



Code of Business Conduct

The Code of Business Conduct applies to all AT&T employees.

©2026 AT&T Intellectual Property. AT&T and globe logo are registered trademarks and service marks of AT&T Intellectual Property and/or AT&T affiliated companies. All other marks are the property of their respective owners.



Integrity starts with

ETHICS In Every Choice

Contents

- A message from our CEO and CCO [3](#)
- Our Commitments [4](#)
 - Acting with Integrity [6](#)
 - Ethical Decision-Making Model [7](#)
 - Reporting [8](#)
 - Investigations, speaking up, & additional guidance [9](#)
- Our commitment to:**
 - ① Each other [10](#)
 - ② Our business and our shareholders [13](#)
 - ③ Serve our customers first [21](#)
 - ④ Our Communities [24](#)
 - ⑤ FAQ [26](#)

A message from...



AT&T CEO John Stankey

Our purpose at AT&T is connecting people to greater possibility with expertise, simplicity, and inspiration. Doing so at the highest levels requires many different talents, backgrounds, and perspectives. But the foundational requirement is a commitment to integrity.

Ethical behavior is a key part of AT&T's DNA, without exception or compromise. That's where our Code of Business Conduct comes in. The Code serves as our roadmap for making sure we **do what's right in every situation**, whether it's with our customers, our partners, our stakeholders, or each other.

Acting with honesty, integrity, and transparency is what our customers expect of us. And it's what we should demand from each other.

Thank you for living our purpose and for your continued commitment to integrity.

John Stankey



AT&T CCO Bill Ryan

Connecting changes everything—so does an unwavering commitment to integrity. At AT&T, our Code of Business Conduct provides every employee with a clear understanding of how we do business. The Code is a reminder of what our customers and stakeholders expect from us and what we should expect from each other.

The Code empowers us to connect people to greater possibility—with expertise, simplicity, and inspiration **the right way**. And one thing that will never change is our promise to run a business rooted in ethics and moral courage.

Thank you for your commitment to operating with integrity.

Bill Ryan

Our commitments



We live by our Culture Pillars.

Serve Customers First, Move Faster, Act Boldly, Win as One, and Develop Talent describe the behaviors—from leadership to the front line—that we need for the decisions, actions, and level of performance that will transform us. These **principles** are central to our culture and ultimately shape the future of AT&T.

Serve
Customers First

Start with market-based data and the customer, period. Use market-based insights. Be externally curious. Meet the customer on the platform and channel they want.

Move
Faster

Stay focused on our strategy. Prioritize. Think ahead. Be flexible and agile. **Deliver results with a sense of urgency.** Simplify to drive progress over perfection. Empower others.

Act
Boldly

Play to win. **Accept that winning takes resilience, perseverance, and grit.** Take ownership and calculated risks. Learn from failures. Use data to challenge the status quo with confidence. Say what needs to be said.

Win As
One

Act with an enterprise mindset. Put the Company's objectives ahead of departmental agendas. Prioritize and operate as one team with one vision. Collaborate. Build trust through candid and direct communication. Hold each other accountable.

Develop talent

Grow and improve constantly. Set a high bar. **Embrace new skills and perspectives.** Provide frank feedback. Lead from where you are with transparency. Inspire and encourage others to do the same.



We act with integrity every day.

At AT&T, we act with integrity every day. We:

- **Follow the Code of Business Conduct (the “Code”) and all policies.** We comply with the letter and spirit of AT&T’s Code and policies. Our responsibility to act ethically extends beyond our day-to-day tasks. This can include actions that occur outside of work, especially those that might affect our job performance or impact the Company’s reputation.
- **Speak up.** We [report](#) any suspected violations of the Code, our policies, or any legal or regulatory requirements.
- **Are accountable for our actions.** Any failure to comply with this Code, our policies, or any legal or regulatory requirements may lead to disciplinary action, up to and including termination of employment. No one has the authority to instruct any employee to break the law, violate this Code, or infringe upon our policies.
- **Use good judgment and ask questions.** The Code serves as a robust foundation for ethical business conduct. However, it is not a replacement for sound judgment. When the right course of action is unclear, we have [AT&T’s Ethical Decision-Making Model](#) to guide us.

AT&T's Ethical Decision-Making Model

If the answer to **any** of these critical questions is “**NO**,”
you must **not** proceed



Is my choice in compliance with AT&T policies, current laws, and regulations?

