

LUMEN<sup>®</sup>

2024

TCFD & SASB Index

# 2024 TCFD & SASB Index

We follow SASB and TCFD standards, informed by stakeholder input and a double materiality assessment. This integrated approach provides transparency on how sustainability considerations shape Lumen's strategy and risk management. By aligning with globally recognized frameworks, we enable stakeholders to gain clear, decision-useful insights into our priorities and performance in a rapidly evolving environment.

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# Task Force on Climate-related Financial Disclosures (TCFD) index

The TCFD provides a framework of recommended disclosures for corporate reporting on climate-related risks and opportunities, categorized by Governance, Strategy, Risk Management, and Metrics and Targets. As noted by WSP, a leading sustainability consulting firm, our TCFD alignment is mature, and all the TCFD requirements are met by our 2025 CDP Climate Change Response. We considered the recommendations of the TCFD as we developed our Annual Impact Report. For more information on our climate strategy, see our [CDP Response](#) and [Energy Efficiency and Innovation Plan](#).

Disclosure focus area	Disclosures	TCFD recommendations	Company response	Reference
<b>Governance</b>				
Disclose the organization's governance around climate-related risks and opportunities	a) Describe the board's oversight of climate-related risks and opportunities	<p>Processes and frequency by which the board and/or board committees are informed about climate-related issues.</p> <p>Whether the board and/or board committees consider climate-related issues when reviewing and guiding strategy, major plans or action, risk management policies, annual budgets and business plans as well as setting the organization's performance objectives, monitoring implementation and performance, and overseeing major capital expenditures, acquisitions and divestitures.</p> <p>How the board monitors and oversees progress against goals and targets for addressing climate-related issues.</p>	<p>Lumen addresses climate-related risks and opportunities through multi-level governance. The Board's Nominating and Corporate Governance Committee (NCGC) has primary responsibility for oversight of environmental, social, and governance matters while the Risk &amp; Security Committee (RSC) reviews major risks, including climate-related threats. The Board also has oversight of the Enterprise Risk Management (ERM) program, which evaluates climate matters with potential financial, strategic and operational impacts— such as network reliability and disaster preparedness.</p> <p>The Sustainability Management Committee (SMC) supports governance by assessing environmental and regulatory risks, reporting emissions, and informing strategic planning and performance monitoring.</p> <p>Refer to the references attached for more information.</p>	<p>2025 CDP Climate Change Response - 2.2.16</p> <p>2024 Impact Report - p. 27, 39-40</p> <p>2025 Proxy Statement - p. 40-42</p> <p>Lumen 10-K 2024 - p. 10-11</p>

Disclosure focus area	Disclosures	TCFD recommendations	Company response	Reference
<b>Governance</b>				
	b) Describe management's role in assessing and managing climate-related risks and opportunities	<p>Whether the organization has assigned climate-related responsibilities to management-level positions or committees; and, if so, whether such management positions or committees report to the Board or a committee of the Board and whether those responsibilities include assessing and/or managing climate-related issues,</p> <p>A description of the associated organizational structure(s),</p> <p>Processes by which management is informed about climate-related issues, and</p> <p>How management (through specific positions and/or management committees) monitors climate-related issues.</p>	<p>Lumen's management-level governance of climate-related issues is led by the Sustainability Management Committee (SMC), a cross-functional team with expertise across key business areas. The SMC designs and oversees the company's Sustainability program and meets regularly to prepare for and report on sustainability and impact-related outcomes to the Nominating and Corporate Governance Committee (NCGC), which reviews progress quarterly. The Environment, Health and Safety (EHS) team supports implementation of environmental initiatives, including compliance, emissions reduction, climate preparedness and supplier assessments. The Chief People Officer (CPO) leads the Human Resources organization, which includes the Impact team responsible for sustainability strategy and reporting. Sustainability issues are escalated through HR leadership to the CPO, enabling close monitoring and alignment with strategic priorities. These efforts are reviewed quarterly by the NCGC and annually by the full Board.</p> <p>Refer to the references attached for more information.</p>	<p>2025 CDP Climate Change Response—4.3.1</p> <p>2024 Impact Report - p. 27, 39-40</p> <p>Lumen 10-K 2024 - p. 10-11</p>

