

Q1-Q3 2006 Investor Meeting.
Deutsche Telekom.
November 9, 2006.

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In addition to figures prepared in accordance with IFRS, Deutsche Telekom presents non-GAAP financial performance measures, e.g., EBITDA, EBITDA margin, adjusted EBITDA, adjusted EBITDA margin, adjusted EBIT, adjusted net profit, free cash flow, gross debt and net debt. These non-GAAP measures should be considered in addition to, but not as a substitute for, the information prepared in accordance with IFRS. Non-GAAP financial performance measures are not subject to IFRS or any other generally accepted accounting principles. Other companies may define these terms in different ways. For further information relevant to the interpretation of these terms, please refer to the chapter “Reconciliation of pro forma figures” of this Report, which is also posted on Deutsche Telekom’s Investor Relations website at [www.deutschetelekom.com.]

Q3/2006. Highlights.

Kai-Uwe Ricke
CEO

Q3/2006 Highlights.

Improved performance.

- Revenue up 2.8% in Q3 after 2.6% in Q2
- Adj. EBITDA at €5.1 billion in Q3 – on track to achieve full-year EBITDA target
- Net income of €4.0 billion in first nine months
- Free Cash Flow after nine months at €3.3 billion – supports target of €5 billion

- T-Mobile USA with robust subscriber growth
- Customer investment in the UK pays off in revenue and EBITDA improvement
- PTC to be consolidated from November 1 onwards

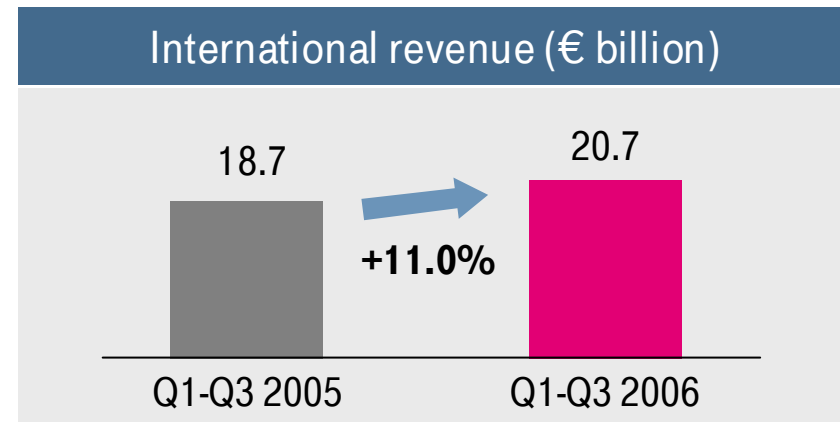
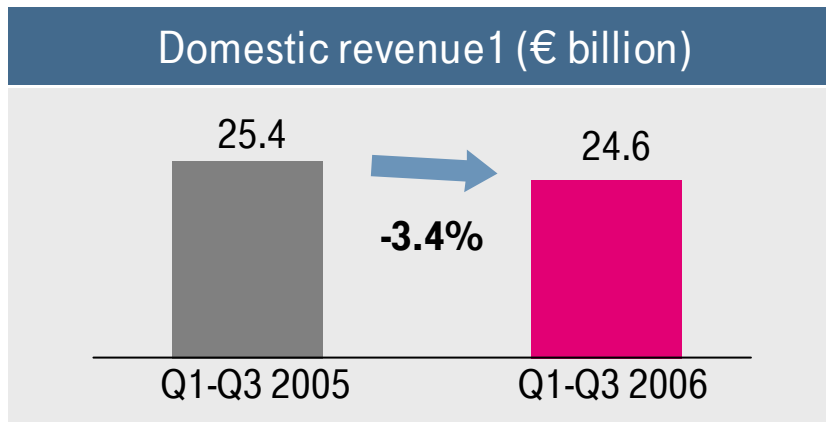
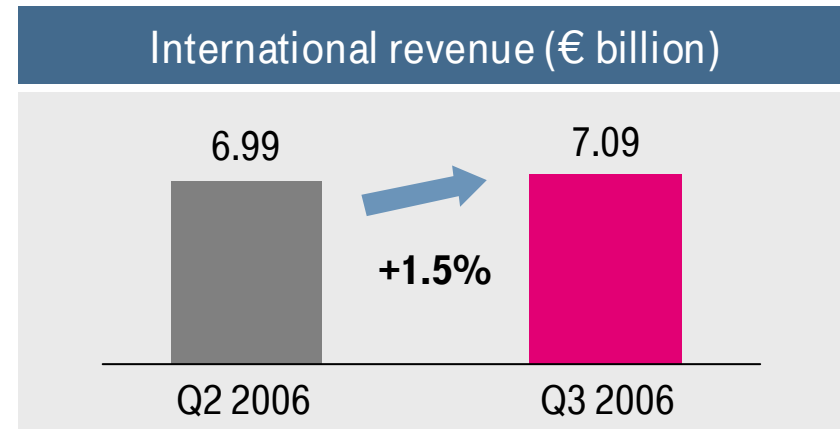
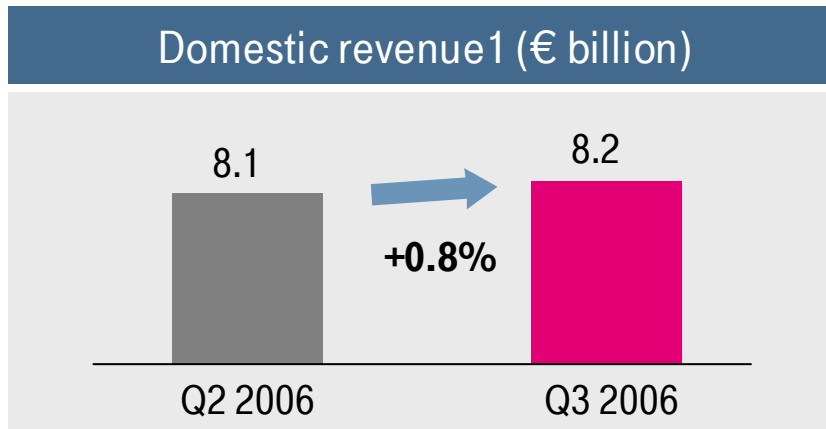
- Successful launch of new mobile and fixed tariffs in Germany
- Q3 DSL total domestic net adds at 439k – retail net adds at 82k (19% share)
- Headcount restructuring program well underway

Q1-Q3 2006. Financials.

Dr. Karl-Gerhard Eick
CFO

Q3 2006 Highlights.

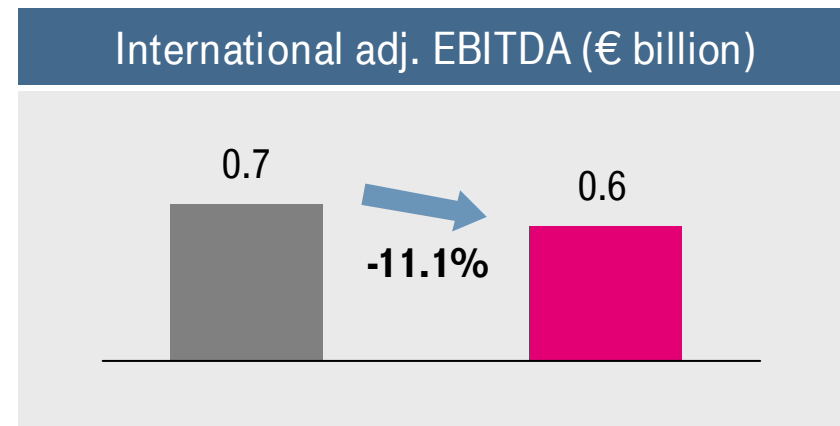
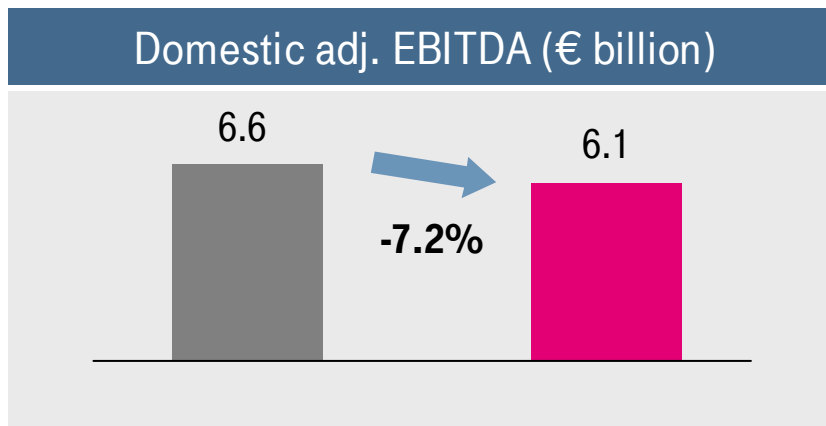
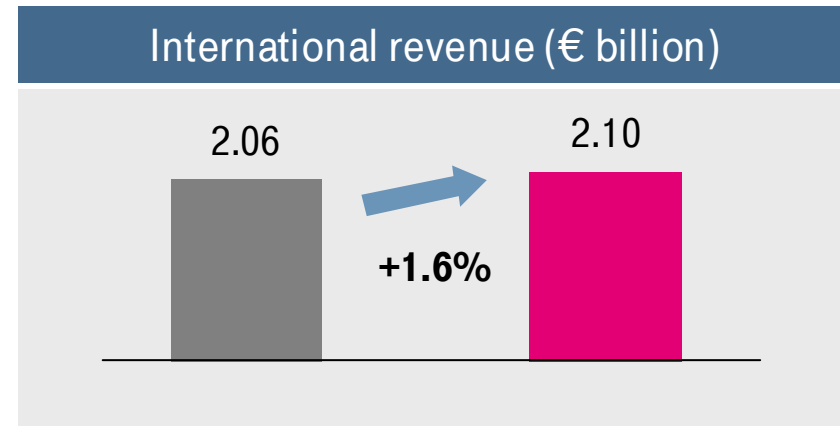
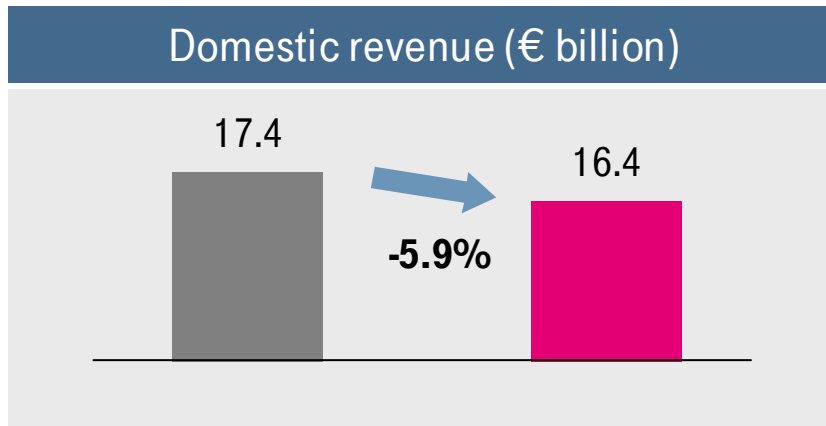
Domestic revenue stabilization in Q3 – International growth.