Whenever we are faced with complex or difficult decisions, our first stop should always be to reference existing AT&T policies. Our policies are roadmaps that tell us what “right” looks like.



Is my choice good for the company?

Billions of decisions are made every day at AT&T! When confronted with complex or difficult decisions, it is each person's responsibility to understand and mitigate risks to the company whenever possible.



Is my choice good for the customer?

It is essential to the success of AT&T that we retain, grow, and appreciate our customers. Ask yourself, “Would our customer promote AT&T after experiencing the result of my decision?”

Unsure?

Speak with your Supervisor, HR or Ask Compliance

We know our reporting rights and responsibilities.

As employees, we speak up when we observe what we believe to be a violation of the Code, our policies, or any legal or regulatory requirements. When we report, we do not willfully make false statements. To facilitate reporting, the Company maintains several reporting outlets, including the ability to report anonymously:

- AT&T Reporting [Speak Up Line or Portal](#)
- Anyone in your chain of command
- Human resources
- The Legal Department

As supervisors, we demonstrate our personal commitment to the Company's standards and foster an ethical culture where our teams are aware of their obligations under the Code and comfortable asking questions and reporting issues. We are on the lookout for potential inappropriate conduct and take steps to prevent such conduct from occurring. Given our obligation to report, we promptly advise the appropriate channels of potential violations.



**Your voice matters:
Speak up if you see
something that may
violate our Code,
policies, or the law.**





We cooperate with investigations.

AT&T investigates possible violations of the Code, our policies, legal or regulatory requirements, and other behavior that is unethical or could harm the Company, its employees, or others. We cooperate fully and truthfully with the Company's investigations.

We speak up, and we do not retaliate.

AT&T does not tolerate retaliation against those who seek advice, raise a question, or report suspected violations. Our [Non-Retaliation and Whistleblower Protection Policy](#) protects employees who report what they genuinely believe to be unethical behavior. The Code does not limit our right to report concerns to a government agency or to participate in government investigations. We encourage a speak-up culture. If you see something, say something.

We know where to find additional guidance.

We understand that there will be times when the Code and our policies do not provide all the answers we need. We know how to find additional information through our Company policy websites: [AT&T](#) and [AT&T Mexico](#). We can also contact [Ask Compliance](#), our supervisors, Human Resources, or Legal. Additional guidance can also be found in:

- [EthicsCentral](#), which contains resources designed to help us all act with integrity.
- The [ethical decision-making model](#).
- Frequently Asked Questions (FAQs) found at the end of this Code.



AT&T does not tolerate retaliation against those who seek advice, raise a question, or report suspected violations.

1

Our commitment to:
Each other



We treat each other with respect and do not permit harassment, abuse, or discrimination.

AT&T does not tolerate harassment, abuse, or discrimination of any kind, including:

- Creating an in-person or online environment that is hostile or offensive to an individual.
- Participating in verbal or physical abuse, unwanted physical contact, derogatory slurs, or threats.
- Deliberately undermining someone's career or work performance.
- Treating someone less favorably on the basis of a protected personal characteristic or status of any kind.
- Using conduct or language (including comments, jokes, images, gestures, messages, or electronic posts) that is offensive.

Nothing in the Code or any AT&T policy prohibits or restricts any individual from exercising their Section 7 rights under the National Labor Relations Act or similar state law.

Related resources:

[EEO & Harassment Policies](#)

[Accessibility Policy](#)



We strive to maintain a workplace where everyone feels included and valued.

We believe that inclusivity fuels creativity, drives innovation, and strengthens our connection to the communities we serve, and we welcome and value our employees' unique backgrounds, perspectives, and abilities.

Related resources:

[Culture & Inclusion](#)

[Accessibility Policy](#)

We create a safe and secure place to work.

We are committed to providing a safe in-person and online working environment. When physical health and safety is at issue, we take reasonable precautions to safeguard the public, as well as our employees and customers. In addition, we do not tolerate or permit threats, violence, or other disruptive behavior in our work environments, and we protect the personal information of our employees, retirees, and their beneficiaries in strict confidence and compliance with the Code, our policies, and any legal or regulatory requirements.

Related resources:

[AT&T Environmental Health & Safety Policy](#)

[Safe & Secure Workplace](#)

[Weapons in the Workplace Guidelines](#)



We welcome and value our employees' unique backgrounds, perspectives, and abilities.



2

Our commitment to:

Our business and
our shareholders



We maintain integrity in our financial reporting and business records.

