Deutsche Telekom

# AI Capital Markets Day

## T-Mobile US


**Jon Freier**
Chief Operating Officer

**Jeff Simon**
Chief Information Officer

**John Saw**
Chief Technology Officer



# Jon Freier

Chief Operating Officer

# Cautionary Statement

Information set forth in this presentation contains financial estimates and other forward-looking statements that are subject to risks and uncertainties, and actual results might differ materially. A discussion of factors that may affect future results is contained in T-Mobile's filings with the United States Securities and Exchange Commission. T-Mobile disclaims any obligation to update and revise statements contained in this presentation based on new information or otherwise. This presentation may contain certain non-GAAP financial measures. Reconciliations between the non-GAAP financial measures and the GAAP financial measures are available on the company's website at www.investor.t-mobile.com.

# Agenda

01 **Jon Freier**
Chief Operating Officer

02 **Jeff Simon**
Chief Information Officer

03 **John Saw**
Chief Technology Officer

# AI Impact... at Scale

### Experience

Deliver a world-class customer experience – every customer, every interaction

### Engineered-In vs. Bolted-On

AI is engineered into the core of our process...built for scale across channels and touchpoints

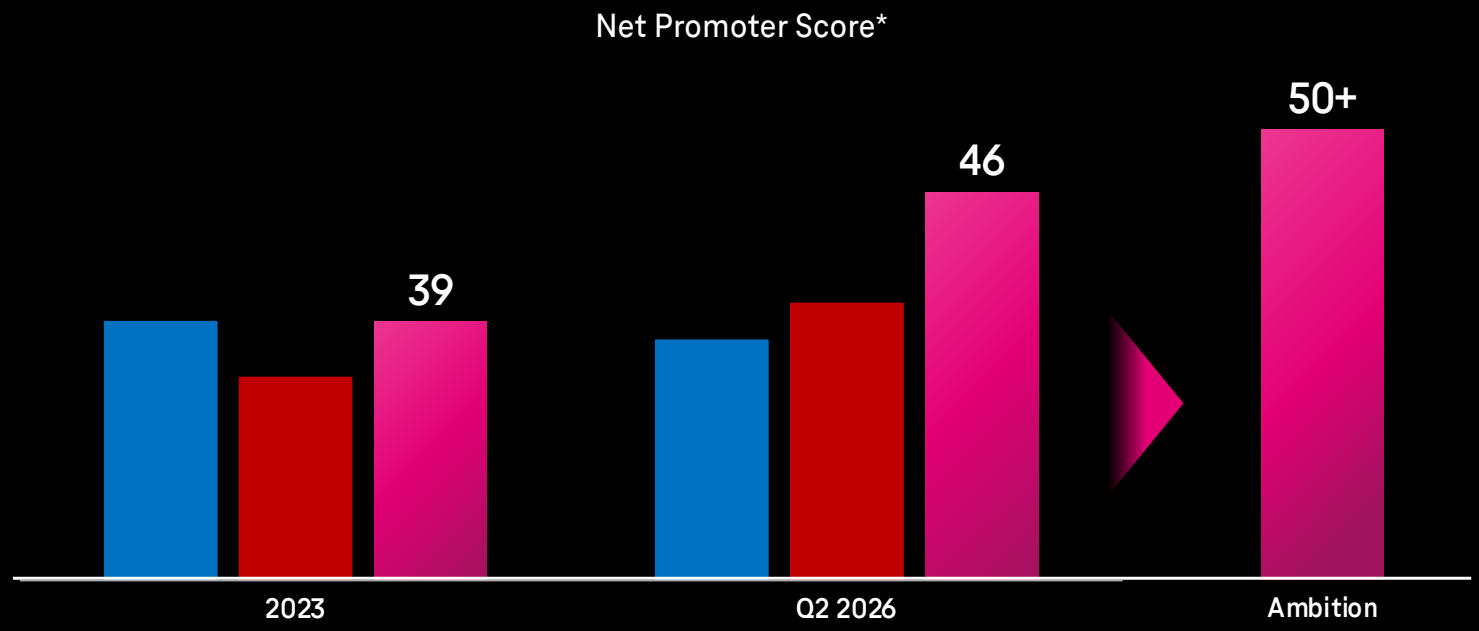
### Physical AI

Connectivity will be the unlock as AI moves from the digital world to the physical

