

Additional Information on AT&T's Commitment to Digital Rights

AT&T has long been committed to respecting the human rights of various stakeholders, including those who use our services. These rights include the rights to privacy, freedom of expression and information and protection against discrimination. Our [Human Rights Policy](#), our Privacy Policies, our [Guiding Principles for Artificial Intelligence](#), our [Safeguarding Children](#) issue brief and numerous other public documents set out our commitments in this regard. We provide the below, specific information in response to stakeholders who have asked for additional detail about certain topics.

Due Diligence

As appropriate, we regularly review our business and operations for risks to various human rights when we (1) enter new markets or jurisdictions, (2) acquire new firms or lines of business, (3) develop new products or services, and (4) develop new artificial intelligence solutions. These reviews examine risks relating to privacy, freedom of expression, freedom of information and the potential for unlawful discrimination. We follow guidance from the United Nations, including the U.N. Guiding Principles on Business and Human Rights in conducting due diligence and risk assessments. If our diligence process identifies the potential for problems, we conduct further assessment and bring concerns to the attention of appropriate senior executives for their consideration. The AT&T Human Rights Committee is responsible for overseeing implementation of the AT&T Human Rights Policy throughout our operations.

Consumer Remedies

Our customers may raise questions about any aspect of their relationship with AT&T, including those relating to privacy or freedom of expression, with our customer service department. It resolves most concerns quickly and to the customer's satisfaction. If a customer is not satisfied with our customer service solution, our [Consumer Service Agreement](#) describes how they can resolve disputes individually and informally by filing a [notice of dispute](#), with an option to go to arbitration, or by going to small claims court. AT&T complies with all final orders in arbitrations and small-claims cases. Information designed for non-lawyers about the arbitration process, including information about timing, steps to arbitrate, AT&T's payment of the costs and more, is available at att.com/arbitration-information. Customers may also submit complaints to our privacy mailbox, privacypolicy@att.com.

Arbitration: The company does not specifically track notices of dispute (the first step toward seeking resolution through arbitration) or small claims actions by subject matter, such as those relating to freedom of expression or privacy. However, after review of company records since January 1, 2021, we believe we received 158 individual notices of dispute related to privacy, 108 of which were resolved directly with the customer prior to arbitration. Of those disputes that proceeded, only 2 resulted in a final order, neither of which found we

violated the customer's privacy rights. We received no notices of dispute related to freedom of expression during this time period.

Small Claims: A review of company records since January 1, 2021, found no small-claims filings against us related to privacy or freedom of expression.

Censorship

In the United States and Mexico, the two countries where AT&T serves the retail consumer segment, we do not receive government requests to remove, filter or restrict content or accounts. In other countries, where AT&T provides internet access service to the foreign offices of large multi-national business customers, we may receive government demands to block access to websites in the country. Before responding, we review these demands to ensure that they meet applicable law in the relevant country, including that they are properly issued by a competent government authority. In responding to valid governmental requests, we endeavor to minimize the effect on our customers' access to information. Our [Transparency Report](#) provides additional information on these requests.

Our website lays out our [policies for considering copyright infringement claims](#). These policies apply in the United States and are consistent with the Digital Millennium Copyright Act. We do not respond to other private requests for content or account restriction, without the proper legal demand, such as a validly issued blocking order.

Demands for User Data

Our semiannual [Transparency Report](#) describes how AT&T receives and responds to requests for user information from government and judicial authorities. We do not respond to requests for user information from private, non-governmental entities, without the consent of the user or the appropriate legal demand, such as a validly issued subpoena or court order.

Termination of Service

In most years, we invoke our terms of service to terminate customers' wireless service only in instances of non-payment. While we may occasionally terminate service for customers who violate other provisions of our terms of service, like having a primary place of use outside our service area, such non-financial reasons for service termination are extremely rare.