¹excl. T-Com one off

Broadband/Fixed Network.

Trends from previous quarters continue.



■ Q1-Q3 2005

■ Q1-Q3 2006

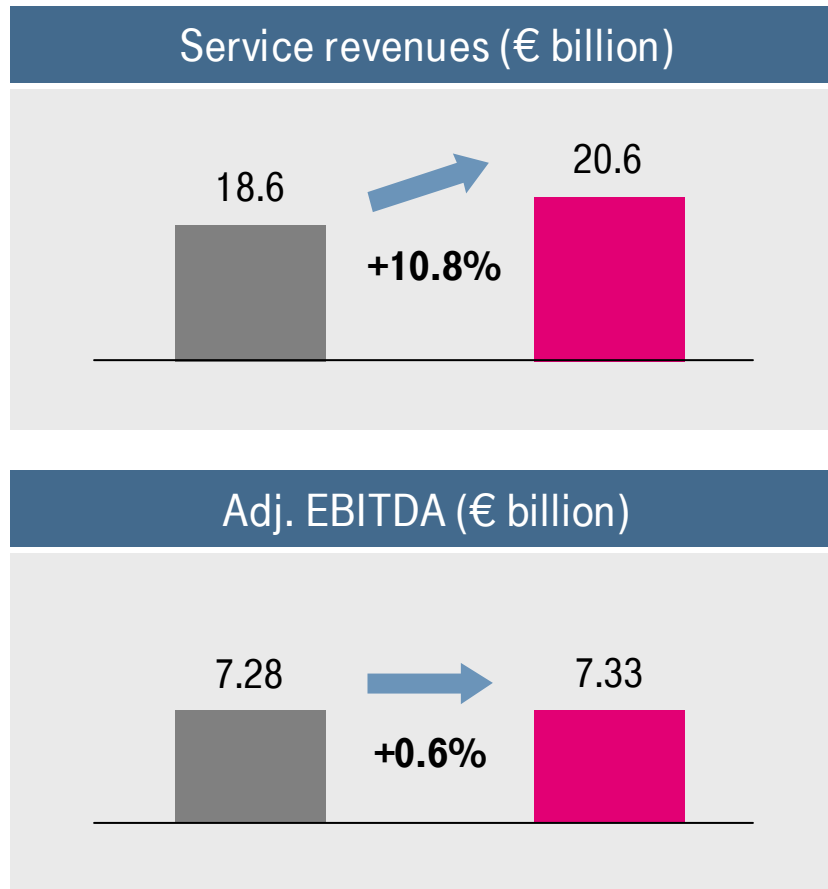
Broadband/Fixed Network - domestic.

Challenging market environment.

Revenues in € million	Q1-Q3 2006	Q1-Q3 2005	Delta
Total	16,402	17,429	- 5.9%
Network communications	8,524	9,312	- 8.5%
thereof narrowband access	5,880	5,906	- 0.4%
thereof calling revenues	2,636	3,404	- 22.6%
Value added services	684	808	- 15.3%
Terminal equipment	232	301	- 22.9%
Data communications	949	929	2.2%
Wholesale services	3,194	3,239	- 1.4%
IP/Internet	2,289	2,250	1.7%
Others (e.g. Multimedia and Broadcasting)	530	590	- 10.2%

T-Mobile.

Ongoing strong international growth.

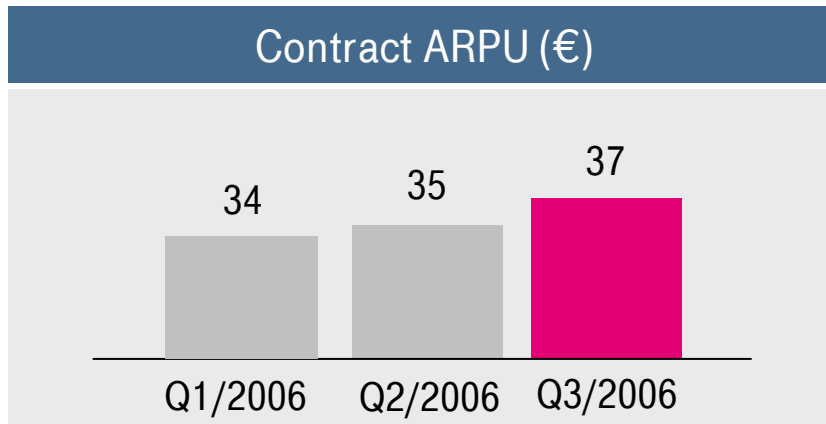
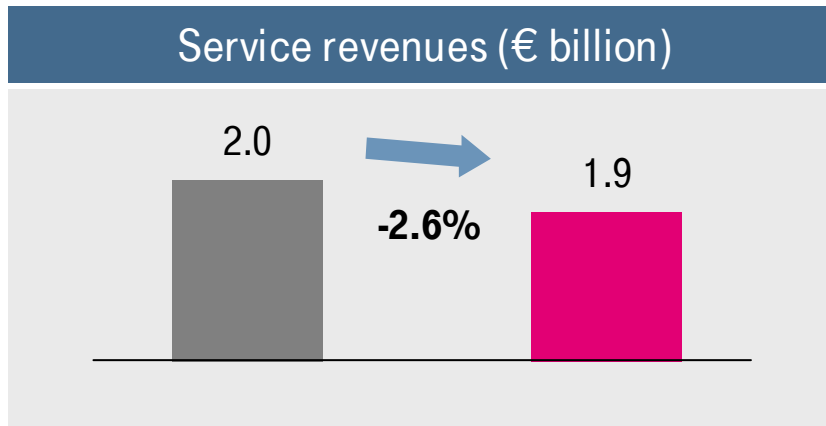


- Revenue growth driven by international performance
- Adj. EBITDA margin: 32.8% in Q3/06 (from 30.1% in H1/06)
- US business reaccelerating
- Eastern European units (incl. Czech Republic) grow service revenues by 7.1%
- Tele.ring integration gaining traction

■ Q1-Q3 2005 ■ Q1-Q3 2006

T-Mobile.

Germany: Tackling fierce competition – excellent margin.



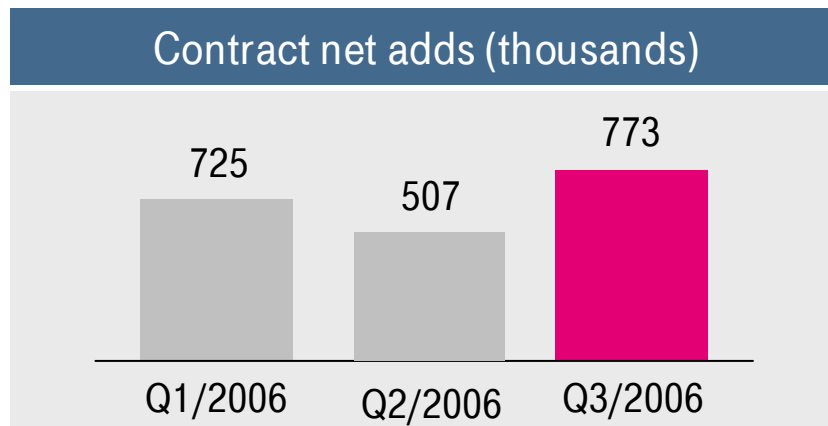
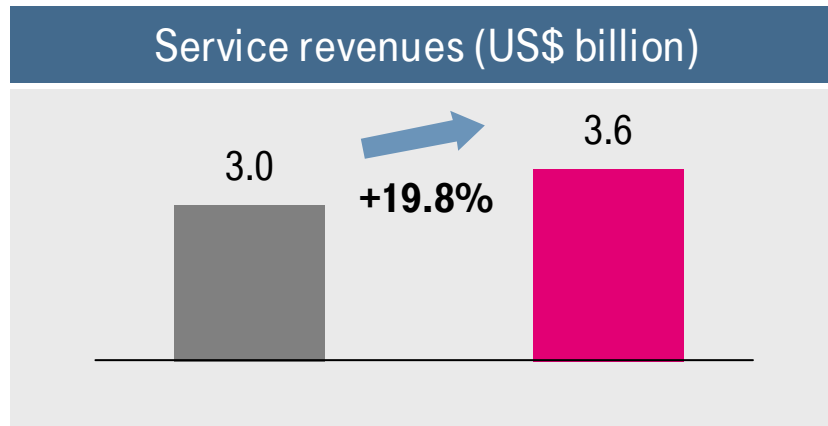
- Price declines continue to have an impact
- Margin at 42.1% in Q3/06
- Contract ARPU up sequentially to €37
- Contract data ARPU at €5.40 in Q3/06, up 8% y-o-y
- Adj. cash contribution¹: €783 million in Q3/06 (up from €701 million in Q2/06)
- 236k net adds – 64% contract (150k)

■ Q3 2005 ■ Q3 2006

¹ Defined as adj. EBITDA – cash capex.

T-Mobile.

USA: Consistently strong metrics – reaccelerating growth.

