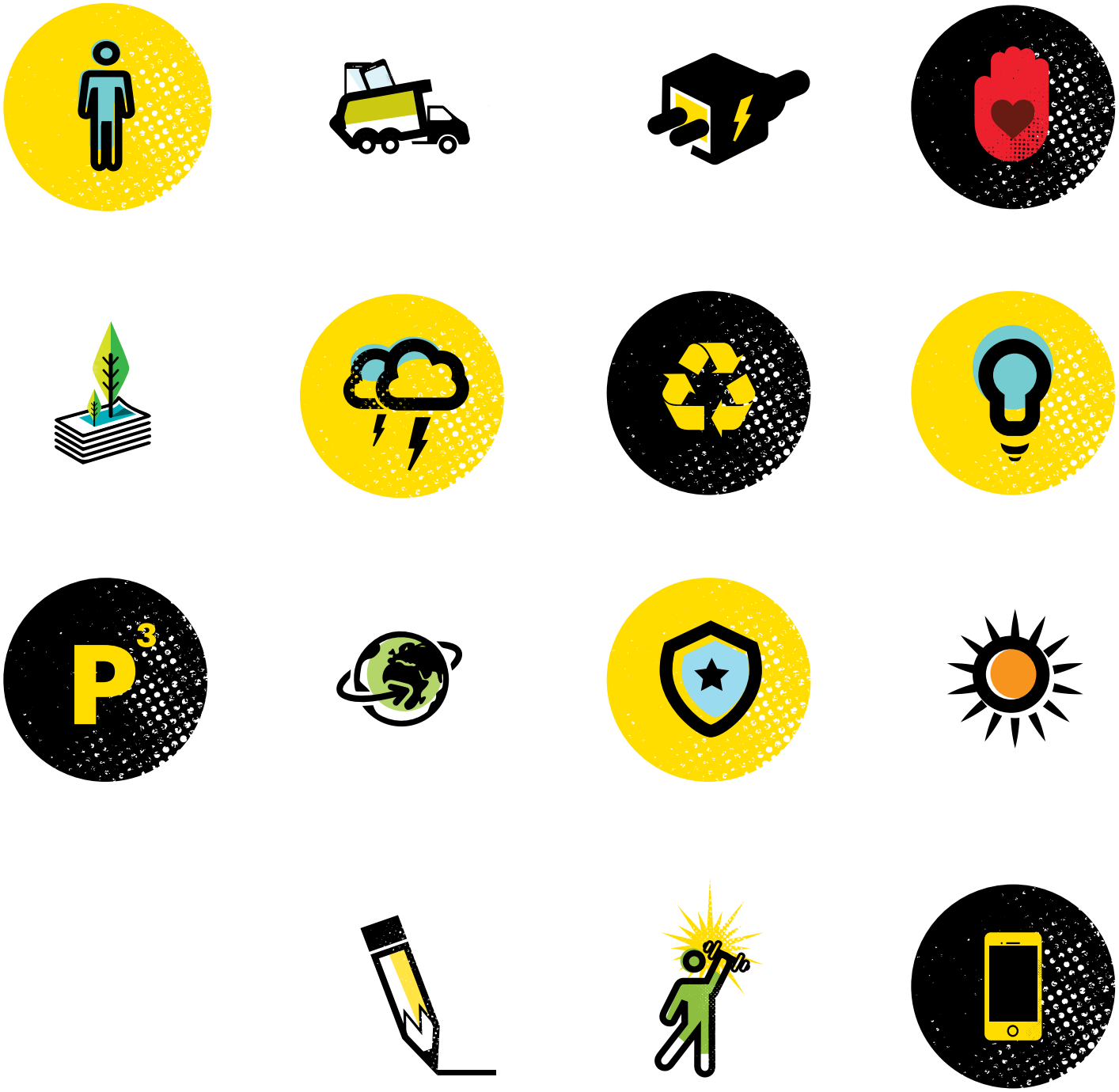

Sprint | good works℠

2014 Corporate Responsibility Report

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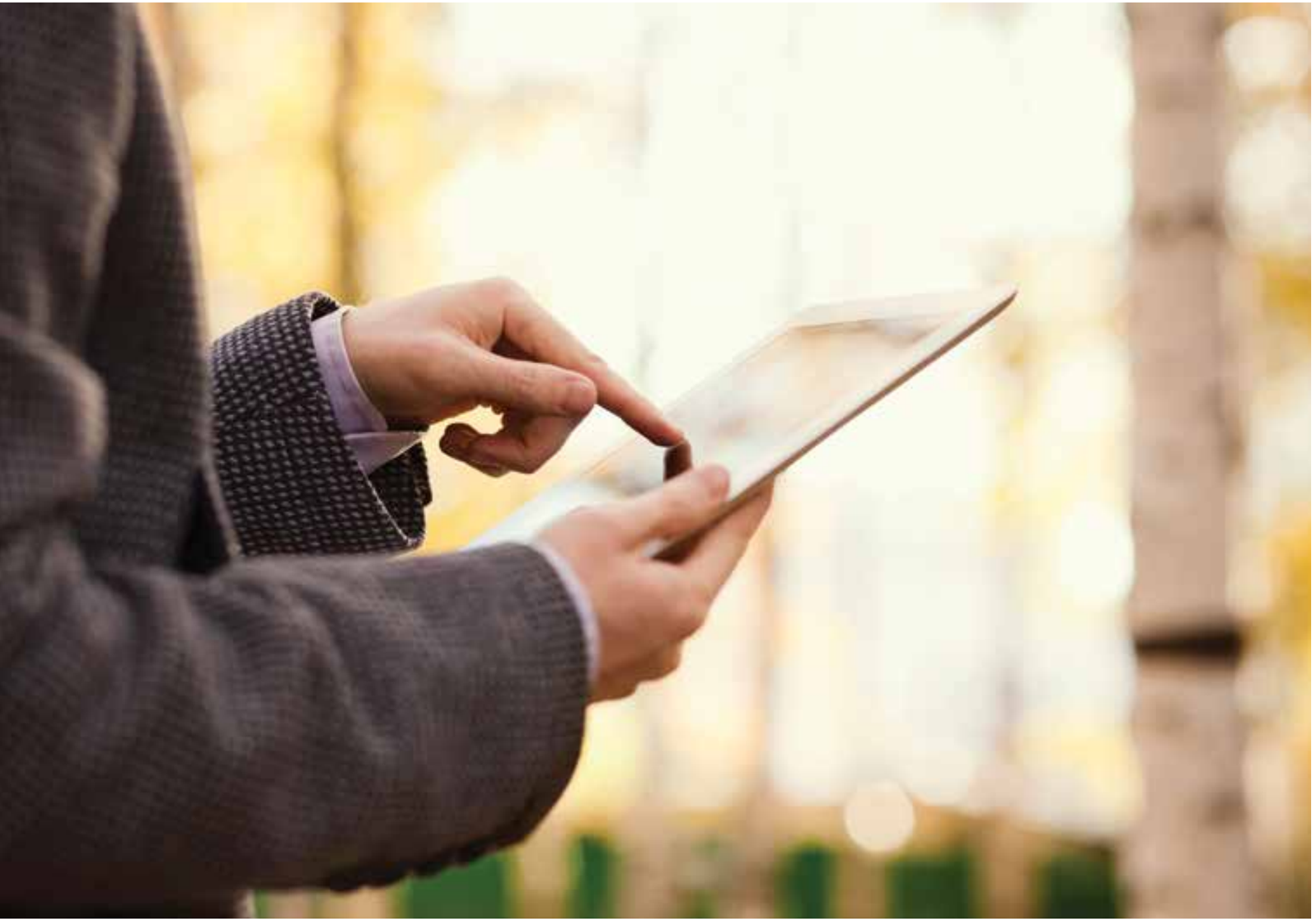

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message from Sprint CEO, Marcelo Claure

We have a renewed energy at Sprint as we transform our company. Financial success will be one way we measure our progress, but it's not the only way. I'm proud of our commitment to help others and make the world a better place for our children and future generations.

At Sprint, we demonstrate our corporate responsibility by the way we contribute to our communities, by acting as a leader in our industry and by working aggressively to reduce our impact on the environment.

One of the areas I'm personally passionate about is empowering people with education so they may seize greater opportunities. I am deeply honored to serve on the board of directors of My Brother's Keeper Alliance (MBKA), a nonprofit that supports kids from day one until they go to college. President Obama first introduced the initiative as a way to help level the playing field and eliminate opportunity gaps for African-American, Hispanic and young men of color. The organization aims to protect all children from violence, give them a healthy start and ensure they are ready to learn.

Sprint has pledged $2 million to MBKA, and we will provide about $3 million more of in-kind support to make sure critical broadband Internet connections are available to more students in and out of the classroom. One of the most powerful things you can do for education anywhere is to give young people access to the biggest library of content in the world – the Internet.

