



**LIFE IS FOR SHARING.**

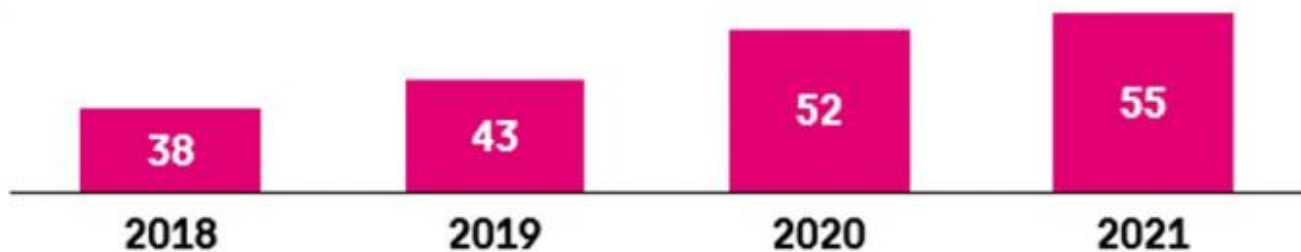
## Telekom CR-facts

### Increasing contact and process quality

**Share of satisfied Customers after Contact with a Service Hotline (since 2019 including field service feedback) (percentage of top boxes 3-5):**



**Share of solved Customer concerns in the first contact based on customer feedback (in percent):**



We want to offer every customer the best service experience! To achieve this goal millions of customer feedbacks are collected and evaluated each year by quality management. Customer satisfaction and solving the customer's problem in the first contact are our top priorities.

Our surveys are carried out either directly after a contact (for example in the hotline, in a store, during a field service call or after online inquiry by mail or chat) or after a completed process (for example, after a deployment).

If the customer tells us in a survey that his or her concern has not yet been solved, a callback offer is made to the customer in order to clarify his or her concern. The results of the customer surveys are also used to continually increase the

competence of our consultants.

Regular test wins in comparative tests conducted by leading trade journals are proof of the excellent quality of our customer service.

Our goal is to constantly improve customer satisfaction (KPI`s):

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