

Mark Nelson Testimony

U.S. Senate Judiciary Subcommittee on Privacy, Technology, and the Law

February 10, 2026

Chair Blackburn, Ranking Member Klobuchar, and members of the Subcommittee, thank you for the opportunity to appear before you today.

My name is Mark Nelson, and I am the general counsel at T-Mobile, where I oversee legal and government affairs and guide T-Mobile's legal strategy to support the company's success. I appreciate the opportunity to appear before you today.

Headquartered in Bellevue, Washington, T-Mobile is the second largest provider of wireless communications services in the United States. We have transformed the wireless industry by delivering reliable coverage and relentlessly focusing on customers—listening to them, removing pain points, and challenging industry norms. Our customers benefit from what we view as an unmatched combination of value, network quality, and an unwavering commitment to delivering the best possible service experience, backed by a proven record of disruptive innovation. Through our signature initiatives, we eliminated annual service contracts, overage fees, unpredictable international roaming charges, and data buckets, among other industry frustrations. Driven by a singular focus on customer experience, we consistently deliver award-winning service that boosts customer satisfaction while improving operational efficiency.

We are proud of the role we play in connecting communities large and small, urban and rural, across every region of the country. Our focus has always been the same: to challenge an industry long defined by complexity and limited options, and to replace it with transparency, flexibility, and meaningful customer value.

I. T-Mobile's Approach to Legal Process

As the provider of essential communications services, we understand the critical importance of network reliability, data privacy, cybersecurity, and public safety. We invest heavily in these areas and maintain rigorous internal processes to ensure that our operations meet all legal requirements and uphold the highest standards of integrity. When we receive valid demands from government

entities, we respond in accordance with our legal obligations—with customer privacy at the forefront of our review.

T-Mobile receives an enormous volume of law enforcement demands and legal process relating to the company’s subscriber records. For example, in 2024, T-Mobile responded to over 582,000 legal demands from government entities, including subpoenas for toll records, warrants, and intercept demands like pen register and trap and trace orders. T-Mobile responds to these demands consistent with its legal obligations. We also make publicly available our annual Transparency Reports, which provide information about various types of legal demands for customer information received during the calendar year.

With respect to all law enforcement demands, we follow our standard legal review procedures and comply as required by law, consistent with our obligation to protect customer privacy while satisfying our legal obligations under the Stored Communications Act. Like all carriers, we lack insight into the underlying investigations motivating these requests. Moreover, the overwhelming majority of law enforcement demands we receive do not provide target identifiers—just telephone numbers—thus limiting our ability to connect responsive records with specific customers. When we received subpoenas from Special Counsel Jack Smith’s office, none of which sought records for Senate business lines, the team treated them as we would any other subpoenas: carefully, consistently, and in full compliance with the law.

II. Opportunities for Future Engagement

T-Mobile is committed to engaging constructively with Congress and others to reinforce and continuously improve our internal processes.

We are working closely with the Senate Sergeant at Arms to ensure that any applicable requirements are implemented efficiently and transparently. T-Mobile’s Legal & Emergency Response team continues to evaluate and strengthen our internal processes to ensure legal compliance and adequate notice is provided. We stand ready to work with Congress on any future legislation to help ensure that such standards provide appropriate transparency while also maintaining operational clarity for carriers.

I joined T-Mobile in 2021 because the company's mission, culture, and commitment to challenging the status quo align deeply with my own values. T-Mobile operates with a spirit of innovation and integrity—always pushing to do better for customers, communities, and employees—and I wanted to be part of an organization that is shaping the future of connectivity while holding itself to the highest standards of corporate responsibility.

Thank you for the opportunity to provide this testimony today. I look forward to your questions and the opportunity to discuss T-Mobile's mission: to the best in the world at connecting customers to their world.