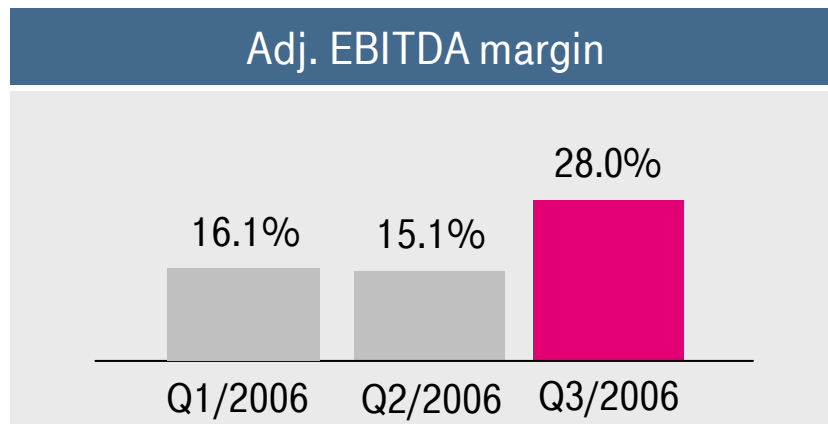
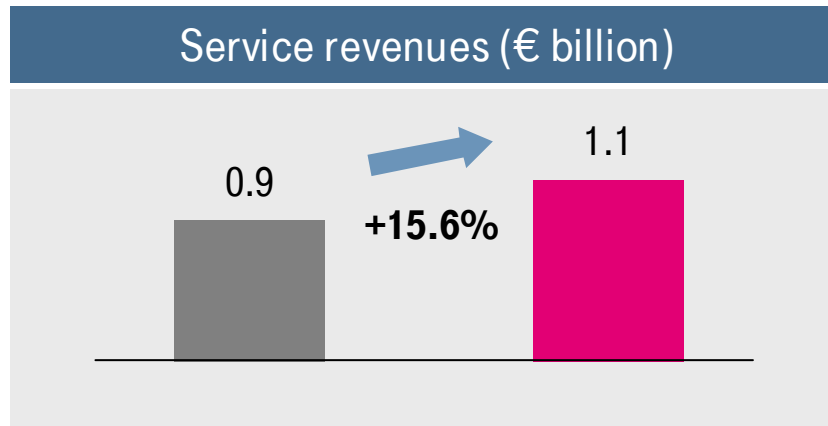


■ Q3 2005 ■ Q3 2006

- Total revenue (US\$) growth +15.1%
- EBITDA: \$1.2 billion, up 7.0%
- Contract ARPU: \$56 (up from \$55 in Q3/05)
- Non-voice ARPU: 12%, up 3 pp from Q3/05
- 802k net adds – 96% contract
- 172k net adds in contract converged device users (BlackBerry & Sidekick) – 22% of contract net adds in Q3!

T-Mobile.

UK: Significant service revenue growth and improved margin.



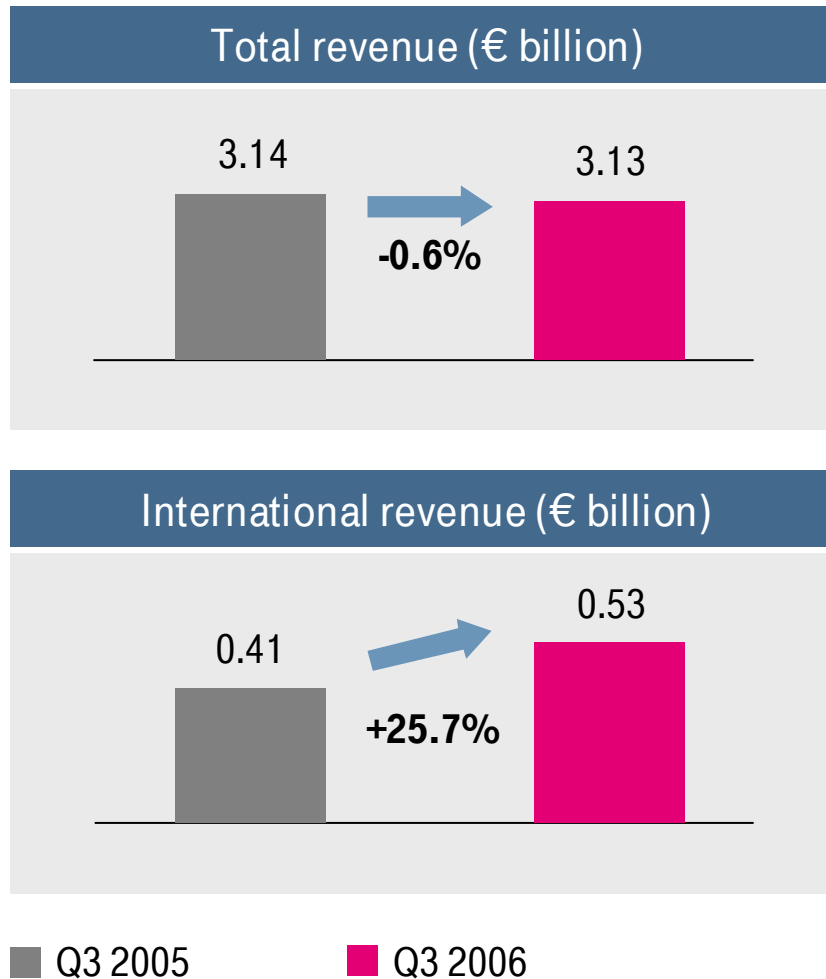
■ Q3 2005

■ Q3 2006

- Total revenue growth +10.1% in Q3/06
- Margin recovery: 28.0% in Q3/06
- Contract ARPU at €68 (from restated €69 in Q3/05)
- SAC per gross add significantly down from prior quarter:
 - Contract: €309 (-33%)
 - Prepay: €24 (-38%)
- Net adds: -70k in Q3/06, of which contract -16k

Business Customers.

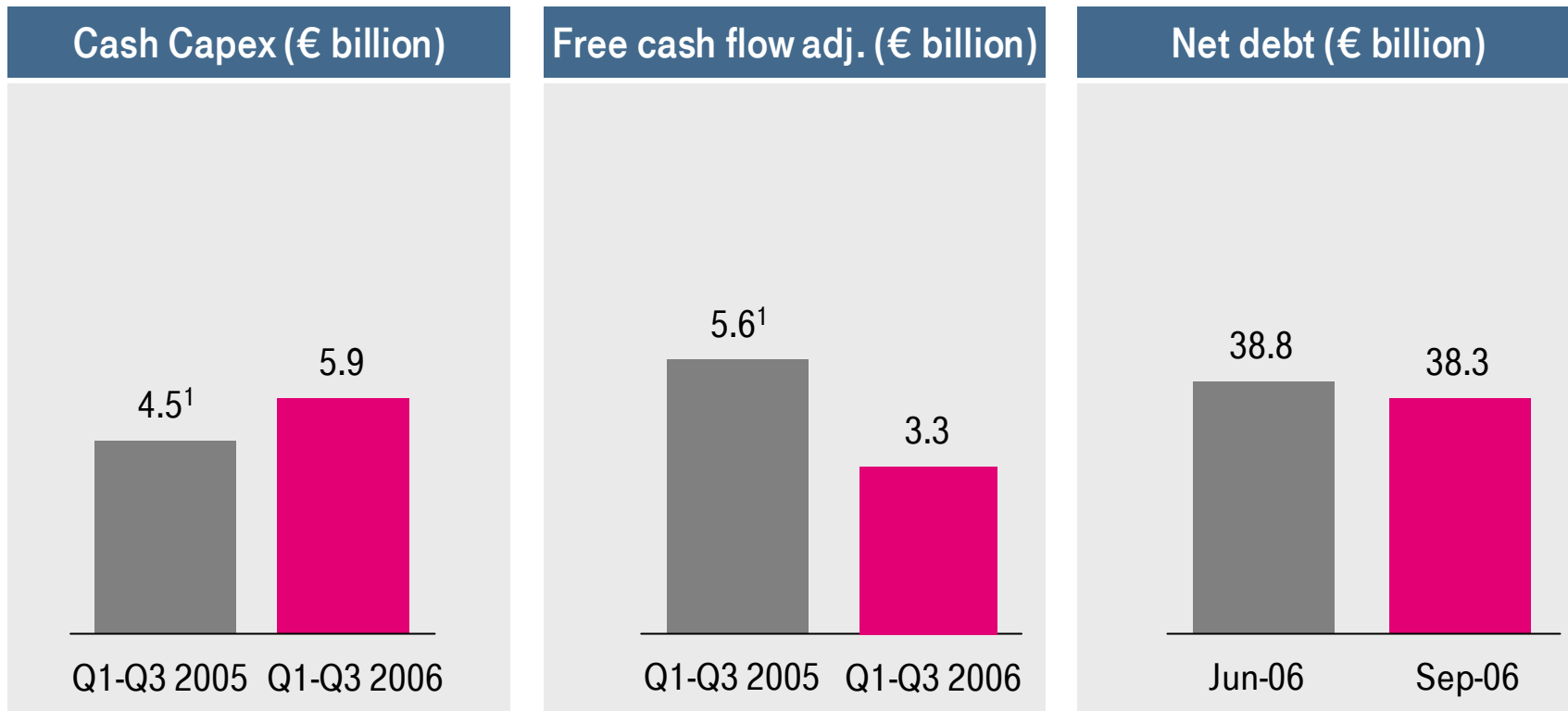
International business growing - results still driven by Germany.



- Total revenue flat in Q3/06
- Net revenues up 1.9% in Q3/06
- International revenues up 25.7% in Q3/06
- Adj. EBITDA at €311 million in Q3/06
- IT Push for SME customers continues to be a growth driver
- International deals won:
 - Tax Authority of Madrid
 - UK Census Pilot

Capex, FCF, and net debt.

€550 million sequential reduction in net debt.



¹ Before €2.1 billion for network assets and licenses in the US.

Q1-Q3 2006 – Free Cash Flow.

FCF of € 3.3 billion in first nine months.

€ billion	Q1-Q3 2006	Q1-Q3 2005
Cash Flow	14.0	15.2
Change in working capital and accruals	- 1.6	- 1.8
Taxes and dividends	- 1.0	- 0.9
Cash generated from operations	11.4	12.5
Net interest payment	- 2.2	- 2.4
Net cash provided by operating activities	9.2	10.1
Investments in PP&E and intangible assets	- 5.9	- 6.6
Free Cash Flow	3.3	3.5
Free Cash Flow adjusted ¹	3.3	5.6

¹ 2005 excl. € 2.1 billion for network assets and licenses in the US.

