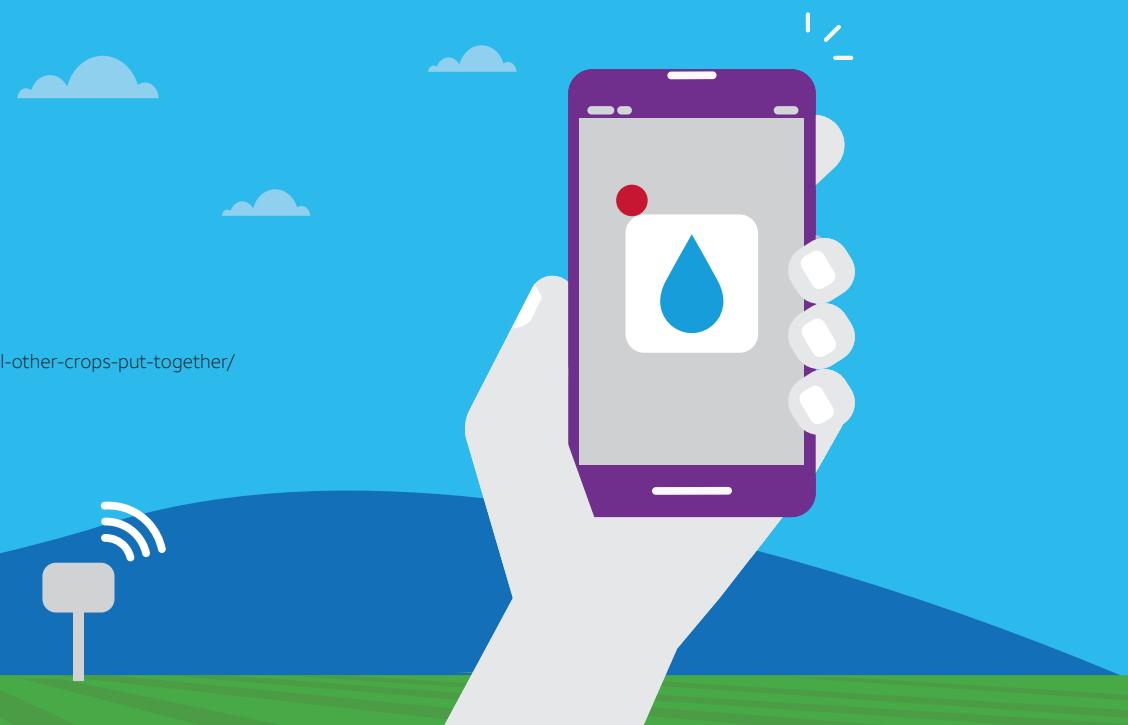
# Using Technology to Conserve Water and Lower Greenhouse Gas Emissions in Agriculture

Every year, U.S. farmers use 2.5 million acres of land to grow 6 million metric tons<sup>3</sup> of a crop that many of us take for granted: rice.

While providing a major food staple and being an economic contributor, rice farming is water-intensive and currently uses up to 40% of the world's irrigated water every year.<sup>4</sup> But water use isn't the only environmental concern related to rice growing. Rice fields use a flooding technique, creating an anaerobic environment—one without oxygen—that generates methane gas, a greenhouse gas (GHG) 28 to 36 times as potent as CO<sub>2</sub> over 100 years.<sup>5</sup> The methane produced by rice farming constitutes about 1.5% of global GHG emissions.<sup>6</sup>

At AT&T, we've been exploring how we can use wireless connections to combat these challenges. Our collaboration with PrecisionKing resulted in an impactful innovation that's already improving the environment.

Here's how it works: PrecisionKing's RiceKing sensors are placed across rice fields, where they read water levels once an hour. AT&T wireless connections send water-level data to a management system that automatically signals connected pumps to turn on and off as needed.



<sup>3</sup>[www.worldriceproduction.com](http://www.worldriceproduction.com)

<sup>4</sup><http://www.iflscience.com/environment/rice-and-wheat-production-use- more-water-than-all-other-crops-put-together/>

<sup>5</sup><https://www.epa.gov/ghgemissions/understanding-global-warming-potentials>

<sup>6</sup><http://www.wri.org/blog/2014/12/more-rice-less-methane>



This reduces water use and prevents flooding or excessive drying while also lowering methane emissions—all without requiring anyone to be in the field.

This technology is getting results. In Arkansas, instead of measuring water levels in a field by eye, Jim and Sam Whitaker connected their water-level sensors with the AT&T network and have reduced Whitaker Farms' water usage by up to 60%. And their wirelessly connected pump controls have reduced energy usage between 20–30%.

While the world has many environmental challenges, collaborations like this show how technology can be part of a broader solution. At AT&T, we're committed to using our technology to help generate carbon savings 10 times our own carbon footprint by 2025.

Tackling the impacts of activities such as agriculture is just one more step toward a more sustainable world.

# Exploration with Aira

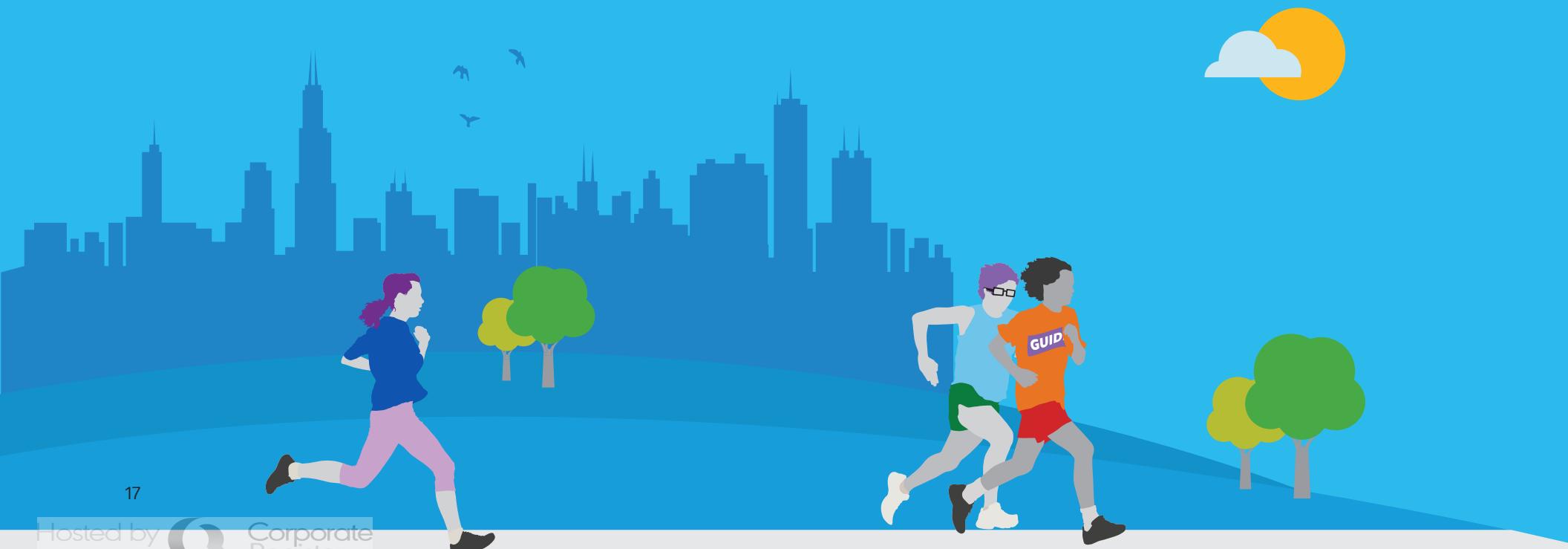
## Aira at the Boston Marathon

On April 17, 2017, Erich Manser of Littleton, Mass., toed the start line with 30,000 other athletes to run his 8<sup>th</sup> Boston Marathon. But for Erich, this marathon would be like no other.

While all runners spend months or years preparing, Erich's training featured a unique challenge. He suffers from a degenerative disease that has left him partially blind. As he describes it, it's like "looking through a keyhole covered with wax paper." Enter Aira glasses

connected by AT&T. For the first time in history, a runner in the Boston Marathon competed with the help of a remote human agent.

While a sighted guide ran with Erich for safety, so did Jessica, from hundreds of miles away in Ohio. Jessica is an Aira agent with extensive training in mobility and accessibility, and she joined Erich through a pair of Aira glasses—connected with AT&T technology.





## Using Aira to View the Eclipse

The glasses on Erich's face streamed live video, letting Jessica provide visual assistance.

The country watched in awe on Aug. 21 as the moon passed in front of the sun, creating a solar eclipse. For some towns, including Hopkinsville, Ky., the eclipse created near-total darkness for more than 2 hours.