Disclosure focus area	Disclosures	TCFD recommendations	Company response	Reference
<b>Strategy</b>				
<p>Disclose the actual and potential impacts of climate-related risks and opportunities on the organization’s businesses, strategy and financial planning</p>	<p>a) Describe the climate-related risks and opportunities the organization has identified over the short, medium and long term</p>	<p>A description of what they consider to be the relevant short-, medium- and long-term horizons, taking into consideration the useful life of the organization’s assets or infrastructure and the fact that climate-related issues often manifest themselves over the medium and longer terms;</p> <p>A description of the specific climate-related issues potentially arising in each time horizon (short-, medium- and long-term) that could have a material financial impact on the organization; and</p> <p>A description of the process(es) used to determine which risks and opportunities could have a material financial impact on the organization.</p> <p>Organizations should consider providing a description of their risks and opportunities by sector and/or geography, as appropriate. In describing climate-related issues, organizations should refer to Tables A1 and A2 (p. 72-73 of TCFD Implementation doc).</p>	<p>Lumen addresses climate-related risks and opportunities through scenario analyses, site-level risk assessments, and its annually reviewed Energy Efficiency and Innovation Plan. A cross-functional team oversees execution to ensure adaptability to evolving conditions.</p> <p>We conducted a physical risk scenario analysis in 2021 and a transition risk analysis in 2022, evaluating impacts across short (present), medium (2035) and long-term (2060) horizons. Risks include extreme weather events, infrastructure damage, supply chain disruptions and increased regulatory pressures. Opportunities are prioritized based on return-on-investment and include energy efficiency and innovation.</p> <p>Risks and opportunities are assessed for material financial impact using severity, immediacy and business relevance. Geographic vulnerabilities and sector-specific exposures are considered, with resilience measures in place to mitigate disruptions.</p> <p>Refer to the references attached for more information.</p>	<p>2025 CDP Climate Change Response - 2.2.2, 3.1, 3.6.1</p> <p>2024 Impact Report - p. 27-28</p> <p>Lumen 10-K 2024 - Climate change risk p. 26</p>

Disclosure focus area	Disclosures	TCFD recommendations	Company response	Reference
	<p>b) Describe the impact of climate-related risks and opportunities on the organization’s businesses, strategy and financial planning</p>	<p>Impact on their business and strategy in the following areas:</p> <ul style="list-style-type: none"> <li>• Products and services</li> <li>• Supply chain and/or value chain</li> <li>• Adaptation and mitigation activities</li> <li>• Investment in research and development</li> <li>• Operations (including types of operations and location of facilities)</li> </ul> <p>Organizations should describe how climate-related issues serve as an input to their financial planning process, the time period(s) used, and how these risks and opportunities are prioritized. Organizations’ disclosures should reflect a holistic picture of the interdependencies among the factors that affect their ability to create value over time. Organizations should also consider including in their disclosures the impact on financial planning in the following areas:</p> <ul style="list-style-type: none"> <li>• Operating costs and revenues</li> <li>• Capital expenditures and capital allocation</li> <li>• Acquisitions or divestments</li> <li>• Access to capital</li> </ul> <p>If climate-related scenarios were used to inform the organization’s strategy and financial planning, such scenarios should be described.</p>	<p>Lumen conducted scenario analyses to assess climate-related risks and opportunities, including a 2021 physical risk assessment of critical sites and a 2022 transition risk analysis. These studies revealed that climate risks could disrupt operations, suppliers and customer relationships, prompting Lumen to prioritize responses such as property protection audits, disaster recovery planning, energy-efficiency upgrades, renewable energy procurement and supplier engagement. Opportunities were identified in enabling customers to use Lumen’s technologies to support their sustainability goals, with strategic decisions guided by risk severity and return-on-investment considerations.</p> <p>Refer to the references attached for more information.</p>	<p>2025 CDP Climate Change Response - 2.2.2, 3.1, 3.6.1</p> <p>2024 Impact Report - p. 27-28</p> <p>Lumen 10-K 2024 - Climate change risk p. 26</p>

Disclosure focus area	Disclosures	TCFD recommendations	Company response	Reference
<p>Disclose the actual and potential impacts of climate-related risks and opportunities on the organization's businesses, strategy and financial planning (Continued)</p>	<p>b) Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy and financial planning (Continued)</p>	<p><b>Supplemental Guidance for Non-Financial Groups</b></p> <p>Organizations should consider discussing how climate-related risks and opportunities are integrated into their (1) current decision making and (2) strategy formulation, including planning assumptions and objectives around climate change mitigation, adaptation or opportunities such as:</p> <ul style="list-style-type: none"> <li>• Research and development (R&amp;D) and adoption of new technology</li> <li>• Existing and committed future activities such as investments, restructuring, write downs or impairment of assets</li> <li>• Critical planning assumptions around legacy assets; for example, strategies to lower carbon-, energy- and/or water-intensive operations</li> <li>• How GHG emissions, energy and water issues, if applicable, are considered in capital planning and allocation; this could include a discussion of major acquisitions and divestments, joint ventures, and investments in technology, innovation, and new business areas in light of changing climate-related risks and opportunities</li> <li>• The organization's flexibility in positioning/repositioning capital to address emerging climate-related risks and opportunities</li> </ul>		