**AI as the driver of durable, differentiated and profitable growth**

# Best Customer Perception

## Q2 saw a new record NPS score for T-Mobile... and for a major carrier

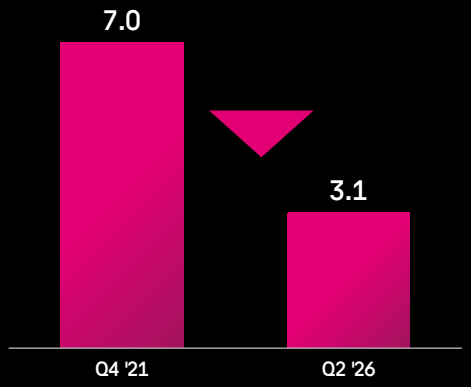



*HarrisX Mobile Insights 2023 – Q2 2026. Net Promoter Score® (NPS®) is a registered trademark of Bain & Company.

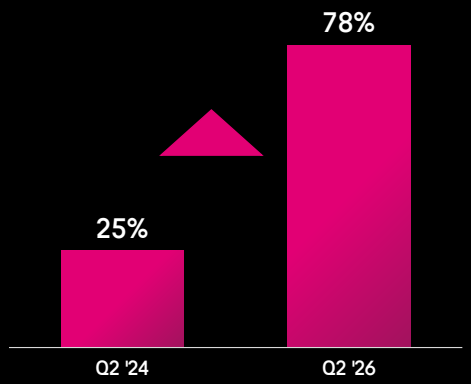
# Best Experience

## AI to help drive an even more differentiated and personalized experience

**>55% Call Reduction**
(Annual Contacts per account)




**Nearly 80% AI Chat Containment**




**AI in the Network**

**Self-Organizing Network:**
>30,000 automatic antenna adjustments during Winter Storm Fern to keep customers connected

11,000 adaptive network optimizations at 12 major fans events during the FIFA World Cup

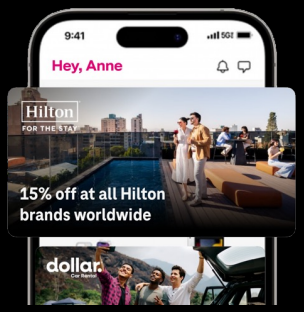
Call reduction and NPS through Q2 2026.

# T-Life at the Center of it All

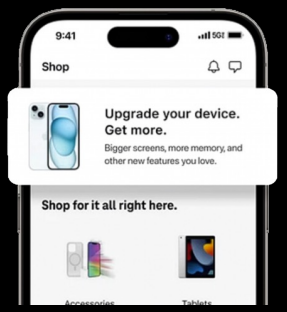
**100M+** Installs

**~30M*** Monthly Active Users

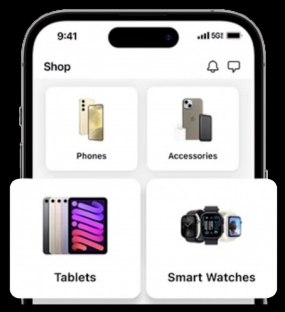
**4.8 ★** App Store Rating (1.3M Ratings)