James Boehm, who lost his sight later in life, was among the people who experienced the eclipse in Hopkinsville. As the eclipse started, he joined the crowd around him by putting on his "viewing" glasses. As

Hopkinsville descended into awe-inspiring darkness, James' Aira agent, Amy, described the scene to him in detail. For James, who watched his first solar eclipse 20 years ago when he was 13 and still had his sight, it was an experience he thought he may never have again.

***Aira and AT&T are working together through the AT&T Foundry to develop solutions that can help benefit customers like Erich and James, bringing them more life-changing experiences.***

# Building Skills and Creating Opportunities

At AT&T, we're in the midst of one of the most significant transformations in our 142-year history. We've evolved from a telephone company to a world leader in communications, media and entertainment, and technology.

To fuel this transformation, it's critical we transform our current workforce and identify workers for the future.

Through AT&T Aspire, we provide access to the education and training people in our communities need to get and keep good jobs. We work with non-profits, such as Year Up, to create programs that teach job-ready skills to young people who might otherwise not have a chance to develop them. Year Up helps low-income youth boost their professional footing in just a year. Students spend 6 months in classroom training at a community college, followed by a 6-month internship with a corporate partner such as AT&T. The students are connected with the

needs of our workforce, receive mentoring and become candidates for full-time employment.

David Frederick is an example of why programs like Year Up are so important. He comes from a hardworking family of Haitian immigrants who had trouble making ends meet. Despite these challenges and his responsibilities at home, David was determined to go to college.

He took out a student loan to attend Miami Dade College and signed on with Year Up after hearing about the program at an on-campus event.





David says that balancing school full-time, his Year Up internship and a part-time retail job was a real challenge. Yet, the program taught him not only how to manage his time, but to thrive and push himself to do even more. He interned at AT&T in a position tracking inventory on trucks, observing technicians doing field-based safety checks and completing weekly audits on performance.

Today, David is a retail consultant in one of our Miami stores. He and his wife recently purchased their first home and welcomed their second son. David has even written a book.

And he has even bigger ambitions. He plans to get a master's degree in international relations or international law and someday become more involved in international affairs.

*"At AT&T, I learned to seize every opportunity—even challenging ones—because it's obstacles that teach us the most."*



**DAVID FREDERICK**  
Retail Sales Consultant

# #LaterHaters: Movement Empowers Teens to Flip the Script On Negativity Online

Social media has changed the way we think and interact with each other. And this is especially true for today's youth, who are masters at communicating in a series of shorthand posts, tweets and snaps.

"Every hurtful word, every hurtful phrase is only 26 letters arranged in a way to cause doubt. We can arrange those same letters, and write our own path. Those 26 letters can build us up stronger if we choose to take a stand and rearrange them."

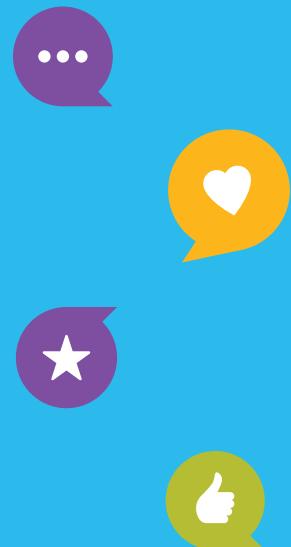
Online negativity is more prevalent in our teens' lives than ever. But, this moving message written by Melissa—a young, Gen Z writer—is rising above it all. She's 1 of 910 essayists who entered the 2017 #LaterHaters Wattpad Writing Challenge.

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Each story submitted shows teens understand the collective power they have to create a more positive online environment.

As a leader in mobile connectivity, we're committed to helping young people stay safe online. For several years, we've promoted the *It Can Wait* program and **AT&T Digital You®** trainings and resources. And we are committed to doing more.

Over the last 2 years, we've worked to fill a gap in the conversation that tends to focus on cyberbullying but does not address more subtle forms of online negativity.





Together with Otter Media's [Fullscreen Media](#), global leaders in social entertainment, and [AT&T Hello Lab](#), a hub of mobile entertainment creators, we created what is now the [#LaterHaters](#) movement. Teens can find encouragement, positive reinforcement and the tools they need to boost positivity on- and offline.

In 2017, we doubled our efforts to help the movement grow. We pulled in celebrities and social media stars such as [Gabby Douglas](#), Miles McKenna and the Dobre Brothers to show teens examples of healthy social interactions.

To encourage more teens to join the conversation, we also created a unique #LaterHaters Snapchat geofilter for major youth events such as [WE Day](#). And we teamed up with [Wattpad](#) and its community of

writers who are passionate about stopping online bullying. We also integrated #LaterHaters into [Guilty Party](#), an AT&T original content series, and plugged the movement on the "Love is Love" Fullscreen Live tour.

We've reached more than 178 million people and garnered more than 9 million engagements since launching in 2016.

Our efforts in empowering teens to take time to reflect, recharge and spread positive messages online have only just begun. The larger the movement, the louder that message of love and positivity will be—helping to create a more positive internet experience for all.

# Progress Toward our Goals



## OUR NETWORK AND CUSTOMERS

### 2020 Goal

We will continue to drive reductions in emissions and increases in resource efficiency and alternative energy deployment. We will enable AT&T customers to lead more sustainable lives by expanding access to technology, further integrating sustainability solutions into products and measuring the impacts.

**Goal:** Reduce our Scope 1 emissions by 20% by 2020, using a 2008 Scope 1 baseline of 1,172,476 mttons CO<sub>2</sub>e.

**Progress:** In 2017, we emitted 1,048,692 mttons CO<sub>2</sub>e (Scope 1). This represents a 22.6% decrease compared to our restated 2008 baseline. Year-over-year, our Scope 1 emissions are down 8% from the 2016 level.

**Goal:** Reduce the electricity consumption of our company relative to data traffic on our network by 60% by 2020 (2013 baseline).

**Progress:** Relative to our 2020 target for energy intensity (93 MWh electricity/petabytes of network traffic), AT&T has achieved a 45% reduction compared to the 2013 baseline of 233 MWh/PB. Our electricity consumption (in MWh) per PB of data carried on our network (the AT&T energy intensity metric) for 2017 is 128 MWh/PB.<sup>7</sup>

**Goal:** Develop and deploy a robust methodology to understand the impact of the AT&T network's greenhouse gases society.

**Progress:** After engaging with leading non-government organizations (NGOs), industry groups and peer companies, AT&T developed a credible methodology

to measure the GHG impacts of customers' use of AT&T technology in an effort to track progress against our 10x goal. The methodology can be found on our [10x website](#).

**Goal:** By mid-year 2019, AT&T will have expanded its all-fiber internet access service to reach at least 12.5 million consumer locations, such as residences, home offices and very small businesses. Combined with our existing high-speed broadband network, at least 25.7 million customer locations will have access to broadband speeds of 45 Mbps or higher.

**Progress:** By the end of 2017, we deployed all-fiber Internet access service to more than 7 million locations. Additionally, by the end of 2017, we have achieved our commitment to deliver at least 25.7 million customer locations with access to broadband speeds of 45 Mbps or higher.

**Goal:** Reduce the emissions of our fleet by 30% by 2020 from our 2008 baseline (includes DIRECTV's fleet).

**Progress:** By the end of 2017, AT&T reduced fleet emissions by 174,403 mttons of CO<sub>2</sub>e, or 20.1% from our 2008 baseline. 100% of passenger sedans procured in 2017 were hybrid vehicles. In addition, AT&T reduced the size of our domestic fleet by more than 1,100 vehicles.

<sup>7</sup> Electricity use is the numerator and is a proxy for total energy use. Network data traffic volume is the denominator and is a proxy for our production.

### OUR NETWORK AND CUSTOMERS

#### 2020 Goal *continued*

**Goal:** Collect more than 200 million devices for reuse, refurbishment or recycling by end-of-year 2020.

**Progress:** As of the end of 2017, AT&T has refurbished or recycled approximately 146 million devices since 2007. This includes: 63 million DIRECTV refurbished devices (2007-2017); 18.5 million DIRECTV recycled devices (2011-2017); 19.3 million U-verse devices (2012-2017); and 45.1 million AT&T mobility devices (2009-2017).

**Goal:** Expand our on-site alternative energy capacity to at least 45 MW—more than double our 2014 capacity—by the end of 2017 and intensify our pursuit of off-site renewables with competitive financials.

**Progress:** In 2017, AT&T expanded our fleet of Bloom natural gas fuel cells by 12 MW, with 27 sites commissioned in California, New York, and New Jersey. This growth brings our total on-site alternative energy capacity to 50.8 MW, exceeding the 2017 target established. The estimated combined energy production from these new facilities is almost 100 million kWh annually, and the estimated energy production of the entire renewable energy portfolio is more than 398 million kWh annually.

