



Ribbon Communications

Our Approach to Digital Inclusion

Overview

Ribbon Communications (Nasdaq: RBBN) is a global provider of voice communications software, IP routing, and optical networking to mobile and wireline service providers, enterprises, critical infrastructure and defense sectors. We support our customers' Path to Autonomous Networks by leveraging the latest AIOps automation platforms and Agentic AI technologies, helping them deliver better customer experiences, reduce operational costs, and achieve sustainable growth. To learn more about Ribbon visit rbbn.com.

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” i.e. expanding access to digital tools and helping people and communities acquire digital skills, which helps bridge social inequalities and strengthens economic and social life. As communications increasingly rely on cloud-native networks, broadband expansion, automation and artificial intelligence, **Digital Inclusion** also requires secure, resilient and trustworthy access to digital services. Ribbon believes that advancing Digital Inclusion means helping enable meaningful connectivity, digital trust, accessibility and digital opportunity for communities worldwide.

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). Within Ribbon, this includes ensuring access to the following 5 component elements:

- Affordable, secure and resilient broadband internet services
- Internet-enabled devices which meet the needs of the end user
- Digital literacy training
- Quality technical service and support
- Applications and online content designed to enable self-sufficiency, participation and collaboration

Digital Inclusion must evolve as technology advances. It requires intentional strategies and investments to reduce and eliminate historical, institutional and structural barriers to access and use technology¹.

¹ Definition of Digital Inclusion adopted from the [National Digital Inclusion Alliance](#)

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

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 of sectors and aspects of life where benefits could be felt and lives could be enriched; e-commerce, healthcare, education, remote work, entertainment, social media, digital government services, financial services, emergency communications, and AI-enabled applications. We believe it is important to advance access 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 enable 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 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.

Responsible and Inclusive AI: Artificial intelligence is increasingly influencing how people communicate, access information and interact with digital services. Ribbon supports the responsible development and deployment of trustworthy AI technologies that improve communications networks and customer experiences while maintaining appropriate safeguards for security, privacy, transparency and accountability. For more information, see our [Approach to Artificial Intelligence \(AI\)](#).

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. For example, Ribbon delivered a multilayer automation platform that simplifies network management for EENet, Estonia's education and research network. The platform supports Ribbon's Apollo fiber network solution, helping improve network efficiency, interoperability, and the sharing of capacity across optical infrastructure.

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. For example, in Pennsylvania, a rural electric cooperative deployed Ribbon's NPT 1800 Neptune router to build a 100G smart backbone network, improving broadband connectivity and supporting applications such as smart agriculture and real-time monitoring across its community.

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. Ribbon supports digital capability development through employee volunteering initiatives, community engagement activities, educational partnerships where appropriate, and technologies that enable access to digital services, education, healthcare and economic opportunity.

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 program which continuously monitors compliance to applicable data protection laws. For more information, see our [Approach to Data Privacy](#).

*Science, Technology, Engineering, and Mathematics

Supporting Global Sustainable Development

Our Approach to Digital Inclusion directly supports [UN Sustainable Development Goals \(SDGs\)](#):

4 QUALITY EDUCATION



SDG 4 which aims to ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.

- Target 4.4: *By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship*

5 GENDER EQUALITY



SDG 5 which aspires to the achievement of gender equality and empowerment of women.

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

8 DECENT WORK AND ECONOMIC GROWTH



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*

9 INDUSTRY, INNOVATION
AND INFRASTRUCTURE

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 Digital Inclusion program is provided by Ribbon's Executive Vice President and Chief Legal Officer and as well as the Chief Marketing Officer. Together, these executives oversee the company's Digital Inclusion strategy, objectives and initiatives, ensuring alignment with Ribbon's Corporate values, business priorities and stakeholder expectations. They regularly review program performance, monitor progress against established goals, and report updates to Ribbon's executive leadership team.

Disclosure

We report transparently to our stakeholders on Digital Inclusion initiatives, progress and performance.

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