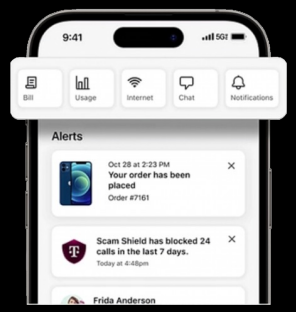

Tap into your benefits



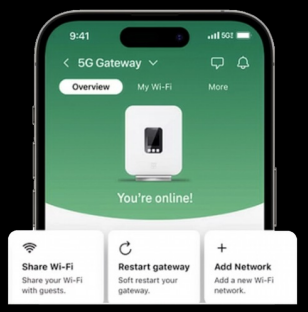

Upgrade your phone in minutes




Shop from the comfort of wherever




Manage your account in just a few taps




Access all your devices at your fingertips

## Powered by IntentCX

*T-Life Monthly Active Users as of June 2026



# Jeff Simon

Chief Information Officer

# Reinventing the Customer Experience

## Reinventing the Way We Deliver It

### The Experience

What it feels like today when a customer opens the app, or picks up the phone and calls us.

### The Scale

AI alongside the best frontline in this industry. Arming our experts, not replacing them.

### The Shift

From systems integrator to builder. None of this was possible until we made that change.

# Making Every Experience Exceptional: IntentCX

IntentCX is engineered throughout the core customer experience




**Billions of our own interactions**
Every clue a customer has ever left us

**Built a Customer Data Platform**
To give the architecture for knowledge

**Live account context**
The build, the order, the outage, right now

# To Change the Experience
# We Had to Change Ourselves

## The Workforce

- A contract workforce that managed other people's software
- Our own staff, measured on whether they actively code

**+200%**

**growth in share of staff building software (Q2 2026 YoY)**

## The Architecture

- Modern platforms we own
- Manual environments and testing that limited us to monthly deploys

**50%**

**Reduction in release cycle time (Q2 2026 YoY)**

## How We Work

- Shipping faster, AI in the loop, teams accountable for the outcome

**+97%**

**growth in capabilities shipped per month (August 2025-June 2026)**

# Introducing AI Voice

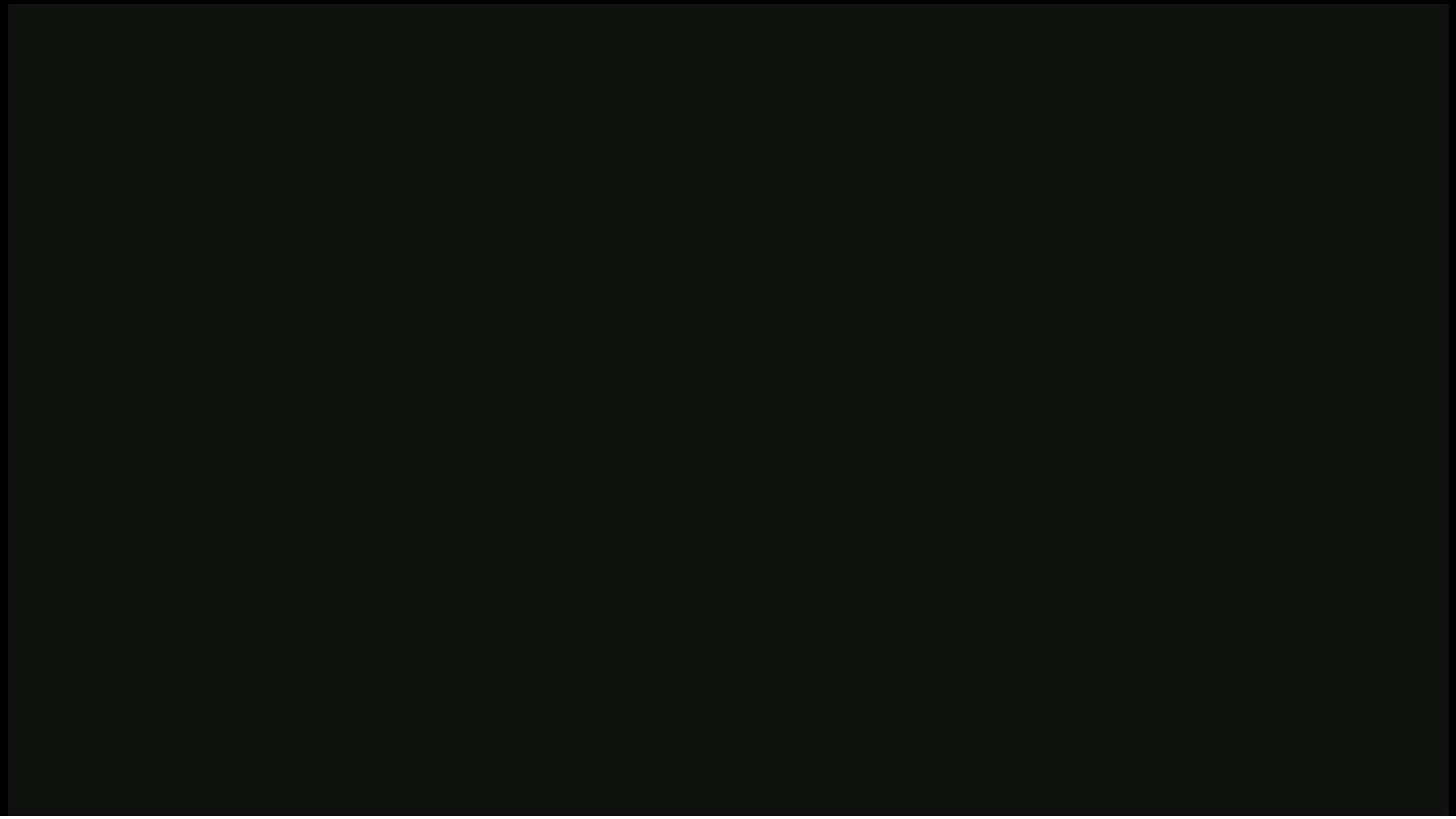
Meeting our customers where they are — with calls that finally feel intelligent

