

Terms of use for the Internet Dialog

1. Subject of these terms of use

These terms of use apply to all shareholders of Deutsche Telekom AG listed in the shareholders' register (**Shareholders**) and their representatives who use the Deutsche Telekom AG Internet Dialog at www.telekom.com/hv-service (**Internet Dialog**).

These terms of use also take account of special provisions resulting from the fact that the shareholders' meeting on April 1, 2021 is to take place as a virtual shareholders' meeting. Detailed information about the shareholders' meeting and the details of the virtual shareholders' meeting are described in the invitation (**Invitation to the shareholders' meeting**), which is published in the Federal Gazette and sent to shareholders in accordance with § 125 of the German Stock Corporation Act (*Aktiengesetz – AktG*). The invitation to the shareholders' meeting for the ordinary shareholders' meeting to take place on April 1, 2021 was published in the Federal Gazette on February 26, 2021. Since this date, it is also available under www.telekom.com/hv.

The Internet Dialog gives you the option to

- register to receive your invitation to the shareholders' meeting electronically (see point 2 for further information),
- register for the shareholders' meeting and perform actions to exercise voting rights (see point 3 for further information), namely:
 - cast your postal votes online (see point 3.2 for further information),
 - authorize the Company-appointed proxies to exercise your voting rights and issue corresponding voting instructions (see point 3.3 for further information),
 - authorize an intermediary, shareholders' association, or proxy advisor participating in the respective Deutsche Telekom AG service to exercise your voting rights and, where desired, issue corresponding voting instructions (see point 3.4 for further information),
 - authorize a third party to exercise your shareholder rights (see point 3.5 for further information),
- Submit questions before the shareholders' meeting (see point 4 for further information),

- object to a resolution of the shareholders' meeting (see point 5 for further information),
- retrieve information from the list of participants and attendees (see point 6 for further information),
- generate confirmation of the receipt of votes submitted by means of electronic communications (see point 7 for further information),
- generate confirmation of the counting of votes (see point 8 for further information),
- view and, where necessary, update your shareholder details contained in the shareholders' register (see point 9 for further information).

In addition to the specific provisions that apply to the individual aforementioned actions when using the Internet Dialog, you can find below:

- important general provisions that apply to all of the aforementioned actions when using the Internet Dialog (see point 10 for further information),
- notes regarding your duties of care (see point 11 for further information),
- notes concerning the stability and availability of the Internet Dialog as well as the provisions pertaining to the disclaimer (see point 12 for further information),
- notes on data privacy (see point 13 for further information),
- provisions on possible amendments to these terms of use (see point 14 for further information).

These terms of use do not regulate the requirements for attending the shareholders' meeting (which in the case of the virtual shareholders' meeting is only possible for shareholders by the Company-appointed proxies) and exercising voting rights. Further details for this are available in the invitation to the shareholders' meeting. The invitation to the shareholders' meeting also contains details on the postal/online voting and proxy voting procedures. These terms of use only apply for postal/online voting or granting authorizations and issuing instructions via the Internet Dialog. In this case,

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.



LIFE IS FOR SHARING.

you will receive additional provisions that you must comply with when using the Internet Dialog. The invitation to the shareholders' meeting also contains details on submitting questions before the shareholders' meeting and on objecting to a resolution of the shareholders' meeting. The Internet Dialog must be used to perform both of these actions and, as such, these terms of use must be complied with in addition to the details in the invitation to the shareholders' meeting. The same applies to the retrieval of information from the list of participants and attendees. With regard to the confirmations of the receipt of votes submitted by means of electronic communications and the counting of votes, note the information in the invitation to the shareholders' meeting in combination with the notes under www.telekom.com/hv. Use of the Internet Dialog is not mandatory with regard to these confirmations. To the extent that the Internet Dialog can be used, these terms of use must be noted in addition to the information in the invitation to the shareholders' meeting and the notes under www.telekom.com/hv.

2. Receiving invitation via e-mail

2.1 Registration for electronic delivery

We offer you the option to receive your invitations to the shareholders' meeting electronically. Electronic delivery comprises transmission by e-mail or De-Mail. Deutsche Telekom AG reserves the right to decide whether electronic means of delivery will be offered and if so, which ones. Deutsche Telekom AG also reserves the right to decide, to the extent permitted by law, whether the invitation to the shareholders' meeting will be sent in full or as an abridged version in the form of a PDF and/or a link to the extended version.

We need your express consent for the electronic delivery of invitations to the shareholders' meeting. You can give your consent via our Internet Dialog by registering to receive your invitation to the shareholders' meeting by e-mail. Therefore, if you have not yet registered to receive your invitation to the shareholders' meeting by e-mail, you can register for this service directly after login or at a later date – via the "Receiving invitation via e-mail" menu point in the main menu. You can also subscribe and unsubscribe to the newsletter for shareholders under the "Newsletter registration" menu point.

