



Deutsche Telekom Kundenservice GmbH  
Gesamtbetriebsrat / Betriebsräte  
53262 Bonn

T-Mobile USA  
Mr. Philipp Humm, CEO

Ihre Referenzen  
Ansprechpartner GBR-Vorsitzender, Josef Bednarski  
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Datum 18.05.2012  
Betrifft call center closing

Dear Mr. Humm,

we contact you because we are concerned about our U.S. co-workers in the call centers of T-Mobile USA.

If we are informed correctly, you have decided on a strategy of offshoring jobs to low-wage countries. Consequently, call centers in the U.S. will be downsized. A total of 3,300 workers will be dislocated and 1,900 jobs will be cut by the end of June 2012.

In Germany, we have learned that no foreign call center can provide customer services equivalent to those performed by our permanent staff on an everyday base.

We are the work councilors of the Customer Service division of Deutsche Telekom (DTAG). In Germany, it has long been recognized that outsourcing to low-wage countries is **not** the right way to maintain customers.

And this should to be your concern as well! Maintaining customers requires excellent customer service.

Some of us had the opportunity to meet and to exchange information with employees of your call centers in the U.S. We learned that the quality problem with offshore call centers is similar to the experiences we have had in Germany. The permanent staff spends its time remedying the mistakes made in external call centers. The customers are unhappy, and the total cost of offshoring and then fixing mistakes is more expensive than simply paying permanent staff.

Why not learn from the experiences we have had in Germany?

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USt-IdNr. DE814645279



Datum  
Empfänger Mr. Philipp Humm  
Blatt 2

We ask you to revise your decision and to give your permanent staff the opportunity to provide high quality service to T-Mobile customers – both to retain them and even to attract them back to the company. You will not do this with call centers in Guatemala or in the Philippines.

Keep the jobs in your call centers!

That is the demand of work councilors of DTKS GmbH, representing 14,000 Deutsche Telekom employees in Germany,

in behalf

Josef Bednarski

Chairmen of the Central Works council DTKS GmbH (CallcenterCompany of Deutsche Telekom)