

Counter-motion on item 3 on the agenda: Resolution on the approval of the actions of the members of the Board of Management

Mr. Gerhard Bachmann moves to refuse approval of the actions of the members of the Board of Management.

**Reasons:** The Board of Management of Deutsche Telekom AG has demonstrated deficiencies in its management, wastefulness, sales failures, and a lack of business balance.

D.T. AG = Deutsche Telekom AG

1. Customer complaint management is extremely antiquated and is not customer-oriented. Of more than 30 letters addressed to the Chair of the Board of Management, Mr. Timotheus Höttges, not a single one was answered personally, nor was the case properly settled. There is no modern escalation structure for problem-solving. This is a traditional deficiency at D.T. AG. A serious deficiency in management and also bad for business. Surveys verify this. This deficiency results in strains on the customer relationship.

2. Rollout of optical fiber technology.

Example. In 2016, street cabinets worth € 1.8 million were installed in Schaafheim. In 2018, Deutsche Glasfaser cultivated the market there, with a target of reaching a 40-percent market share and currently reaches around 50 percent. This is a failure of sales and waste of capital on the part of D.T. AG. Many such examples can be found in the southern Hessian region, as well as in East Westphalia. Research could certainly bring many more to light. The Sales organization of D.T. AG is clumsy and unworldly and still hasn't learned anything. Television advertising and posters are "desktop sales", a very lazy activity. They are no way to reach customers. Television advertising is usually switched off. D.T. AG obviously shies away from direct customer contact, for obvious reasons. This ongoing poor or failed performance must be put to a stop. We have lost business. D.T. AG finally needs to learn to sell again. D.T. AG must finally return to active, dynamic sales soon.

3. The USA business with Sprint generates a lot of revenue and even more profit. The dependency of D.T. AG on Sprint is enormous. However, D.T. AG is on thin ice politically. D.T. AG is already more American than German. There is no recognizable strategy by the Board of Management to counteract this weighting, even though it is more urgent than ever.

If Sprint drops out, then it's lights out for D.T. AG.

Due to the above reasons, approval of the actions of the members of the Board of Management is refused.

Gerhard Bachmann

*This document is a convenience translation of the German original. In case of discrepancy between the English and German versions, the German version shall prevail.*