## The Problem We're Solving

Traditional IVR isn't intelligent, and customers feel it. Even talking to a person can mean waiting while the answer gets pieced together behind the scenes, across a dozen different systems.

# How AI Made a Difference

A billing question.  A language translation.  AI that was ready.



# Our care AI Voice Agent is Scaling Rapidly

The 611 agent answers in **59** languages, around the clock, with no queue.

### AI Contacts

**32%**

of our postpaid contacts served by an AI agent, scaled significantly since February (Q2 2026)

### Handled Automatically

**+21%**

AI voice compared to IVR only (Q2 2026)

### Overall Company NPS

**46**

Highest-ever for TMUS, record for major carrier, with **comparable or better NPS** on AI Voice vs IVR (Q2 2026)

# Introducing Expert Assist

Many customers want the experience of our frontline experts
— so we're arming our frontline with AI

## Why It Matters

We already have some of the best frontline experts in the industry. Expert Assist puts AI right alongside them — helping them help customers faster, without losing the human touch customers ask for.

# Enhancing our Frontline:
# Expert Assist



# Enhancing our Frontline: Expert Assist

## Experience

Expert Assist is an AI tool that preps T-Mobile Experts with customer context before a call, lets them resolve technical issues with one click instead of manual troubleshooting, and flags at-risk moments in real time so leaders can step in.

It's designed to pair AI with frontline staff to speed up resolutions, reduce errors, and catch churn risk before it escalates.

## Performance

**+12%**

AI insights within Expert Assist tool increased NPS (May 2026)

**74%**

% of interactions with AI recommendations (Q2 2026)

# Looking Ahead
# This is What's Next

## Why It Matters

We've done the hard work to refactor our technology stack for AI. Now, with this platform in place, we'll continue to deliver amazing experiences for what's next.

We'll keep reinventing the customer experience, delivering more for our customers, and always keeping them front and center.