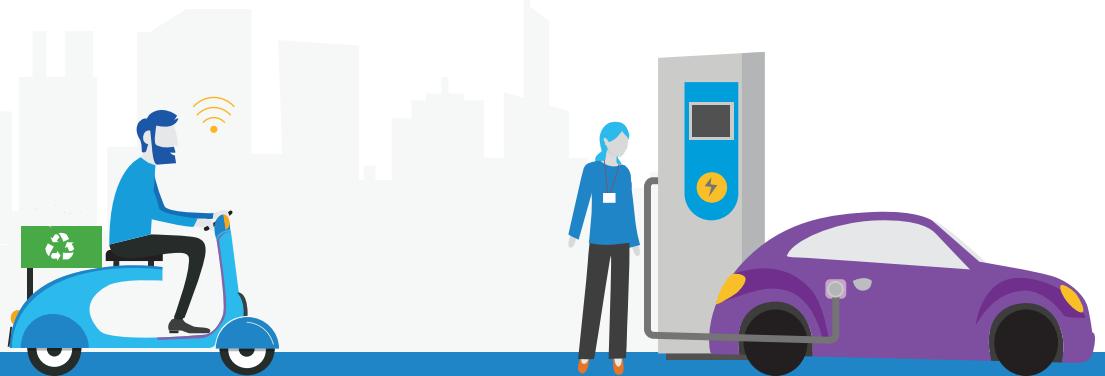
AT&T announced one of the largest Corporate Renewable Energy purchases in U.S. history. AT&T will purchase 820 MW of wind power through 3 agreements with subsidiaries of NextEra Energy Resources, the world's largest operator

of renewable energy projects. The Large Scale Renewable Energy (LSRE) generation is expected to start producing near the end of 2018.

**Goal:** Provide sustainability information for all AT&T-branded network-connected consumer wireless devices.

**Progress:** By the end of 2017, AT&T, working with BSR, had developed the initial roadmap for the next iteration of Eco-Ratings. Eco-Ratings 3.0 will be designed to provide consumers with an expanded base of information on environmental attributes and responsible recycling practices for all AT&T-branded network-connected wireless devices. Work will commence in 2018 with external stakeholders and device manufacturers to provide data that shapes the updated ratings system and expands to a broader portfolio of devices (i.e. Internet of Things). In 2017, 58% of devices scored under the Eco-Ratings system earned a rating of 2 or 3 stars (out of 5 stars) and were verified by UL, a credible third-party partner firm. 100% of UL-reviewed devices complied with Global Reporting Initiative sustainability reporting standards.

## Progress Toward our Goals



## OUR NETWORK AND CUSTOMERS

### 2020 Goal *continued*

**Goal:** Demonstrate the environmental and social enablement power of consumer devices and solutions to live smarter, healthier and more independent lives by collaborating both internally and externally to help quantify the environmental and social sustainability enablement impacts of AT&T consumer devices and solutions (e.g., Internet of Things, connected car, education, accessibility).

**Progress:** In 2017, **Aira** was the first product to come out of the AT&T Foundry for Connected Health. Aira's remote technology uses wearable smart glasses to connect those with diminished vision to a network of certified agents. The visual agents, connected via our reliable and secure wireless network, provide a real-time account of what's around them so users can engage with their surroundings.

In collaboration with the AT&T Advisory Panel on Access & Aging, BSR, G3ict and World Enabled, AT&T compiled insights and proposed guidelines to launch a report titled "**Smart Cities for All: A Vision for an Inclusive, Accessible Urban Future**" in June 2017. The report centered on helping cities identify ways in which smart city technologies can adopt a people-first approach to benefit those with disabilities and older citizens. The report complemented the **Smart Cities for All** initiative launched by G3ict and World Enabled in 2016. The initiative advances a vision of making cities all over the world smarter through more inclusive, accessible design.

### 2025 Goal

By 2025, AT&T will enable carbon savings 10 times the footprint of our operations by enhancing the efficiency of our network and delivering sustainable customer solutions.

**Goal:** Deliver customer solutions to achieve a net positive ratio.

**Progress:** As we pursue our 10x goal, which represents a net positive ratio between our operational footprint and the carbon reductions our technology makes possible for customers using our services, we are engaging customers to understand, measure and promote the benefits they're achieving. In 2017, we began a collection of 10x case studies that demonstrate and quantify the emissions impact of 2 interesting technology-use cases—the connected shipping pallet and smart rice farming. These case studies can be found on our [10x website](#).

**Goal:** Enhance network efficiency to enable the achievement of the net positive ratio.

**Progress:** As we pursue our 10x goal, which represents a net positive ratio between our operational footprint and the carbon reductions our technology makes possible for customers using our services, we are working to enhance our network efficiency through energy management and the integration of renewable energy.



## OUR SUPPLY CHAIN

### 2020 Goal

We will lead our supply chain to improve its social and environmental impacts by integrating sustainability performance metrics into our sourcing decisions for 80% of our spend.<sup>8</sup>

**Goal:** By the end of 2017, achieve an average score of 80% or higher for top suppliers on the Supplier Sustainability Scorecard, which covers 4 key categories including policy breadth, rigorous goals, reporting transparency and supply chain governance.

**Progress:** AT&T Global Supply Chain achieved its 80%-by-2017 goal a year ahead of schedule at the close of 2016 with a score of 80.3%.<sup>9</sup> The goal was established in 2012 to measure the supplier base focused on our network, consumer equipment and corporate services. Going forward, we are working toward our [2020 and 2025 goals](#), which include shared industry approaches in measuring sustainability.

**Goal:** By the end of 2018, incorporate sustainability-oriented standards or analysis into our sourcing decisions with strategic suppliers.

**Progress:** In 2017, AT&T Global Supply Chain continued to require suppliers to adhere to our [Principles of Conduct for Suppliers](#) and participate in assessments and audits. AT&T continues to make progress with efforts including: incorporating sustainability clauses into agreements and RFPs, training our sourcing managers on the principles of sustainability and providing updates to sourcing managers on supplier sustainability performance. AT&T will continue to expand incorporation of sustainability-oriented standards and analyses into sourcing decisions.

<sup>8</sup> This goal is focused on network, consumer equipment and corporate services spend, and does not include video content and entertainment companies.

<sup>9</sup>This does not include video content and entertainment companies. Looking ahead, we are focusing on an industry-wide measurement for assessing our suppliers.



## OUR SUPPLY CHAIN

### 2025 Goal

We will work with our industry peers to develop and promote adoption of sustainability metrics that will transform the environmental and social impact of technology supply chains.

**Goal:** Establish clear, agreed-upon industry sustainability metrics.

**Progress:** In 2017, working with our TL 9000 industry group, [TIA-QuEST Forum](#), we helped launch an industry sustainability measurement tool, the QuEST Sustainability Assessor. This tool provides actionable best practices for organizations that help accelerate their sustainability programs. In 2017, we transitioned from our AT&T supplier assessment to this third-party industry tool and sent the new assessment tool to a few hundred of our suppliers.

**Goal:** Promote the use of these metrics in industry sourcing.

**Progress:** AT&T suppliers are currently using CDP Supply Chain and QuEST Sustainability Assessor metrics to measure and report their GHG emissions and sustainability progress. This provides our company and the other participating companies the necessary means to benchmark supplier emissions and work with suppliers on making improvements.

**Goal:** Develop and follow an industry roadmap toward truly sustainable performance.

**Progress:** AT&T is moving its suppliers along an industry roadmap with CDP Supply Chain, Joint Audit Cooperative and TIA-QuEST Forum to continuously improve measurements, benchmarking and results in sustainable supplier performance.



## OUR COMMUNITIES

### 2020 Goal

We will invest resources, develop initiatives and collaborate with stakeholders with the goal of increasing the U.S. high school graduation rate to 90% by 2020.

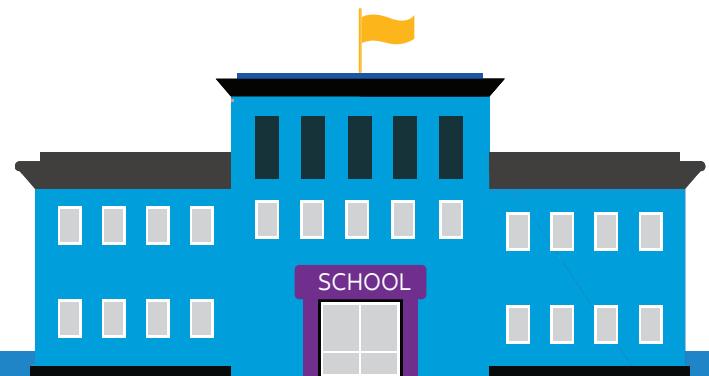
**Goal:** Invest in programs that provide access to the education and training people need to get and keep good jobs, use technology to address education challenges and help students get through high school and beyond.