About seven weeks before each shareholders' meeting, we check which individuals registered for electronic delivery are listed with shares in the Deutsche Telekom AG shareholders' register in order to prepare for the delivery of invitations. If you complete your registration before this date, you will receive your invitation to the first shareholders' meeting of Deutsche Telekom AG following your registration to the electronic address you designate. Registrations received after that date will be valid only for later shareholders' meetings.

If you do not receive your invitation to the shareholders' meeting by electronic means in good time – despite having registered for this service – please contact our shareholders' meeting hotline on +49 (0)228 18155770, available Monday to Friday (except public holidays), 8:00 a.m. to 6:00 p.m..

2.2 Information when registering, selecting an online password

Please enter as your delivery address the e-mail or De-Mail address that you use regularly. Should we receive a technical notice of

failed delivery nonetheless, we will send you the invitation to the shareholders' meeting (or, to the extent permitted by law, possibly its abridged version or information with at least the content required by § 125) by post. Moreover, each shareholder is responsible for ensuring that their designated electronic address is functional and that incoming e-mails or De-Mails are read. If your electronic address changes, please inform us using the Internet Dialog.

You must choose a personal online password in order to register for electronic delivery of your invitations to the shareholders' meeting. Please treat this data confidentially. You will need it in future when using the Internet Dialog and performing the actions listed under points 3 to 8, to the extent they are included in future shareholders' meetings.

2.3 Encryption options

In principle, e-mails you receive from us are not encrypted. However, you may opt for De-Mail as your delivery method.

2.4 Changing registration data and the online password

You can always access our Internet Dialog throughout the year to change your registration data and online password. You can use the Internet Dialog to change your electronic address and your online password.

2.5 Registration forms for the shareholders' meeting

Once we start sending your invitations for the shareholders' meeting electronically following your registration for electronic delivery, we will no longer automatically send you a printed form to register for the shareholders' meeting.

2.6 Revoking your consent for electronic delivery

You may use the Internet Dialog any time to revoke your consent to the electronic delivery of invitations to future shareholders' meetings (see point 14 for further information). If you revoke your consent to the electronic delivery of invitations to shareholders' meetings, you will once again be sent an invitation to the shareholders' meeting (or, to the extent permitted by law, possibly its abridged version or information with at least the content required by § 125) by post. In principle, you may revoke your consent at any time. However, if the revocation occurs between the start of the technical preparations for the delivery of invitations to the shareholders' meetings and the dispatch of the invitations, the revocation will apply only to subsequent shareholders' meetings. Switching to a postal delivery of the invitation to the shareholders' meeting is only guaranteed if we receive the revocation at least seven weeks prior to the shareholders' meeting.

2.7 Disposal of Deutsche Telekom shares between shareholders' meetings

If you dispose of all your shares in Deutsche Telekom AG between two shareholders' meetings and then acquire Deutsche Telekom shares again up to around seven weeks before the company's next shareholders' meeting, the consent you provided to the electronic delivery of invitations to shareholders' meetings before you disposed of your shares will continue to apply.

About seven weeks before each shareholders' meeting, we check which individuals registered for electronic delivery are listed with shares in the shareholders' register in order to prepare for the delivery of invitations. If you do not have any shares listed in the shareholders' register at that point in time, your consent to the electronic delivery of invitations to shareholders' meetings will be canceled automatically. If you acquire Deutsche Telekom shares again at a later date, you will receive the invitation to the shareholders' meeting of Deutsche Telekom AG by post.

2.8 Other important provisions

Important general provisions that also apply to the registration for electronic delivery of invitations to shareholders' meetings can be found under point 10.

3. Registering for the shareholders' meeting and actions to exercise voting rights

3.1 Registering for the shareholders' meeting using the Internet Dialog

You may use the Internet Dialog to register for the shareholders' meeting. To do so, choose the menu point "Registering for the shareholders' meeting".

To submit postal votes online or to grant authorization or issue instructions, select

- **Postal/online voting** – Submit votes by post/online
- **Authorization to Company-appointed proxy** – Grant authorization or issue instructions to Company-appointed proxies
- **Proxy authorization to intermediary, shareholders' association, or proxy advisor** – grant authorization and, if desired, issue voting instructions to an intermediary, shareholder association, or proxy advisor
- **Third party proxy authorization** – grant authorization to a third party to exercise your shareholder rights

Registration for the shareholders' meeting must take place by the deadline stated in the invitation to the shareholders' meeting. If you would like to register for the shareholders' meeting using the Internet Dialog, you must therefore carry out one of the actions stated above before the deadline. If you have registered for the shareholders' meeting using the Internet Dialog or in another way stipulated in the invitation to the shareholders' meeting before the deadline (time of receipt by Deutsche Telekom is decisive), you can also carry out the actions stated above after the deadline for registration using the Internet Dialog.

If you perform one of the above actions to exercise voting rights using the Internet Dialog, this applies solely to the shareholders' meeting on April 1, 2021. You can find further details on the above actions to exercise voting rights below under points 3.2 through 3.5.

Important general provisions that also apply to registration via the Internet Dialog can be found under point 10.

