

Paperless Billing



Issue Summary

The paper use associated with the billing process can have negative environmental impacts, from sourcing issues to paper waste.

Our Position

Paperless billing can reduce pollution and unnecessary use of resources associated with the paper billing process, making it more efficient for our customers and improving our bottom line.

Our Action

Key Performance Indicator:

Approximate total number of paperless-billed customers by year-end 2011: 17.2 million

Materiality Assessment Topic: Paper consumption

We actively encourage our customers to sign up for paperless billing service at att.com/gopaperless. In 2011, we released a video showing the life cycle of a bill and highlighting the benefits of switching to paperless billing.

In 2011, 2.8 million additional customers opted to receive only an electronic bill, bringing the total number of customers going paperless to about 17.2 million by the end of 2011. Our goal is to continue to grow the number of customers using this service.

When we issue paper bills, we have a comprehensive paper policy guiding our paper sourcing.