Rounded figures.

Q1-Q3 2006 - Net income.

EBITDA trends impact bottom line.

€ billion	Q1-Q3 2006	Q1-Q3 2005	Q1-Q3 adj. 2006	Q1-Q3 adj. 2005
EBITDA	14.4	15.4	14.9	15.5
Depreciation and amortization	- 8.0	- 7.7	- 8.0	- 7.7
Net financial expense	- 2.1	- 0.8	- 2.3	- 1.8
- of which net interest expense	- 1.9	- 1.8	- 1.9	- 1.8
EBT	4.3	6.9	4.7	6.0
Income taxes	0.0	- 1.9	- 1.3	- 1.9
Earnings after taxes	4.4	5.0	3.3	4.0
Minorities	- 0.3	- 0.4	- 0.3	- 0.4
Net income	4.0	4.6	3.0	3.6

Rounded figures.

Balance sheet.

Ratios further improved – equity ratio at 41.1%.

€ billion	30.09.2006	31.12.2005
Balance sheet total	124.4	127.9
Shareholders' equity	51.1	49.6
Net debt	38.3	38.6
Net debt/adj. EBITDA	n/a	1.9x
Gearing	0.7x	0.8x
Equity ratio	41.1%	38.8%

Deutsche Telekom. Key Initiatives.

Kai-Uwe Ricke
CEO

Strategy - Telekom 2010.

H2 Actions and Results.

Telekom 2010						
1	2	3	4	5	6	7
Germany	Europe	USA	Business Customers	Innovation	Service	Efficiency
<ul style="list-style-type: none"> ■ Integration T-Online ■ Product and price initiatives ■ Integrated customer database ■ Improved distribution 	<ul style="list-style-type: none"> ■ tele.ring ■ PTC 	<ul style="list-style-type: none"> ■ AWS spectrum 	<ul style="list-style-type: none"> ■ Integration gedas 	<ul style="list-style-type: none"> ■ IP TV ■ Web 2.0 	<ul style="list-style-type: none"> ■ "T-Service" 	<ul style="list-style-type: none"> ■ Next Generation Network ■ Cost program ■ Asset re-allocation

Efficiency.

Cost cutting program initiated – savings of €4.7 billion targeted.

€ billion	2007	2010
Common production	0.6	1.5 – 1.7
Common IT architecture	0.1	0.5
Distribution	0.5	1.0 – 1.3
Marketing Effectiveness	0.5	0.6
Shared Services	0.3	0.6
Total	2.0	4.2 – 4.7

Efficiency. Common Production and IT.

Next generation factory and common IT architecture will enable

- Improved production efficiency
- Improved product performance
- Improved customer service
- Enable introduction of new services

Full benefit of optimized IP based production

- 30% less opex
- 15% less capex

We expect savings of €1.5 to 1.7 billion in production and €0.5 billion in IT by 2010

Efficiency - Distribution and Marketing.

Up to €1.9 billion targeted costs savings by 2010.

Selected measures distribution and marketing

Channel mix	<ul style="list-style-type: none">▪ Increase share of e-channel
SACs/CRCs	<ul style="list-style-type: none">▪ Shift to direct distribution▪ Optimize churn management
CRM	<ul style="list-style-type: none">▪ Customer segmentation▪ Service differentiation
Brand/ Advertising	<ul style="list-style-type: none">▪ Reduce "Above the Line" Budget▪ Reduce corporate campaigns▪ Optimize media mix
Sponsoring	<ul style="list-style-type: none">▪ Reduce sponsoring

Contribution in 2007:

- Marketing effectiveness
 - BBFN: €0.22 billion
 - Mobile: €0.25 billion
 - GHS: €0.05 billion
 - Total: €0.5 billion
- Distribution
 - BBFN €0.4 billion
 - Mobile €0.1 billion
 - Total: €0.5 billion

Contribution in 2010

- Marketing effectiveness
 - Total: €0.6 billion
- Distribution
 - Total: €1.0 to 1.3 billion

Efficiency: Asset reallocation program. €3 billion over 3 years.

- Sale of non-core assets and
- Deconsolidation of assets

will result in

- Improved EVA
- Improved FCF
- Improved EPS
- Additional investments

We expect proceeds of €3 billion over three years

Efficiency.

Headcount reduction: Achievements.

Personnel restructuring well underway:

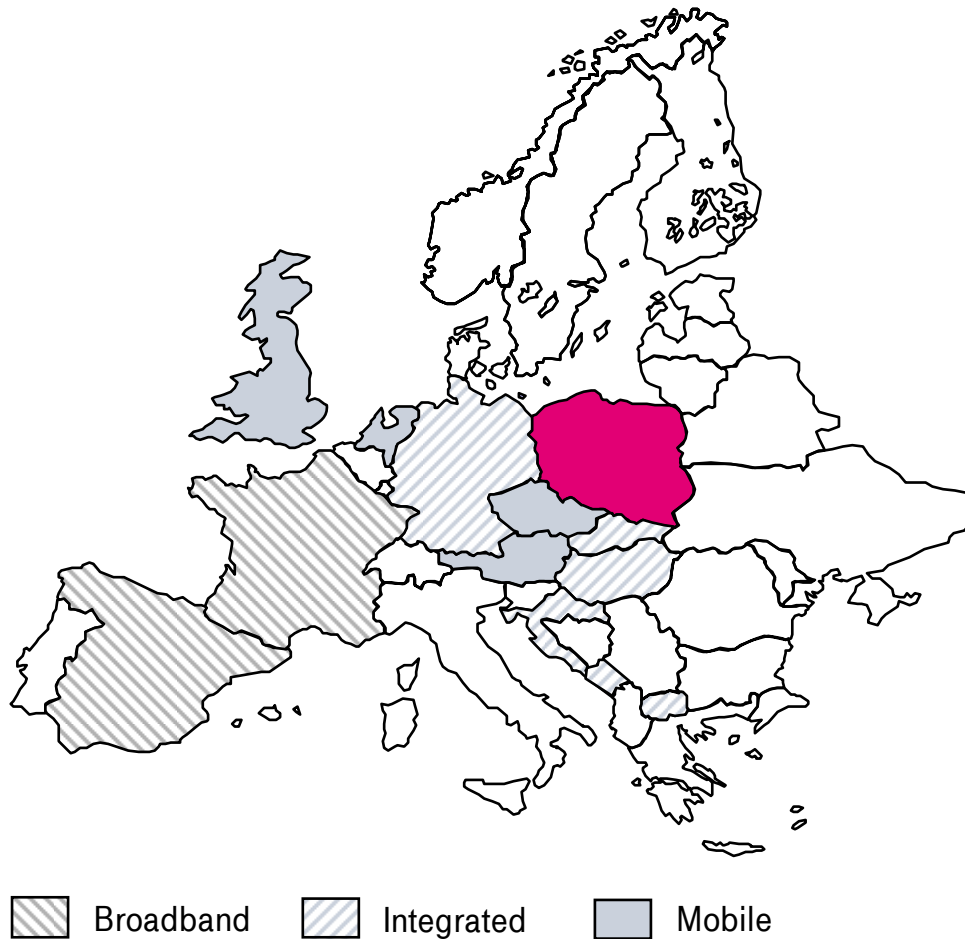
- About 1/3 of the 32,000 Program will be achieved at the End of 2006 with approx. 8,700 committed exits as of September 30:
 - gross headcount reduction in Germany at 5,100 as of September 30
 - additional approx. 2,900 contracts for severance payments or partial retirement signed
 - sale of Vivento business models: approx. 700 VCS employees as of December 2006
 - Introduction of the legal provision for civil servants expected in November 2006

Efficiency: Domestic headcount development. Program going forward.

- Continuing headcount reduction program (32,000 FTEs by 2008)
- “T-Service” next step to increase efficiency levels in domestic business
- Approximately 35,000 employees will form “T-Service” - focusing on technical services
- Approximately 10,000 call center employees transferred into separate call center unit

Europe.

PTC - Milestone in European mobile footprint expansion.



- No. 1 mobile operator in Poland, market penetration at 90%
- Customer base at 11.9 million, market share at 34%.
- Consolidation of PTC starting as of November 1 (2 months)
- 2006 estimated impact on revenue approx. €0.3 billion, on adj. EBITDA approx. €0.1 billion
- 2007 estimated impact on revenue approx. €1.7 billion, on adj. EBITDA approx. €0.5 billion

2006 and 2007 Targets. Guidance unchanged.

- 2006 adj. EBITDA expected between €19.2 and 19.7 billion
- Moderate rate of revenue growth expected in 2007
- 2007 adj. EBITDA expected to be between €19.7 and 20.2 billion (incl. PTC)
- FCF unchanged: at least €5 billion in 2006 (excl. spectrum) and €6 billion in 2007
- Capex at €9 billion (excl. spectrum) for 2006 and €7.5 to 8 billion (net) for 2007

T-Systems. Key Initiatives.

Lothar Pauly
T-Systems

Efficiency – cost cutting program.

Common production & procurement and common IT architecture contribute €2.2 billion of savings.

€ billion	2007	2010
Common production & procurement	0.6	1.5 – 1.7
Common IT architecture	0.1	0.5
Distribution	0.5	1.0 – 1.3
Marketing effectiveness	0.5	0.6
Shared services	0.3	0.6
Total	2.0	4.2 – 4.7



Common production & procurement. Opex savings in all segments.

Opex - savings

In million €	2007	2010
OPEX effect	0.6	1.5-1.7

measures 2007

T-Com	<ul style="list-style-type: none"> ▪ Efficiency measures in production ▪ Cost savings in maintenance ▪ Real estate consolidation 	-470
T-Mobile	<ul style="list-style-type: none"> ▪ Reduced 2G/3G roll-out ▪ Further consolidation of platforms in Europe 	-70
T-Systems BS	<ul style="list-style-type: none"> ▪ (IP) Platform consolidation ▪ Near-shoring of technical support services 	-15
Total Opex 2007		-555

Common production & procurement—clear and defined targets. Full implementation of NG factory.