Sprint has long been leading the way in sustainability, setting high environmental standards and policies. I inherited a world-class organization dedicated to reducing our impact on the environment, and we've seen cost savings and an enhanced reputation as a result of those efforts. For example, we reduced our greenhouse gas emissions by an amazing 21.57 percent in 2014. And, Sprint received three major awards from the U.S. Environmental Protection Agency in a single year. Reducing our footprint is a mission that's important for us to continue – and one that our customers and employees expect from us.

While we have lofty goals for growing our business, we're focused on making smart decisions that also benefit our stakeholders, our communities and our environment. As you'll see in this year's report, good corporate citizenship is deeply ingrained in our culture. Every day, we're empowering millions through our sustainability solutions, accessibility services and education initiatives.

I believe in a bright future for Sprint and our customers from coast to coast, and it's especially meaningful to support the community in Kansas City, our company's hometown. The Sprint Foundation contributes nearly $2.5 million to local nonprofits, our employees volunteer thousands of hours each year, and we collect meals and donate for those in need. Kansas City has attracted national attention as a center of entrepreneurship, innovation and technology, and it's exciting for Sprint to help drive that reputation.

I feel privileged to be the leader of one of America's top telecommunication companies, connecting customers with the people and the things they care about most. Sprint has infinite possibilities to do good, all while building a wireless experience that enriches people's lives.

Marcelo Claure

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we are the connections we make

Wireless connections are a constant in our daily lives. A son calls his mother just to see how she's doing. A businesswoman presents to a client halfway across the world. A first responder coordinates efforts in the wake of a tragedy.

These are the real, day-to-day interactions made possible by thousands of steel towers, transmitters and receivers, millions of lines of code, and our dedicated employees.

Sprint is the nation's third-largest telecommunications company, serving more than 57 million connections at the end of March 2015. And we're a major global Internet carrier.

Along with the Sprint brand, we offer wireless services through the Boost Mobile, Virgin Mobile and Assurance Wireless brands. This multi-brand strategy enables us to serve diverse markets and their needs.

Sprint's hard work ethic and entrepreneurial spirit date back to 1899. That's when the Brown Telephone Company provided telephone service to rural areas surrounding Abilene, Kansas.

Sprint has brought many firsts to the industry since then, and we look forward to many more. Sprint built the first coast-to-coast wireless service from the ground up, provided the first camera phone and mobile streaming video, and was the first to launch a 4G wireless network.

Today, Sprint employs more than 31,000 people in thousands of field offices, retail stores and call centers nationwide and abroad, as well as at our headquarters in Overland Park, Kansas. And the entrepreneurial spirit that began over a century ago is alive and reinvigorated with the motivating force of CEO Marcelo Claure.

Sprint is connected to creation, ingenuity, growth and making a difference on a global scale. In 2013, Japanese telecommunications company SoftBank Corporation acquired 80 percent of Sprint, giving the company greater financial flexibility, scale and access to a world of new ideas.

Indeed, wireless connections are a constant in today's daily life. Through our people, technology, history, ownership and leadership, we'll help shape the most important connections in tomorrow's world — the millions of little ones that make a big difference every single day.

Sprint Facts

Sprint has an extensive presence throughout the United States and in the U.S. Virgin Islands, Puerto Rico and Guam.

Sprint has 3,012 patents in our name over the past seven years, making us a Top 100 U.S. Patent Owner.

More than 31,000 employees dedicated to surprising and delighting our customers with amazing wireless service.

One of the country's biggest retailers with approximately 4,500 stores.

Annual revenues of $34.5 billon.

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PEOPLE

employing a network of dedicated, dependable people

Sprint is a company of people. Smart people. Creative people. Gutsy. Undaunted by hard work. Some of them talk face-to-face with customers. Some climb a network tower at two in the morning. Some spend every day fighting to help keep costs manageable for cash-strapped families. All of them work not just for the company, but for Sprint customers, the community and the greater good. Yes, Sprint is a business first. But that's never in opposition to being a good corporate citizen. Sprint isn't just a company. It's an interconnected company of dedicated, dependable people who help the world stay connected 24/7.

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Sprint employees continue to achieve a 100 percent completion rate in i-Comply, our annual ethics certification program.

an ethical, responsible workplace culture is alive and well

Company culture isn't born overnight. It's a living, breathing collection of behaviors and beliefs built up and handed down from one employee to the next. Sprint's culture was born of an entrepreneurial spirit. It's high performing and moves fast. It's built to be inclusive, open and transparent. It's focused on resolving issues in real time. It's spontaneous, yet purposeful. Audacious, yet mindful. Sprint CEO, Marcelo Claure, is helping reshape the entrepreneurial spirit the company was built upon.

Claure engages employees by hosting Town Halls, impromptu celebrations, and by creating a movement centered on sharing ideas and putting the spotlight on employees who do great work. Sprint and its employees act and live with integrity. They treat others how they'd want to be treated. The result: employees that surprise and delight the customers they serve.

taking a stand for high ethical standards

One of the things that's really important to us is integrity. Of course, actions speak louder than words ever could. Sprint has high standards for acting ethically and responsibly. Integrity lives and breathes in our policies, programs and tools that help cultivate an ethical workplace.

In 2014, for the sixth year running, Sprint employees achieved our goal of a 100 percent completion rate in i-Comply, our annual employee certification program. This includes training and resources to help ensure employees "get it" and fully understand the company's expectations of them.

If employees have any concerns, the Ethics Helpline gives them a voice. It's a 24-hour resource for employees and other stakeholders to confidentially and safely seek advice or report any suspected violation of the Code of Conduct. This includes fraud, sexual harassment, discrimination or any other illegal conduct in the workplace.

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helping employees stay happy and balanced

Sprint is focused on total employee well-being. Our benefit programs and resources help employees make informed decisions and manage their health. Employees have resources, education and programs right at their fingertips to guide them on a variety of topics: career, social, financial, physical or community.

What do these programs and tools look like? Employees have access to personal health advocates. There are on-site health clinics and fitness centers, employee fitness challenges and counselors to help employees meet their health and fitness goals. The Sprint Healthy Living Discount gives medical/prescription drug premium discounts for healthy living. And of course, employees receive medical, prescription drug, dental and vision benefits, just to name a few.

When it comes to financial well-being, there are financial seminars, along with financial counseling, a 401(k) match, and savings tools. We also offer education assistance, career development, non-profit volunteer opportunities, cultural celebrations and more.

Sprint continued the successful Sprint Get Fit program in 2014. It's an eight-week physical activity challenge available to all employees. Nearly 20 percent of Sprint's workforce participated. Collectively, this group logged over 9.5 million exercise minutes and shed over 8,300 pounds. That's a lot of sweat and sore muscles.

In the fall of 2014, Sprint launched Castlight Health, a new online health care cost estimator tool for employees and spouses/domestic partners. Castlight Health helps navigate the health care system to find quality care for the best price.

Employer Spotlight

Top Places to Work in Atlanta for fourth consecutive year
Atlanta Journal-Constitution (March 2015)

Named to *Chief Executive Magazine's* Best Companies for Leaders list for third consecutive year (January. 2015)

Best Employers for Healthy Lifestyles® Platinum Award for second straight year
National Business Group on Health (June 2014)

Best Companies to Work For
Ingram's Magazine (May 2014)

One of the Top Workplaces in Colorado
Denver Post (April 2014)

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Sprint ERGs

ERG Name	Focus
Diamond Network	African American
Enlace	Hispanic
OASIS	Asian
Pride	Gay, lesbian, bisexual, transgender, queer (GLBTQ)
REAL DEAL	Disability
VETS	Military veteran
WISE	Women

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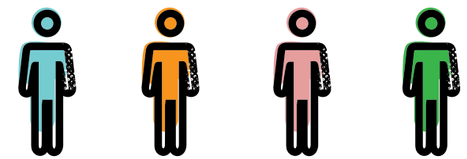

creating a culture that welcomes differences

Sprint strives for a culture that attracts, develops and retains a diverse workforce. The unique experiences and backgrounds of employees help us meet and beat company goals. And since we serve diverse markets, our diverse employees are better able to understand and serve our customers' needs.

Sprint Employee Resource Groups (ERGs) reflect our commitment to the growth and professional development of all employees. They're voluntary groups of like-minded employees that use their knowledge, experience and compassion to make a difference in themselves, the community and the company.

At the end of 2014, nearly 21 percent of Sprint employees took part in one or more ERGs. That's an all-time high participation rate. They collected care packages for troops, wrote thousands of customer thank you cards in Spanish, hosted an exhibit from the Institute of Black Invention & Technology during Black History Month placed flags around Sprint buildings in honor of Memorial Day, just to name a few.

