



Lisl A Brunner
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October 16, 2019

Dear Mr. Micek,

Thank you for your letter dated October 2, 2019, regarding AT&T's performance on the Ranking Digital Rights 2019 Corporate Accountability Index. We welcome the opportunity to discuss AT&T's commitment to respecting our customers' rights to freedom of expression and privacy.

AT&T is pleased to have ranked among the top telecommunications companies in the Index since its inception. Each year, we study the results of the Index and the recommendations directed to AT&T, and we engage with Ranking Digital Rights researchers regarding the methodology for the Index.

Since the 2019 Index was issued, AT&T published an updated [Human Rights Policy](#), which outlines our commitment to respect and promote human rights, including the freedom of expression and privacy of our users. AT&T also released our [Guiding Principles for Artificial Intelligence](#), and we continue to develop an internal set of operating guidelines, compliance tools and governance mechanisms for AI solutions. This year, AT&T further demonstrated its commitment to human rights and good corporate citizenship by becoming a signatory of the United Nations Global Compact. Additional information can be found in our Issue Briefs on [Human Rights](#) and [Customer Privacy](#).

With regard to your specific recommendation, that AT&T should affirm its commitment to upholding net neutrality principles, we would highlight the [open letter](#) issued by our CEO, Randall Stephenson, in January of 2018. As stated in this letter,

AT&T is committed to an open internet. We don't block websites. We don't censor online content. And we don't throttle, discriminate, or degrade network performance based on content. Period.

We have publicly committed to these principles for over 10 years. And we will continue to abide by them in providing our customers the open internet experience they have come to expect.

AT&T has called on the U.S. Congress to establish an "Internet Bill of Rights" that applies to all internet companies and guarantees neutrality, transparency, openness, non-discrimination, and privacy protection for all internet users.

The commitment made in the open letter is consistent with information provided to customers about our [network practices](#), for example:

[I]n its provision of broadband internet access services, AT&T does not directly or indirectly favor some traffic over other traffic in exchange for consideration from a third party or to benefit an affiliate, except to address the needs of emergency communications, law enforcement, public safety (including FirstNet), or national security authorities, consistent with or as permitted by applicable law.

Please let us know if you have any additional questions or concerns.

Sincerely,

Lisl A. Brunner

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