# John Saw

President of Technology & Chief Technology Officer

# Best Network for Today and an AI-Enabled Future

## Most Advanced · Highest Capacity · Proven by Independent Data

### Most & Best Spectrum

Low- and Mid-band spectrum




Nationwide average MHz as of 6/30/26
Pro forma for A113 and pending transactions, including Grain 800 MHz Transaction

### 2.5 GHz vs. C-Band Coverage




2.5 GHz = **70%** more area covered!

### More Sites Than The Competition

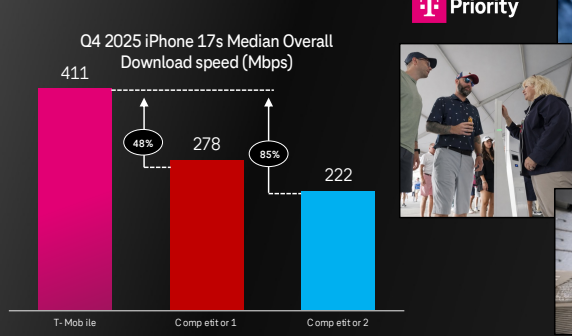
**85K+**
**Macro Sites**

**~57K**
**Small Cells**

### Best Technology

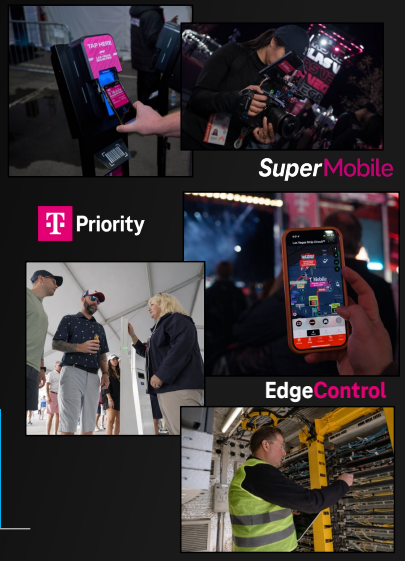
**Continued Tech Leadership**

- 5G Standalone Core
- Nationwide 5G Advanced
- Network Slicing
- L4S & RedCap
- Advanced Carrier Aggregation



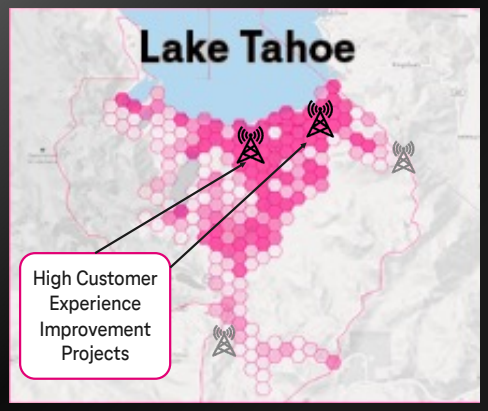

Translating to durable, industry-leading growth in wireless, broadband, and beyond!

Based on our analysis of Ookla data for Q4 2025



# Customer-Driven Coverage

## Powered by AI




Customer-centric Build

Lowest Customer Experience Impact — Highest Customer Experience Impact

- **Massive network and customer data sets** enable much more granular, business-led network build
- Complex AI analytics evaluates millions of customer experience data points, **maximizing business value** while strengthening the network
- Post deployment data reinforces the model, yielding positive results and guiding future decisions with **maximum efficiency**

**5G Home Internet**

2020 near **Zero** customers

2030 **15M** customers

**Best Network**

- OOKLA | **Best Mobile Network**[1]
- OPENSIGNAL | **Most Awarded Network**[2]
- P3 | **US Test Champion**[3]

1 Ookla® U.S. Speedtest Connectivity Report H1 2026.
2 Mobile Network Experience Report July 2026
3 P3 US Mobile Benchmark Q2 2026

# Current AI Use Cases at Scale

## Self Organizing Network (SON) with AI

How T-Mobile's self-healing network stays strong in natural disasters



>30,000 automatic antenna adjustments during Winter Storm Fern, Jan 2026 to keep customers connected