Inclusion and Diversity Spotlight

Received a 100 percent score in the Corporate Equality Index (CEI) for the 10th straight year
Human Rights Campaign (December 2014)

2015 Military Friendly Employers list
G.I. Jobs magazine (November 2014)

2014 Best Company for Diversity
Black Enterprise magazine (November 2014)

#7 on the list for the 2014 Best Companies for Employee Resource Groups (ERGs) awards
Upward SynERGy (October 2014)

United States Hispanic Chamber of Commerce names Sprint's Enlace as a Top 5 Employee Resource Group (September 2014)

Diversity Elite 60 for the eighth year in a row
Hispanic Business magazine (September 2014)

50 Best Companies for Latinas (No. 50)
LATINA Style magazine (September 2014)

Best of the Best company
Hispanic Network Magazine (August 2014)

Most Valuable Employers for Military for sixth straight year
CivilianJobs.com (April 2014)

more than workplace diversity, supply chain diversity

Sprint works with a diverse group of suppliers. Our diverse suppliers provide unique, cost-effective solutions and represent businesses owned by minorities, females and disabled veterans. They represent a really wide cross-section of businesses. Our Supplier Diversity team strives to increase the work we do with such businesses and to add to our roster of diverse suppliers. The team is committed to giving certified diverse suppliers the best chance to compete for business with Sprint. It's a win-win.

Today, the supplier diversity program includes 415 businesses owned by minorities, women and disabled veterans. In 2014, we spent a total of $10.58 billion, directly and indirectly, with diverse suppliers.

Supplier Diversity Spotlight

Named one of the "2014 Corporate 101: America's Most Admired Corporations for Supplier Diversity"
Minority Business News (September 2014)

Member of U.S. Hispanic Chamber of Commerce "Million Dollar Club" for being a leader in supplier diversity and integrating Hispanic enterprises into strategic sourcing processes
USHCC (August 2014)

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Network Spotlight

Sprint has the highest net gain in first-place or shared first-place in Overall, Reliability, Call and Text, according to analytics firm RootMetrics.[b]
(July–December 2014)

Sprint has been awarded a total of 117 first place (outright or shared) RootScore Awards in cities across the country for overall, reliability, speed, data, call or text network performance.[i]
(April 2015)

Sprint had its lowest dropped call rate ever with more than 50 percent year-over-year improvement, based on independent third-party data provided by Nielsen.[a]
(December 2014)

Hosted by CorporateRegister.com

redefining the customer experience one smile at a time.

Customers have extraordinary power. They can vote with their wallet or through social media. Sprint is working hard to redefine the customer experience and ensure our customers are saying good things about us to the people around them. It's all about putting the customer at the center and building out from there.

We want happy customers to tell their friends and family why their network puts a smile on their face. But there are three things we have to do right to make that happen:

- Provide a consistent and reliable network.
- Offer the best value through simplicity and price.
- Be the company that's easiest to do business with.

Customers are top of mind across the entire company, but they have told us we could be doing much more to improve our customer and network experience. We are listening and are taking action.

That's why Sprint is driving four core activities:

1. Understanding customers' likes and dislikes, turning customer satisfaction into word-of-mouth promotion.
2. Gathering more accurate customer feedback, ensuring them they've been heard and solutions are on the way.
3. Eliminating pain points, delighting customers in new ways, then creating, managing and measuring the effectiveness of initiatives.
4. Measuring customer experience performance through regular surveys.

Our measuring stick for change is the Net Promoter Score (NPS) which measures customer loyalty. We established a chief experience officer who's focused on improving the score and linked NPS improvement to every employee's compensation. This is a new approach for us, and our customers are telling us that our actions are working: our NPS score has improved from negative territory in mid-2014 to the highest level in nearly two years in early 2015.

Sprint is invested in the customer at every level. We're not just thinking of the customer, but thinking like the customer. Understanding how choices will affect them, putting a focus on the long-term benefits and the right service plans.

We've rolled out new pricing plans to reward existing customers. There's ongoing training and tools for frontline specialists, as well as improvement of self-service tools to help customers easily find answers. It's paying off. The proof is in 18 percent fewer calls to Customer Care.

Customer Spotlight

Frost & Sullivan 2014 North American Customer Value Leadership Award in SMB Mobile Communications and Collaboration – Carefree Cloud/MSO365
(June 2014)

Awarded a 2014 Leading Lights Award in the category of Most Innovative 4G Service for Sprint Spark – Light Reading
(June 2014)

Most improved U.S. company in customer satisfaction, across all 43 industries, during the last six years – The American Customer Satisfaction Index
(May 2014)

Sprint Wholesale Solutions earned a Best-In-Class Award for 2014 U.S. Long Haul Carrier Excellence – ATLANTIC-ACM
(March 2014)

keeping customers' private information private

Customers put their trust in us. We take great measures to protect their privacy. We clearly explain our privacy policy and educate customers on simple steps they can follow to protect their own privacy at sprint.com/privacy. We recently updated this website to make sure the information was more clear and informative for our customers.

Sprint also blogs about the importance of privacy protection, safety and security products, and offer advice for parents to filter content on their kids' mobile phones. See what the blogs are all about at newsroom.sprint.com/blogs.

In January 2015, Sprint issued a Transparency Report, available at sprint.com/transparencyreport. It details how Sprint complies with governmental requests for customer information.

protecting children and teens in an online world

It's also vital to protect young mobile phone users. Sprint is a longtime advocate of offering free and easy access to resources to keep kids safe online. In 2007, Sprint launched 4NetSafety.com for children and adults that provides educational resources related to online safety topics such as cyber bullying, online predators, privacy, sexting, social networking and Web cams. Through fun games, animated videos, educational tips, and more, we hope to ensure young people continue to safely work, learn and play online. Our 4NetSafety partners include the National Center for Missing and Exploited Children, Boys and Girls Clubs of America, and Family Online Safety Institute.

In 2014, through our charitable phone recycling program Sprint Project Connect, we contributed more than $1 million to our Internet safety program. That brings our total contribution to more than $7 million since 2007. Sprint also collaborated with the Boys and Girls Clubs of America to host five safety fairs across the country to teach parents, youth and community leaders simple precautions to help children stay safe online.

Sprint also partnered with CTIA and ConnectSafely.org to create the *Parents' Guide to Mobile Phones*. It's a guide to help parents navigate the world of wireless services, devices and applications. It helps them talk with their kids about safe and responsible wireless use. Sprint helped create this guide and it can be downloaded directly from 4NetSafety.com.

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communities

a world of change can start where employees live and work

Some of the biggest change begins right around the corner. That's why Sprint supports and gives back to communities at the local neighborhood level. We do it through a combination of philanthropy, employee efforts and social impact. Through the Sprint Foundation and our social awareness efforts around important topics, such as distracted driving and Internet safety, we're able to help people and their communities.

Sprint employees also act as change-agents and are committed to personally making a difference. They do this through our employee volunteer program, our annual giving campaign for United Way and Feeding America, and in countless other ways. Sprint is fortunate to have employees who give selflessly and generously. Together, we're changing the world for the better.

Sprint was named to The Civic 50, an annual survey of America's most community-minded companies. The Civic 50 is an initiative of Points of Light, in partnership with Bloomberg LP, and recognizes companies for their commitment to improving the quality of life in the communities where they do business. Sprint received this award for employee engagement efforts, community giving and educational campaigns on important social topics such as distracted driving and Internet safety.

Sprint employees donated more than

312K volunteer hours

worth an estimated $7.1 million, to organizations across the country.

The Sprint Foundation provided

$3.9Million in grants

to organizations that focus on education, arts and culture, youth development, community development, and disaster relief.

Employees were able to direct nearly

$500K to the nonprofits they personally support

through the Dollars for Doers and Matching Gifts programs

United Way received

$2.3Million

between Sprint employees' generosity and a Sprint Foundation grant.

Sprint provided charitable support to

947 unique organizations.

through the Sprint Foundation and corporate sponsorships.

Sprint employees donated more than

742K meals for people in need

during the **2014 Feed the Need campaign.** Sprint also held food drives in communities across New York, Pennsylvania, Massachusetts, Alabama, Florida and Georgia, collecting over 10,000 cans of food for local food pantries.

An additional

$1.77Million in grants was provided

through Sprint Project Connect, Sprint's charitable phone recycling program that funds youth tech programs.

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enhancing educational opportunities through technology

Education is a powerful thing. Coupling it with technology can transform learning, energize communities and inspire the kind of thinking you don't see every day. That's why Sprint supports fresh, innovative programs that help schools and nonprofit organizations.

2014 education highlights

ONE

Sprint joined other tech and communications leaders in support of the White House ConnectED initiative, a public and private effort to get technology into classrooms. Starting Sept. 1, 2014, Sprint began a four-year commitment to provide wireless broadband to 50,000 low-income K-12 students across the U.S.

TWO

Our Local Giving Program, funded through Sprint Project Connect, provided $200,000 to 12 nonprofit organizations. This directly impacted more than 28,000 K-12 students. The Sprint Local Giving Program awards grants to nonprofit organizations in Atlanta, Dallas/Fort Worth, Denver and New York.