- DSL for everyone
Roll-out of VDSL¹. 100% xDSL availability. Phase out of PSTN²
- „3G and more“ for mobile customers
NGMN³ starting 2010. Phase out of GSM⁴ network starting 2011
- IP for all business customers
YE2008: roll-out of IP based network-centric computing completed
Phase out of X.25, Frame Relay and ATM completed
YE2011: migration of all business costumers (incl. voice) completed
- Interoperability of fixed and mobile network as target architecture.
Interoperable IMS⁵ and service delivery architecture
- Annual cost savings of more than 30% of Opex plus 15% less Capex

1 VDSL = Very high data rate digital subscriber line; roll out depends on demand, regulation and competitive environment

2 PSTN = Public switched telephone network

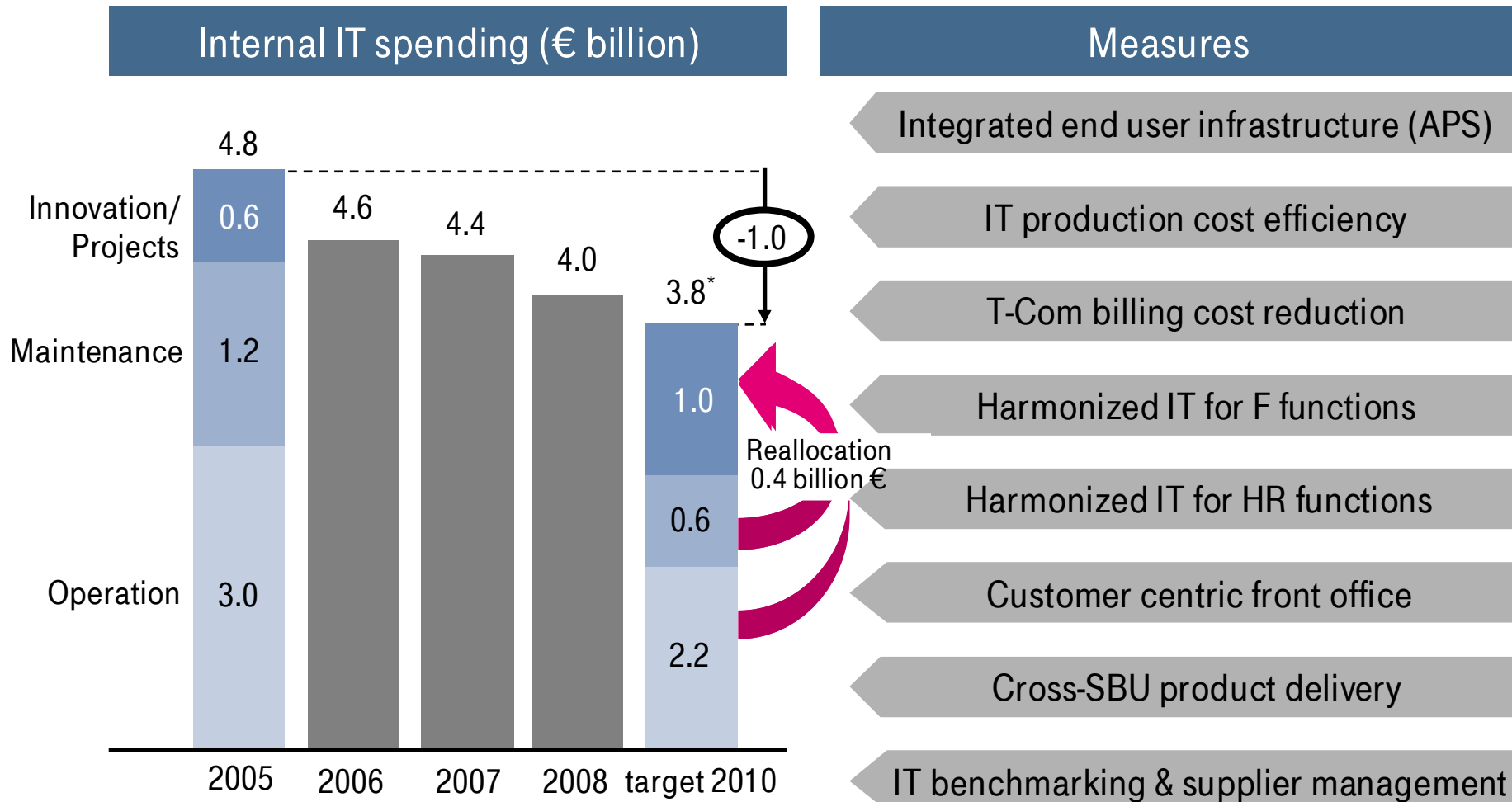
3 NGMN = Next generation mobile network

4 GSM = Global system for mobile communication

5 IMS = IP multimedia system

Common IT.

€1 billion IT savings in 2010.



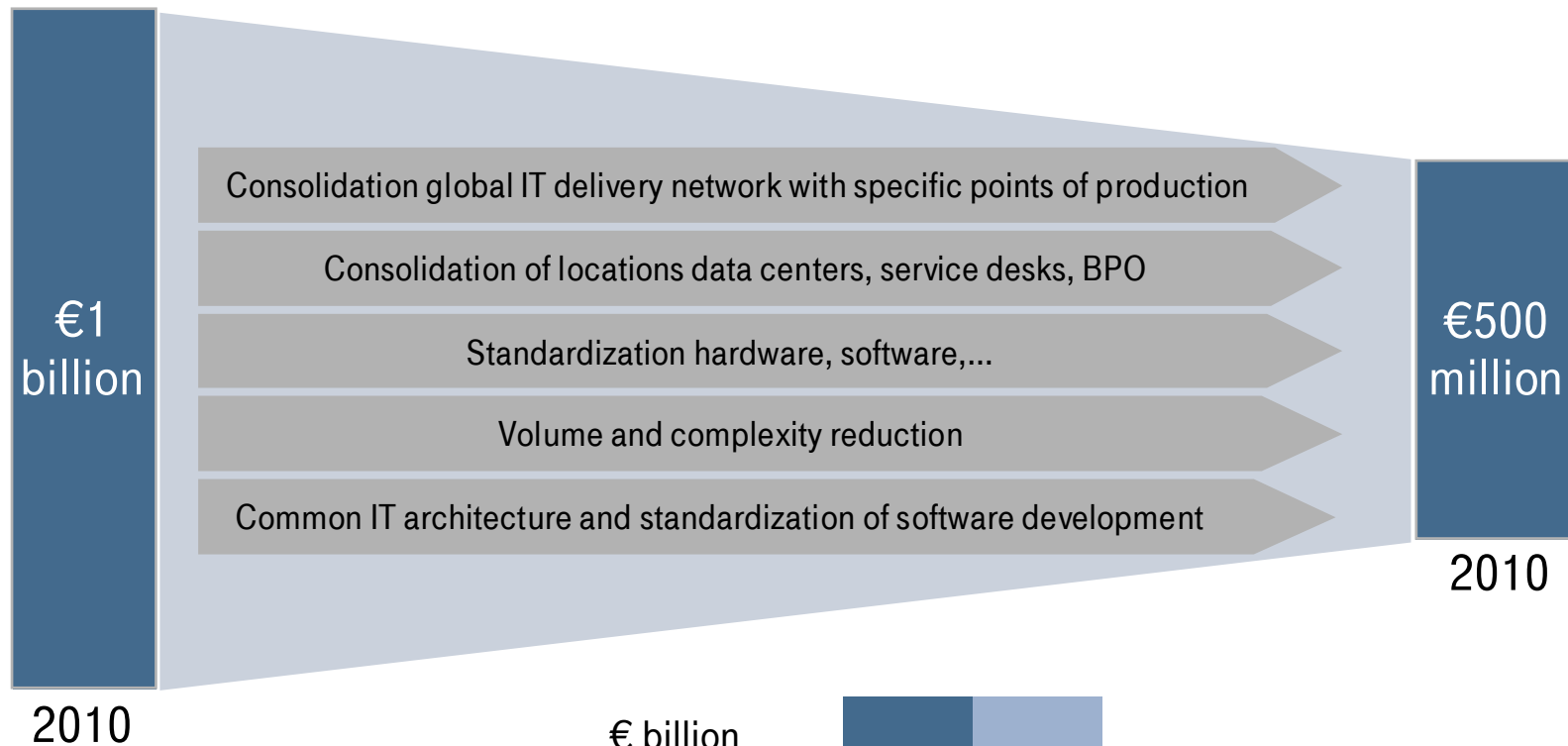
*) without consideration of one-off effects and the development of the US IT budget.

Common IT.

Internal IT savings of € 1 billion result in external savings of €500 million.

Internal IT savings

Opex Effect



€ billion cumulated	2007	2010
Opex Effect	0.1	0.5

T-Systems – Strategy on track.

Market conditions remain challenging but addressed growth drivers show encouraging trends.

Deals won	▶	<ul style="list-style-type: none">■ E.g. DAK, Dutch brewery, HVB/Unicredit, Postbank, T-Mobile, UK census pilot, Vontobel
International growth	▶	<ul style="list-style-type: none">■ +26% Q3 2006 international revenue
gedas integration	▶	<ul style="list-style-type: none">■ on track
Leading position in key industry	▶	<ul style="list-style-type: none">■ Worldwide Top 3 in Automotive■ Share-of-wallet leader with Volkswagen and DaimlerChrysler
IT push in SME	▶	<ul style="list-style-type: none">■ Revenue Q1-Q3 2006: €0.5 billion (+58% YoY)■ SME Deals: LIDL, Hyundai Europe
TC voice	▶	<ul style="list-style-type: none">■ Voice market share stabilized

Consistent cost management.

Efficiency measures in IT Operations, Systems Integration and Business Services.