For the sake of our shareholders, creditors, and others, we strive to generate reliable financial reporting and business records. We are committed to full, fair, timely, accurate, and understandable disclosure in the reports and documents we file or submit to the U.S. Securities and Exchange Commission and regulators around the globe. We prepare our business records and financial reports with integrity and honesty, whether they are externally reported or used internally to oversee the Company's operations. We report concerns about financial accounting, auditing, and business record issues through the appropriate channels.

We value fair competition and comply with all advertising, antitrust, and competition laws.

AT&T succeeds in the marketplace by focusing on the customer. We compete aggressively but fairly. Our products and services stand on their own merits.



We do not misrepresent the characteristics of our products and services, we do not deceive our customers, and we do not engage in any other unfair practices.

AT&T does not enter into illegal agreements that could have the effect of eliminating or reducing competition. We consult with our Legal Department before making any contact with a competitor on any business subject.

Absent prior Legal Department approval, we do not discuss with our competitors the prices being charged in the market, customers or territories being served, products or services being offered, bids being solicited or submitted, or employees being hired or fired.

Related resources:

[Antitrust & Competition Laws Policy](#)

We do not engage in any form of bribery.

We follow ethical business practices in the United States and throughout the world in our dealings with public officials, other companies, and private citizens.

We do not tolerate corruption of any kind, including kickbacks and bribery. A kickback occurs when a person is offered money or something of value in exchange for providing something (such as information, a discount, or a favor) to a third party. A bribe is offering or giving anything of value for the purpose of obtaining or retaining business, or for securing an improper advantage (including cash or gift cards; gifts, meals, travel, or entertainment; political or charitable contributions; and hiring at the request of a public official).

Related resources:

[Anti-bribery Anti-corruption Policy](#)

[Gifts and Hospitality Policy](#)



We comply with global trade laws and regulations.

We comply with all applicable international trade laws and regulations. These laws and regulations apply to the import and export of goods and services, such as hardware, software, and technology (including downloads); sanctioned countries and restricted parties; and international boycotts. We consult our Legal Department or the Global Trade Organization before proceeding with any international transaction, shipment, or import that may be covered by these laws.

Related resources:

[Global Trade & Sanctions Policy](#)

[Global Trade Organization](#)



We protect all AT&T assets.

We are good stewards of AT&T assets, including physical assets (such as a truck or a tower) and intellectual property assets (such as a business plan or material protected by a copyright, trademark, patent, or trade secret). We are each responsible for the proper use of assets in our care and preventing their loss. This includes protecting ideas, research, inventions, media, and our brands. We protect our confidential and proprietary information and prevent its improper, unauthorized, or inadvertent disclosure. We also do not misuse the assets or intellectual property of others.

We all have a role in protecting AT&T assets:

- **Watch what we say.** Staying aware of where we are and who might be listening around us can help prevent inadvertent disclosure of AT&T information and trade secrets.
- **Protect our property.** We are responsible for the assets and information that AT&T has entrusted to us. Keep track of it to prevent loss, misuse, waste, and theft.
- **Be careful.** Hackers can target AT&T employees to access AT&T systems. Stay vigilant.
- **Set an example.** Always protect AT&T assets and help others do the same.

Related resources:

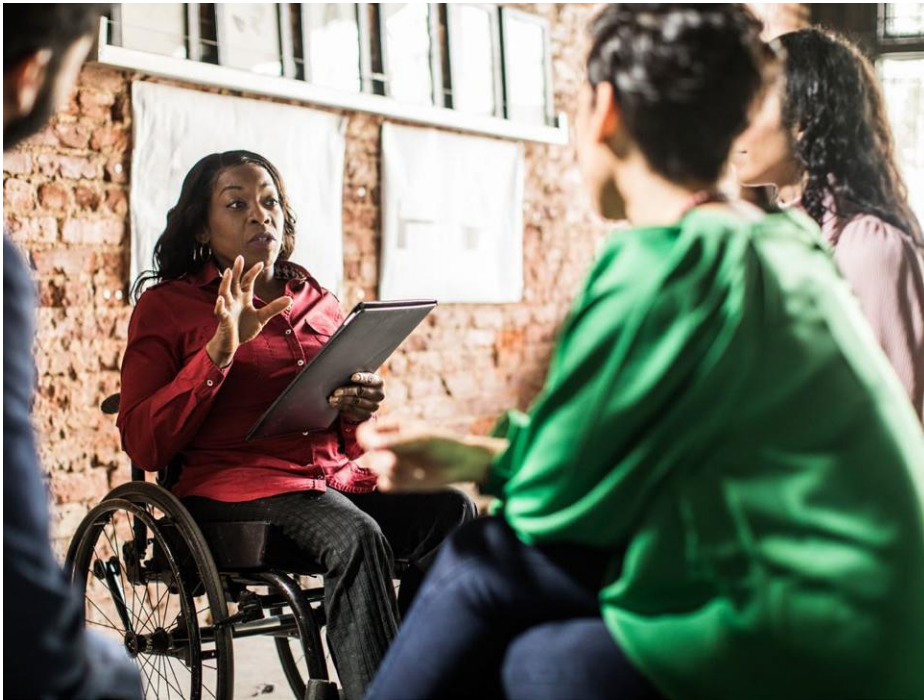
[Intellectual Property Policy](#)

