Telecommunication Services

Driving forces
The telecommunications industry operates in a highly competitive, albeit heavily regulated, environment, where exposure to antitrust action is pronounced. To remain competitive in a market consistently subject to rapid technological change, companies need to adopt efficient and flexible business models. This will help them integrate next-generation technologies, such as 5G, and produce innovative solutions that address social and environmental issues. The increased use of smart devices has led consumers to pay more attention to data privacy, and insufficient database and network protection could further expose companies to reputational and legal risks. Cybersecurity and physical threats to network infrastructure (e.g., extreme weather events) can have significant economic impacts, so investing in data security and upgrading network infrastructure are crucial.

Highlighted criteria & dimension weights
- Environmental Dimension: 20%
  - Climate Strategy
  - Operational Eco-Efficiency
- Social Dimension: 33%
  - Human Capital Development
  - Talent Attraction & Retention
- Governance & Economic Dimension: 47%
  - Customer Relationship Management
  - Information Security/Cybersecurity & System Availability
  - Network Reliability
  - Privacy Protection
  - Risk & Crisis Management

Industry Statistics
- Number of companies assessed: 121
- Market capitalization of assessed companies (in USD billion): 2,388.2
- Number of companies in Yearbook: 18
- Market capitalization of companies in Yearbook (in USD billion): 763

Industry Awards 2022
- S&P Global Gold Class
  - True Corporation Public Company Limited, Thailand: 93
- S&P Global Silver Class
  - Taiwan Mobile Co., Ltd., Taiwan: 91
  - Deutsche Telekom AG, Germany: 90
  - Far EasTone Telecommunications Co., Ltd., Taiwan: 89
  - Advanced Info Service Public Company Limited, Thailand: 88
- S&P Global Bronze Class
  - SK Telecom Co., Ltd., Rep. of Korea: 88
  - Telecom Italia S.p.A., Italy: 87
  - Telefónica, S.A., Spain: 87
  - Chunghwa Telecom Co., Ltd., Taiwan: 86
  - Koninklijke KPN N.V., Netherlands: 86
  - TELUS Corporation, Canada: 85

Sustainability Yearbook Members
- Telefónica Brasil S.A., Brazil: 81
- SoftBank Corp.*, Japan: 79
- Nippon Telegraph and Telephone Corporation, Japan: 79
- Bharti Airtel Limited, India: 78
- TIM S.A., Brazil: 78
- AT&T Inc., United States: 74
- SoftBank Group Corp., Japan: 73