## Dynamic CX

Using AI to autonomously adapt network capacity for large-scale live events



11,000 adaptive network optimizations at 12 major fan events during the FIFA World Cup

## Live Translation

Network-native real-time AI services delivered to all TMUS phones without apps or specialized devices




Hundreds of thousands of beta users of Live Translation service

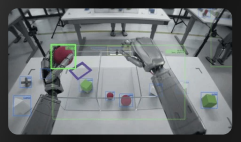
# 5G-Advanced & 6G

## Connective Tissue for Physical AI

Millions of factories, warehouses, robots, drones, automobiles, wearables, etc

### Sense
Perceive the physical world

Sensor inputs



Instructions

*"Ask me anything or tell to do anything"*

**Uplink Data**
1-10 Mbps

### Decide
Reason and plan in real-time

Sensor Tokens

Information Tokens

**Physical AI Models**

Kinetic Tokens

**Distributed Edge**
10-200 ms E2E

### Act
Control the physical world

Connected Vehicles

XR / AI Glasses

Robots / AMRs

Smart Cities / Spaces

UAS / Drones

**Deterministic Connectivity**
Slicing + QoS

## Physical AI

AI is expanding from Generative AI to Physical AI

Information Tokens to Kinetic Tokens

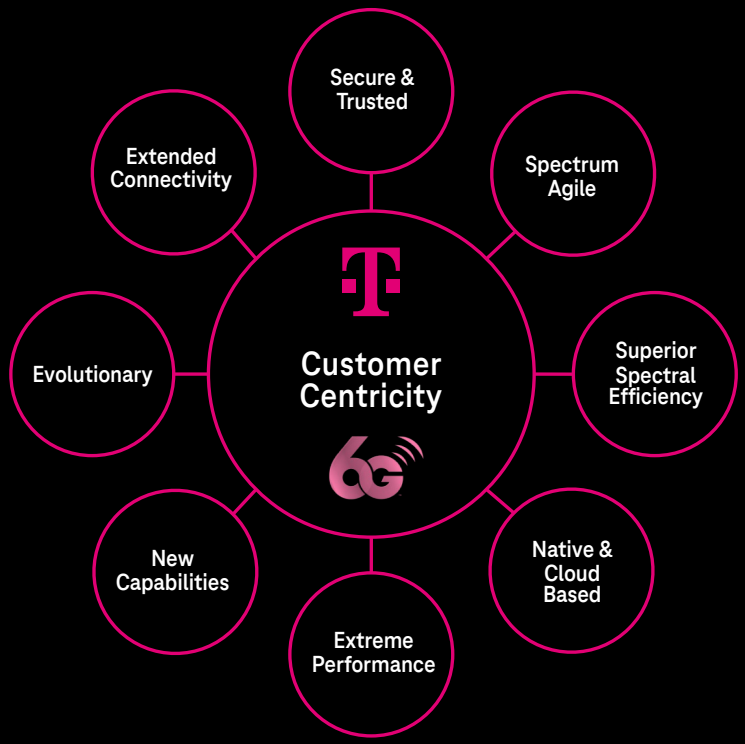
Mobile networks are a key unlock for Physical AI

# 6G as an Enabler for the Future Economy

6G isn't just the next generation of wireless —
it's our platform to lead the era of intelligent networks and new economic value

Vision: Build an AI-native, multi-purpose intent-driven 6G network that anticipates customer needs, adapts in real time, and unlocks new monetization beyond connectivity.

- AI-Native by design (AI-RAN)
- New capabilities beyond connectivity
- Spectrum superiority + spectral efficiency
- Secure & Trusted by design
- Customer-centric, adaptive network



# AI Impact... at Scale

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Deliver a world-class customer experience – every customer, every interaction

### Engineered-In VS. Bolted-On

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### Physical AI

Connectivity will be the unlock as AI moves from the digital world to the physical

**AI as the driver of durable, differentiated and profitable growth**



# Let’s talk