



**LIFE IS FOR SHARING.**

## Telekom CR-facts

### Network Reliability

Network reliability is essential for telecommunications services to ensure a secure network and thus the best customer experience. A stable network without failures is the basis for this. Deutsche Telekom AG measures various factors in order to constantly monitor, control and optimize the reliability of its networks. We focus on every aspect that can have a direct impact on our customers. The following parameters are determined annually for Deutsche Telekom's entire network in Europe:

- “Average network interruption frequency” (Total number of customer interruptions/total number of customers served)
- “Average network interruption duration” (Total duration of customer interruption/total number of customers served).

These parameters are calculated for all technologies and all Deutsche Telekom networks in Europe.

In 2020, the average network interruption frequency was 0.14 and the average network interruption duration was 26.15.

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