Disclosure focus area	Disclosures	TCFD recommendations	Company response	Reference
Disclose the actual and potential impacts of climate-related risks and opportunities on the organization's businesses, strategy and financial planning (Continued)	c) Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario	<p>Organizations should describe how resilient their strategies are to climate-related risks and opportunities, taking into consideration a transition to a lower-carbon economy consistent with a 2°C or lower scenario and, where relevant to the organization, scenarios consistent with increased physical climate-related risks.</p> <p>Organizations should consider discussing:</p> <ul style="list-style-type: none"> <li>• Where they believe their strategies may be affected by climate-related risks and opportunities</li> <li>• How their strategies might change to address such potential risks and opportunities</li> <li>• The climate-related scenarios and associated time horizon(s) considered</li> </ul>	<p>Lumen's strategy for climate resilience is rooted in forward-looking scenario analysis and proactive governance. By evaluating both physical risks — such as extreme weather, flooding and heat stress — and transition risks like regulatory shifts and technological change, the company gains insight into how its operations may perform under future climate conditions.</p> <p>A scenario analysis of physical climate risks was conducted in 2021, aligned with the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD). This study used the Intergovernmental Panel on Climate Change (IPCC) Representative Concentration Pathway (RCP) 8.5 scenario and focused on critical Lumen sites. It assessed chronic hazards such as increasing temperatures, rising sea levels and changes in precipitation, as well as acute hazards including inland and coastal flooding, tropical cyclones, drought, wildfires and extreme temperatures. The analysis covered the present, 2035 and 2060 to inform strategic planning and highlight opportunities for innovation.</p> <p>Lumen continuously monitors emerging risks and opportunities to adapt its strategies in real time, ensuring resilience in a rapidly evolving climate landscape. Oversight by the Board's Nominating and Corporate Governance Committee, along with integration into enterprise risk management, ensures that climate-related risks are prioritized through preparedness audits, continuity planning and sustainable product development.</p> <p>For further detail, please refer to the Energy Efficiency and Innovation Plan and Lumen's latest CDP Climate Change Response.</p>	<p>2025 CDP Climate Change Response - 5.1, 5.2, 5.3, 5.3.1, 5.3.2</p> <p>2024 Impact Report - p. 27-28</p> <p>Lumen Energy Efficiency and Innovation plan - p. 6-9</p>

Disclosure focus area	Disclosures	TCFD recommendations	Company response	Reference
<p>Disclose the actual and potential impacts of climate-related risks and opportunities on the organization's businesses, strategy and financial planning (Continued)</p>	<p>c) Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario (Continued)</p>	<p><b>Supplemental Guidance for Non-Financial Groups</b></p> <p>Organizations with more than one billion U.S. dollar equivalent (USDE) in annual revenue should consider conducting a more robust scenario analysis to assess the resilience of their strategies against a range of climate-related scenarios, including a 2°C or lower scenario and, where relevant to the organization, scenarios consistent with increased physical climate-related risks.</p> <p>Organizations should consider discussing the implications of different policy assumptions, macro-economic trends, energy pathways and technology assumptions used in publicly available climate-related scenarios to assess the resilience of their strategies. For the climate-related scenarios used, organizations should consider providing information on the following factors to allow investors and others to understand how conclusions were drawn from scenario analysis:</p> <ul style="list-style-type: none"> <li>• Critical input parameters, assumptions and analytical choices for the climate-related scenarios used, particularly as they relate to key areas such as policy assumptions, energy deployment pathways, technology pathways and related timing assumptions</li> <li>• Potential qualitative or quantitative financial implications of the climate-related scenarios, if any</li> </ul>		