[AT&T Information Security Policy](#)

[AT&T Security Policies & Standards \(ASPS\)](#)

[Clean Desk Policy](#)

[Equipment and Communications Services Policy](#)



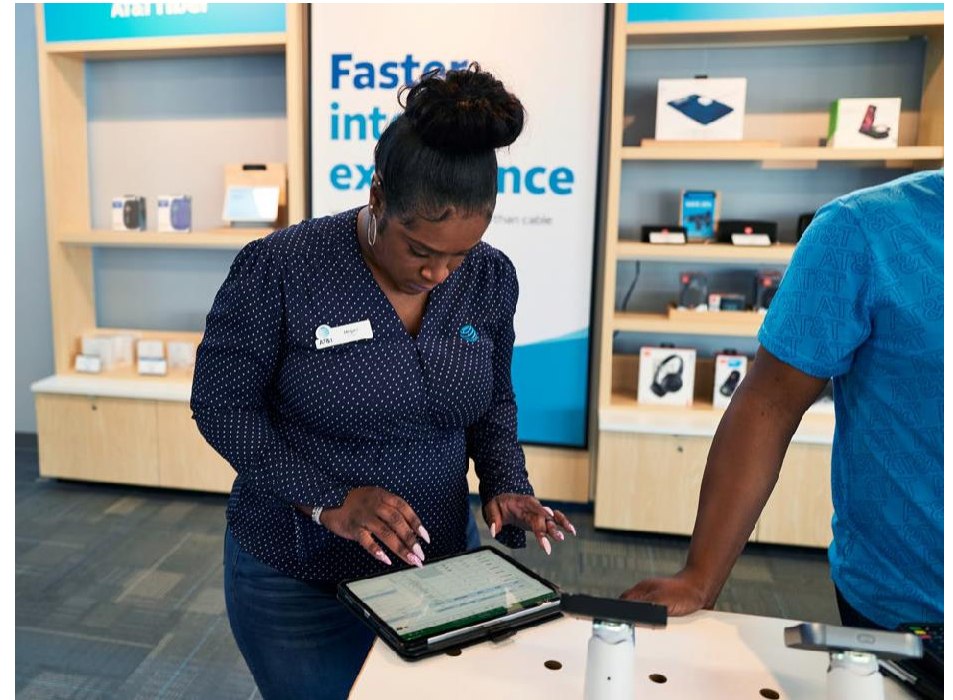
We manage records and information appropriately.

We create, use, retain, and dispose of our business records and information carefully and in accordance with the Company's Records and Information Management Policy and retention schedule. We follow the Finance and Legal Departments' instructions when records should be held for potential or pending litigation, investigations, proceedings, or in response to court orders.

Related resources:

[Records and Information Management \(RIM\) Policy AT&T Global](#)

[Records Retention Schedule \(RIM Schedule\)](#)



We use electronic communications responsibly.

Communication, in its many forms, should be appropriate and responsible, both inside and outside of work. The communications systems in place at AT&T are primarily for business use. We may use these systems only occasionally for personal email or Internet access, but we do not allow this use to be disruptive to the needs of the business. We do not use these systems to access or distribute inappropriate, obscene, or offensive media.

Related resources:

[Internet Abuse and Acceptable Use](#)

[Social Media Policy](#)

[COU Policy](#)

[Recording Policy](#)



We communicate to the public via approved channels.

Only individuals expressly authorized by AT&T may speak to the public on its behalf, and they must do so through approved communication channels.

We do not engage in insider trading.

