



NEWS RELEASE

AT&T and ServiceNow Announce Global Telco Solution

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ServiceNow technology, AT&T industry expertise, create Telecom Network Inventory product to manage 5G and fiber networks for telcos around the world

DALLAS & SANTA CLARA, CALIF. – February 27, 2023 – AT&T Inc. (NYSE: T) and ServiceNow (NYSE: NOW) today announced a global telecom product to help communications service providers (CSPs) manage 5G and fiber network inventory. AT&T provided strategic design and technical guidance for the development of ServiceNow **Telecom Network Inventory**, which is built on the ServiceNow Platform and available for telcos globally today.

The current approach to managing network inventory is complex and challenging. CSPs need a consolidated view of their networks and a consistent workflow to connect and action on data. Telecom Network Inventory helps to address these needs by providing a single platform that connects systems to maximize network investments, manage orders, improve customer service experiences, and enable business agility. AT&T plans to deploy the platform soon.

“Working with ServiceNow to develop Telecom Network Inventory was a great collaboration to create a tool that could help us address an industry-wide challenge,” said Jon Summers, senior vice president of information technology and chief information officer, AT&T. “As we approach our internal deployment, we also look forward to seeing how other operators around the globe might take advantage of it.”

AT&T will provide ongoing strategic guidance as ServiceNow enhances Telecom Network Inventory, helping ensure the product provides modern, industry-leading solutions for the complex network needs of the telecom industry.

"ServiceNow is committed to delivering products that are purpose-built for the telecom industry," said Rohit Batra, vice president and head of telecommunications, media, and technology products at ServiceNow. "Together, ServiceNow and AT&T will work to redefine network inventory, and we will continue to innovate to address the challenges communications service providers face now and in the future. This is only the beginning."

For AT&T, consolidating hardware and software equipment and services onto a single platform is critical as its networks grow. AT&T plans to use Telecom Network Inventory with a goal of gaining better insight into its network operations and issue resolution.

"ServiceNow brings its process-centric approach to network inventory that has often been missing or fragmented before," said Francis Haysom, principal analyst, Appledore Research. "With Telecommunications Network Inventory, operators have an opportunity to better support end-to-end network automation and increasingly dynamic and valuable network services."

Use of Forward-Looking Statements

This press release contains "forward-looking statements" about the expectations, beliefs, plans, and intentions relating to a new telco product developed in a collaboration between ServiceNow and AT&T. Such forward-looking statements include statements regarding expected investments and performance and benefits of forming this new collaboration. Forward-looking statements are subject to known and unknown risks and uncertainties and are based on potentially inaccurate assumptions that could cause actual results to differ materially from those expected or implied by the forward-looking statements. If any such risks or uncertainties materialize or if any of the assumptions prove incorrect, ServiceNow's results could differ materially from the results expressed or implied by the forward-looking statements made. ServiceNow undertakes no obligation, and does not intend, to update the forward-looking statements. Factors that may cause actual results to differ materially from those in any forward-looking statements include: (i) delays and unexpected difficulties and expenses in executing the collaboration or delivering the product and (ii) uncertainty as to whether sales of the product will justify the collaboration or investments in the product. Further information on factors that could affect ServiceNow's financial and other results is included in the filings ServiceNow makes with the Securities and Exchange Commission from time to time.

About AT&T

We help more than 100 million U.S. families, friends and neighbors, plus nearly 2.5 million businesses, connect to greater possibility. From the first phone call 140+ years ago to our 5G wireless and multi-gig internet offerings today, we @ATT innovate to improve lives. For more information about AT&T Inc. ([NYSE:T](#)), please visit us at [about.att.com](#). Investors can learn more at [investors.att.com](#).

About ServiceNow

ServiceNow (NYSE: NOW) makes the world work better for everyone. Our cloud-based platform and solutions help digitize and unify organizations so that they can find smarter, faster, better ways to make work flow. So employees and customers can be more connected, more innovative, and more agile. And we can all create the future we imagine. The world works with ServiceNow™. For more information, visit: www.servicenow.com.

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