Disclosure focus area	Disclosures	TCFD recommendations	Company response	Reference
<b>Risk Management</b>				
Disclose how the organization identifies, assesses and manages climate-related risks	a) Describe the organization’s processes for identifying and assessing climate-related risks	<p>Organizations should describe their risk management processes for identifying and assessing climate-related risks. An important aspect of this description is how organizations determine the relative significance of climate-related risks in relation to other risks.</p> <p>Organizations should describe whether they consider existing and emerging regulatory requirements related to climate change (e.g., limits on emissions) as well as other relevant factors considered.</p> <p>Organizations should also consider disclosing the following: processes for assessing the potential size and scope of identified climate-related risks and definitions of risk terminology used or references to existing risk classification frameworks used.</p>	Lumen identifies and assesses climate-related risks through a structured, multi-level governance framework. The Board’s Nominating and Corporate Governance Committee has primary responsibility for oversight of environmental, social, and governance matters while the Risk & Security Committee and Enterprise Risk Management program oversee major risks, including climate threats, with input from the Business Continuity team. The Sustainability Management Committee leads management-level assessments, supported by the Environment, Health and Safety team and HR’s Impact team. Risk identification methods include scenario analyses, site-level assessments, and the Energy Efficiency and Innovation Plan. Risks are evaluated across short-, medium- and long-term horizons using criteria such as severity, immediacy and business relevance. Regulatory pressures and geographic vulnerabilities are also considered.	<p>2025 CDP Climate Change Response—2.2.2.16</p> <p>2024 Impact Report - p. 27-28</p>
	b) Describe the organization’s processes for managing climate-related risks	<p>Organizations should describe their processes for managing climate-related risks, including how they make decisions to mitigate, transfer, accept or control those risks. In addition, organizations should describe their processes for prioritizing climate-related risks, including how materiality determinations are made within their organizations.</p> <p>In describing their processes for managing climate-related risks, organizations should address the risks included in Tables A1 and A2 (pp. 72–73 of implementation document), as appropriate.</p>	Lumen manages climate-related risks through coordinated governance and operational practices. Oversight begins with the Board and ERM program, while the SMC leads execution across business units. The EHS and Impact teams implement environmental initiatives and align sustainability strategy with corporate priorities. Management actions include disaster recovery planning, energy-efficiency upgrades, renewable energy procurement and supplier engagement. These efforts are reviewed quarterly and annually to ensure alignment with strategic goals and resilience in a changing climate landscape.	<p>2025 CDP Climate Change Response - 2.2.2, 4.3.1</p> <p>2024 Impact Report - p. 27-28</p>

Disclosure focus area	Disclosures	TCFD recommendations	Company response	Reference
	c) Describe how processes for identifying, assessing and managing climate-related risks are integrated into the organization's overall risk management	Organizations should describe how their processes for identifying, assessing and managing climate-related risks are integrated into their overall risk management.	Lumen integrates climate-related risk processes into its broader enterprise risk management (ERM) framework. Climate risks are evaluated alongside other strategic, financial and operational risks by the Board's Risk & Security Committee. The SMC collaborates with EHS and HR teams to implement climate strategies and report progress. Scenario analyses and planning tools are used to assess risks and opportunities, which are prioritized using consistent ERM criteria. Regular reviews ensure climate-related risks are embedded within the company's overall risk management approach.	2025 CDP Climate Change Response—2.2.2, 4.1.2, 4.3.1 2024 Impact Report - p. 39-40

Disclosure focus area	Disclosures	TCFD recommendations	Company response	Reference
<b>Metrics</b>				
Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities	a) Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process	Organizations should provide the key metrics used to measure and manage climate related risks and opportunities as described in Tables A1 and A2 (pp. 72–73). Organizations should consider including metrics on climate-related risks associated with water, energy, land use and waste management where relevant and applicable. Where climate-related issues are material, organizations should consider describing whether and how related performance metrics are incorporated into remuneration policies. Where relevant, organizations should provide their internal carbon prices as well as climate related opportunity metrics such as revenue from products and services designed for a lower-carbon economy. Metrics should be provided for historical periods to allow for trend analysis. In addition, where not apparent, organizations should provide a description of the methodologies used to calculate or estimate climate-related metrics.	Lumen assesses climate-related risks and opportunities through performance metrics aligned with its strategy and risk management process. Lumen has set new GHG emission reduction targets for 2033: a 55% reduction in Scope 1 and 2 emissions and a 33% reduction in upstream Scope 3 emissions from a 2022 baseline. In addition to tracking GHG emissions, Lumen tracks energy procurement, water usage and waste performance. To address climate-related risks, Lumen developed an Energy Efficiency and Innovation Plan and follows the TCFD recommendations for low-carbon transition planning.  For further detail, please refer to the references noted.	2025 CDP Climate Change Response—7.53.1, 7.54, 7.55  2024 Impact Report - p. 29-35  Lumen Energy Efficiency and Innovation plan - p. 2-5