**Progress:** We exceeded our commitment through Aspire to invest \$400 million by the end of 2017 with investments totaling more than \$450 million. Program highlights included:

- Contributing \$2.25 million to Khan Academy to launch LearnStorm, a national learning challenge designed to equip students with the skills and mindsets they need to start the school year strong.
- Contributing \$300,000 to Per Scholas to support national technology training programs that serve more than 1,000 low-income, unemployed/underemployed individuals.
- Supporting organizations that help underrepresented students develop computer science and coding skills, including a \$1.2 million contribution to Girls Who Code.
- Contributing \$2.5 million to help Communities In Schools (CIS) serve thousands of additional students, provide college and career readiness and mentoring by AT&T employees, and continue CIS' advancements in data collection, technology, research and evaluation.
- Contributing \$3.5 million to Jobs for America's Graduates (JAG) to allow the national non-profit to add new schools and/or expand existing programs through its 34 JAG state affiliates with proven success records of keeping kids in school.

**Goal:** Encourage technology application to solve vexing education challenges through the AT&T Aspire Accelerator for non-profits and for-profits.

**Progress:** In 2017, AT&T selected 8 organizations for the 3rd Aspire Accelerator class to support with a customized program that includes financial investment, access to expert services and mentorship. The 19 participants from the first 3 classes have thrived in the program and together have reached more than 12.2 million students.



## OUR COMMUNITIES

### 2025 Goal

We will invest resources, develop initiatives and collaborate with stakeholders to close the skills gap by increasing the number of Americans with high-quality post-secondary degrees or credentials to 60% by 2025.

**Goal:** By the end of 2017, promote STEM training by co-developing and attracting 10,000 students to the Georgia Tech online master's degree in computer science program and 23,000 students to the Udacity Nanodegree program.

**Progress:** As of the end of 2017, more than 30,000 learners are enrolled in nanodegree programs sponsored by AT&T, more than 2,000 of whom are AT&T employees. These learners are earning credentials that propel them to the next stage in their careers. Additionally, as of Fall 2017, nearly 6,000 students—including 400 AT&T employees—were enrolled in the Georgia Tech online computer science program—a more than 10-fold increase since the program launched in 2014.

# Key Performance Indicators



PEOPLE	2013	2014	2015	2016	2017
<b>Network Reliability</b>					
<b>Network Reliability</b>					
Investment in wired and wireless networks	\$21.2B	>\$21B	\$21B	\$22.4B	\$21.6B
<b>Disaster Response</b>					
<b>Disaster Recovery</b>					
Working hours spent on Network Disaster Recovery field exercises— cumulative since 1992	135,000	>135,000	>140,000	>145,000	>150,000
<b>Workforce</b>					
<b>Provide Quality Jobs</b>					
Percentage of union-represented employees	55	53	50	49	46
<b>Employee Training</b>					
Amount invested in direct employee training development programs	>\$280M	>\$250M	\$230M	\$250M	\$220M
Percent of employees who completed Code of Business Conduct training	99.6	99.6	99.4	98	99

## Key Performance Indicators



PEOPLE	2013	2014	2015	2016	2017
<b>Workforce Diversity</b>					
<b>Women</b>	36	35	33	32	31
Percent of total U.S. workforce					
<b>People of color</b>					
Percent of total U.S. workforce	40	41	42	43	43
<b>Women</b>	37	37	37	35	35
Percent of total U.S. management					
<b>People of color</b>	33	35	34	37	37
Percent of total U.S. management					
<b>Supply Chain</b>					
<b>Supplier Diversity</b>					
Percent of total spend with minority-, women-, service-disabled veteran- and LGBT owned business enterprises	28.05	27.45	24.06	18.83	25.22 <sup>10</sup>
<b>Supply Chain Scorecard</b>					
Average score of top suppliers on the balanced C&S Scorecard (percent)	63	>70	>74	80.3	80.3

<sup>10</sup> Supplier diversity spend and performance excludes content and programming spend.

## Key Performance Indicators



PLANET	2013	2014	2015	2016	2017
<b>Greenhouse Gas (GHG) Emissions</b>					
<b>Carbon Footprint</b>					
Domestic and international company-wide (GHG) emissions (mtons CO <sub>2</sub> e)					
9,165,124	9,313,886	8,745,810	12,275,951 <sup>11</sup>	11,618,745	
<b>GHG Emissions Intensity</b>					
Mtons CO <sub>2</sub> e /petabyte of data	144.27	119.00	75.94	79.90	66.75
<b>Water</b>					
<b>Water Footprint</b>					
Gallons of water used for domestic operations	3.113B	3.046B	3.089B	2.702B	2.600B
<b>Water Intensity</b>					
Gallons/petabyte network traffic <sup>12</sup>	49,007	39,918	26,821	25,225	19,250
<b>Fleet</b>					
<b>Fleet Operations</b>					
Percent decrease in AT&T fleet GHG (2008 baseline) <sup>13</sup>			12	20.1	

<sup>11</sup>The increase in YOY emissions from 2015-2016 was due to the acquisition of DIRECTV and expanding our Scope 3 reporting to include its products.

<sup>12</sup>Prior to 2015, AT&T reported as gallons/terabyte of network traffic.

<sup>13</sup>In 2016, AT&T re-focused our strategy to include a new goal to lower AT&T fleet emissions by 30% by 2020 from our 2008 baseline. Moving forward, we are now tracking emissions reductions related to fleet rather than total alternative fuel vehicles by type. Please see our [Company Fleet and Transportation](#) issue brief for more details.

## Key Performance Indicators



PLANET	2013	2014	2015	2016	2017
<b>Energy</b>					
<b>Energy Intensity</b>					
Intensity of data carried on our network (MWh electricity/petabyte network traffic)	233	186	145	139	128
<b>Alternative Energy</b>					
Solar + fuel cell production (kWh)	134.6M	154.3M	187.8M	290.4M	391.0M
<b>Energy Projects</b>					
Annualized energy savings from energy projects	\$40M	\$84M	\$119.1M	\$101M	\$148M
<b>Electricity</b>					
Total electricity use (MWh)	15.0M	15.1M	15.1M	15.4M	15.4M
<b>Waste</b>					
<b>E-waste</b>					
Number of computers, monitors, servers and other equipment that were donated, recycled or reused	>79,000	>91,000	>100,000	>68,000	>70,000
Number of cell phones reused or recycled	Approx. 4.5M	Approx. 4.3M	Approx. 7.3M	Approx. 6.98M	Approx. 8M

## Key Performance Indicators



POSSIBILITIES	2013	2014	2015	2016	2017
<b>Philanthropy</b>					
<b>Giving in Our Communities</b>					
Total amount of corporate, employee, social investment and foundation giving	>\$130M	>\$126.9M	\$156.6M	\$139.3M	\$156M
<b>Volunteerism</b>					
<b>Employee volunteering</b>					
Number of hours volunteered through employee volunteer programs <sup>14</sup>	>1.41M	>1.59M	>1.66M	>1.63M	>1.78M
<b>Employee Giving</b>					
Amount of employee giving pledged	>\$35M	>\$36.4M	>\$37.45M	\$40.8M	\$31.6M

<sup>14</sup> In past years, we included retirees in our reporting for volunteer hours. Beginning with this year's report, we will be reporting on employee hours only.

# CSR Governance Council

## **Corey Anthony**

Senior Vice President and Chief Diversity Officer  
*AT&T Services, Inc.*

## **Len Cali**

Senior Vice President, Global Public Policy  
*AT&T Services, Inc.*

## **Fiona Carter**

Chief Brand Officer  
*AT&T Communications, LLC*

## **Tony Goncalves**

Chief Executive Officer  
*Otter Media Holdings, LLC*

## **Michael Hartman**

Senior Vice President, Assistant General Counsel  
*AT&T Services, Inc.*  
General Counsel  
*Vrio Corp.*

## **Susan Johnson**

Executive Vice President, Global Connection  
Management & Supply Chain  
*AT&T Services, Inc.*

## **Mo Katibeh**

Chief Marketing Officer  
*AT&T Business Solutions*

## **Charlene Lake**

Senior Vice President, Corporate Social  
Responsibility & Chief Sustainability Officer  
*AT&T Services, Inc.*

## **Scott Mair**

President, AT&T Operations  
*AT&T Services, Inc.*

## **Larry Solomon**

Chief Communications Officer  
*AT&T Services, Inc.*

## **Valerie Vargas**

Senior Vice President, Advertising  
and Creative Services  
*AT&T Services, Inc.*

## **Mike Viola**

Senior Vice President, Investor Relations  
*AT&T Services, Inc.*

## **Rick Welday**

President, Media Sales & Operations  
*AT&T Advertising and Analytics*  
*AT&T Services, Inc.*



# Go Further

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- Issue Brief Library
- GRI Table
- KPI Table
- Value Chain Map

AT&T Impact

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# GRI Standards Content Index

IN ACCORDANCE –  
CORE OPTION

PEOPLE  
PLANET  
POSSIBILITIES



Learn more about our [Corporate Social Responsibility](#)

## GENERAL STANDARDS DISCLOSURES

Standard Disclosure	Disclosure Title	Location
Organizational Profile		
GRI 102-1	Name of the organization	Please see our <a href="#">10-K Form</a> (part 1).
GRI 102-2	Activities, brands, products, and services	Please see our <a href="#">10-K Form</a> (part 1).
GRI 102-3	Location of headquarters	Please see our <a href="#">10-K Form</a> (part 1).
GRI 102-4	Location of operations	Please see our <a href="#">10-K Form</a> (part 1).
GRI 102-5	Ownership and legal form	Please see our <a href="#">10-K Form</a> (part 1).
GRI 102-6	Markets served	Please see our <a href="#">10-K Form</a> (part 1).
GRI 102-7	Scale of the organization	Please see our <a href="#">10-K Form</a> (part 1) and our <a href="#">Annual Report</a> pgs. 14–26.
GRI 102-8	Information on employees and other workers	Please see our <a href="#">Good Jobs</a> and <a href="#">Workforce Diversity</a> issue briefs.