We must keep inside information confidential. Inside information is nonpublic information that is either owned by AT&T or another person or entity. It may be known by some people but not yet generally known by the public. Examples include information about AT&T's financial position, future releases, products, services, or plans. It can be valuable to others, inside and outside AT&T. Use of inside information for personal gain could result in jail time, fines, or both. If we have inside information obtained through our positions at AT&T—the information may relate to AT&T or to a supplier, customer, or competitor—we may not use that information to trade in securities of the relevant company nor may we provide the information to others. The laws extend even to inside information we gain accidentally through our positions and apply to members of our families. We ask for advice on this issue from our Legal Department if we are in doubt about whether we possess inside information.

Related resources:

[Insider Trading Policy](#)



We understand and avoid conflicts of interest.

We do not allow our own personal interests, including family, social, financial, and work relationships, to interfere with our AT&T responsibilities. We avoid actual or potential conflicts of interest and disclose them promptly so they can be evaluated and resolved. We never compete with the Company.

We do not offer or accept gifts or hospitality for improper business advantages, and we do not allow our business decisions to be influenced by gifts or hospitality from others. Accepting or offering gifts or hospitality can create a conflict, result in the appearance of a conflict, and, in some cases, violate the law or our policies. When in doubt, we seek guidance before accepting or offering any gifts or hospitality.

Related resources:

[Anti-bribery & Anti-corruption Policy](#)

[Conflict of Interest Policy](#)

[Gifts & Hospitality Policy](#)

We work with ethical suppliers through effective vendor oversight.

We value suppliers who share our commitments to ethical and sustainable business practices, human rights, and compliance with legal and regulatory requirements. We diligently oversee suppliers, contractors, and subcontractors to ensure they meet their contractual obligations in an ethical and appropriate manner. We know it is critical to closely manage and monitor supplier relationships and understand that this applies at all stages of the supplier lifecycle: due diligence prior to selection, comprehensive agreement negotiation to ensure high-risk issues are addressed, and monitoring operational performance and compliance.

Related resources:

[Working with Suppliers Policy](#)

[Suppliers Oversight and Responsibilities Guide](#)



We ensure the highest level of ethical standards in our AI practices.

We are committed to using AI technology in accordance with AT&T AI Guiding Principles and applicable law. We ensure ethical AI use through strong human oversight to ensure accuracy, reliability, and transparency. We are accountable for preventing bias, discrimination, and inaccuracies so that we can responsibly use AI in our operations.

Related resources:

[AT&T AI Guiding Principles](#)

[AT&T AI Policy](#)

3

Our commitment to:
**Serve our
customers first**



We follow ethical sales practices.

We earn our customers' trust by treating them with honesty and integrity. We fairly represent and provide full disclosure of our products and services to them. We deliver what we promise, and if we fall short, we make it right. We do not provide products or services that customers did not authorize. We ensure that all transactions are conducted fairly and honestly, without causing inflated or unearned commissions or rankings.

We comply with regulations that apply to government customers and regulatory entities.

Doing business with certain government customers and regulatory entities requires compliance with strict and sometimes unique regulations. Business interactions and activities that may be appropriate when working with private sector customers could be improper or illegal when dealing with government customers or regulatory entities. We are trained to understand these rules, and we strictly follow them in our interactions and activities. We seek advice from the Legal Department whenever we are in doubt about any interaction or activity.

Related resources:

