

Publication information

Address

Telekom Deutschland GmbH
Landgrabenweg 151
53227 Bonn, Germany

Commercial register

Bonn District Court, HRB 5919
Company headquarters: Bonn
VAT ID no.: DE122265872
WEEE reg. no. DE60800328

(Managing) authorized representatives

Srinivasan Gopalan, Speaker of the Managing Board
Dr. Ferri Abolhassan, Director of Sales and Service
André Almeida, Director for Private Customers
Walter Goldenits, Chief Technology Officer
Hagen Rickmann, Director for Business Customers
Simone Thiäner, Director of Human Resources (Labor Director)
Klaus Werner, Director of Finance

Responsible for content

Deutsche Telekom IoT GmbH
Marco Mews
Friedrich-Ebert-Allee 71–77
53113 Bonn
Germany

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Out-of-court dispute resolution

a) Information regarding consumer dispute resolution pursuant to § 36 of the German Consumer Dispute Resolution Act (Verbraucherstreitbeilegungsgesetz – VSBG)

Consumer Arbitration Office for Telecommunications of the Federal Network Agency in Bonn

To settle a dispute with Telekom concerning the cases referred to in § 47a of the German Telecommunications Act (Telekommunikationsgesetz – TKG), the customer may apply to initiate arbitration proceedings through the Consumer Arbitration Office for Telecommunications (Verbraucherschlichtungsstelle Telekommunikation) of the Federal Network Agency (Bundesnetzagentur) in Bonn. Telekom is prepared to participate in arbitration proceedings by the Federal Network Agency.

The contact information for the Consumer Arbitration Office is as follows:
Bundesnetzagentur
Verbraucherschlichtungsstelle Telekommunikation (Referat 216)

Postfach 80 01
53105 Bonn, Germany
www.bundesnetzagentur.de

Other disputes

In other respects, Telekom will not participate in dispute resolution proceedings before any other consumer arbitration body. Instead, Telekom considers it very important to resolve disputes in direct contact with its customers. Please contact Telekom's Customer Service.

b) Information on online dispute resolution in accordance with Article 14 (1) of the Regulation on consumer ODR

The EU Commission provides an online dispute resolution (ODR) platform for disputes relating to consumers' rights that arise from online purchase agreements and online service agreements. This platform is available online at:

<https://ec.europa.eu/consumers/odr/>