Standard Disclosure	Disclosure Title	Location
GRI 102-9	<b>Supply chain</b>	<p>AT&amp;T purchases a substantial number of products and services from suppliers each year. Our network facilities, along with switching and supporting equipment and services comprise a major portion of these expenditures. AT&amp;T generally purchases finished products from the manufacturers or through our authorized distributors and value-added resellers. For AT&amp;T's solutions for businesses, these supply chain products and services support our delivery of our primary brands, products and services in Mobility, Network, Cybersecurity, Cloud, IoT, Voice, Enterprise Mobility, and Hosting Services. These business products and services provide solutions in industries including Retail, Transport, Education, Public Sector, Healthcare, Shipping, Hospitality and Legal. Our solutions for consumers, supported by our supply chain, are in wireless, TV, internet, home phone and smart technology.</p> <p>For non-telecommunications equipment, AT&amp;T purchases from a wide variety of suppliers. AT&amp;T usually buys the finished product, not the components. For general services, AT&amp;T works with contractors who are held responsible for the entire project or job.</p> <p>AT&amp;T generally engages personnel to provide professional services such as programming, engineering, and temporary personnel through agencies or brokers. Professionals are engaged directly only if they clearly meet the requirements for independent contractors under state and federal rules and regulations.</p> <p>For most over-the-counter commodities, AT&amp;T buys from local companies using purchase orders. However, items purchased in volume are usually competitively bid to obtain volume discounts.</p> <p>We outline our expectations in our Principles of Conduct for Suppliers, which is posted on the AT&amp;T supplier portal at <a href="http://attsuppliers.com">attsuppliers.com</a>.</p> <p>AT&amp;T is also on the Board of Directors for APICS, an organization committed to fostering the advancement of end-to-end supply chain management. Please see more at <a href="http://www.apics.org">www.apics.org</a>.</p> <p>Please see our <a href="#">Engaging Our Supply Chain</a> and <a href="#">Supplier Diversity</a> issue briefs for more information.</p>
GRI 102-10	<b>Significant changes to the organization and its supply chain</b>	There were no significant changes during the reporting period.
GRI 102-11	<b>Precautionary Principle or approach</b>	Signed by AT&T Chairman and CEO Randall Stephenson, the <a href="#">AT&amp;T Environment, Health and Safety Policy</a> asserts our commitment to preventing environment, health and safety incidents by integrating environment, health and safety considerations into business processes, and encouraging suppliers to do the same.
GRI 102-12	<b>External initiatives</b>	Please see the <a href="#">Policies and External Recognition</a> sections of our <a href="#">Frequently Asked Questions, Governance and Policies</a> , and our <a href="#">Issue Brief Library</a> for initiatives related to specific topics.
GRI 102-13	<b>Memberships of associations</b>	Please see the <a href="#">External Recognition</a> section of our <a href="#">Frequently Asked Questions, Governance and Policies</a> , our <a href="#">Stakeholder Engagement Policy</a> , <a href="#">Political Engagement Report</a> , and <a href="#">Public Policy</a> websites, as well as our <a href="#">Issue Brief Library</a> for initiatives related to specific topics.

<b>Standard Disclosure</b>	<b>Disclosure Title</b>	<b>Location</b>
<b>Strategy</b>		
<b>GRI 102-14</b>	<b>Statement from senior decision-maker</b>	Please see the <a href="#">Letter from our CEO</a> .
<b>GRI 102-15</b>	<b>Key impacts, risks, and opportunities</b>	Please see the <a href="#">Letter from our CEO</a> and our <a href="#">2017 Corporate Responsibility Update</a> . In addition, please visit <a href="http://about.att.com/csr/reporting/latam">about.att.com/csr/reporting/latam</a> to read more about our Latin American reports.
<b>Ethics and Integrity</b>		
<b>GRI 102-16</b>	<b>Values, principles, standards, and norms of behavior</b>	Please see the <a href="#">Policies</a> section of our <a href="#">Frequently Asked Questions, Governance and Policies</a> and, in particular, our <a href="#">Code of Ethics</a> , <a href="#">Principles of Conduct for Suppliers</a> and <a href="#">Code of Business Conduct</a> .
<b>Governance</b>		
<b>GRI 102-18</b>	<b>Governance structure</b>	Please see our <a href="#">Good Corporate Governance</a> issue brief.

<b>Standard Disclosure</b>	<b>Disclosure Title</b>	<b>Location</b>
<b>Stakeholder Engagement</b>		
<b>GRI 102-40</b>	<b>List of stakeholder groups</b>	Please see our <a href="#">Materiality Assessment</a> and <a href="#">Stakeholder Engagement Policy</a> .
<b>GRI 102-41</b>	<b>Collective bargaining agreements</b>	Approximately 46% of employees are covered by collective bargaining agreements. Please see our <a href="#">Good Jobs</a> issue brief for more information.
<b>GRI 102-42</b>	<b>Identifying and selecting stakeholders</b>	Please see our <a href="#">Stakeholder Engagement Policy</a> .
<b>GRI 102-43</b>	<b>Approach to stakeholder engagement</b>	Please see our <a href="#">Materiality Assessment</a> and <a href="#">Stakeholder Engagement Policy</a> .
<b>GRI 102-44</b>	<b>Key topics and concerns raised</b>	Please see our <a href="#">Materiality Assessment</a> , <a href="#">Value Chain Map</a> and <a href="#">Value Chain Mapping at-a-Glance</a> .
<b>Reporting Practice</b>		
<b>GRI 102-45</b>	<b>Entities included in the consolidated financial statements</b>	This report covers AT&T and all our entities unless otherwise noted. AT&T publishes an annual 10-K, which covers all company-owned or controlled operations. Please see our <a href="#">10-K Form</a> (part 1, pg. 1) for more information.
<b>GRI 102-46</b>	<b>Defining report content and topic Boundaries</b>	Please see our <a href="#">Materiality Assessment</a> , <a href="#">Value Chain Map</a> and <a href="#">Value Chain Mapping at-a-Glance</a> .
<b>GRI 102-47</b>	<b>List material topics</b>	Please see our <a href="#">Materiality Assessment</a> , <a href="#">Value Chain Map</a> and <a href="#">Value Chain Mapping at-a-Glance</a> .
<b>GRI 102-48</b>	<b>Restatements of information</b>	We have restated the base year Scope 1 emissions in GRI 305-1 due to improved data availability and to include data from completed acquisitions. We have restated our Scope 3 base year as 2016 in GRI 305-3 as this was the first year that included all the sources being reported today. We have restated our Reduction of GHG emissions base year as 2016 in GRI 305-5 to highlight year-on-year annualized reductions.
<b>GRI 102-49</b>	<b>Changes in reporting</b>	There have been no changes in reporting during 2017.
<b>GRI 102-50</b>	<b>Reporting period</b>	January 1-December 31, 2017
<b>GRI 102-51</b>	<b>Date of most recent report</b>	June 28, 2017
<b>GRI 102-52</b>	<b>Reporting cycle</b>	Annual

<b>GRI 102-53</b>	<b>Contact point for questions regarding the report or its contents</b>	Ben Kruse, Director, Sustainability Integration, <a href="mailto:ben.kruse@att.com">ben.kruse@att.com</a>
<b>GRI 102-54</b>	<b>Claims of reporting in accordance with the GRI Standards</b>	This GRI Index and our <a href="#">2017 Corporate Responsibility Update</a> reporting materials have been prepared in accordance with GRI Standards: Core option.
<b>GRI 102-55</b>	<b>GRI content index</b>	GRI Content Index
<b>GRI 102-56</b>	<b>External assurance</b>	<p>External assurance was not sought for this GRI report as a whole. AT&amp;T uses an external third-party organization to assure our greenhouse gas emissions inventory.</p> <p>For our 2017 Greenhouse Gas Inventory, we obtained independent assurance of our Scope 1, 2 and 3 (select categories) emissions from Trucost.</p> <p>Please see our <a href="#">Greenhouse Gas Emissions</a> issue brief and <a href="#">assurance statement</a> for more information.</p>