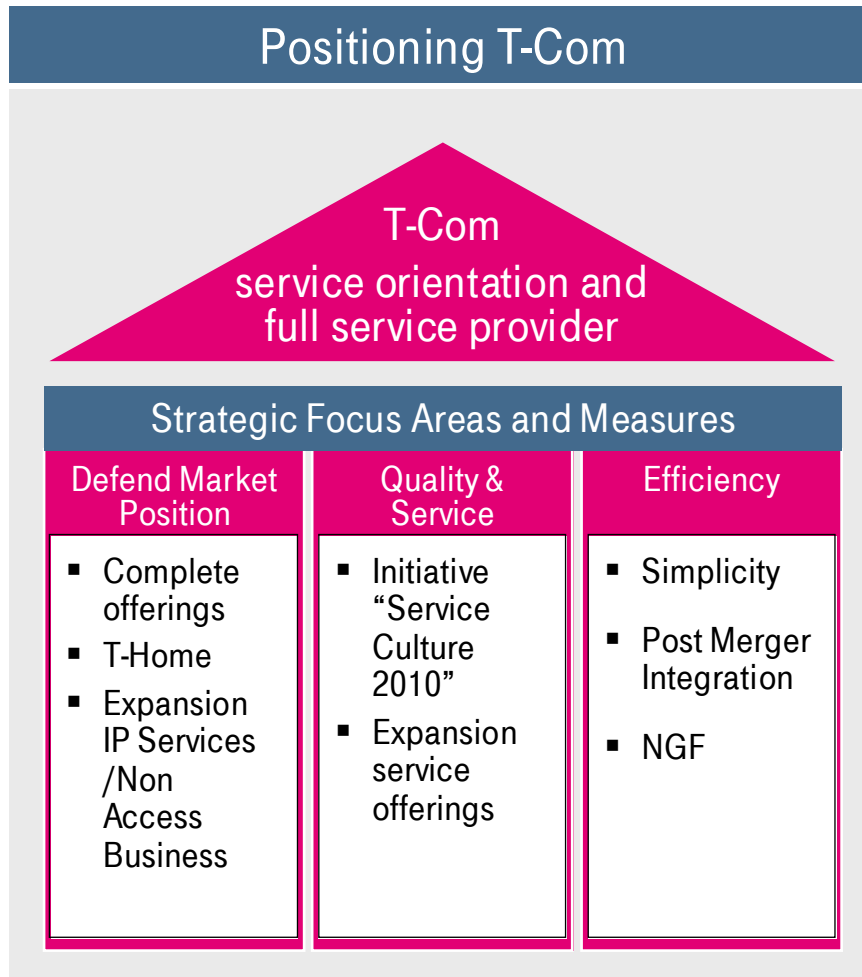
IT Operations	<ul style="list-style-type: none">■ Global IT-delivery network with points of production in Kosice, Budapest & Prague■ Consolidation data centers:<ul style="list-style-type: none">■ in Germany: from 19 to 13 (2008), rest of Europe: from 24 to 17 (2008)■ Service desk consolidation (locations in Germany): from 4 to 2 (2008)■ BPO locations consolidation<ul style="list-style-type: none">■ Human resources solutions: from 25 to 1 (2007)■ Active billing collection operations: from 33 to 13 (2007)
Systems Integration	<ul style="list-style-type: none">■ Build up points of production in India, Russia & Hungary: Enlarge offshore volume from 0.37 million hours (2005) to 2.5 million hours (2008), actual: 0.95 million hours Q1-Q3 2006■ Consolidation of Systems Integration locations 2006 – 2008<ul style="list-style-type: none">■ Germany: from 57 to 12, rest of world: from 18 to 5 points of production
Business Services	<ul style="list-style-type: none">■ TC portfolio optimization: Remove 1,208 products & solution elements■ Consolidation of ATM/Frame Relay and transport networks from 13 (2005) to 4 IP platforms (2011), actual: 9■ Reduction of IT budget from €415 million to €350 million (2008) – number of IT systems from 500 to 250 (YE 2006)

Broadband/Fixed Network. Key Initiatives.

Walter Raizner

T-Com Germany.

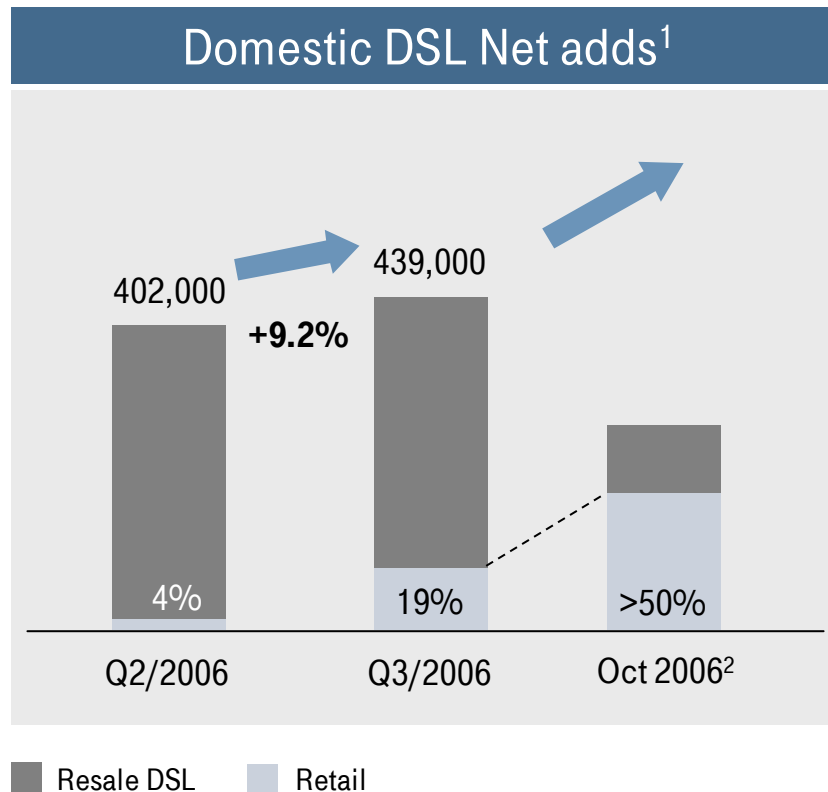
Positioning as full service provider to secure market leadership.



-
- The 'Goals' section is presented in a blue header above a list of strategic objectives. A large pink arrow points from the 'Strategic Focus Areas and Measures' table towards this list.
- Defend market position
 - Reduce line losses significantly
 - Defend market leadership in broadband
 - Strengthen leading position in IP-Play
 - Develop quality and service towards best-in-class level
 - Raise customer satisfaction to industry leading level
 - Top-in-Class process KPI's
 - Six Sigma
 - Increase efficiency
 - Optimize cost structures and increase profitability

Broadband market development.

T-COM and TOI Merger is starting to pay off - fight back with bundled products and competitive tariffs.

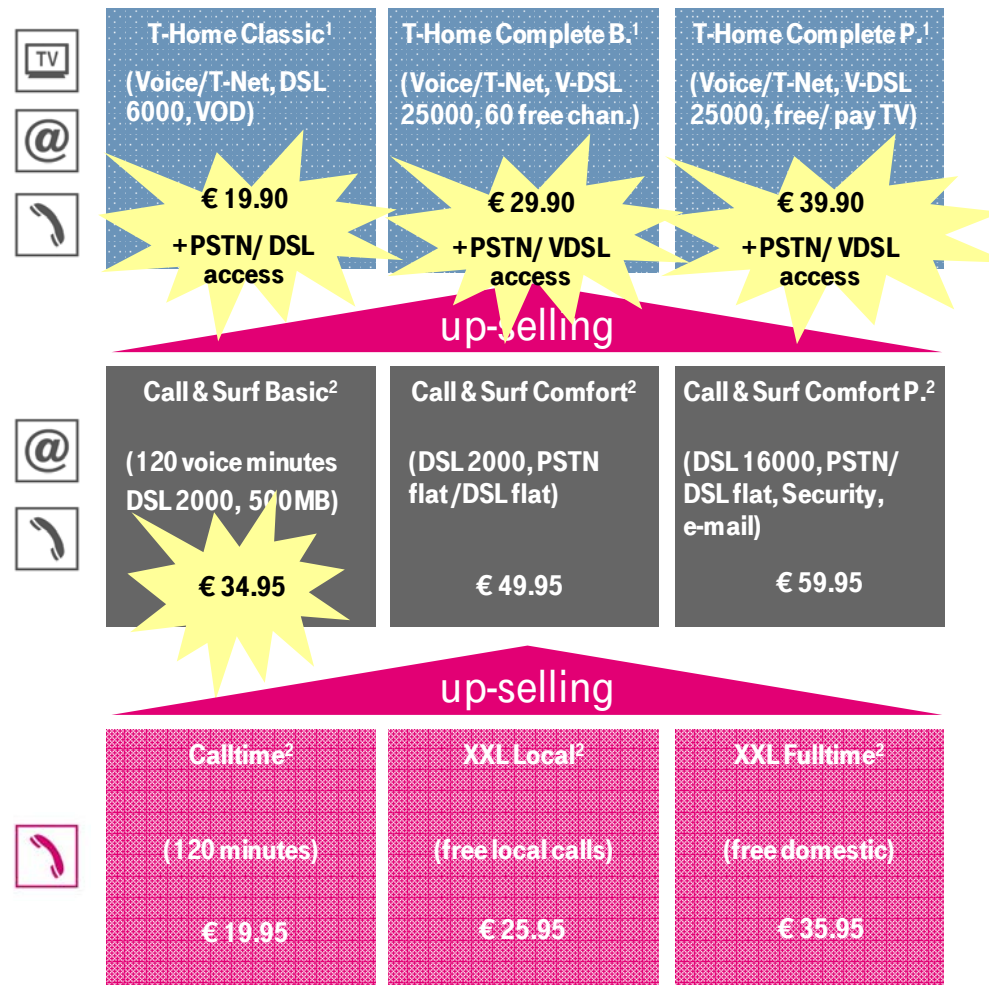


¹Retail plus Resale DSL accesses
²Company estimates

- BFFN group: 2.8 million DSL net adds to 10.6 million¹ y-o-y
- 346,000 broadband rate net adds in Q3/06 compared to 235,000 in Q2/06
- New bundled offers and recent price moves lead to significant increase in T-Com DSL net-adds
 - → DSL retail share >50% in October
- Strong DSL market growth - large market potential
- T-COM/TOI Merger will help to address
 - DSL retail share
 - high level of line losses

New product portfolio.

1.8 million customers within 7 weeks with new complete offerings.



Portfolio advantages

- Competitive price levels (e.g. PSTN and Internet for € 34.95)
- Great opportunity for up-selling and cross-selling
- Price differences to main competitors significantly reduced

Sales and marketing push

- 1.8 million packages sold since launch driven by strong marketing/sales push
- 80% of total net adds are double play customers
- Up-selling rate over 30%
- Service packages highly successful

¹ Triple Play products (T-Home Classic, T-Home Complete Basic., T-Home Complete Plus) were launched on October 17, 2006.
² Single and Double Play products (Calltime, XXL Local and XXL Fulltime, Call & Surf Basic, Call & Surf Comfort and Call & Surf Comfort Plus) were launched on September 18, 2006.