THREE

Through a $100,000 Sprint Project Connect grant, Sprint provided 65 Dell laptops and Internet connectivity to Kennedy High School in Oakland, California. It's the technology solutions students and teachers need to access more educational resources and achieve their goals.

FOUR

For three years in a row, Sprint has served as the national sponsor of the Green Education Foundation's (GEF) National Green Week. Nearly 11,000 schools and 5.5 million students participated in National Green Week from around the world. Participating students reported a much higher level of sustainability understanding. Their understanding improved from less than 20 percent to more than 60 percent.

FIVE

Sprint supports BetterWorld Wireless as their network service provider. We contribute certified pre-owned smartphones and assist with device recycling. For each new customer who joins BetterWorld Wireless, the company donates a free mobile device to community partners such as Black Girls Code and Worldreader. Black Girls Code empowers girls of color to become builders of technological innovation. Worldreader eradicates illiteracy by delivering a library of e-books to youth in low-income countries.

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creating a movement for safe, smart use of mobile phones

Distracted driving remains a big issue. It's important we continue to raise awareness. During 2014, Sprint encouraged employees and customers to sign the Don't Drive Distracted pledge at sprint.com/drive. And we offered a free app to help them keep that promise - the Drive First mobile app. It sends calls to voicemail and silences email and text alerts when a vehicle reaches 10 mph.

To spread the word to teens, Sprint continued its support of the DoSomething.org Thumb Wars campaign. The campaign creates a movement for social change by using thumb socks as a visual reminder to help stop teens from texting while driving. Sharing little socks for your thumbs with family and friends is a fun and easy way to start the conversation. More than 80,000 pairs of thumb socks were mailed to teens during the 2014 Thumb Wars campaign. And more than 297,000 teens (a 7 percent increase from 2013) participated in the text-based component of the campaign to spread the word and help tackle the issue.

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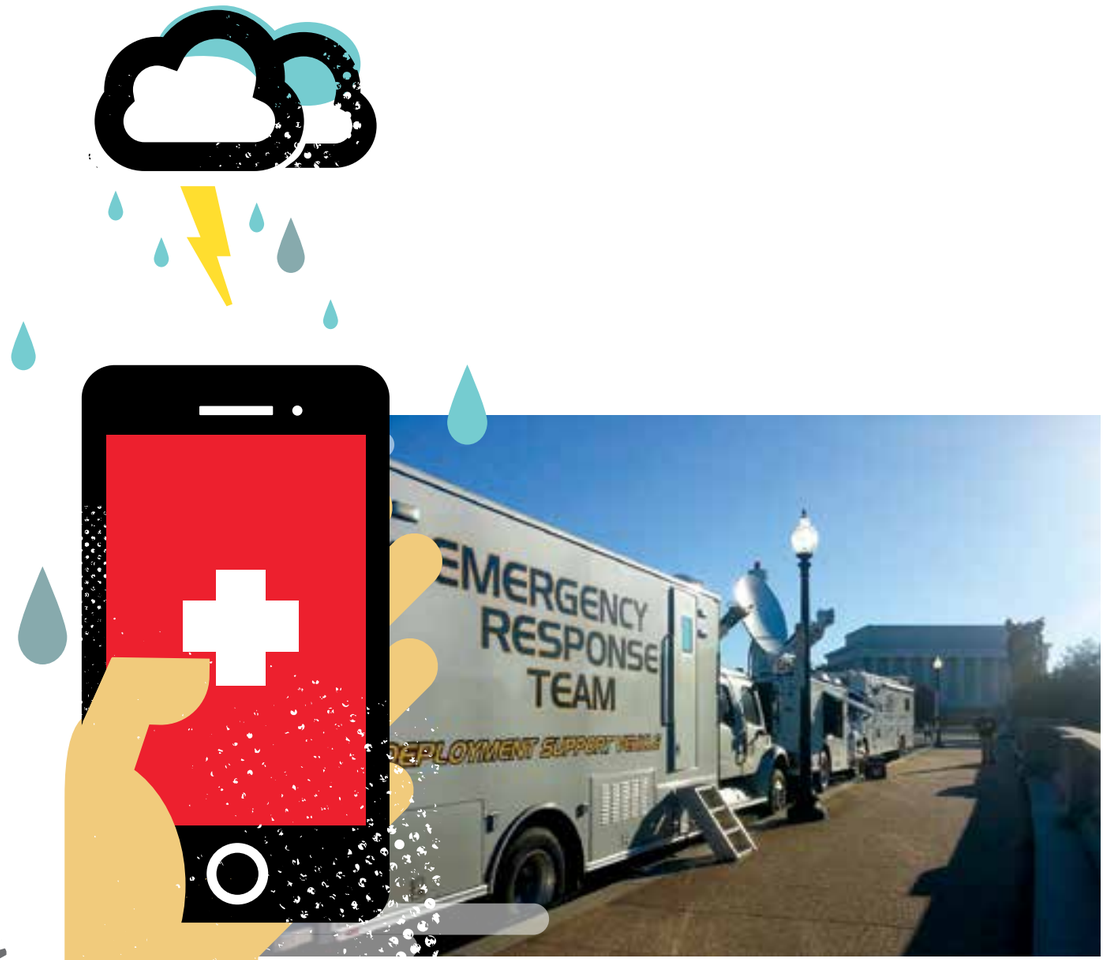

responding with critical help when disasters strike

Sprint joins other corporations as a member of the Red Cross Annual Disaster Giving Program, providing a yearly gift to the Red Cross. This helps the Red Cross work fast when disaster strikes. The Sprint Foundation also matches employee donations to the Red Cross.

Sprint also created the Sprint Emergency Response Team (ERT) in 2002. Following a disaster, the ERT helps restore wireless voice, data and IP service, and provides wireless devices to emergency response agencies, public safety officials and medical personnel. Since its creation, Sprint ERT has made more than 6,100 deployments and provided emergency wireless support for over 2,500 events.

We are so proud of our ERT. They are a group of dedicated, passionate employees that work day and night to provide critical communications to communities before, during and after a crisis; enabling the community to keep their citizens safe and in some cases re-build. For example, in July 2014, the ERT provided communications services during the Washington state Carlton Complex fires. Lightning from a weather system created four fires that eventually grew into one larger fire, consuming 300 homes. Our ERT was quickly deployed to the disaster site and provided critical satellite data and wireless service to more than 2,000 responding teams, including fire fighters.

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PRODUCT

a product that's more than the sum of its parts

More than glass, metal, plastic, silicon and circuits — the devices of our day can do anything from the mundane to the miraculous. They can empower a person who is deaf to communicate with friends and family. They can help people get back up when life has knocked them down. They can help a start-up get funded or push a business to become more efficient. Sprint is the channel that connects people and devices to a network of possibilities. We're in the business of finding new and creative ways to connect customers, help those who need it, push innovation and get the most from the lifecycle of a phone — all while driving the Sprint business. To call it just a product seems to fall a little short.

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providing accessible solutions so that everyone has the ability to connect

We believe connecting with each other is essential to human happiness. Our devices and services help put a smile on a customer's face. Here's the thing, wireless technology should enable everyone to connect.

That's why we put so much time and effort into helping meet the needs of people with disabilities.

We work closely with suppliers and manufacturers to create accessible technology that connects them to the world — that's essential to human happiness. During 2014, we expanded accessibility for the blind or visually impaired, the Deaf or those with hearing loss, people with speech, cognitive or mobility disabilities, and the aging population.

actively shaping the evolution of telecommunications for people with disabilities

Sprint Relay is the largest and most advanced 711 Telecommunications Relay Service (TRS) provider in the nation. For more than 25 years, our relay services have met the communication needs of those who are Deaf, have hearing loss, are Deaf-blind or have a speech disability. We've grown relay services to include 33 states, Puerto Rico, the U.S. Virgin Islands and New Zealand, and are the exclusive service provider for the federal government.

2014 Highlights

ONE

Launched the Neurodiversity ID pack. It's a unique bundle of mobile applications to help individuals with cognitive and neurodevelopmental disabilities, such as autism, dyslexia and dyspraxia.

TWO

Continued to expand our line of accessible devices, such as the Kyocera Verve and LG G3. It's a broader selection of phones that get to the heart of their needs.

THREE

Launched a new shopping website at sprint.com/accessnow. This site makes it easy for individuals who are blind or visually impaired to shop for Sprint's accessible devices.

FOUR

Worked with Samsung to host more than 20 blind or visually impaired students at our headquarters in Overland Park, Kansas. As part of the Alphapointe Technology Camp for youth, these students shared input on how Sprint and Samsung can improve accessible mobile technology to better serve the blind and visually impaired community. And each student received a new Samsung Galaxy Tab® 3, donated by Samsung.

FIVE

Recognized by the United Cerebral Palsy (UCP) Association of Eastern Connecticut for outstanding support through Relay Connecticut.