## MATERIAL TOPICS

Standard Disclosure	Disclosure Title	Location
AT&T MATERIAL TOPIC: Network Reliability		
GRI 201: ECONOMIC PERFORMANCE		
GRI 103-1	<b>Explanation of the material topic and its Boundaries</b>	Please see our <a href="#">Network Architecture &amp; Reliability</a> issue brief.
GRI 103-2	<b>The management approach and its components</b>	Please see our <a href="#">Network Architecture &amp; Reliability</a> issue brief.
GRI 103-3	<b>Evaluation of the management approach</b>	Please see our <a href="#">Network Architecture &amp; Reliability</a> issue brief.
GRI 201-1	<b>Direct economic value generated and distributed</b>	<p>Since 1992, AT&amp;T has invested more than \$650 million in our Network Disaster Recovery Program. Through this program, we deliver critical resources to areas in need to help ensure the flow of both wireless and wired communications during times of emergency. Please see our <a href="#">Network Architecture &amp; Reliability</a> issue brief for more information.</p> <p>Please see our <a href="#">Annual Report</a>, pgs. 49-53 for more information on economic value generated and distributed.</p>
AT&T MATERIAL TOPIC: Investing in education and high-tech skills development		
GRI 203: INDIRECT ECONOMIC IMPACTS		
GRI 103-1	<b>Explanation of the material topic and its Boundaries</b>	Please see our <a href="#">Supporting Education: AT&amp;T Aspire, Providing Connectivity to Rural and Undersubscribed Populations</a> and <a href="#">Network Architecture &amp; Reliability</a> issue briefs.
GRI 103-2	<b>The management approach and its components</b>	Please see our <a href="#">Supporting Education: AT&amp;T Aspire, Providing Connectivity to Rural and Undersubscribed Populations</a> and <a href="#">Network Architecture &amp; Reliability</a> issue briefs.
GRI 103-3	<b>Evaluation of the management approach</b>	Please see our <a href="#">Supporting Education: AT&amp;T Aspire, Providing Connectivity to Rural and Undersubscribed Populations</a> and <a href="#">Network Architecture &amp; Reliability</a> issue briefs.

Standard Disclosure	Disclosure Title	Location
GRI 203-1	<b>Infrastructure investments and services supported</b>	<p>Over the past 5 years (2013-2017), AT&amp;T invested nearly \$145 billion in our wireless and wireline networks, including capital investments and acquisition of spectrum and wireless operations.</p> <p>Please see our <a href="#">Network Architecture &amp; Reliability</a> and <a href="#">Providing Connectivity to Rural and Undersubscribed Populations</a> issue briefs for more information.</p>
GRI 203-2	<b>Significant indirect economic impacts</b>	<p>In our communities, \$156 million was contributed or directed through corporate-, employee-, social investment- and AT&amp;T Foundation-giving programs in 2017.</p> <p>Through the AT&amp;T Aspire initiative, AT&amp;T helps provide access to education and training people need to get and keep good jobs. Since 2008, we've committed \$400 million to programs to help millions of students in all 50 states and around the world. Examples of these investments include:</p> <ul style="list-style-type: none"> <li>• AT&amp;T has provided \$1.35 million in funding to Proyecto Pastoral since 2012. Proyecto is a community-based organization in the economically challenged Boyle Heights section of Los Angeles. Proyecto Pastoral applied for and won funding through 3 AT&amp;T Aspire competitive RFPs (request for proposals). With this funding, they activated their residents and community organizations, and implemented education projects to address the high school dropout crisis. During this time, graduation rates at Mendez High School, one of the schools in which they serve, rose from 34% to a remarkable 96% for the class of 2016. Graduation rates are also on the rise at Roosevelt High School, which is also served by Proyecto Pastoral.</li> <li>• Since 2008, AT&amp;T and the AT&amp;T Foundation have provided more than \$11.4 million in funding to Jobs for America's Graduates (JAG) and its local affiliates. Most recently in 2017, AT&amp;T contributed \$3.5 million to JAG to allow the national non-profit to add new schools and/or expand existing programs through its 34 JAG State Affiliates with proven success records of keeping kids in school. In more than 3 decades of operation, JAG has helped over 1.2 million young people stay in school through graduation, pursue post-secondary education and secure quality entry-level jobs leading to career advancement opportunities. JAG performance outcomes for the class of 2016 include a graduation rate of 95% (compared to the 84.1% national graduation rate).</li> <li>• AT&amp;T has also funded 32 immersive scholarships for low-income adults with barriers to education and employment through the General Assembly's Opportunity Fund, which provides tech and design skills training and career placement support. Scholarship recipients were 100% low- or middle-income adults. 88% of scholarship recipients have secured employment using their new skills.</li> </ul> <p>Please see our <a href="#">Supporting Education: AT&amp;T Aspire</a> issue brief for more information.</p>

#### AT&T MATERIAL TOPIC: Greenhouse Gas Emissions

##### GRI 305: EMISSIONS

GRI 103-1	<b>Explanation of the material topic and its Boundaries</b>	Please see our <a href="#">Greenhouse Gas Emissions, Energy Management</a> and <a href="#">Company Fleet and Transportation</a> issue briefs.
GRI 103-2	<b>The management approach and its components</b>	Please see our <a href="#">Greenhouse Gas Emissions, Energy Management</a> and <a href="#">Company Fleet and Transportation</a> issue briefs.

Standard Disclosure	Disclosure Title	Location
GRI 103-3	<b>Evaluation of the management approach</b>	Please see our <a href="#">Greenhouse Gas Emissions, Energy Management</a> and <a href="#">Company Fleet and Transportation</a> issue briefs.
GRI 305-1	<b>Direct (Scope 1) GHG emissions</b>	<p>Gross direct (Scope 1) GHG emissions in metric tons of CO<sub>2</sub> equivalent: 1,048,692</p> <p>Gases included in the calculation: CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O, HFCs</p> <p>Biogenic CO<sub>2</sub> emissions in metric tons of CO<sub>2</sub> equivalent: 6,685 mtos CO<sub>2</sub>e</p> <p>Base year for the calculation: 2008 was the first year for which our Scope 1 emissions were inclusive of all emissions sources within the portfolio and a period following the integration of new portfolio assets through acquisition. Emissions in 2008 were 1,354,054 mtos CO<sub>2</sub>e.</p> <p>The original baseline was set in 2011 at the 2008 levels. At the time, it was recognized that certain data sources were in transition internally (refrigerants, stationary and portable generators). We were concerned that improved availability of this data would be interpreted as an actual change in Scope 1 emissions, so we held these sources at their 2011 levels. Several years later, we eliminated this treatment of the data, deeming it unnecessary and difficult to implement in retrospect. We are also back-casting DIRECTV Scope 1 emissions to our historical Scope 1 baseline (2008) based on an economic allocation model.</p> <p>Additionally, the original set of goals and targets for Scope 1 preceded our Natural Gas Fuel Cell program, which is a strategic imperative for the company aimed at a net reduction in overall carbon emissions. Heretofore, the fuel cell emissions from natural gas had not been segregated from any other natural gas emissions for the company. According to GHG Scope 2 guidance, Appendix A (pg. 94 "Like electricity, gas may be transmitted and distributed through a shared pipeline. Wherever it is used—either combusted in a boiler/heater or used as an input in a fuel cell—the emissions released from its consumption become the scope 1 emissions of the owner/operator of the equipment."</p> <p>Source of the emission factors and the global warming potential (GWP) rates used: The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition); US EPA Climate Leaders: Direct HFC and PFC Emissions from Manufacturing Refrigeration and Air Conditioning Equipment; US EPA Greenhouse Gas Reporting Program; GWP – IPCC Fourth Assessment Report (AR4 – 100 year); and Emissions factors – US EPA MRR Final Rule (40 CFR 98) 2016 Revisions – Tables C1 and C2 to Subpart C.</p> <p>Consolidation approach for emissions: Operational control</p> <p>Standards, methodologies, assumptions, and/or calculation tools used: Calculations are based on published criteria, such as emission factors and GWP rates. Consumption values are generally tracked using inventory management systems and/or other documented estimation methodology (e.g. fleet records, generator runtime, etc.). All reporting is in line with GHG accounting protocols, and with the approach and methodologies applied in previous years. Schneider Electric's Resource Advisor platform is the primary tool for emissions calculations (facility emissions), while other emissions calculations, in alignment with the GHG Protocol, are done manually.</p>