Broadband/Fixed Network – Outlook.

Further measures to defend market position.

Bundled offers/ attractive prices	<ul style="list-style-type: none">▪ Further development of complete offers to gain substantial broadband market share▪ From one source: voice, high speed Internet and entertainment<ul style="list-style-type: none">– Attractive entry offers for new DSL customers– Integrated offers– Customer benefits via “T-Vorteil” program▪ Implementation of special product portfolio for VSE and SoHo
Service focus	<ul style="list-style-type: none">▪ Initiative “Service Culture 2010” with focus on People Performance Management and optimizing processes▪ Expansion of service offerings<ul style="list-style-type: none">– Installation packages– Home service 7x24– Remote Service– IT-Service line
Innovation	<ul style="list-style-type: none">▪ T-Home/Triple Play from T-Com is unique in Germany<ul style="list-style-type: none">– Mass market launch October 17, 2006– One platform in Europe– T-Home wholesale offer in preparation▪ All IP offer in preparation▪ Roll out IP services and communities (e.g. Scout group, DFB)

Defend market position – Innovation T-Home.

Mass market launch of Triple Play completed – world-class infrastructure leads to high level of quality.

Successful Launch

- More than 21,000 cabinets in 12 cities installed
- Unique achievement: Expansion VDSL in record time: more than 11,000 km of fiber lines within 1 year
- Households within reach 6.9 m (e-o-y), 19 m (e-o-2007), incl. ADSL2+
- Further roll out of VDSL in Germany will depend on regulatory environment and customer demand
- Only operator with a European-wide IPTV platform
- Triple Play Launch Roadmap Europe: Croatia and France (3Q06), Hungary and Slovakia (4Q06), Spain projected

Customer Benefits

All major features are available/ unique offering in Germany:

- 158 TV channels live incl. HDTV
- Online Video on demand (approximately 1,200 movies)
- Digital video recorder
- Electronic program guide
- Time shift TV
- Internet with up to 25/50 MBit/s

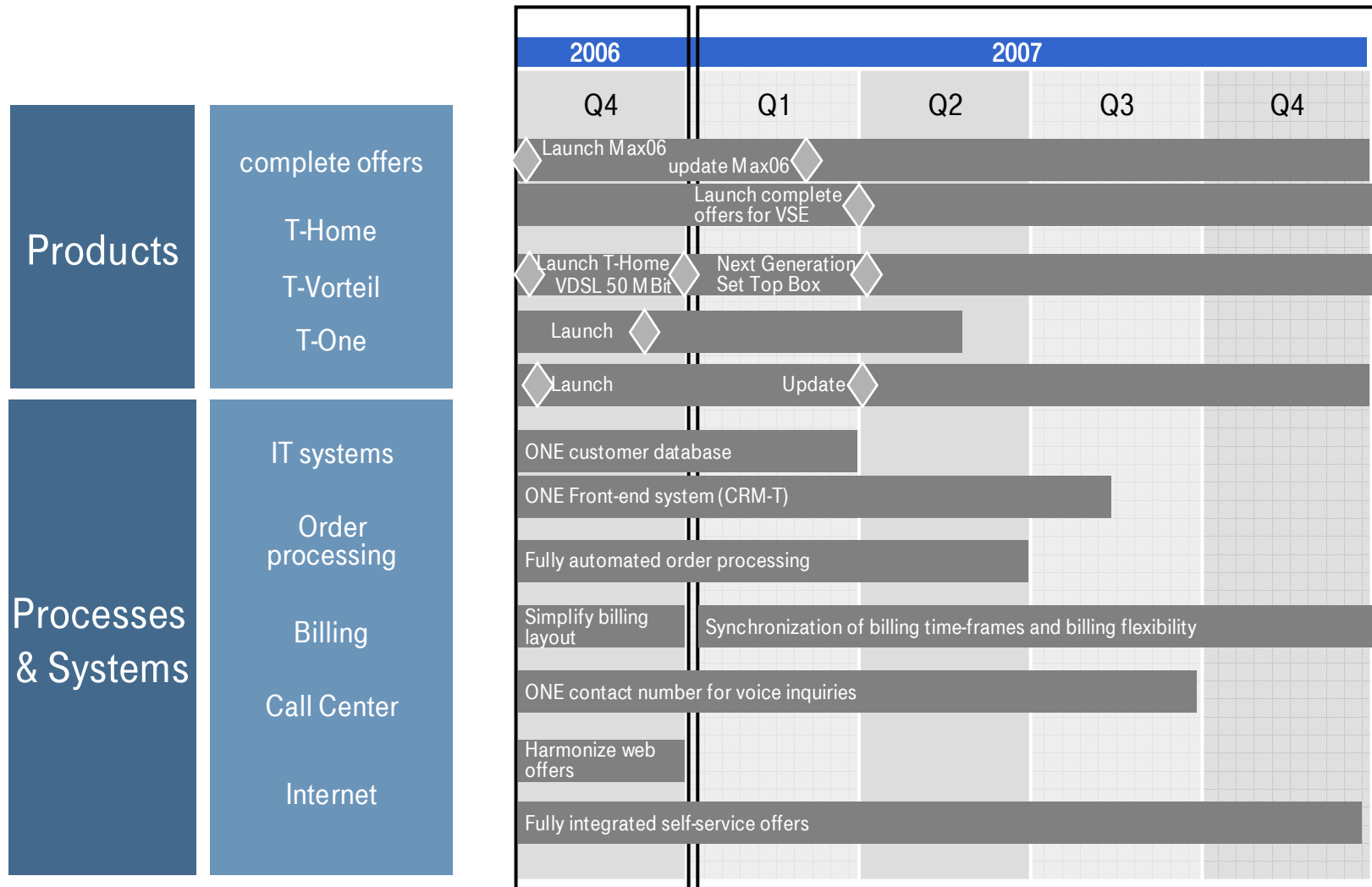
USPs

- World-class infrastructure (VDSL)
- Voice, Internet, entertainment/IPTV simultaneously
- Wide range of Pay-TV offerings
- Bundesliga for 9.95 € per month
- HDTV (content, platform, hardware)



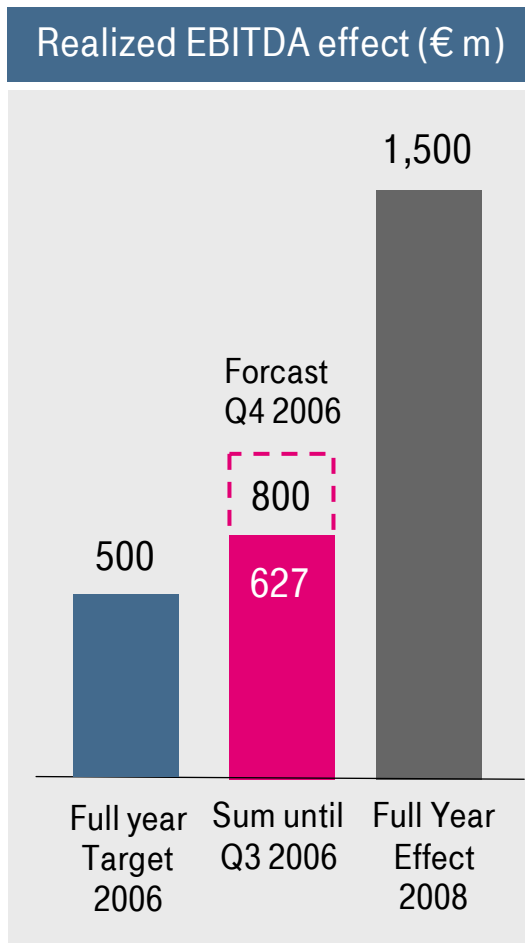
Broadband/Fixed Network - Roadmap.

New products and improved processes to secure market success in 2007.



Simplicity program right on track.

EBITDA improvement of EUR 627 m achieved until Q3/2006.



Contribution of T-Com to "T 2010"

Cost reduction (€ million)

▪ Marketing	240
- in execution	80
▪ Distribution	510 - 710
- in execution	320
▪ Production	900 - 1,100
- in execution	470
▪ IT & Others	150
- in execution	65
<hr/>	
→ Total	1,800 - 2,200
- in execution	935

T-Mobile. Key Initiatives.

René Obermann

Distribution Germany.

Focus on four key areas.

1. T-Punkte

- Build competitive footprint in metropolitan areas
- Improve overall shop performance

2. Indirect channels

- Push DSL sales
- Integrate account management of T-Mobile and T-Com partners
- Implement loyalty program for premium partners

3. Processes

- T-Punkte: optimize customer facing time
- Indirect sales: implementation of IT-supported, integrated customer view; improve order handling and service

4. Staff

- Push T-Punkte staffing
- Improve sales orientation within the work force
- Better incentive schemes and perspectives

Distribution Germany.

T-Punkte: first results and goals for 2007/2008.



