Ribbon Communications
Our Approach to Digital Inclusion

Overview

Ribbon is a leading, publicly traded, global provider of communications technology, employing thousands of individuals across more than 30 countries. Using our trusted solutions, our customers can offer services that improve the quality of life for billions of people around the world, support digital inclusion across markets and lower global greenhouse emissions through efficient bandwidth utilization and cloud-based applications.

We believe in the transformational power of 'digital' -expanding access to digital tools and helping people and communities acquire digital skills helps bridge social inequalities and strengthens economic and social life.

'Digital Inclusion' refers to the activities necessary to ensure that all individuals and communities, including the most disadvantaged, have access to and use of Information and Communication Technologies (ICTs). This includes 5 elements:

- Affordable, robust broadband Internet service
- Internet-enabled devices that meet the needs of the user
- Access to digital literacy training
- Quality technical support
- Applications and online content designed to enable and encourage self-sufficiency, participation and collaboration.

Digital Inclusion must evolve as technology advances. Digital Inclusion requires intentional strategies and investments to reduce and eliminate historical, institutional and structural barriers to access and use technology[1].

At Ribbon, we aim to go beyond the provision of our products and services to our customers. We strive to advance access to digital technologies and services in underserved areas around the world and support digital education and literacy.

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[1] Definition of digital inclusion adopted from the National Digital Inclusion Alliance

Our Approach

At Ribbon, we believe in universal access to digital technologies and the necessity for everyone to acquire the skills to best use and enjoy information technology in today's digital world. We believe that there are a wide range sectors and aspect of life where benefits could be felt and lives could be enriched: healthcare, education, remote working, e-commerce, entertainment, and social media. We believe it is important to advance assess to and use of digital technologies in markets that are currently underserved with ICT as a key driver of prosperity.

Our Approach to Digital Inclusion includes:

Innovation: We are constantly investing in innovation to make digital products and services better, more accessible and more compatible for the widest number of users. Our innovation focuses on delivering the most advanced technology solutions to deliver unprecedented speeds, communications capabilities and controls and new network architectures with solutions that enabling customers to leverage the benefits of next-generation technologies in the most flexible, cost-efficient, secure and reliable ways. This enhances the power of digital and its capabilities for all users. Additionally, Ribbon's innovation supports the move to cloud-based technology, which is less costly and cumbersome, and more environmentally friendly, as it requires minimal physical infrastructure, providing affordable access to providers and users. Significantly, Ribbon's innovation is based on open, interoperable technology enabling best-of-breed approach, providing flexibility for customers to select the best applications and service for their needs -without restriction.

Reaching new markets: Ribbon is consistently seeking to offer the benefits of digital in accessible and affordable ways in developing and emerging economies, especially those with large, remote and rural populations who have been technology-disadvantaged throughout history. Our products and services are available in more than 140 countries, and we seek to facilitate commercial solutions in ways that advance digital inclusion in low- and middle-income markets.

Supporting access in existing markets: In developed economies, access to digital technologies is not universally accessible by all populations. For example, large parts of rural America do not have access to high-speed broadband. At Ribbon, we seek to support advancing access to the most advanced digital technologies in all regions through all providers, including small and medium-sized enterprises and diverse businesses.

Helping provide digital capability tools: Though the provision of support for our communities by contributing to STEM education and by engaging in helping to advance digital literacy among populations of all ages (including those from disadvantaged communities) we are enhancing the quality of life in the countries in which we operate.

Keeping the Internet safe for all: While the Internet offers tremendous advantages, we must safeguard users against cyber risks and threats. At Ribbon, our technology supports cyber security controls and safe use of the Internet and communications technology. Our leading Ribbon Call Trust™ technology, for example, helps protect people from fraudulent robocalling. Ribbon maintains an active data protection

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program which continuously monitors compliance to applicable data protection laws. For more information, see our Approach to Information Security and Data Privacy.

*Science, Technology, Engineering, and Mathematics

Supporting Global Sustainable Development

Our Approach to Digital Inclusion directly supports UN Sustainable Development Goals (SDGs):
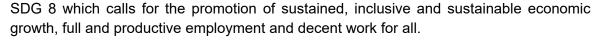
SDG 5 which aspires to the achievement of gender equality and empowerment of women.

- Target 5.B: *Promote empowerment of women through technology*

SDG 8 which calls for the promotion of sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.

- Target 8.2: *Diversify, innovate and upgrade for economic productivity*

SDG 9 which calls to build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation.

- Target 9.1: *Develop sustainable resilient and inclusive infrastructures*
- Target 9.4: *Upgrade industries and infrastructures for sustainability*
- Target 9.5: *Enhance research and upgrade industrial technologies*
- Target 9-C: *Universal access to information and communications technology*

Governance

Overall executive direction of our Data Privacy program is led by Ribbon's Executive Vice President and General Manager of Cloud & Edge Business Unit. Ribbon's Executive Vice President and Chief Legal Officer is the nominated Data Protection Officer (DPO) for certain Ribbon entities. Both executives collaborate to ensure effective protection across the organization and regularly report status and progress to our executive leadership.

Disclosure

We report transparently to our stakeholders on information security and data privacy progress and performance in our Annual Sustainability Report.

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