Standard Disclosure	Disclosure Title	Location
GRI 305-2	<b>Energy indirect (Scope 2) GHG emissions</b>	<p>Gross location-based energy indirect (Scope 2) GHG emissions in metric tons of CO<sub>2</sub>e: 6,951,084  Gross market-based energy indirect (Scope 2) GHG emissions in metric tons of CO<sub>2</sub>e: 6,752,872  Gases included in the calculation: CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O</p> <p>Base year for the calculation: AT&amp;T reports our Scope 2 performance in terms of our Energy Intensity—reporting energy consumed in MWh per petabyte of data traffic carried on AT&amp;T networks. We evaluate our energy use (with electricity consumption as its bellwether proxy) against our production output (data traffic volume). This allows us to continue to grow our business while improving our Scope 2 efficiency. Our current base year for the metric is 2013. In 2013, we had already achieved a prior goal of 60% reduction in energy intensity from a 2008 baseline and felt strongly that there was still a great deal of room for improvement. AT&amp;T then established a further 60% Scope 2 energy intensity reduction target for 2020, relative to 2013 as the new baseline. The 2013 baseline intensity was 233 MWh/petabyte of data transmitted, which corresponds to a 2013 baseline of 8,103,246 mtoms CO<sub>2</sub>e.</p> <p>There were no significant changes in emissions that triggered recalculations of base year emissions.</p> <p>Source of the emission factors and the global warming potential (GWP) rates used: USEPA eGRID2016 released February 2018, International Energy Agency Data Services. 2017 – Year 2015. “CO<sub>2</sub> Emissions from Fuel Combustion”; GWP – IPCC Fourth Assessment Report (AR4 – 100 year); Emission Factors – US EIA Form EIA-1605, Appendix N. Emission Factors for Steam and Chilled/Hot Water.</p> <p>Consolidation approach for emissions: Operational control</p> <p>Standards, methodologies, assumptions, and/or calculation tools used: The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition), US EPA Climate Leaders: Indirect Emissions from Purchases/Sales of Electricity and Steam. All reporting is in line with GHG accounting protocols, and with the approach and methodologies applied in previous years. Schneider Electric’s Resource Advisor platform is the primary tool for emissions calculations (facility emissions), while other emissions calculations, in alignment with the GHG Protocol, are done manually.</p>
GRI 305-3	<b>Other indirect (Scope 3) GHG emissions</b>	<p>Gross other indirect (Scope 3) GHG emissions in metric tons of CO<sub>2</sub>e: 5,745,609  Gases included in the calculation: CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O  Biogenic CO<sub>2</sub> emissions in metric tons of CO<sub>2</sub>e: 0</p> <p>Other indirect (Scope 3) GHG emissions categories and activities included in the calculation: Business Travel; Downstream Leased Assets (Set top boxes); Upstream and Downstream Transportation; Purchased Goods and Services; and Capital Goods</p> <p>Base year for the calculation: We regard 2016 as our base year for Scope 3 emissions, and Scope 3 emissions in the base year were 3,398,065 mtoms CO<sub>2</sub>e. This was the first year that included all the sources currently being reported. Comparison to prior years would misconstrue availability of the larger data set with higher actual emissions in this scope, and that would be erroneous.</p> <p>Source of the emission factors and the global warming potential (GWP) rates used: GWP-IPCC Fourth Assessment Report (AR4 - 100 year); Emissions factors - US EPA MRR Final Rule (40 CFR 98) – Tables C1 and C2 to Subpart C, DEFRA – Business Travel-Air.</p> <p>Standards, methodologies, assumptions, and/or calculation tools used: The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition); DEFRA Guidance on Business Travel. All reporting is in line with GHG accounting protocols, and with the approach and methodologies applied in previous years. Schneider Electric’s Resource Advisor platform is the primary tool for emissions calculations (facility emissions), while other emissions calculations, in alignment with the GHG Protocol, are done manually.</p>

<b>Standard Disclosure</b>	<b>Disclosure Title</b>	<b>Location</b>
GRI 305-4	<b>GHG emissions intensity</b>	<p>GHG emissions intensity ratio for the organization: 66.75 mtons CO<sub>2</sub>e per petabyte</p> <p>Organization-specific metric (the denominator) chosen to calculate the ratio: 119,853 petabytes of traffic carried on the AT&amp;T network (production)</p> <p>Types of GHG emissions included in the intensity ratio; whether direct (Scope 1), energy indirect (Scope 2), and/or other indirect (Scope 3): Scope 1 + Scope 2 gross emissions</p> <p>Gases included in the calculation: CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O, HFCs.</p>
GRI 305-5	<b>Reduction of GHG emissions</b>	<p>GHG emissions reduced as a direct result of reduction initiatives, in metric tons of CO<sub>2</sub>e: 983,311</p> <p>Gases included in the calculation: CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O</p> <p>Base year or baseline, including the rationale for choosing it: 2016, to highlight year-on-year annualized reductions.</p> <p>Scopes in which reductions took place; whether direct (Scope 1), energy indirect (Scope 2), and/or other indirect (Scope 3): Scopes 1, 2 and 3</p> <p>Standards, methodologies, assumptions, and/or calculation tools used: Applied eGRID 2016 (AR4) to annualized savings from 2017 completed energy reductions activities using non-baseload emission factors.</p>
AT&T MATERIAL TOPIC: Investing in employees		
GRI 404: TRAINING AND EDUCATION		
GRI 103-1	<b>Explanation of the material topic and its Boundaries</b>	Please see our <a href="#">Good Jobs</a> and <a href="#">Engaging Employees in their Communities</a> issue briefs.
GRI 103-2	<b>The management approach and its components</b>	Please see our <a href="#">Good Jobs</a> and <a href="#">Engaging Employees in their Communities</a> issue briefs.
GRI 103-3	<b>Evaluation of the management approach</b>	Please see our <a href="#">Good Jobs</a> and <a href="#">Engaging Employees in their Communities</a> issue briefs.
GRI 404-1	<b>Average hours of training per year per employee</b>	<p>We provided an average of more than 78 hours of training per employee in 2017, or approximately 20 million total hours. Gender and employee category specifications are not available.</p> <p>Please see our <a href="#">Good Jobs</a> issue brief for more information.</p>

Standard Disclosure	Disclosure Title	Location
GRI 404-2	<b>Programs for upgrading employee skills and transition assistance programs</b>	<p>We've long been a company that places a priority on providing the training and development needed for our employees to work and compete in our tech-focused and rapidly changing industry. We provide our employees with a range of options—both internal and external to AT&amp;T. All are focused on ensuring our employees are aligned with our Chairman's vision for the business—which is that they understand and are prepared for the future of our company. Our employees benefit from access to our corporate university, AT&amp;T University (TU), which delivers our flagship training program. TU focuses on aligning company leaders to strategic business innovation and results; skilling and reskilling our employees; inspiring an innovative culture of continuous learning; offering a range of ongoing training modules and other skillset development, both live and on-demand; and increasingly delivering training in a more mobile, effortless experience. We're also working with external partners—like Udacity and numerous universities—to create additional opportunities for employees that lead to degrees or certifications in specialized fields. Examples include Nanodegrees—self-paced, fast-track technical credentials in areas like mobile development and data analytics. In 2017, we expanded our Nanodegree portfolio with new nanodegrees in Artificial Intelligence, Virtual Reality Developer and Predictive Analytics. We also continued our partnerships for online master programs with Georgia Tech, Oklahoma University and the University of Notre Dame.</p> <p>With Coursera, employees can access course content taught by instructors at top educational institutions all over the world. The content is prerecorded and available online so they can access it whenever and wherever they want. Topics include digital marketing, economics, supply chain and HR, and are well-suited for employees in less technical roles. Many bargained-for employees are covered by a Job Offer Guarantee that guarantees they will receive another job offer with the company when in a lay-off situation. Severance pay for bargained-for employees is generally determined based on service, and some training and assistance may be available depending on contract. Outplacement (career transition) services are available to eligible management employees whose existing jobs are eliminated or relocated. Lee Hecht Harrison services are offered for a period of 4 months and address issues related to initiating a job search, including resume preparation, interviewing skills and negotiating the job offer. Severance pay is available for eligible management employees whose jobs are eliminated or relocated. Severance pay is calculated based upon the employee's base salary and years of service with the company; payouts range from a minimum of 4% of an employee's annual base salary for employees with 0-1 year of service with AT&amp;T to a maximum payout of 50% of an employee's annual base salary for those with 13 or more years of service.</p>
GRI 404-3	<b>Percentage of employees receiving regular performance and career development reviews</b>	<p>100% of eligible employees with at least 3 months of calendar service received a formal performance appraisal and review during the reporting period. Of note, we do not track frequency of career development discussions. Supervisors are encouraged to have continuous feedback discussions, 1 per month (at minimum) is recommended, with at least 1 career discussion, which may or may not occur during a formal review.</p>

#### AT&T MATERIAL TOPIC: Deployment to Rural Areas and Underserved Populations

#### GRI 413: LOCAL COMMUNITIES

GRI 103-1	<b>Explanation of the material topic and its Boundaries</b>	Please see our <a href="#">Providing Connectivity to Rural and Undersubscribed Populations</a> , <a href="#">Philanthropy Highlights</a> and <a href="#">Supporting Education: AT&amp;T Aspire</a> issue briefs.
GRI 103-2	<b>The management approach and its components</b>	Please see our <a href="#">Providing Connectivity to Rural and Undersubscribed Populations</a> , <a href="#">Philanthropy Highlights</a> and <a href="#">Supporting Education: AT&amp;T Aspire</a> issue briefs.
GRI 103-3	<b>Evaluation of the management approach</b>	Please see our <a href="#">Providing Connectivity to Rural and Undersubscribed Populations</a> , <a href="#">Philanthropy Highlights</a> and <a href="#">Supporting Education: AT&amp;T Aspire</a> issue briefs.

