Telefónica

SASB INDEX 2025

Sustainability disclosure and accounting metrics

Environmental footprint of operations

SASB code	Criteria	Telefónica Deutschland Group response/comments
TC-TL-130a.1	Total energy consumed (GJ) (electricity + fuels)	912,471
	Percentage of grid electricity in total energy consumption	98%
	Percentage of renewable energy in total energy consumption	100%

Data privacy

SASB code	Criteria	Telefónica Deutschland Group response/comments
TC-TL-220a.1	Description of policies and practices related to targeted advertising and customer privacy	Product and service experience → Network quality and coverage → Data protection and information security →
TC-TL-220a.2	Number of customers whose information is used for secondary purposes	In accordance with applicable legal requirements, Telefónica carries out additional processing of customer data, such as anonymization, in order to create aggregated statistical information.
TC-TL-220a.3	Total amount of monetary losses as a result of legal proceedings associated with customer privacy (€)	0
TC-TL-220a.4	Number of law enforcement requests for customer information[1]	148,240 [1]
	Number of customers whose information was requested[2]	647,556 [2]

SASB code	Criteria	Telefónica Deutschland Group response/comments
	Percentage resulting in disclosure	100%

Data security

SASB code	Criteria	Telefónica Deutschland Group response/comments
TC-TL-230a.1	Number of data breaches [3]	43 [3]
	Percentage that are personal data breaches	0
	Number of customers affected	0
TC-TL-230a.2	Description of the approach to identifying and addressing data security risks, including the use of third-party cybersecurity standards	Data protection and information security →

Product end-of-life management

SASB code	Criteria	Telefónica Deutschland Group response/comments
TC-TL-440a.1	Materials recovered through take-back programmes, percentage of materials recovered that were [4]:	
	• Total recovered (tonnes)	67.158
	• Reused (%)	75.9
	• Recycled (%)	24.1
	• Deposited in landfills (%)	Our recycling partner also recycles materials from other customers, so it is not possible to measure our share of non-recyclable materials that are thermally recycled.

Competitive behaviour & open Internet

SASB code	Criteria	Telefónica Deutschland Group response/comments
TC-TL-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anti-	0

SASB code	Criteria	Telefónica Deutschland Group response/comments
	competitive behaviour regulations	
TC-TL-520a.2	Fixed network: Actual average sustained download speed in megabits per second (Mbps) of own and commercially associated content	VDSL: 247 Mbps FTTH: 932 Mbps No differential assessment between associated and non-associated content.
	Mobile network: Actual average sustained download speed in megabits per second (Mbps) of own and commercially associated content	4G/5G: 249 Mbps No differential assessment between associated and non-associated content.
	Fixed network: Average actual sustained download speed of non-associated content	VDSL: 247 Mbps FTTH: 932 Mbps No differential assessment between associated and non-associated content.
	Mobile network: Average actual sustained download speed of non-associated content	4G/5G: 249 Mbps No differential assessment between associated and non-associated content.
TC-TL-520a.3	Description of the risks and opportunities associated with net neutrality, paid peering, zero rating, and related practices	**Telefónica has defined its global policy on this in the Digital Pact.** (https://www.telefonica.com/en/about-us/public-policy-and-regulation/public-positioning/digital-deal/)

Managing of systemic risks from technology disruptions

SASB code	Criteria	Telefónica Deutschland Group response/comments
TC-TL-550a.1	Average system interruption duration [5]	Mobile Network: 3.85
	Average system outage frequency [5]	Mobile Network: 11.52
	Average duration of customer interruption [5]	Mobile Network: 0.07
TC-TL-550a.2	Discussion of systems to provide unimpeded service during outages	**Product and service experience →** **Network quality and coverage →** **Data protection and information security →**

1 Number of court orders

2 Number of identifiers and connections

3 The Telefónica S.A., Group reports the number of data breaches using the definition "Total number of relevant security/cybersecurity incidents classified as serious". According to this definition, the number to be reported for the Telefónica Deutschland Group is 0. According to Telefónica Deutschland Group's definition "Total number of reportable security breaches or incidents related to information and network security", 43 incidents are to be reported.

4 These are mobile phones and routers. All other kinds of electronic devices and non-electronic waste are not included.

5 The reported data relate exclusively to the mobile network, as the company does not operate its own fixed network infrastructure.

Activity metrics

SASB Code	Metrics	Telefónica Deutschland Group response/comments
TC-TL-000.A	Total number of mobile accesses (thousand)	35,166
TC-TL-000.B	Total number of fixed accesses (thousand)	22,862
TC-TL-000.C	Number of fixed broadband connections (thousand)	2,367
TC-TL-000.D	Network traffic in petabytes	17,206