- Integrated year-end campaign
 - Focusing on T-Com and T-Mobile key products
 - Loyalty campaign: T-Vorteil from Nov. 6 onwards
- Improved footprint
 - 150 new shops in 2006 (approx. 600 overall)
 - 1,000 shops overall in 2008 (partly franchised)
- Additional staff
 - 700 new sales agents for year-end campaign
 - +1,600 new sales agents in 2007 (1,200 net), turn apprentices into full-time employees
 - Coaching and development – further qualification
- Efficient processes
 - 140 initiatives ongoing since August, 20% already completed

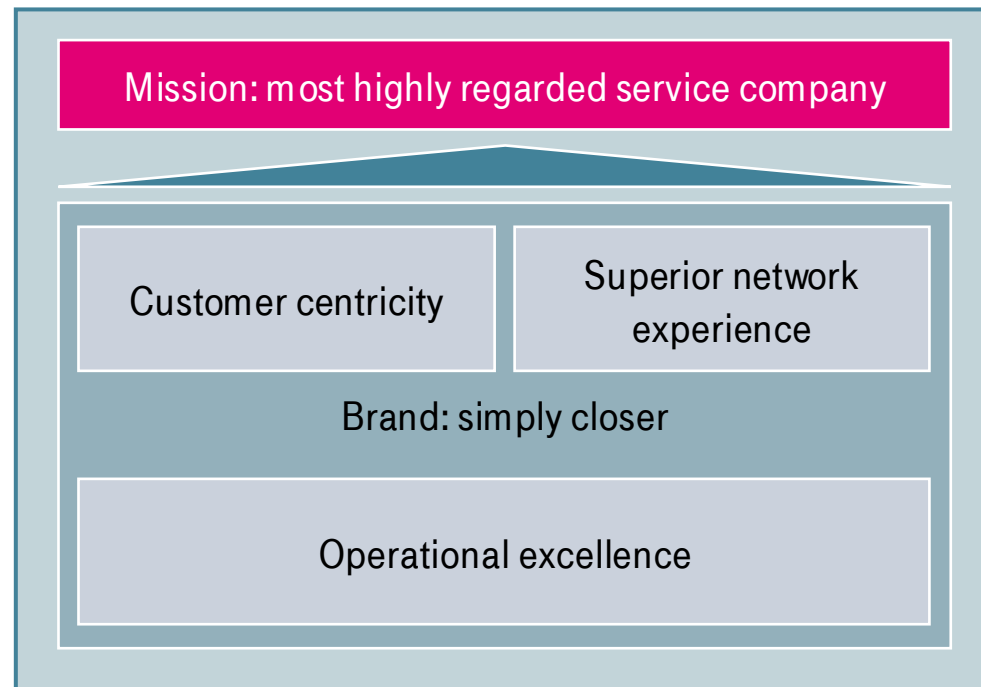
Distribution Germany.

Indirect sales: first results and goals for 2007/2008.

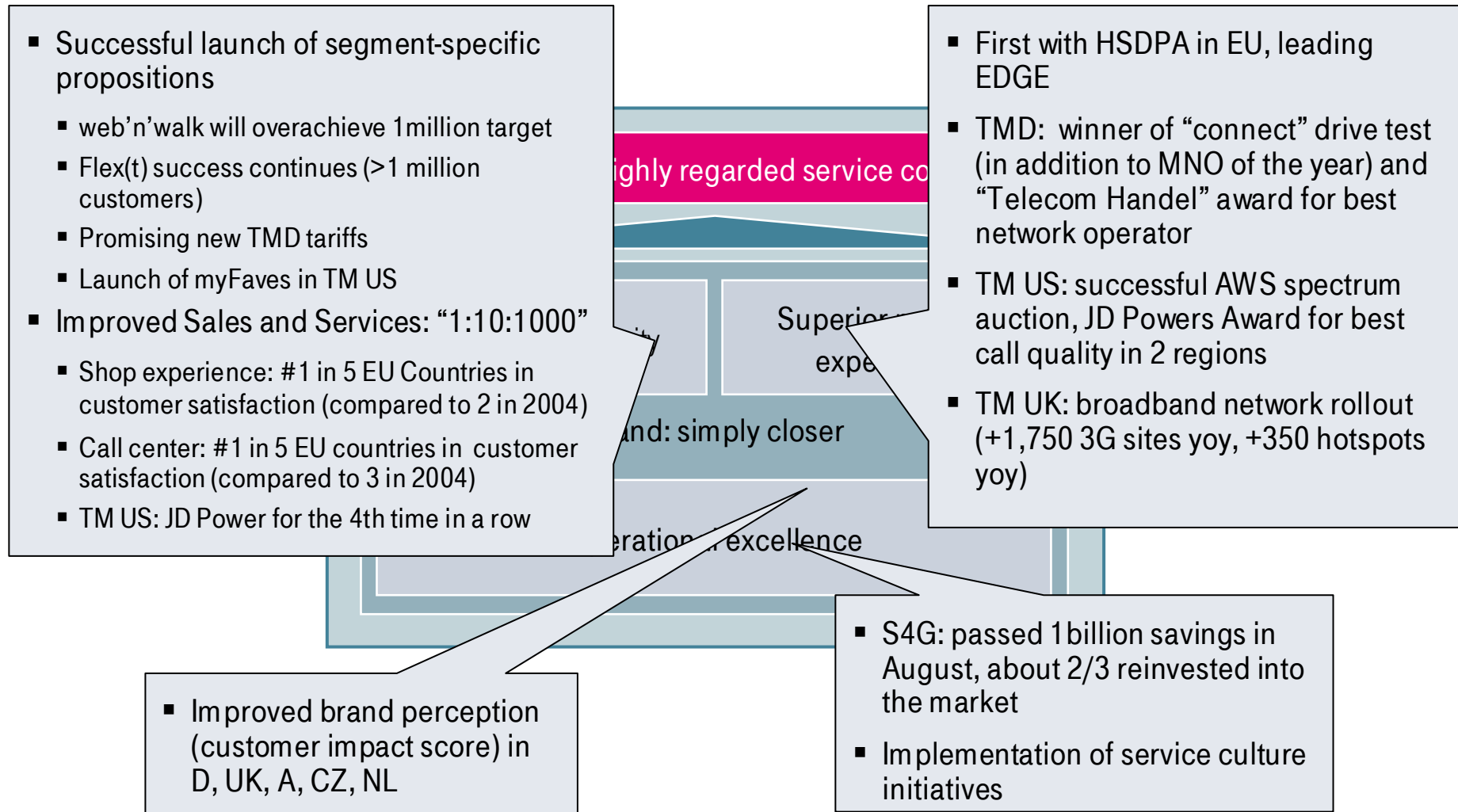


- Year-end campaign:
 - 1,500 distributors will sign up to integrated distribution concept
 - Sales 400% up in Oct. compared to Sept. 06
- Integrated incentive scheme “Magenta Bonus” in place for holiday campaign
- Goals for 2007/2008:
 - Improve processes for order handling and services radically
 - Optimize integrated DT footprint:
 - 1,000 T-Punkte
 - 1,000 Preferred “new” T-Partners
 - 1,000 Additional POS in cooperation with other distributors

T-Mobile - Consistent strategy and execution.

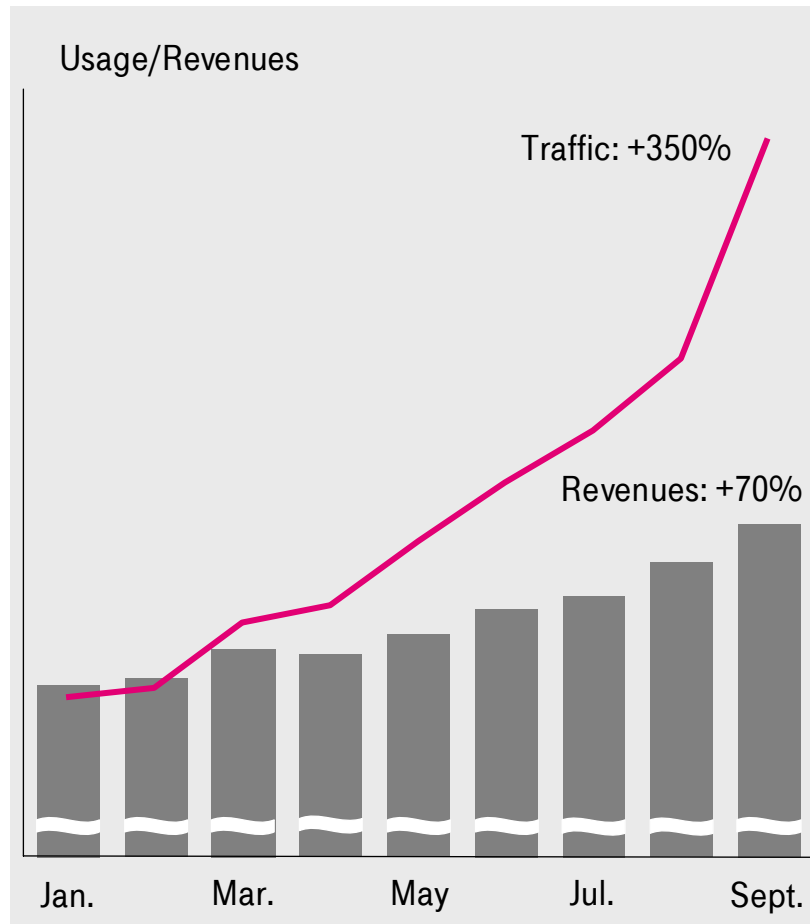


T-Mobile - Consistent strategy and execution.



T-Mobile International: indications for mobile data uptake.

Germany: Internet usage and revenue growth¹ in 2006



¹ Non-Voice revenues w/o SMS/MMS and content.

- HSDPA/EDGE make a difference
 - HSDPA-“Click boom experience” fuels usage (Q3 vs. Q2: 40% traffic increase)
 - EU: data cards almost doubled since Q3/05
 - Well positioned with regard to HSDPA-capable laptops
- web'n'walk progress:
 - More than 1 million customers in EU EoY
 - New prices successful in Germany: Data ARPU +50%, usage +450% yoy
 - New launches in CZ, HU, and HR
 - More than 2/3 of devices web'n'walk capable
- Approx. 1.4 million US contract converged device users (BlackBerry & Sidekick) in Q3/06
- Global TMO non-SMS data revenues grow at a rate of 50%

T-Mobile UK.

Growth story continues.



Flext™

- Successful new tariffs:
 - Flext: > 1 million customers since Feb.
 - Pay as you go for everyone: 1 million customers since June, Mates Rates 1.2 million customers
 - Contract churn has decreased from 3.0% to 2.2%.
- Balancing growth and results:
 - Service revenues have grown by 15.0% yoy in GBP.
 - New tariff customers deliver higher ARPU
 - Executing S4G
- Most highly regarded service:
 - Net Promoter Score: strong improvement in 2006, now one of the top scorers in the market
 - 60 new shops ytd, No. 1 in mystery shopping
 - Broadband network rollout, first in HSDPA
 - Personal coverage checker in place

T-Mobile Germany. Defending market leadership.



Max

Relax

- Launch of new tariffs completed
 - Good uptake, esp. for heavy user tariffs
 - Only moderate reaction by competitors
- Service improvements
 - No. 1 in customer care and shops
 - Winner of best call center campaign
 - Best dealer-support award
 - Remote device management
- Technology leadership confirmed
- Improvement value for money perception