



February 25, 2024

Addressing the February 22 outage

Thursday was a challenging day for our company. Our purpose is to connect people to greater possibility, and we fell short of what we typically do so well each and every day. I want to share the latest on the network outage we experienced and offer my perspective on our path forward.

Our initial review of the cause of Thursday's outage indicates it was due to the application and execution of an incorrect process used while working to expand our network. We are investing billions to grow our network and deliver an even more exceptional customer experience. This is both a point of pride and a challenge that always requires care and focus.

The outage began in the early hours on Thursday, and we know that about three-quarters of our customers were able to access our network as they started their days around 5 a.m. CT. We prioritized FirstNet service restoration, in line with our commitment to our nation's first responders. The remaining customers were reconnected throughout the morning. Teams worked hard to successfully normalize the network by around noon CT.

No matter the timing, one thing is clear – we let down many of our customers, including many of you and your families. For that, we apologize.

For the portion of consumer and small business customers most impacted by the outage, we are automatically applying an account credit to compensate them for the inconvenience they experienced. Prepaid customers will have options available to them if they were impacted. We are also working closely with our Mid-Market and Enterprise customers and will address their concerns as those discussions take place.

We all know that our customers receive tremendous value and convenience for the nominal daily cost of our service, and outages sometimes have outsized impacts on some subscribers that may be greater than the face value of the credit. For that reason, I believe that crediting those customers for essentially a full day of service is the right thing to do. Despite that impact to the business, I believe this approach is fully manageable while achieving the 2024 business objectives we have set for ourselves and our stated financial guidance.

Whenever a challenging or unexpected event impacts this company, I can always count on everyone to rise to the occasion and the last few days have been no exception. Our frontline employees demonstrated expertise under pressure as our network teams took immediate action to restore service for our customers. Teams across the company from retail and call centers to product, marketing, communications, and technology continue to work tirelessly to live up to our commitment to serve customers first and fulfill our responsibility as one of

the nation's critical infrastructure providers. I commend the effort and collaboration in this challenging moment, and I am appreciative of all the extra effort and hard work.

Moments like these are a test of resilience. This is not our first network outage, and it won't be our last – unfortunately, it's the reality of our business. What matters most is how we react, adapt, and improve to deliver the service our customers need and expect. Every AT&T customer deserves a connectivity experience they can feel confident in and that's exactly what we're going to deliver. While it is not unexpected to encounter challenges as we enhance and expand our network, we have processes and redundancies in place for a reason. We owe it to our customers and ourselves to do better, and I know that each and every one of you is committed to that goal.

These challenges provide opportunities to identify key learnings that will make us better, and I can tell you that we have already implemented changes to prevent what happened on Thursday. Knowing our plans for growth, resiliency, and customer focus, I am as positive and optimistic about the future as I have ever been. We have North America's largest wireless network and the nation's largest and fastest-growing fiber network. No company is better suited to answer the call for widespread connectivity than AT&T.

Thank you for everything you do to support our customers and move the business forward.

John