Disclosure focus area	Disclosures	TCFD recommendations	Company response	Reference
Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities (continued)	a) Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process (continued)	<p><b>Supplemental Guidance for Non-Financial Groups</b></p> <p>For all relevant metrics, organizations should consider providing historical trends and forward-looking projections (by relevant country and/or jurisdiction, business line or asset type). Organizations should also consider disclosing metrics that support their scenario analysis and strategic planning process and that are used to monitor the organization’s business environment from a strategic and risk management perspective. Organizations should consider providing key metrics related to GHG emissions, energy, water, land use, and, if relevant, investments in climate adaptation and mitigation that address potential financial aspects of shifting demand, expenditures, asset valuation and cost of financing. Illustrative examples of metrics for each of the four non-financial groups are provided in the tables listed below.</p>		
Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities (Continued)	b) Disclose Scope 1, Scope 2 and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks	<p>Organizations should provide their Scope 1 and Scope 2 GHG emissions and, if appropriate, Scope 3 GHG emissions and the related risks.</p> <p>GHG emissions should be calculated in line with the GHG Protocol methodology to allow for aggregation and comparability across organizations and jurisdictions.</p> <p>As appropriate, organizations should consider providing related, generally accepted industry-specific GHG efficiency ratios.</p> <p>GHG emissions and associated metrics should be provided for historical periods to allow for trend analysis. In addition, where not apparent, organizations should provide a description of the methodologies used to calculate or estimate the metrics.</p>	<p>Lumen discloses Scope 1, 2 and 3 greenhouse gas (GHG) emissions annually, following the GHG Protocol methodology. Scope 1 includes direct emissions from company-owned sources like fleet fuel and building heat; Scope 2 covers indirect emissions from purchased energy such as electricity and steam; Scope 3 encompasses indirect emissions across the value chain, including purchased goods, capital goods and energy-related activities. Lumen addresses related risks through a comprehensive roadmap outlined in its Energy Efficiency and Innovation Plan, which includes facility upgrades, renewable energy expansion and supplier collaboration.</p> <p>For further detail, please refer to the references noted.</p>	<p>2025 CDP Climate Change Response—7.3, 7.4, 7.5, 7.6, 7.7, 7.8</p> <p>2024 Impact Report - p. 29-33</p> <p>Lumen Energy Efficiency and Innovation plan - p. 2-6</p>

Disclosure focus area	Disclosures	TCFD recommendations	Company response	Reference
Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities (Continued)	c) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets	<p>Organizations should describe their key climate-related targets such as those related to GHG emissions, water usage, energy usage, etc., in line with anticipated regulatory requirements or market constraints or other goals. Other goals may include efficiency or financial goals, financial loss tolerances, avoided GHG emissions through the entire product life cycle, or net revenue goals for products and services designed for a lower carbon economy.</p> <p>In describing their targets, organizations should consider including the following:</p> <ul style="list-style-type: none"> <li>• Whether the target is absolute or intensity-based</li> <li>• Time frames over which the target applies</li> <li>• Base year from which progress is measured</li> <li>• Key performance indicators used to assess progress against targets</li> </ul> <p>Where not apparent, organizations should provide a description of the methodologies used to calculate targets and measures.</p>	Lumen has established updated near-term, science-based targets (SBTs) that have been validated by the Science Based Targets initiative (SBTi). These targets are absolute-based, meaning they reflect total emissions reductions rather than intensity metrics. Using 2022 as the new base year, Lumen commits to reducing Scope 1 and Scope 2 greenhouse gas emissions by 55% and upstream Scope 3 emissions by 33% by the year 2033. These updated targets demonstrate Lumen’s continued commitment to sustainability and build upon its earlier progress.	2025 CDP Climate Change Response - 7.53 2024 Impact Report - p. 30 Lumen Energy Efficiency and Innovation plan - p. 4-5

# Sustainability Accounting Standards Board (SASB) index

The SASB provides a set of industry-specific standards for measuring and communicating performance on environmental, social and corporate governance topics. This index responds to the SASB Standards for the Technology and Communications industry, aligning to the Telecommunications and Software & IT Services sectors. We do not currently disclose all metrics included in this standard but focus on those that are most relevant and where sufficient information is available. Lumen continues to evaluate areas for additional disclosure in future reporting. All data is as of the year ended Dec. 31, 2024, unless otherwise noted.