SIX

Participated in the United Cerebral Palsy's 2014. Enabled by Design-athon in Washington, D.C. It brings together designers, engineers, students, people with a disability and disability service professionals to focus on accessibility and usability in product design.

Accessibility Spotlight

Received the Title IV Public Service Award from the New York City Mayor's Office for People with Disabilities (MOPD) for New York Relay Service
(September 2014)

Awarded the QSAC (Quality Services for the Autism Community) Change Maker Award for products and services that assist individuals with autism – QSAC
(June 2014)

Sprint Relay National Director Mike Ellis was named one of the 2014 "Employees of the Year" by *CAREERS & the disABLED magazine* for his efforts on behalf of people with disabilities in the workplace and in the community
(May 2014)

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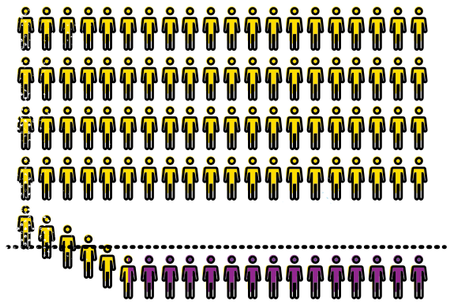
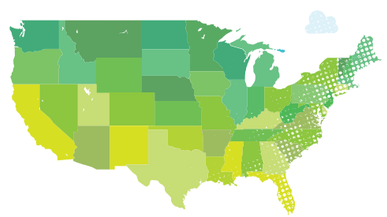


More than
45 Million Americans
(14.5 percent)
LIVED BELOW THE POVERTY LINE
last year (Census Bureau)

Sprint provides phone service for
low-income citizens
through our
ASSURANCE WIRELESS BRAND.



Assurance Wireless is available in
more than 40 states,
COVERING 92%
of Lifeline-eligible households.

during tough times, Sprint helps connect the less fortunate

It's not easy getting back on one's feet. Sprint helps with free and low-cost wireless phone service to eligible people who couldn't otherwise afford it. It helps them find jobs, make medical appointments and arrange childcare. Through Assurance Wireless, a leading Lifeline Assistance Program, Sprint is helping consumers that have come on hard times. At the end of 2014, Assurance Wireless was available in more than 40 states, reaching 92 percent of Lifeline-eligible households. Sprint's 2015 target is to have Assurance Wireless service available for 97 percent of Lifeline-eligible households.

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helping business customers shrink their environmental footprint and grow their bottom line.

Our business solutions help other businesses reduce waste and save money. Whether it's enabling a remote workforce, reducing fleet vehicles or automating processes to eliminate time and paper, Sprint solutions are helping our business customers meet both their environmental and financial goals.

Sprint is an industry leader in fleet management and now offers solutions in many categories that provide environmental benefits. One of our newer solutions provides in-vehicle monitoring of driver behavior for auto insurance companies. Providing specific driving data allows insurance companies to offer rate plans based on actual driver behavior, so you get safer drivers and smarter insurance. The service includes a smartphone app that lets drivers see how their vehicle's health, idling, high speed and acceleration affect the environment. Read about this and other solutions on our business website at business.sprint.com/solutions.

Hangers, a Kansas City dry cleaning company, has cut its costs, improved safety and bolstered its green image since using a Sprint fleet solution from Geotab. Hangers couldn't find an easy way to identify and correct risky or fuel-wasting driver behavior, but after installing GeoTab plug-and-play devices in their company vans, this all changed. They could easily monitor vehicle activity and efficiently send out the nearest vehicle. The result? Far less gas per vehicle – up to 20 percent, because they were able to eliminate unnecessary idling, and improve pickup times. Their customers liked the change, too – fewer fumes and faster pick-ups. That's what we call a win-win solution.

supporting fundraising with profitable apps

With **CauseTap**, fundraising is just a tap away. Through this fun and simple smartphone app, users pick a charity to support, anything from environmental to educational causes and more. Within the CauseTap app, users can browse a wide range of other apps, including ones that are popular with other supporters and endorsed by the cause. The charity earns money whenever supporters download participating apps from the Google Play store via CauseTap. There's no extra cost to consumers, whether an app is free or paid, and there's no donation involved. The money for charities comes from participating app publishers that pay a promotional fee when their apps are installed. Sprint customers with an Android smartphone can download CauseTap in the Apps section of Sprint Zone and Sprint Fun & Games.

Dirigo Agency used to collect donations by mail or through a website. They switched over to the Vantiv Mobile Accept app on a tablet and relied on Sprint's wireless network for quick and easy donations at live events. This helped them speed up and secure the donation process at two functions attended by hundreds of supporters for the Rockville Science Center. The old system, pushing donors to the Science Center website or mailing a personal check was inconvenient and outdated. Prospects were lost and donations didn't grow. After using the Vantiv Mobile Accept on a tablet, donations grew and came in more quickly. Everyone, including the donors, the Science Center staff and trustees, were thrilled with the results.

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Participants from the 2014 Sprint Mobile Health Accelerator

helping breathe life into the future of mobile health

Perhaps no industry will be transformed more by wireless innovation than healthcare. 500 million smartphone users worldwide are expected to be using some type of mobile healthcare app by next year. It's why Sprint launched a program to help get healthcare start-ups off the ground.

The Sprint Mobile Health Accelerator, in cooperation with Techstars, is an immersive, mentor-driven program for healthcare start-ups. These companies set up shop in Kansas City for three months to build and strengthen their businesses. Each company received up to $120,000 in funding.

10 mobile health-related start-up teams from across the country and Australia were selected from hundreds of applicants. It was a diverse group of companies. For instance, Sickweather mines social media data to provide real-time illness forecasting. Another start-up was FitBark, creators of a small and stylish activity-monitoring device for dogs.

At the end of the program, all 10 start-ups delivered presentations to 1,500 nationally respected entrepreneurs, investors, regional health care representatives and community leaders. Each company pitched their plan on how to tackle wellness, chronic illness, animal health and other challenges in the health industry.

Since the 2014 program ended, some of the start-ups have moved on to bigger things. For example, Sickweather launched its Apple Watch App and FitBark will be available in Target stores soon. We are thrilled by the success of the 2014 class are eager to see what new ideas emerge from the 2015 class.

the environmental voice of the wireless industry

Making tech products more sustainable isn't easy. But it's absolutely necessary. It's one of our greatest opportunities to make a huge difference – in our environment and within our industry. That's why Sprint helped drive development of the industry's first standard for sustainable mobile devices with Underwriters Laboratories Environment.

That standard, UL 110, is the cornerstone of Sprint's Environmental Specifications in our supplier scorecard for smartphones, tablets and mobile hotspots. We scored our suppliers on the following environmental criteria in 2014:

UL 110
Device, packaging and other in-box materials are UL 110 compliant at the Certified or Platinum level.

ENERGY MANAGEMENT
Criteria for energy efficiency and power consumption rating.

SUSTAINABLE PACKAGING
Includes use of recycled fiber, post-consumer waste, chlorine-free bleach, responsible inks and adhesives, and more.

LIFE CYCLE MANAGEMENT
Includes device reparability and recyclability rate.

Our annual goal is to have 70 percent of new devices meet our environmental specifications. Through the end of 2014, we reached 56 percent.

When can we expect 100 percent compliance? Well, never. That's because the criteria get a little tougher every year. It's important to be challenging enough to drive meaningful advances. The response from suppliers has been great, and we're impressed by their speed in meeting the challenge.

Through the end of 2014,

56%

of devices met our environmental specifications.

Hosted by CorporateRegister.com

keeping millions of phones far, far away from landfills

With millions of wireless phones being retired across the globe, we are taking action to collect these unused devices from our customers for reuse and recycling. Through 2014, we collected 32.5 percent of the devices we sell. While this is lower than we'd like, we're up for the challenge.

2014 device collection result:

32.5%

Why isn't the collection rate higher? A few reasons. Turns out, Buyback isn't as self-sufficient as we thought; it still needs full support from the top down to ensure that customers utilize the buyback offer.

How are we fixing things? The Sprint leader who initially helped us achieve high collection rates is back on the case. We're refocusing on Buyback as a top priority, making it easier for customers to trade in devices and promoting plans that encourage buyback. E.g., leasing plans and the "Cut Your Bill in Half" promotion require customers to turn in their old phone.

Sprint was the first U.S. carrier to launch a Buyback program that really took the idea to the next level. We were the first to offer instant, in-store credit for any eligible device, regardless of carrier or manufacturer. In 2014, Sprint bought back over three million phones and put more than $250 million back into customers' pockets. Not too shabby.

The Sprint Buyback program also puts more money back in our business's pockets. We cut operating costs by reusing most of the devices we collect. This means we put these device back to work by making them like new again and using them for our handset insurance and repair programs, which helped us avoid more than $1 billion in costs during 2014.

And of course, our Buyback program is good for the environment by preventing millions of discarded devices from entering the waste stream.

