Business Continuity and Network Resilience

Strategic Approach

At T-Mobile, resilience is embedded in our operations to ensure reliable connectivity when it matters most. We prepare for the full spectrum of disruption, including natural disasters, cyber threats, major events, and unexpected surges. We take a proactive, all-hazards approach, combining prevention, preparedness, response, and recovery with real-time intelligence, advanced technology, and seamless coordination across our teams.

We continuously assess risk, strengthen our network, and build redundancy and flexibility to maintain performance under pressure. During disruptions, we prioritize critical communications, support first responders, and help communities stay connected. And as we recover, we apply what we've learned to come back even stronger.

Management Approach

Resilience at T-Mobile is enabled through a coordinated, enterprise-wide approach led by our Enterprise Business Continuity program. The program aligns teams across the business to anticipate risk, act decisively, and sustain operations through disruption, whether physical, operational, or cyber.

This approach is driven by strong coordination and real-time visibility. The Business Operations Center serves as our central command hub during incidents, bringing together leaders across network, technology, security, supply chain, and operations to maintain shared awareness and make fast, informed decisions. At the same time, our Network Operations Centers provide continuous technical monitoring; cybersecurity teams work to detect and mitigate evolving threats; and our Emergency Response and Community Support teams deploy to restore connectivity and support impacted communities.

Together, this integrated model allows us to operate with speed and alignment, protecting critical operations and maintaining reliable connectivity for customers and first responders. In high-stakes moments, disciplined execution and seamless teamwork ensure we can respond effectively and keep people connected.

Prevention and Preparedness

We design our network, systems, and operations to be ready for any condition, with the visibility, intelligence, and coordination needed to stay ahead of risk.

Our Business Operations Center and geographically redundant Network Operations Centers provide 24/7 monitoring across the enterprise, tracking network performance, security threats, customer demand, and external events in real time. Using AI platforms like Dataminr, we identify emerging risks early and turn signals into actionable insight, enabling faster decisions and proactive response. When risks are identified, we activate coordinated communication and response through tools like Everbridge, ensuring teams are informed, aligned, and ready to execute. We also leverage partners like AccuWeather to translate weather intelligence into clear operational action.

We build resilience into our network and infrastructure from the start, embedding redundancy, hardening critical sites, and positioning backup power and deployable assets where they are needed most. Our continuity plans enable us to shift workloads, activate alternate locations, and support remote operations at scale to maintain critical business functions.

Preparedness extends across our entire business. We work closely with our supply chain and retail teams to ensure equipment, inventory, and frontline locations are ready to support customers before, during, and after an event. This includes pre-staging devices and network assets, reinforcing logistics pathways, and preparing retail teams to serve as vital connection points for impacted communities.

Employees across the enterprise participate in ongoing training and scenario-based exercises, strengthening their ability to respond with speed and confidence. Many also serve as trained community support advocates, extending our impact beyond the network and into the communities we serve.

We bring all of this together through strong cross-functional coordination, including forums like our Operational Resilience Ecosystem, where leaders across network, technology, supply chain, security, and operations align on risks, share insights, and strengthen our collective readiness. This approach enables us to anticipate disruption, act quickly, and keep customers and communities connected when it matters most.

Response and Recovery

During disruptions we activate coordinated response capabilities to maintain connectivity and support customers, first responders, and communities. Response actions are tailored to both no-notice events and forecasted incidents.

For fast-moving events, our 24/7 Network Operations Centers and Emergency Response teams move immediately, assessing impacts and mobilizing resources in real time. When we see a storm approaching, we act early. Working with weather and forecasting partners, we identify where disruption is most likely, top off generators, harden critical sites, and pre-stage crews and equipment just outside impact zones so they are ready to move in as soon as it is safe.

As conditions evolve, coordination across our teams helps to ensure service restoration and supports critical communication. Our network is designed to adapt in real time. Our Self-Organizing Network automatically detects issues and adjusts performance, rerouting traffic, optimizing coverage, and conserving power as conditions change. At the same time, our teams use advanced dashboards and situational awareness tools to guide decisions and accelerate restoration efforts.

On the ground, network engineers and community support teams deploy rapidly with critical connectivity solutions, including SatCOLTs and SatCOWs, portable and hybrid generators, Wi-Fi and charging stations, and satellite backhaul equipment. These assets help restore coverage, provide power, and keep people connected, even in the most challenging conditions. Our drone program adds another layer of agility, extending coverage, assessing damage, delivering supplies, and supporting search and rescue efforts.

In situations where traditional network infrastructure is unavailable, T-Satellite, our satellite-to-mobile capability, keeps customers connected and enables them to send messages even when cell towers are down. Mobile Emergency Operations Centers bring command, coordination, and network visibility directly into impacted areas, enabling faster, more effective response.

Close coordination with federal, state, and local emergency management agencies is foundational to T-Mobile's ability to effectively support communities before, during, and after crises. By working with public safety officials and first responder organizations, we help ensure that connectivity resources are aligned with real-time needs, enabling faster response, clearer communication, and more resilient operations when it matters most. This collaboration not only strengthens situational awareness but also ensures that critical communications are prioritized in the moments communities depend on them most.

Beyond in-the-moment coordination, T-Mobile reinforces its commitment to public safety and first responders through dedicated connectivity solutions like T-Priority, the nation's first 5G network slice powered by our 5G Standalone network. Purpose-built for mission-critical communication, T-Priority supports both voice and high-bandwidth data applications, including drones and in-vehicle routers, helping first responders maintain reliable, uninterrupted connectivity and avoid congestion during emergencies.

After each event, we strengthen long-term network resilience by incorporating lessons learned from disruptions. Following significant incidents, we conduct a root cause analysis to evaluate network performance and identify opportunities to bolster infrastructure. These actions may include upgrading cell sites to improve capacity and reliability, enhancing backup power capabilities, and reinforcing network assets to better withstand future disruptions.

Oversight

The Enterprise Business Continuity program is overseen by the Chief Operating Officer, while network resilience and emergency management fall under the responsibility of the President of Technology and Chief Technology Officer.

Relevant Resources

- T-Mobile Newsroom: Emergency Response
- Understanding T-Mobile's Disaster Definitions
- T-Priority site
- T-Satellite site