Topic	Accounting Metric	Code	Lumen Data/Information Source	Reference
<b>Software and IT Services Standard (2018)</b>				
Environmental Footprint of Hardware Infrastructure	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	TC-SI-130a.1	(1) 3,959,192 MWh = 14,253,091 GJ (2024) (2) 99% (2024) (3) 1% (2024)	2024 Impact Report p. 32
	(1) Total water withdrawn, (2) total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress	TC-SI-130a.2	(1) 365,406,186 gallons = 1,383,212 m <sup>3</sup> (2024) (2) Not disclosed at this time.	2024 Impact Report p. 34
	Discussion of the integration of environmental considerations into strategic planning for data center needs	TC-SI-130a.3	Lumen's Environmental Management System (EMS) supports strategic planning by identifying and reducing environmental impacts, driving continuous improvement and ensuring regulatory compliance. The Environment, Health and Safety (EHS) team evaluates programs, facilities and vendors, while monitoring legislation and collaborating internally to establish best practices. The Energy Management team leads global efforts to enhance efficiency and reduce GHG emissions, including the development of an Energy Network Operations Center to centrally manage facility energy use. In 2025, Lumen launched its Energy Efficiency and Innovation Plan, outlining our approach to operational efficiency, innovation, resiliency and long-term value creation – integrating environmental priorities into data center strategy and infrastructure planning.	2024 Impact Report p. 26, 31-33 Lumen's Energy Efficiency and Innovation Plan p. 12, 14

Topic	Accounting Metric	Code	Lumen Data/Information Source	Reference
Data Privacy & Freedom of Expression	Description of policies and practices relating to behavioral advertising and user privacy	TC-SI-220a.1	We protect the data and information Lumen collects, stores, uses and shares. Employee and customer data is encrypted, consistent with industry standards or legal requirements, both at rest and in transmission.  The Lumen Privacy Notice details what information is collected; how it is used, protected and shared; and the protocol for its deletion.	2024 Impact Report p. 49-50 2025 Proxy Statement p. 41 Lumen Privacy Notice
	Number of users whose information is used for secondary purposes	TC-SI-220a.2	Not disclosed at this time.	N/A
	Total amount of monetary losses as a result of legal proceedings associated with user privacy	TC-SI-220a.3	Not disclosed at this time.	N/A
	(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure	TC-SI-220a.4	Lumen issues semi-annual transparency reports that outline the type and number of U.S. law enforcement demands Lumen receives.	Transparency Reports
	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering or censoring	TC-SI-220a.5	Not disclosed at this time.	N/A
Data Security	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of users affected	TC-SI-230a.1	Not disclosed at this time.	N/A

Topic	Accounting Metric	Code	Lumen Data/Information Source	Reference
	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	TC-SI-230a.2	<p>To assess and mitigate cybersecurity risk, we have implemented a Global Information Security Management program that includes administrative, technical, and physical safeguards, and we periodically engage both internal and external auditors and consultants to assess and enhance our program, all of which are subject to oversight by, and reporting to, the Risk and Security Committee.</p> <p>The company engages independent external auditors and consultants who are fully accredited under various information security standards, including ISO 27001, the Payment Card Industry (PCI) Security Standards Council and the American Institute of Certified Public Accountants (AICPA).</p>	<p>2024 Impact Report p. 45-48</p> <p>2025 Proxy Statement p. 41</p> <p>Lumen 10-K 2024 p. 36-38</p>
Recruiting & Managing a Global, Diverse & Skilled Workforce	Percentage of employees that are (1) foreign nationals and (2) located offshore	TC-SI-330a.1	We do not break down this data; however, as of Dec. 31, 2024, we had approximately 25,000 employees worldwide, including approximately 3,400 outside the U.S.	Lumen 10-K 2024 p. 8
	Employee engagement as a percentage	TC-SI-330a.2	The Human Resources and Compensation Committee (HRCC) reviews management efforts and metrics to ensure that our culture fosters ethical behavior, promotes high levels of employee engagement and supports a high-performance work environment. Our strategy strives to inspire employees with purpose as we demonstrate our many connections to unleashing the world's digital potential. At least twice a year, a detailed survey is conducted to measure engagement and is reviewed by the HRCC. Our 2024 engagement survey showed engagement climbed steadily between spring and fall 2024, increasing to 74% favorable.	<p>2025 Proxy Statement - HRCC Engagement and Compensation Governance p. 31</p> <p>2024 Impact Report p. 17</p>
	Percentage of gender representation for (1) management, (2) technical staff, and (3) all other employees	TC-SI-330a.3	Lumen prepares and submits an EEO-1 report that details workforce demographics. This report goes beyond basic gender representation by providing a comprehensive breakdown of employees by gender, race/ethnicity and job category. For more information, please refer to the attached EEO-1 report.	EEO-1 Report
Intellectual Property Protection & Competitive Behavior	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	TC-SI-520a.1	Not disclosed at this time.	N/A
Managing Systemic Risks from Technology Disruptions	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	TC-SI-550a.1	Not disclosed at this time.	N/A