Sprint's device collection programs also help benefit children and young adults. Consumers can contribute the net proceeds from their device to Sprint Project Connect which provides funding for free resources related to online safety topics such as cyber bullying, online predators, social networking, personal data sharing and more. We are proud to work with the Boys & Girls Clubs of America and the National Center for Missing and Exploited Children to help youth learn how to use technology safely.

Through our device collection programs, Sprint has collected more than 61 million devices. That means we kept more than 15 million pounds of electronic waste from entering our landfills.

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50%

of

Devices

that are

collected through

Sprint

are remanufactured as certified pre-owned devices

10%

are disassembled so that parts and materials that can be reused for jewelry, plumbing supplies, car parts and more.

40%

are resold as affordable mobile phones.

Device Recycling Spotlight

For the fourth straight year, Sprint was recognized as having the best phone buyback and trade-in program among all major U.S. carriers by Compass Intelligence, a market analytics and consulting firm (January 2015)

Sprint is the first and only carrier to receive the EPA Champion Award and Gold-Tier Participant in the EPA Sustainable Materials Management Electronics Challenge – U.S Environmental Protection Agency (September 2014)

Sprint Buyback wins CSR Award for Best Recycling Program – PR News (April 2014)

PLANET

reducing our footprint and helping lead the way for others

We all need to do our part for the environment. But as a business, we're in a unique position to do more. We continue to reduce our environmental footprint on a company-wide level and offer resources for our employees to reduce their footprint as well. We advocate for change outside our walls, working with stakeholders to advance sustainability practices and drive meaningful changes. And we use our voice to influence policy and pave new roads.

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helping the environment also helps the bottom line

Sprint has a big presence with thousands of stores, millions of customers and billions of dollars in operating costs. That means we have a big opportunity to save environmental costs to the planet, while saving dollars for the company. And we hope other companies will follow our lead.

About seven years ago, we looked at what we could do as a company that would make the biggest environmental impact. Then, we created a set of 10-year goals to measure our progress. We have goals for:

- greenhouse gas emissions
- electricity
- renewable energy
- water
- paper
- waste
- supply chain

We're making great progress towards these goals. Check out our scorecard on pages 57-60. Our efforts to reduce our environmental footprint have saved more than $200 million in operational costs during 2014. Now that's helping the bottom line.

Three times the recognition

Sprint landed a trifecta of major awards from the U.S. Environmental Protection Agency (EPA) in 2014, a feat rarely achieved by companies in a single year.

EPA WasteWise National Partner of the Year Award for Very Large Companies (for our innovative waste reduction and recycling activities)

EPA Climate Leadership Awards for Supply Chain Leadership and Organizational Leadership (for helping influence our supply chain and continually focusing on reducing greenhouse gas emissions)

EPA Champion Award and Gold-Tier Participant in the EPA Sustainable Materials Management Electronics Challenge (for leading the way in collecting and handling electronics waste)

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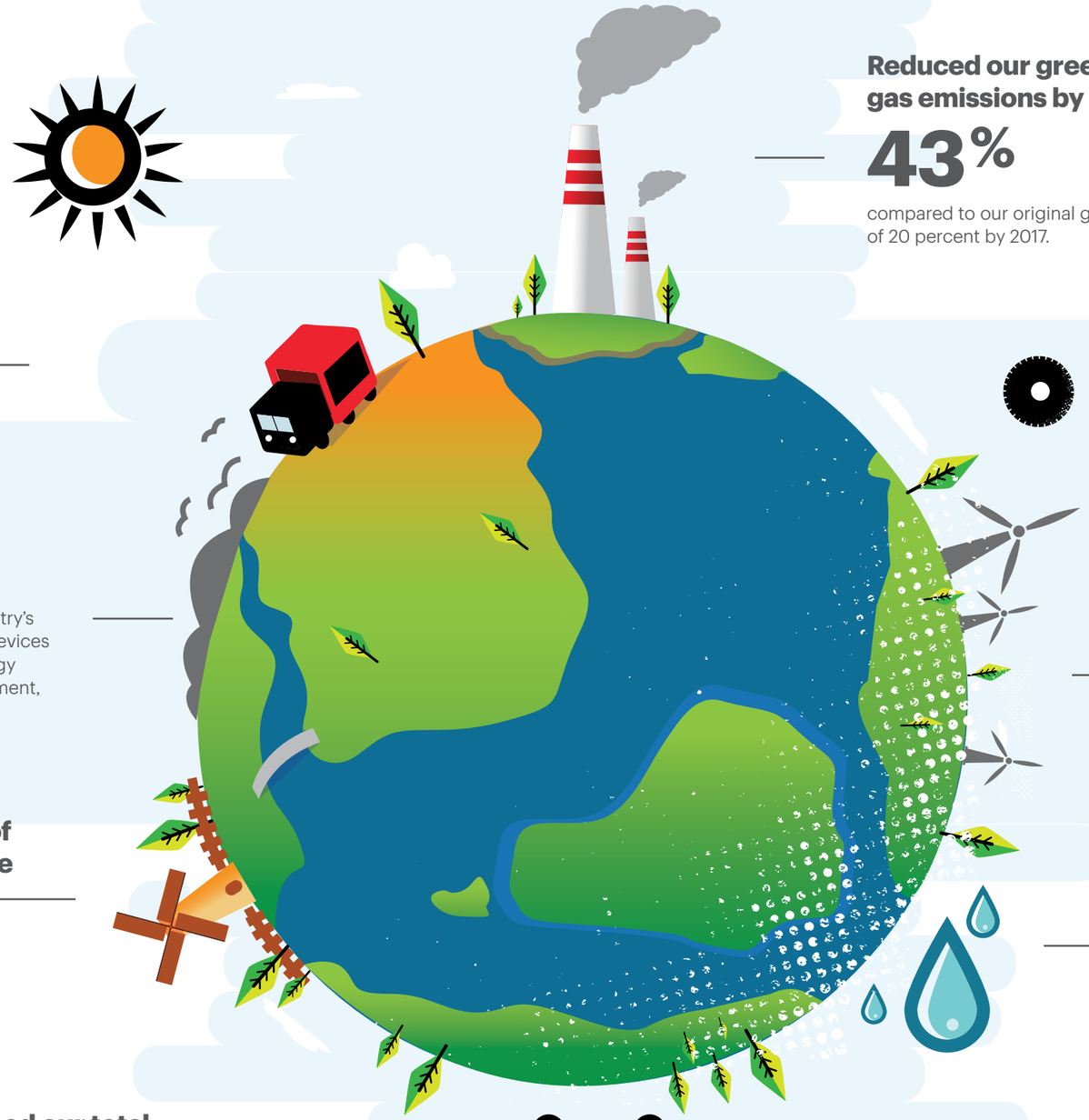

Reduced our greenhouse gas emissions by

43%

compared to our original goal of 20 percent by 2017.

Diverted nearly

58 Million lbs. of waste

and 27 million pounds of Network and IT e-waste from area landfills.

Ensured that

77%

of our supply chain based on sourceable spend adhered to a specific set of environmental and social criteria.

Ensured that

85%

of devices Sprint launched were UL 110 certified. UL 110 is the industry's first global standard for wireless devices that applies to materials use, energy consumption, end-of-life management, packaging and more.

Secured

8%

of our energy from renewable sources.

Reduced the total weight of printing paper we purchase annually by

83%

exceeding our 2017 goal of 40 percent.

Reduced our water usage by

38%

surpassing our original goal of 30 percent by 2017. This achieved $747,000 in cost reductions for 2014 alone.

Collected 61 million devices for reuse or recycling (2001-2014).

Reduced our total electricity use by

37%

compared to our original goal of 20 percent by 2017.

Advocated for strong climate policies and renewable energy expansion at national and state levels.

Saved more than

$200 Million

in operational costs in 2014 from efforts to reduce our environmental footprint.

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we set aggressive emissions goals, then beat them.

We've set credible, science-based GHG emissions goals to reduce our impact on global climate change. Last year's actions speak volumes about our commitment to the environment.

Through 2014, we reduced our greenhouse gas (GHG) emissions by 43 percent and our electricity use by 37 percent. That means we reduced our GHG emissions by 19 percent and electricity by 22 percent year over year! We think this is cause for celebration.

So how did we do this? Following a multi-year network overhaul which replaced older, less efficient equipment, we were able to cut network emissions and energy from an area that contributes nearly 80 percent of our total emissions.

The Sprint network today now uses 25 percent less power while delivering better coverage, call quality and data speeds.