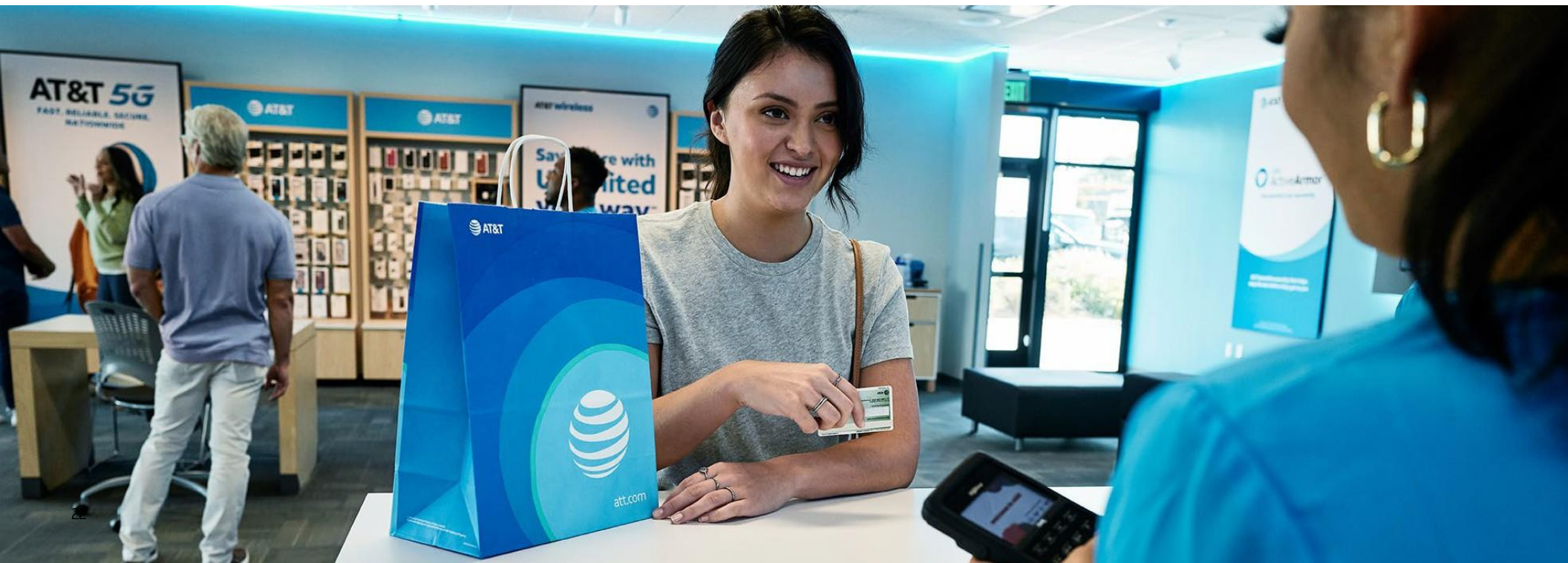
[Anti-bribery & Anti-corruption Policy](#)

[Corporate/Personal Integrity Program \(C/PIP\)](#)

[COI Policy](#)



We earn and preserve our customers' trust by treating them with honesty and integrity.





We respect and protect our customers' information.

We are honored that our customers trust us with their personal information. Our notices explain how we collect, use, share, and protect customer data, and we live up to those promises. We work hard to keep this data secure and honor our customers' choices regarding the collection, use, and sharing of their data.

Related resources:

[AT&T Privacy Notice](#)

[Your Choices and Controls](#)

[Transparency Report](#)

[Privacy Issue Brief](#)

4

Our commitment to:
Our Communities





We support community activities and operate responsibly toward the environment.

We operate our business in a way that fosters opportunities for our communities through the passion of our employees and the transformative power of connectivity. Additionally, we are dedicated to operating and delivering products and services in an environmentally responsible and sustainable manner. We adhere to all applicable environmental laws and regulations, and we strive to implement best practices to minimize our environmental impact in ways that are pertinent to our business.

Related resources:

[AT&T Corporate Responsibility Website](#)
[Volunteering/Community Day Program](#)
[Volunteering & Giving Portal](#),
[EH&S Policy](#)
[Sustainability Policies](#)



We support personal political involvement.

AT&T encourages us to participate in the political process. We vote, volunteer our time, contribute to the candidates we individually support, and hold political office. Because of laws governing the election process, we conduct personal political activities on our own time and with our own resources, and we comply with pertinent campaign laws.

Related resources:

[Personal Political Activity Policy](#)
[Global Contributions Policy](#)

5

FAQ

Frequently Asked Questions



Our Commitments FAQs

We act with integrity every day.

Q: What should I do if my supervisor directs me to handle a task that feels unethical or seems to contradict company policy?

A: No one has the authority to instruct you to violate the law, the Code, or company policies. If you believe you are being asked to act unethically, you should seek guidance from anyone in your chain of command or another supervisor, your HR representative, the Legal Department, or [AT&T reporting Speak Up Line or Portal](#).

Q: I'm going to a party this weekend with friends and coworkers. Because it's not a work event, I don't need to worry about my behavior, right?

A: It depends. Employees may be held accountable for their actions, on or off the job, that are not consistent with our Code of Business Conduct when those actions affect our job performance or impact the Company's reputation.

We know our reporting rights and responsibilities.

Q: Where can I report a suspected violation?