Topic	Accounting Metric	Code	Lumen Data/Information Source	Reference
	Description of business continuity risks related to disruptions of operations	TC-SI-550a.2	As part of our risk management strategy, Lumen is committed to ensuring business resilience and survivability during an incident or business disruption. Our Business Continuity Management (BCM) program is designed to safeguard Lumen employees, assets, stakeholders and reputation in the event of a potential or actual critical business disruption. BCM supports an environment of prevention, collaboration, communication and response, enabling us to recover effectively if a major incident occurs.	2024 Impact Report p. 51-52 Lumen 10-K 2024 p. 11, 36-37

Activity Metric	Code	Lumen Data/Information Source	Reference
(1) Number of licenses or subscriptions (2) percentage cloudbased	TC-SI-000.A	Not disclosed at this time.	N/A
(1) Data processing capacity (2) percentage outsourced	TC-SI-000.B	Not disclosed at this time.	N/A
(1) Amount of data storage (2) percentage outsourced	TC-SI-000.C	Not disclosed at this time.	N/A

Topic	Accounting Metric	Code	Lumen Data/Information Source	Reference
<b>Telecommunication Services Standard (2018)</b>				
Environmental Footprint of Operations	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	TC-TL-130a.1	(1) 3,959,192 MWh = 14,253,091 GJ (2024) (2) 99% (2024) (3) 1% (2024)	2024 Impact Report p. 32
Data Privacy	Description of policies and practices relating to behavioral advertising and customer privacy	TC-TL-220a.1	We protect the data and information Lumen collects, stores, uses and shares. Employee and customer data is encrypted, consistent with industry standards or legal requirements, both at rest and in transmission. See Lumen Privacy Notice.	2024 Impact Report p. 49-50 2025 Proxy Statement p. 41 Lumen Privacy Notice
	Number of customers whose information is used for secondary purposes	TC-TL-220a.2	Not disclosed at this time.	N/A

Topic	Accounting Metric	Code	Lumen Data/Information Source	Reference
	Total amount of monetary losses as a result of legal proceedings associated with customer privacy	TC-TL-220a.3	Not disclosed at this time.	N/A
	(1) Number of law enforcement requests for customer information, (2) number of customers whose information was requested, (3) percentage resulting in disclosure	TC-TL-220a.4	Lumen issues semi-annual transparency reports that outlines the type and number of U.S. law enforcement demands that Lumen receives.	Transparency Reports
Data Security	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of customers affected	TC-TL-230a.1	Not disclosed at this time.	N/A
	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	TC-TL-230a.2	To assess and mitigate cybersecurity risk, we have implemented a Global Information Security Management program that includes administrative, technical and physical safeguards, and we periodically engage both internal and external auditors and consultants to assess and enhance our program, all of which are subject to oversight by, and reporting to, the Risk and Security Committee.  The company engages independent external auditors and consultants who are fully accredited under various information security standards, including ISO 270001, the Payment Card industry (PCI) Security Standards Council and the American Institute of Certified Public Accountants (AICPA).	2024 ESG Report p. 45-50 2025 Proxy Statement p. 41 Lumen 10-K 2024 p. 36-38
Product End-of-Life Management	(1) Materials recovered through take-back programs, percentage of recovered materials that were (2) reused, (3) recycled, and (4) landfilled	TC-TL-440a.1	Our modem/router takeback program allows customers to return their modems/routers, which are then either reused or sent to an R2-certified recycler for disposal.	2024 ESG Report p. 35 Lumen 10-K 2024 p. 11
Competitive Behavior & Open Internet	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	TC-TL-520a.1	Not disclosed at this time.	N/A