Through 2014, we reduced our GHG emissions by 43%

Through 2014, electricity use was reduced by 37%

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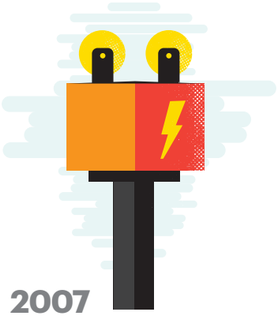
our use of electricity



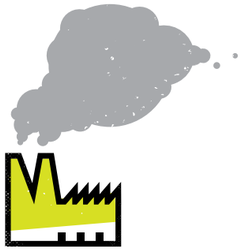
2007
ELECTRICITY USE
in Mwh
3,639,971

2014
ELECTRICITY USE
in Mwh
2,191,935

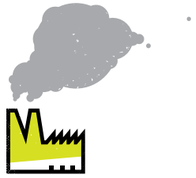
RESULTING IN
1,448,036
LESS
ELECTRICITY USE, OR
ENOUGH TO POWER
132,500
HOMES
FOR ONE YEAR

AND
$167,919,428
COST SAVINGS TO SPRINT IN 2014

our use of natural gas

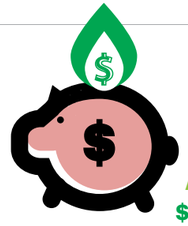


2007
USE IN THERMS
1,753,552



2014
USE IN THERMS
985,989

RESULTING IN
767,563
LESS
NATURAL GAS USE,
WHICH IS LIKE
REMOVING
the greenhouse gas
emissions from more than
9MIL. CARS
FOR AN ENTIRE YEAR.



AND
$921,076
COST SAVINGS TO
SPRINT IN 2014

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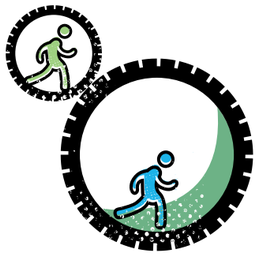

getting things done through advocacy and collaboration

As an influential tech company, it's important that we use our voice on issues that impact the environment and our society, as well as those that make business sense. In 2014, we did that by leading alongside other large companies on a host of important renewable energy initiatives.

1. Helped develop and sign a set of Renewable Energy Buyers' Principles that was launched by the World Wildlife Fund (WWF) and the World Resources Institute (WRI) in July 2014. In total, 25 companies that are large-scale buyers of renewable energy have signed the principles.
2. Lobbied with Business for Innovative Climate & Energy Policy (BICEP) on Capitol Hill regarding the Master Limited Partnership Parity Act.
3. Signed the Climate Declaration, a corporate call to action urging federal and state policymakers to realize that environmental policy and the economy can work together.
4. Spoke out in support of maintaining the Kansas Renewable Portfolio Standard (RPS). In addition, we provided testimony to the Kansas House Subcommittee to help expand the use of fuel cells as a back-up power option for Sprint and other companies.
5. Continued to work with the Department of Energy to provide hydrogen fuel cells as backup power to rooftop network sites. The benefit translates to less network site maintenance and cleaner network energy sources. We've rolled out roughly 500 hydrogen fuel cells so far.

renewable energy is hard. we want to make it easier.

Through 2014, we sourced 8 percent of our electricity through renewable energy with most of it coming from purchases of Renewable Energy Credits (RECs). Although we still believe that REC purchases are a good thing for the U.S. renewables market, we don't believe they are the best thing. The best thing is bringing more renewable energy online. Companies can choose to do that by installing renewable energy sources at their own facilities, or by buying renewable energy that's located somewhere else. Sprint spent two years searching for direct renewable energy deals that made sense and we were frustrated to come up empty handed. The available deals just didn't make good business sense and were way too complicated. So, what Sprint has focused on for the past year and a half is helping the renewables market change for the better. That means sharing the challenges we faced and helping drive new solutions. Going forward, we expect to reduce our REC purchases and continue the fight for better renewable solutions for everyone. We look forward to the day we can both buy renewables and help the bottom line.

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water serves us better when we conserve it

Every year, we need millions of gallons of water to help run our network, data centers, office locations, retail stores and people.

We keep an eye on our water usage to ensure we're using only as much as we need. During 2014, the weather was our friend. With cool summer temperatures across the country, we were able to scale back water use and still keep our buildings cool and our grass green. And, we were able to achieve nearly $750,000 in cost reductions.

We even had an independent firm verify our water usage data. The report is available online at goodworks.sprint.com/planet. Sprint also voluntarily completed the publicly-available Carbon Disclosure Project (CDP) water survey. Participating in these two initiatives helps us better understand how we are conserving water and provides us with valuable insight on we can best manage this critical resource.

Through 2014, we reduced total water usage by

38%

beating our original goal of 30 percent by 2017.

our use of water

2007
USE IN Kgal
373,643

2014
USE IN Kgal
233,260

140,383 LESS
WATER USE, OR ENOUGH TO FILL
5,615 pools
average sized

AND
$747,076
COST SAVINGS TO SPRINT IN 2014

Hosted by CorporateRegister.com

Is opting to get a paperless statement "greener" than a paper one? The answer isn't as obvious as it sounds once paperless impacts and other viewpoints are considered. Sprint engages with a range of stakeholders on paper – including Two Sides North America. After our discussions with them in 2014, we concluded that we needed to dig deeper on the whole life cycle. Only then could we compare the footprints of paper versus electronic delivery, apples to apples. For now, we simply encourage customers to pick the best option for them.

the fewer trees we use, the more benefits we receive

Like most companies, paper plays a large role in how we communicate with our customers, how we bill for our services, and how our employees work on a daily basis. While it's an important resource needed to run our business, we continue to look for ways to use less.

Of the many ways that we cut back on paper use, here are a few:

- We provide employees with electronic W2 tax forms and paperless submission of expense reports.
- Marketing's reduction of paper through more targeted direct mail activity helped drive a big reduction.
- We also offer customers an electronic billing option, which can be more convenient for customers and reduces Sprint's costs.

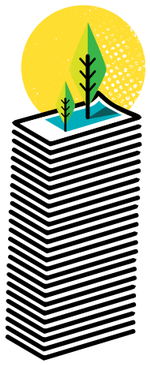
When we do have to use paper, we use it wisely and only purchase paper that has the lightest footprint. For example, three years ago Sprint introduced the industry's first ecoEnvelope™. It's an envelope that can be used for billing and payment. We even took it a step further by making it from 30 percent post-consumer waste (PCW). This didn't exist at the time, so we collaborated with our suppliers to get it done.

We also began testing paper made from agricultural waste (wheat straw) in some of our print runs for customer letters. This forest-friendly paper is not noticeably different to the naked eye than wood-derived paper. However, it offers a new, sustainable alternative and potential for longer-term cost savings — two things that make us very happy.

Through 2014 we reduced annual volume of printing paper by

83%

our use of paper



2007
PURCHASED
28,723
METRIC TONS OF **PAPER**

2014
PURCHASED
4,937
METRIC TONS OF **PAPER**

23,786
LESS
METRIC TONS OF **PAPER**

AND
$29,542,581
COST SAVINGS TO SPRINT IN 2014

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cutting waste and putting more of it back to work

Our focus is to throw out less and reuse more. During 2014, we kept nearly half of the trash from our Overland Park, Kansas headquarters out of landfills by recycling and reusing whatever we could.

Compostable items such as food, to-go containers, paper towels and napkins were sent to Missouri Organics where they were turned into gardening soil and mulch. Recyclable items such as yogurt cups, aluminum cans and paperboard boxes were sent to Republic Services. They sort and sell the items that can be used to make new products such as CD and DVD cases, bicycle and automotive parts, and cardboard products.

We also rolled out a new Waste-to-Energy program at our headquarters in 2014 that takes all of the remaining trash (non-compostable or non-recyclable) and turns it into energy. Items such as plastic utensils, chip bags and bathroom paper towel waste are sent to Systech in Sugar Creek, Missouri. They use the waste to make clean energy, such as steam. This project took six years to roll out. We learned a lot about the trash we generated, including what's fuel-ready and what's not. This meant we needed to segregate our trash, separating "clean" trash from wet or "dirty" trash such as food items that can only be composted.

And it's not just our headquarters. We are mindful of how we dispose of waste in our retail stores, office locations and event at our network sites around the country. Altogether, we diverted more than 58 million pounds of operational waste from landfills in 2014 – an 81 percent landfill diversion rate.

E-waste is also an important issue, especially for tech companies like Sprint. In fact, according to the EPA, e-waste continues to be the fastest growing waste stream. This includes computers, televisions, cell phones and more. Sprint actively seeks to be a part of the solution. In 2014, we collected more than 27 million pounds for responsible reuse or recycling. This includes servers from our data centers, employee laptops, network hardware such as switching equipment, radios, antennas, and more.

To ensure we stay on top of this important issue, all groups within Sprint that buy, sell or recycle electronics must adhere to our Electronics Stewardship Policy. This helps ensure we buy eco-friendly equipment and responsibly reuse or recycle them at the end of their life.