A: You can report to anyone in your chain of command, your HR representative, the Legal Department, or [AT&T reporting Speak Up Line or Portal](#).

We speak up, and we do not retaliate.

Q: If I believe that AT&T may not be complying with the law, should I report that to my supervisor? If I report it, would I be protected under [AT&T's Non-Retaliation and Whistleblower Protection Policy](#)?

A: Yes, and yes. If you believe that AT&T has violated the law, such activity should be reported to anyone in your chain of command or through one of AT&T's other reporting outlets. And yes, [AT&T's Non-Retaliation and Whistleblower Protection Policy](#) would apply.

We know where to find additional guidance.

Q: Is there a centralized place that provides resources that I can use with my team to get more information about the Code of Business Conduct and to help promote an ethical environment?

A: Yes. You can always contact [Ask Compliance](#) with any questions you have about the COBC and other policies, and [Ethics Central](#) contains helpful resources.

Each Other FAQs

We treat each other with respect and do not permit harassment, abuse, or discrimination.

Q: A co-worker frequently makes comments to an employee about her appearance. What can I do about it?

A: All AT&T employees must treat each other with respect. If an employee is engaging in conduct that is offensive or hostile, ask him or her to stop. If you do not feel comfortable addressing this issue, report the behavior to anyone in your chain of command, your HR representative, the Legal Department, or [AT&T reporting Speak Up Line or Portal](#).

Q: An AT&T peer posts disparaging comments about AT&T coworkers on his personal social media account. Is this okay?

A: No, it is never okay to make or post disparaging comments about a coworker. You should always treat each other professionally and with respect, both on and off the job.

Our Business and Shareholders FAQs

We maintain integrity in our financial reporting and business records.

Q: What should I do if I identify a discrepancy in financial records?

A: You should immediately report this to anyone in your chain of command, your HR representative, the Legal Department, [AT&T reporting Speak Up Line or Portal](#). Accurate disclosure is crucial for compliance and maintaining trust with shareholders and regulators.

We value fair competition and comply with all advertising, antitrust, and competition laws.

Q: A sales colleague receives an informal email from a competitor requesting information about our upcoming, non-public service launch dates so they can "avoid market overlap." How should this be handled?

A: Notify your supervisor or the Legal Department of this request and seek guidance from them. Sharing competitively sensitive information, such as non-public launch dates, with a competitor without prior approval from the Legal Department is against company policy.

Q: During a trade show, an AT&T employee is approached by a representative from a competitor. The representative wants to discuss the pricing strategy for a new product line to avoid direct competition. Should the employee engage in this discussion?

A: No. AT&T does not enter into illegal agreements that could eliminate or reduce competition. Discussing pricing, market territories, or bids with competitors without prior approval from the Legal Department is against company policy.

Our Business and Shareholders FAQs (Continued)

We do not engage in any form of bribery.

Q: What should I do if a supplier offers me a gift in exchange for prioritizing their products?

A: You should decline the gift and report the incident to your supervisor or [AT&T reporting Speak Up Line or Portal](#). Accepting gifts in exchange for improper business favors is considered a bribe and is against our Code of Business Conduct.

Q: I was asked to provide a discount for a customer in return for confidential information. Is this allowed?

A: No. Providing discounts or any other improper business favors in return for confidential information or any other advantage is considered a kickback and is not permitted.

We protect all AT&T assets.

Q: I like to make good use of my time by returning work calls while I am waiting at airports. Is this a problem?

A: It depends. You must be careful not to discuss nonpublic company information in public places, such as in taxis, elevators, and airports, or at conferences and trade shows. When it is necessary to conduct a telephone call in a public place, be mindful of your surroundings.

We use electronic communications responsibly.

Q: I occasionally use my company email to communicate with friends outside of AT&T. Is this OK?

A: Yes. Occasional use of company systems to send personal email or to access the Internet is permissible. It should not disrupt the needs of the business, and employees cannot use these systems to access or distribute inappropriate, obscene, or offensive media.

Q: I use my company computer to access the Internet for personal business. Can the company look at what I'm doing?

A: Yes. If you are using an AT&T system or COU device, AT&T has the right to monitor how you use it. This includes monitoring the Internet sites you visit and all communications you send, receive, or post.

Our Business and Shareholders FAQs (Continued)

We do not engage in insider trading.

Q: I heard a supplier sold AT&T a new software system. My sister-in-law invests in tech stocks. Can I tell her about this?

