



Deutsche Telekom Kundenservice GmbH
Gesamtbetriebsrat / Betriebsräte
53262 Bonn

To the call center workers affected by closing

at T-Mobile USA

Ihre Referenzen

Ansprechpartner GBR-Vorsitzender, Josef Bednarski
Durchwahl +49 228 181-35166
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Betrifft call center closing

Dear brothers and sisters,

we are works councilors of the Customer Service division of Deutsche Telekom (DTKS GmbH). We have learned to our dismay that your call centers will be closed down and would like you to know that we are in solidarity with you.

We will do everything possible, here in Germany, to call attention to your situation and to highlight the failed policies by management. We have already sent a letter (please see attachment). We asked T-Mobile CEO Humm to refrain from this outsourcing policy and to learn from the German experience with offshoring.

Nobody can provide the quality customer service that you have provided for years. And now, all of a sudden, management states they don't need you anymore!

This is an inhuman policy, against which we together have to resist. We heard your protest activities and we wish you success!

We are on your side.

Solidarity forever!

Jupp Bednarski

Chairmen of the Central Works council DTKS GmbH (CallcenterCompany of Deutsche Telekom) and all Works Councils of the german Callcenters

Ado Wilhelm

Divisional director mobile communication, ver.di (german trade union)

Hausanschrift Friedrich-Ebert-Allee 71-77, 53113 Bonn
Besucheradresse Friedrich-Ebert-Allee 140, 53113 Bonn
Postanschrift 53262 Bonn
Telekontakte Telefon +49 228 181-0, Telefax +49 228 181-71914, Internet www.telekom.de
Konto Postbank Saarbrücken (BLZ 590 100 66), Kto.-Nr. 248 576 66
IBAN: DE0859010066 0024857666, SWIFT-BIC: PBNKDEFF590
Aufsichtsrat Dietmar Welslau (Vorsitzender)
Geschäftsführung Gero Niemeyer (Vorsitzender), Dr. Kai-Ulrich Deissner, Martin Seiler
Handelsregister Amtsgericht Bonn HRB 14178, Sitz der Gesellschaft Bonn
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