

Management & facts

Political advocacy

Commitment to consumers

Deutsche Telekom aims to become the leading European telco. That is why we again gave high priority to consumer-related topics in 2021.

The main topics included:

- Ongoing measures to protect consumer data privacy (in online advertising, for example)
- Efforts to strengthen comprehensive youth protection, across all relevant technical platforms, at the national and EU levels (especially in the framework of the 2021 amendment to the Telecommunications Act)
- Improving customer service standards
- Efforts to ensure consistent, understandable messaging in communications with our customers
- Improving consumer protection in telecommunications (e.g., during the ongoing IP migration and when switching providers for fixed-line and mobile connections).

We are also continuing our commitment in issues of provider switching, with the goal being to make it easy for both fixed-network and mobile consumers to switch providers, largely without any service interruptions. In all these areas, Deutsche Telekom stands for a constructive and solution-oriented approach that is geared to both consumer interests and the interests of our company.

Political advocacy tools

Our partners in parliaments, governments, and non-profit organizations need to uphold their independence and integrity. This principle is codified in Deutsche Telekom's [Code of Conduct](#). Donations to political institutions, parties, and political representatives are not allowed, for example. Instead, we place importance on factual communication, competence, credibility, and integrity. As a result, politicians and stakeholders feel that the information we provide is authentic and credible and can refer to this information when forming their own opinions. In Brussels, Deutsche Telekom is registered within the EU's public [Transparency Register](#) for lobbyists, and in Germany the company will be registered, as of February 28, 2022, in the [Lobbying Register](#) (only available in German) for the Representation of Special Interests vis-à-vis the German Bundestag and the German Government. Within the context of our collaboration efforts in [associations](#) and other bodies, we feel that we are under the obligation to comply with all ethical codes and legal provisions.

In 2021, our political advocacy work focused on the following key issues:

- Broadband build-out
- Frequency auctions
- Partnerships in the area of expansion
- Amendment to the Telecommunications Act
- Regulatory procedure
- Net neutrality
- Amendment to the German IT Security Act
- European cloud ecosystem
- Platform regulation
- Data economy
- Consumer protection
- Green ICT
- Amendment to the Patent Act

On the Deutsche Telekom website, under the special topic heading "[Public and Regulatory Affairs](#)," we regularly provide information about current issues and perspectives relative to representation of interests.

Association fees – the main political advocacy outlay

Active involvement in associations is the cornerstone of our political advocacy work. Accordingly, all the various membership fees (for umbrella/trade/industry associations) account for the majority of our outlay in this area. To make our involvement transparent, an overview of the main fees paid in the past three years is provided below.

Category	Institution	2019	2020	2021
Annual total monetary contributions / donations (in EUR)	Trade associations	< 5 000 000 *)	< 5 000 000 *)	< 5 000 000 *)
	Political parties	-	-	-
Largest single annual contributions (in EUR)	(Deutsche) Industrie und Handelskammer (IHK/DIHK)	1 082 182	896 506	2 278 611
	Bundesverband der deutschen Industrie (BDI e.V.)	500 000	500 000	520 929
	Bundesvereinigung der Deutschen Arbeitgeberverbände (BDA)	400 407	400 410	400 407
	Bitkom e.V.	360 000	360 000	343 085

* The above figures for contributions to trade associations mean “less than 5 million euros per year” (the actual values may vary from year to year; the value given is a rounded maximum value). Deutsche Telekom does not make contributions, grant advantages or give benefits of any kind, directly or indirectly, to political parties, political movements, or trade unions or their representatives or candidates, except as required by applicable laws and regulations.

Our position on broadband – investment incentives are needed

Having a high-performance, reliable and secure broadband infrastructure is the basis of success for all business sectors and is a key factor in making a business location attractive. For many years now, Deutsche Telekom has been making significant contributions in this area by investing heavily in the infrastructure for

mobile internet and the fixed-line network, and especially in our fiber-to-the-home (FTTH) networks. We show more commitment than any other company to providing full-area coverage, including in rural areas.

In order to drive network expansion, network operators in Germany need investment incentives, legal and regulatory planning security, and technological freedom of action. That enables them to respond flexibly to the circumstances of enterprises and households and meet political, economic, and social requirements. This is the only way to fully harness the potential for cost-effective private network expansion using all available technologies. When it comes to areas where cost-effective broadband expansion is not possible, it is up to the public sector to ensure the gaps are plugged by providing technology- and supplier-neutral funding programs and exercising sound judgment. Legal frameworks and regulatory practice need to actively support private-sector investment in new fiber-optic networks and prevent unnecessary financial burdens and red tape for the network operators investing in networks.

In view of the fact that the internet and telecommunications markets are converging rapidly, and in light of the growing market power of a few global internet players, the sector-specific regulation of telecommunications that has been pursued to date is creating more and more of an imbalance. The same laws and regulations that apply to telecommunications companies also need to apply to internet companies providing the same services. The objective here must be to create equal competitive conditions and enable fair distribution of the financial burden involved in broadband expansion.

Our position on network neutrality – the internet should stay open

As part of the EU Telecoms Package, regulations on the open internet were adopted and came into effect on April 30, 2016. The regulations particularly address permitted traffic management and transparency requirements and limit commercial product and service differentiation on the internet.

Deutsche Telekom remains committed to preserving an open internet. Content and services will continue to be available online in accordance with the best effort principle. This means that data packets are processed on the internet without preferential treatment and forwarded in the best possible way. We are continuing to expand our infrastructure so that we can cope with rapidly increasing amounts of data traffic and facilitate innovation in our network. As a result, we are satisfying our customers' growing demands and meeting the expectations of online content and application providers, who want to be able to provide services meeting high technical-quality standards both now and in the future.

Building on the best effort internet, we are developing an innovative network architecture – 5G networks – which can better and more flexibly meet the various transmission quality requirements of specific services. We thereby fulfill business and regulatory requirements and enable innovation in the services we offer on

our networks. Content is not monitored, nor do we have any influence over user or provider content. When competing with other network operators, we will also continue to market services with guaranteed quality features exclusively on a non-discriminatory basis.