Through 2014, we diverted

58 Million lbs.

of waste from landfills

Hosted by CorporateRegister.com

Through 2014, we achieved

77% compliance by our supply chain

making a positive environmental impact through our supply chain

One of Sprint's highest priorities is helping suppliers share in efforts toward sustainability and social consciousness. After all, they're an extension of our company. Our goal is for suppliers to realize the same benefits Sprint has while simultaneously reducing our collective environmental footprint.

We start by setting specific criteria suppliers must meet. Then we assess their progress from year to year. If any are falling short, we work with them to help close the gap. This includes providing free tools, like our online supplier handbook, to help suppliers be more successful in meeting our criteria.

Based on positive feedback from our first supplier handbook, we're adding another one focused on water conservation that will help suppliers track, report and reduce their own water use. Since more than 99 percent of our total water consumption stems from our supply chain, the positive impact will be huge. Look for our water conservation handbook soon at sprint.com/supplychain.

Our unique approach in collaborating with suppliers earned us the EPA's 2014 Climate Leadership Award in the Supply Chain Leadership category. Working hand in hand will help us continually build a supply chain that's as environmentally friendly as it is efficient.

Sustainability Spotlight

For the fourth straight year, Sprint was recognized as having the best phone buyback and trade-in program among all major U.S. carriers by Compass Intelligence, a market analytics and consulting firm
(January 2015)

Named to Dow Jones Sustainability Index (DJSI) North America for the third straight year – DJSI
(September 2014)

Named to both the Disclosure Leadership Index and Performance Leadership Index – Carbon Disclosure Project S&P 500 Climate Change Report 2013
(September 2014)

Received the EPA Champion Award and Gold-Tier Participant in the EPA Sustainable Materials Management Electronics Challenge – U.S Environmental Protection Agency
(September 2014)

Received the 2013 WasteWise National Partner of the Year Award for Very Large Companies for diverting solid waste from landfills – U.S Environmental Protection Agency
(May 2014)

Sprint Buyback won CSR Award for Best Recycling Program – PR News
(April 2014)

Received North American Award for Green Excellence for second straight year – Frost & Sullivan
(March 2014)

Awarded 2014 Climate Leadership Awards for Organizational Leadership and Supply Chain Leadership – U.S. Environmental Protection Agency
(February 2014)

2014 performance scorecard

Reduce our impact on global climate change

Priority Area	2017 Goal	Through 2011	Through 2012	Through 2013	Through 2014
Greenhouse Gas Emissions	Reduce GHG emissions 20% (MT of CO2-e)	10.35%	18.81%	26.36%	43.00%
	Improve carbon efficiency 75% (MT CO2e/TB data)	59.88%	74.68%	84.77%	90.37%
Total electrical use	Reduce electrical use 20% (kWh)	3.44%	7.92%	19.64%	36.87%
Renewable Energy	Source 10% of total kWh from renewable sources	3.06%	5.25%	5.97%	8.00%

Reduce our use of natural resources

Priority Area	2017 Goal	Through 2011	Through 2012	Through 2013	Through 2014
Operational Waste	Reduce operational waste to landfill by 30%				
	% of Square Footage (OC) reporting	74.80%	81.90%	86.70%	97.00%
	% Recycled operational waste (MT)	38.00%	49.00%	80.00%	81.00%
Network and IT e-waste	Reuse/recycle all Network and IT e-waste				
	Metric tons of e-waste collected annually	1,448	9,143	8,109	12,059
Water Use	Reduce water use by 30%	27.20%	26.52%	30.33%	37.57%
Paper Use	Reduce paper volume 40%	57.20%	64.52%	71.63%	82.81%

Promote a socially and environmentally sound supply chain

Priority Area	2017 Goal	Through 2011	Through 2012	Through 2013	Through 2014
Supplier responsibility	90% of suppliers (based on $) meet Sprint social and environmental criteria	55%	79%	79%	77%
	% Sourceable Spend Assessed	91%	87%	87%	91%

Reduce the environmental impact of our products and services

Priority Area	2017 Goal	Through 2011	Through 2012	Through 2013	Through 2014
Phone recycling	90% device collection rate for reuse/recycling	40.0%	44.5%	46.6%	32.5%
	Voluntary device collections (Buyback/ Project Connect)	2,055,911	4,431,280	4,856,512	3,210,633
Sustainable Devices	Ensure 70% of devices launched meet Sprint's environmental criteria	66.3%	52.0%	71.40%	55.9%

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2014 performance scorecard continued

improve customer's experience and earn their long-term loyalty

Priority Area		Through 2011	Through 2012	Through 2013	Through 2014
	American Customer Satisfaction Index (on a scale of 1 to 100)	72	71	71	68
	Sprint postpaid churn	1.85%	1.89%	1.93%	2.18%
	Sprint prepaid churn	3.28%	3.01%	3.72%	4.05%

promote a diverse and inclusive workforce

Priority Area		Through 2011	Through 2012	Through 2013	Through 2014
Total Workforce: Ethnicity	Asian	5%	5%	6%	6%
	Black	21%	21%	19%	19%
	Hispanic	14%	16%	15%	17%
	White	56%	54%	55%	55%
	Other/Non-specified	4%	4%	5%	3%
Total Workforce: Gender	Female	45%	45%	42%	41%
	Male	55%	55%	58%	59%
Management: Ethnicity	Non-White	27%	24%	24%	26%
	White	73%	76%	76%	74%
Management: Gender	Female	35%	34%	34%	38%
	Male	65%	66%	66%	62%
Location	United States	99.5%	99.5%	99.9%	99.9%
	Other	0.5%	0.5%	0.1%	0.1%

promote ethical conduct

Priority Area		Through 2011	Through 2012	Through 2013	Through 2014
i-Comply	Percentage of employees that complete Sprint's annual i-Comply certification to acknowledge their understanding of and compliance with Corporate policies and guidelines.	100%	100%	100%	100%

promote a safe and healthy workplace

Priority Area		Through 2011	Through 2012	Through 2013	Through 2014
Safety & Health Statistics	OSHA Recordable Incidence Rate	0.46	0.40	0.35	0.32
	OSHA Recordable Cases	191	158	141	104
	Days Away, Restricted, or Transferred (DART) Rate	0.17	0.12	0.12	0.15
	Lost Workaday Cases	74	47	49	48
	Lost Time Severity Rate	7.06	5.65	5.0	6.6
	Days Away from Work	2,946	2,241	2,008	2,185
	Total Hours Worked (in millions)	83.4	79.2	80.2	65.8
	Number of Fatalities	0	0	0	0

support our communities through contributions and employee volunteerism

Priority Area		Through 2011	Through 2012	Through 2013	Through 2014
	Employee volunteerism (in hours)	339,940	329,616	304,020	312,975
	Sprint Foundation grants (in millions)	$4.9	$4.2	$4.2	$3.9
	Sprint Project Connect Grants, funding from Sprint's charitable phone recycling program (in millions)	$.985	$.859	$1.75	$1.77

Data on pages 59 and 60 covers 100 percent of Sprint's operations.

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what's next?

2014 was a big year at Sprint. Our new CEO Marcelo Claure started reshaping the company and inspiring employees from day one. The revised leadership team helped bring his inspiring ideas to fruition. The company's new, more forward-thinking strategy has helped incite a turnaround for Sprint. And the marketplace is taking notice of our progress and Sprint's new employee culture that is customer-centric, nimble, adaptable and accountable.

These changes are a breath of fresh air. They present the perfect opportunity to look at how Corporate Responsibility can best support our company's strategy. And they provide the chance to reflect on what's worked well and identify areas to move our industry forward.

Corporate Responsibility remains an essential part of our business and our brand. It continues to add tangible value to the business. This includes reduced operating costs, saving $200M/year in utility expenses alone. It includes reduced environmental fines that are substantially lower compared to many of our competitors. There's also added value in meeting some of our large customer's environmental requirements.

Going forward, Sprint will focus on sustainability areas that offer the biggest impact to our business and the environment. It's about making lasting changes within that count. It's about finding new ways to continue to reduce our environmental footprint. And it's about serving as a model for people and companies, especially those in our supply chain, to implement their own habits and practices that minimize their environmental impact.

In the coming year, our Corporate Responsibility efforts will focus on the following:

- Getting more of our people at every level to take part in our Corporate Responsibility efforts.
- Discovering and nurturing creative ideas for wireless technology that lead to social progress.
- Continuing to educate suppliers on the business benefits of Corporate Responsibility and provide tools that help them meet our supplier criteria.
- Targeting our community support in areas most relevant to our business, customers and employees.
- Identifying new ways we can further reduce our environmental footprint and influence others to reduce theirs.
- Adapting our Environmental Management System to our new business strategy.

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If you have any questions or comments about what we've shared in this report, in our GRI index, or on our Corporate Responsibility website at sprint.com/goodworks, or if you have ideas or best practices we should consider, please contact us at csr@sprint.com. As always, we value external feedback. The field of Corporate Responsibility is changing on a daily basis, and our partnerships with individuals and organizations beyond our company is vital to our continued success.

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