A: No. The information you have about AT&T's vendors is confidential inside information. If you tell your sister-in-law, you are violating our policy not to divulge confidential proprietary information. If you or your sister-in-law use the information to invest, you may also be violating securities laws.

We understand and avoid conflicts of interest.

Q: My daughter applied for a job at AT&T. Can I contact the hiring manager to support her candidacy?

A: No. Employees are prohibited from influencing the hiring process for family members and anyone with whom they have or had a social relationship. Follow the [AT&T Employee Referral](#) process when recommending talent.

Q: I work in our Mid-Markets business. One of our suppliers in the Solution Provider channel is a former AT&T colleague. Many of us know her from her days working here. Do I need to disclose this?

A: If your former colleague is someone with whom you have or had a social relationship, you should disclose via the [Conflict of Interest Questionnaire](#) and immediately recuse yourself from all business dealings pending AT&T review.

Q: I was asked to serve on a board. Can I accept?

A: It depends. You must disclose your board participation via the [Conflict of Interest Questionnaire](#) (and complete the [Outside Board Form](#) if representing AT&T). AT&T will review your submission and provide guidance. AT&T reserves the right to deny an employee's request to serve on a board at any time when it is not in the best interest of AT&T.

We work with ethical suppliers through effective oversight.

Q: Routine monitoring revealed a supplier’s cybersecurity protocols were outdated and contained a critical vulnerability in their security measures. What should the employee who oversees the contract do?

A: The employee should take the following steps:

1. Bring in the Legal Department, Global Supply Chain, CSO, and other key AT&T stakeholders to review the contract and align internally on appropriate next steps.
2. Hold a meeting with the supplier and appropriate AT&T stakeholders to outline the cybersecurity gaps and agree on a remediation plan.

We ensure the highest level of ethical standards in our AI practices.

Q: If I review and modify text generated from “My Files” or “Public Knowledge” in Ask AT&T prior to sharing it internally, am I required to cite the use of AI?

A: It depends. If the final text has ethical or legal implications (such as being used in court or regulatory filings), yes you should cite the use of AI. If it’s a minor task (e.g., editing an email response), or you make significant edits to the output, you do not need to cite the use of AI. Remember that you are accountable for the content generated by AI. You must always review it for accuracy, professionalism, reasonableness, obvious third-party content, and potential bias before using it.

Q: If I review and modify text generated from “My Files” or “Public Knowledge” in Ask AT&T prior to sharing it externally, am I required to cite the use of AI?

A: Yes.

Q: If I use Ask AT&T or other approved AT&T tools to generate code, do I need to cite the use of AI within the code?

A: Yes, you must cite the usage of GenAI in the Software Bill of Materials (SBOM). Please refer to the [Freeware, Shareware, and Open-Source Software \(FOSS\) Policy](#) to learn more about this and other review and approval requirements.

We follow ethical sales practices.

Q: An AT&T employee discovers that a colleague has been inflating commissions by adding unauthorized services to customer accounts. What steps should the employee take?

A: The employee should report the unethical behavior to anyone in their chain of command, their HR representative, the Legal Department, or [AT&T reporting Speak Up Line or Portal](#) for potential investigation and remediation.

We comply with regulations that apply to government customers and regulatory entities.

Q: An employee is working on a project that involves both a private sector customer and a government agency. How can the employee ensure they are adhering to regulations specific to the government agency?

A: The employee should be aware that interactions with government customers are often subject to stricter regulations compared to private sector customers. If the employee is unsure about their compliance obligations, they should consult the Legal Department.

We respect and protect our customers' information.

Q: I believe that an information security breach has occurred, what should I do?

A: You should immediately notify the [Chief Security Office](#).

Q: What are the company's policies regarding the sharing of customer information with the government?

A: The company only shares customer information with the government when it is authorized or required by law.

We support community activities and operate responsibly toward the environment.

Q: How does the company ensure that its products and services are environmentally sustainable?

A: AT&T works to appropriately integrate sustainability principles from the design phase to the end of life of the product or service. This includes using eco-friendly materials, optimizing product lifecycle for minimal environmental impact, and encouraging recycling and responsible disposal.

We support personal political involvement.

Q: A friend of mine is running for local political office, and I'd like to help him out with his community campaign. There's no problem with this, right?

A: Right, so long as you volunteer on your personal time (outside of work hours) and don't use AT&T's brand name or resources to advance the campaign.

ETHICS In Every Choice

AT&T's Code of Business Conduct