<b>Standard Disclosure</b>	<b>Disclosure Title</b>	<b>Location</b>
GRI 413-1	<b>Operations with local community engagement, impact assessments and development programs</b>	At AT&T, we are using the power of our network to build a better tomorrow. Please see our <a href="#">Providing Connectivity to Rural and Undersubscribed Populations</a> , <a href="#">Good Jobs</a> , <a href="#">Philanthropy Highlights</a> and <a href="#">Supporting Education: AT&amp;T Aspire</a> issue briefs for more information on our support of local communities.
AT&T MATERIAL TOPIC: Promoting Safe Use of Products and Services		
<b>GRI 416: CUSTOMER HEALTH AND SAFETY</b>		
GRI 103-1	<b>Explanation of the material topic and its Boundaries</b>	Please see our <a href="#">Promoting Safe Use of Products and Services</a> issue brief.
GRI 103-2	<b>The management approach and its components</b>	Please see our <a href="#">Promoting Safe Use of Products and Services</a> issue brief.
GRI 103-3	<b>Evaluation of the management approach</b>	Please see our <a href="#">Promoting Safe Use of Products and Services</a> issue brief.
GRI 416-2	<b>Incidents of non-compliance concerning the health and safety impacts of products and services</b>	There were no known incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services within the reporting season. Please see our <a href="#">Promoting Safe Use of Products and Services</a> issue brief for more information.
AT&T MATERIAL TOPIC: Responsible Marketing and Transparency of Offers		
<b>GRI 417: MARKETING AND LABELING</b>		
GRI 103-1	<b>Explanation of the material topic and its Boundaries</b>	Please see our <a href="#">Customer Experience and Satisfaction</a> issue brief and our <a href="#">AT&amp;T Brand Center</a> .
GRI 103-2	<b>The management approach and its components</b>	Please see our <a href="#">Customer Experience and Satisfaction</a> issue brief and our <a href="#">AT&amp;T Brand Center</a> .
GRI 103-3	<b>Evaluation of the management approach</b>	Please see our <a href="#">Customer Experience and Satisfaction</a> issue brief and our <a href="#">AT&amp;T Brand Center</a> .

<b>Standard Disclosure</b>	<b>Disclosure Title</b>	<b>Location</b>
GRI 417-3	<b>Incidents of non-compliance concerning marketing communications</b>	<p>There were no known incidents of non-compliance with regulations that resulted in a penalty, fine or warning, or with voluntary codes concerning marketing communications within the reporting season.</p> <p>Please see our <a href="#">Customer Experience and Satisfaction</a> issue brief and our <a href="#">Annual Report</a> for more information.</p>
AT&T MATERIAL TOPIC: Network/Data Security		
<b>GRI 418: CUSTOMER PRIVACY</b>		
GRI 103-1	<b>Explanation of the material topic and its Boundaries</b>	Please see our <a href="#">Network Security</a> issue brief.
GRI 103-2	<b>The management approach and its components</b>	Please see our <a href="#">Network Security</a> issue brief.
GRI 103-3	<b>Evaluation of the management approach</b>	Please see our <a href="#">Network Security</a> issue brief.
GRI 418-1	<b>Substantiated complaints concerning breaches of customer privacy and losses of customer data</b>	AT&T is committed to maintaining its customers' privacy. Despite our best efforts, there are occasions when unauthorized parties gain access to our customers' information. The details associated with any such events are confidential. For more information on data protection and security, please see our <a href="#">Privacy Policy</a> .
AT&T MATERIAL TOPIC: Customer Privacy		
N/A		
GRI 103-1	<b>Explanation of the material topic and its Boundaries</b>	Please see our <a href="#">Protecting Privacy</a> issue brief.
GRI 103-2	<b>The management approach and its components</b>	Please see our <a href="#">Protecting Privacy</a> issue brief.
GRI 103-3	<b>Evaluation of the management approach</b>	Please see our <a href="#">Protecting Privacy</a> issue brief.
N/A	<b>Customer Privacy</b>	<p>We take customer privacy very seriously. Our customers have choices about how we use their information. We are committed to transparently communicating our privacy policies to our customers in plain language, and this all starts with the AT&amp;T <a href="#">Privacy Policy</a>.</p> <p>Please see our <a href="#">Code of Business Conduct</a> and our <a href="#">Protecting Privacy</a> issue brief for more information.</p>

Standard Disclosure	Disclosure Title	Location
AT&T MATERIAL TOPIC: Accessibility of products and services		
N/A		
GRI 103-1	<b>Explanation of the material topic and its Boundaries</b>	Please see our <a href="#">Accessibility</a> issue brief.
GRI 103-2	<b>The management approach and its components</b>	Please see our <a href="#">Accessibility</a> issue brief.
GRI 103-3	<b>Evaluation of the management approach</b>	Please see our <a href="#">Accessibility</a> issue brief.
N/A	<b>Accessibility of Products and Services</b>	<p>At AT&amp;T, we believe in the ability of all people. Our dedication to accessibility is evident in the products we make, the services we offer and how we hire, develop and engage employees with disabilities. Whether we are working with manufacturers to build accessibility into smartphones or providing employees with customized accessibility solutions, we create inclusive experiences for customers and employees, so we can all progress, grow and achieve.</p> <p>Please visit <a href="http://www.att.com/accessibility">www.att.com/accessibility</a>, our <a href="#">Universal Design Statement</a>, our <a href="#">AT&amp;T Call Centers site</a> and our <a href="#">Accessibility</a> issue brief for more information.</p>
AT&T MATERIAL TOPIC: Online Safety		
N/A		
GRI 103-1	<b>Explanation of the material topic and its Boundaries</b>	Please see our <a href="#">Promoting Safe Use of Products and Services</a> issue brief.
GRI 103-2	<b>The management approach and its components</b>	Please see our <a href="#">Promoting Safe Use of Products and Services</a> issue brief.
GRI 103-3	<b>Evaluation of the management approach</b>	Please see our <a href="#">Promoting Safe Use of Products and Services</a> issue brief.
N/A	<b>Online Safety</b>	AT&T supports myriad programs that raise the profiles of online safety issues and provide resources and tools to consumers who seek more information. We also participate in and host community summits, panels and educational events that help consumers of all ages learn how to safely and efficiently manage technology. Please visit <a href="http://digitalyou.att.com">digitalyou.att.com</a> , <a href="http://att.com/smartcontrols">att.com/smartcontrols</a> , <a href="http://later-haters.att.com">later-haters.att.com</a> and our <a href="#">Promoting Safe Use of Products and Services</a> issue brief for more information.

Standard Disclosure	Disclosure Title	Location
AT&T MATERIAL TOPIC: Affordability		
N/A		
GRI 103-1	<b>Explanation of the material topic and its Boundaries</b>	Please see our <a href="#">Providing Connectivity to Rural and Undersubscribed Populations</a> issue brief.
GRI 103-2	<b>The management approach and its components</b>	Please see our <a href="#">Providing Connectivity to Rural and Undersubscribed Populations</a> issue brief.
GRI 103-3	<b>Evaluation of the management approach</b>	Please see our <a href="#">Providing Connectivity to Rural and Undersubscribed Populations</a> issue brief.
N/A	<b>Affordability</b>	<p>Affordable access to high-speed internet is an important tool for advancing access to education, healthcare and employment—whether households use the internet for school work, or to complete an online education, apply for jobs online, research health information, or simply stay in touch with family and friends. In 2017, we continued to help make internet service more affordable for qualifying low-income households in our 21-state wireline footprint with Access from AT&amp;T.</p> <p>Please visit <a href="http://att.com/access">att.com/access</a> for full details and see our <a href="#">Providing Connectivity to Rural and Undersubscribed Populations</a> issue brief for more information.</p>
AT&T MATERIAL TOPIC: Products and services that enable social and environmental benefit		
N/A		
GRI 103-1	<b>Explanation of the material topic and its Boundaries</b>	Please see our <a href="#">Addressing Climate Change</a> issue brief.
GRI 103-2	<b>The management approach and its components</b>	Please see our <a href="#">Addressing Climate Change</a> issue brief.
GRI 103-3	<b>Evaluation of the management approach</b>	Please see our <a href="#">Addressing Climate Change</a> issue brief.
N/A	<b>Products and services that enable social and environmental benefits</b>	<p>AT&amp;T offers several ICT products that have the ability to create efficiencies and environmental savings.</p> <p>For more information please also see our <a href="#">Addressing Climate Change</a> issue brief and our <a href="#">IoT Solutions</a>, <a href="#">Digital Life</a>, <a href="#">Connected Car</a> and <a href="#">10x</a> websites.</p>