Topic	Accounting Metric	Code	Lumen Data/Information Source	Reference
	Average actual sustained download speed of (1) owned and commercially-associated content and (2) non-associated content	TC-TL-520a.2	Not disclosed at this time.	N/A
	Description of risks and opportunities associated with net neutrality, paid peering, zero rating and related practices	TC-TL-520a.3	Not disclosed at this time.	N/A
Managing Systemic Risks from Technology Disruptions	(1) System average interruption frequency and (2) customer average interruption duration	TC-TL-550a.1	Not disclosed at this time.	N/A
	Discussion of systems to provide unimpeded service during service interruptions	TC-TL-550a.2	BCM maintains uninterrupted service whenever possible and, when necessary, coordinates recovery from business disruptions safely and quickly.	2024 ESG Report p. 51-52
Activity Metric		Code	Lumen Data/Information Source	Reference
Number of wireless subscribers		TC-TI-000.A	Not disclosed at this time.	N/A
Number of wireline subscribers		TC-TI-000.B	Not disclosed at this time.	N/A
Number of broadband subscribers		TC-TI-000.C	As of Dec. 31, 2024, we served 2.5 million consumer broadband subscribers. Our methodology for counting consumer broadband subscribers may not be comparable to that of other companies.	Lumen 10-K 2024 p. 42
Network traffic		TC-TI-000.D	Not disclosed at this time.	N/A

# Disclaimer

The information in this report is subject to change, and Lumen will not necessarily disclose such changes. This 2024 TCFD and SASB Index covers Lumen’s operations and performance from January 1 through December 31, 2024, unless otherwise noted, and reflects the most accurate information available at the time of publishing. In this report, Lumen (which includes Lumen Technologies, Inc and its consolidated subsidiaries) is at times referred to in as “we,” “our,” “us” or “the company.” The information presented herein may be updated, amended, supplemented, or otherwise altered by subsequent reports or filings by Lumen. The contents of this voluntary Index are informed by various frameworks, including standards and recommendations. These various frameworks define significant concepts differently, and we have not attempted to reconcile such differences in our overarching approach. We plan to continue enhancing our impact-related disclosures and increasing alignment with the referenced frameworks, even as such frameworks continue to rapidly evolve. As disclosure frameworks or

reporting requirements change worldwide, the information we share and the way it is shared may change over time. While selected metrics receive limited assurance from an independent third party, this is inherently a less rigorous process than reasonable assurance sought in a typical auditing engagement.

References in this Index to certain data points should not be construed as a characterization regarding the “materiality” of such information, as evaluated in the context of U.S. securities laws. Except for historical and factual information, the matters set forth in this Impact Report identified by words such as “will,” “should,” “expects,” “anticipates,” “believes,” “plans,” “intends,” and similar expressions are forward-looking statements within the meaning of the “safe harbor” provisions of the Private Securities Litigation Reform Act of 1995. Such statements may include, without limitation, expectations regarding our future performance, innovation and efficiencies, the adequacy and

strengths of our systems and protocols, our attainment of key performance indicators, commitments, initiatives and goals, including emissions and other sustainability targets, and value creation, which are subject to risks and uncertainties that could cause actual results to differ materially. These forward-looking statements are subject to a number of risks, uncertainties, and assumptions, many of which are beyond our control. Actual events and results may differ materially from those anticipated by us in those statements for several reasons, including those discussed in this Index and under Item 1A, “Risk Factors,” and elsewhere in our Annual Report on Form 10-K for the year ended December 31, 2024, as updated by Part I, Item 1A, “Risk Factors” in our subsequently filed Quarterly Reports on Form 10-Q and other documents we file from time to time with the U.S. Securities and Exchange Commission. You should not place undue reliance on these forward-looking statements, which speak only as of the date of this Index. Unless legally required, Lumen undertakes no obligation and

expressly disclaims any such obligation to update publicly any forward-looking statements, whether as a result of new information, future events, or otherwise. All financial figures are quoted in U.S. dollars unless otherwise noted. Some figures and percentages may not add up to the total figure or 100% due to rounding.

Continuous improvements to our data collection systems and measurement methodologies may lead to restatements of previously reported data. We plan to provide restatements when we determine that a change in measurement methodology or an error in previously reported information has the potential to significantly impact a users’ decision-making. Restatements will also be provided in cases of significant changes in reporting parameters (such as those caused by mergers, acquisitions, divestments). We reserve the right to determine whether, when and how such restatements will be presented. In the event that third-party websites have been cited, references are for convenience only, are not incorporated into this report and we expressly disclaim any responsibility for content or information connected thereto.

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