3.2 Submit votes by post/online

You can cast your postal/online vote online via the "Postal/online voting" menu point in the main menu.

Casting a vote on a resolution proposed by the administrative body concerning item 2 of the agenda is also considered a cast vote regarding any proposal from the administrative body on appropriation of net income that is adjusted in the shareholders' meeting according to the information contained in the invitation to the shareholder's meeting. If a separate vote is held on approval of the actions of each individual Board of Management/Supervisory Board member, the votes concerning items 3/4 are considered to apply for all members of the Board of Management or Supervisory Board.

Postal/online votes can be cast via the Internet Dialog right up until the start of voting during the shareholders' meeting. You can change or revoke postal/online votes cast this way via the Internet Dialog right up until the start of voting during the shareholders' meeting. To revoke postal/online votes that have been cast this way on any item on the agenda, please select another action to exercise voting rights via the Internet Dialog. If you want to revoke your vote without choosing another legally relevant action to exercise voting rights, please select the "Change postal/online voting" menu point in the main menu and then select "Revoke" the menu point.

If you have already carried out actions to exercise voting rights previously, this does not prevent you from casting postal/online votes using the Internet Dialog. In doing so, however, you declare that you revoke actions carried out previously if these were also carried out using the Internet Dialog or were stored by Deutsche Telekom in the Internet Dialog as described below.

You can also cast, change or revoke postal/online votes and issue and revoke a proxy authorization by means other than the Internet Dialog. This also applies to authorization and instructions to a Company-appointed proxy, authorization and – where necessary – instructions to an intermediary, shareholders' association, proxy advisor, or a person with the status of an intermediary, as well as the revocation of such an authorization/change to the instructions. You can find details on this, including different deadlines in some cases, in the invitation to the shareholders' meeting. In case of doubt, the declarations most recently received by us shall take precedence. Where possible, we will store the most recent action to exercise voting rights without undue delay in the Internet Dialog so that you can also view, change or revoke this from then on in the Internet Dialog.

Important general provisions that also apply to casting postal/online votes via the Internet Dialog can be found under point 10.

3.3 Granting authorization and issuing instructions to Company-appointed proxies

Via the "Authorization to Company-appointed proxy" menu point in the main menu, you can grant proxy authorization to the Company-appointed proxies and issue voting instructions.

The Company-appointed proxies may only exercise the voting rights granted to them via authorization provided they have received an explicit instruction to do so. The Company-appointed

proxies will only take account of instructions in respect of resolutions proposed by the Company's administrative bodies which have been published by the Company prior to the shareholders' meeting and in respect of resolutions proposed by shareholders that were published by the Company prior to the shareholders' meeting on the basis of a minority request pursuant to § 122 (2) AktG or as a counter-motion pursuant to § 126 (1) AktG or a nomination pursuant to § 127 AktG. The voting instruction options in the Internet Dialog are restricted accordingly.

Issuing an instruction on a resolution proposed by the administrative body concerning item 2 of the agenda is also considered an instruction issued regarding any proposal from the administrative body on appropriation of net income that is adjusted in the shareholders' meeting according to the information contained in the invitation to the shareholder's meeting. If a separate vote is held on approval of the actions of each individual Board of Management/Supervisory Board member, the instructions on items 3/4 are considered to apply for all members of the Board of Management or Supervisory Board.

Granting authorization and issuing instructions to Company-appointed proxies via the Internet Dialog can take place during the shareholders' meeting right up to the start of voting. You can change or revoke the proxy authorization/instructions granted or issued this way via the Internet Dialog right up until the start of voting during the shareholders' meeting. To revoke the authorization/instructions granted or issued to the Company-appointed proxies in this manner via the Internet Dialog, select an alternative possible action related to the exercising of voting rights in the Internet Dialog. If you want to revoke your vote without choosing another legally relevant action to exercise voting rights, please select the "Change postal/online voting" menu point in the main menu and then select "Revoke" the menu point.

If you have already carried out actions related to the exercising of voting rights, this does not exclude the granting of authorization and issuing of instructions to Company-appointed proxies via the Internet Dialog. In doing so, however, you declare that you revoke the other actions carried out if these were also carried out using the Internet Dialog or were stored by Deutsche Telekom in the Internet Dialog as described below.

You can also cast, change or revoke postal/online votes and issue and revoke a proxy authorization by means other than the Internet Dialog. This also applies to authorization and instructions to a Company-appointed proxy, authorization and – where necessary – instructions to an intermediary, shareholders' association, proxy advisor, or a person with the status of an intermediary, as well as the revocation of such an authorization/change to the instructions. You can find details on this, including different deadlines in some cases, in the invitation to the shareholders' meeting. In case of doubt, the declarations most recently received by us shall take precedence. Where possible, we will store the most recent action to exercise voting rights without undue delay in the Internet Dialog so that you can also view, change or revoke this from then on in the Internet Dialog.

Important general provisions that also apply to the granting of authorization and the issuing of instructions to Company-appointed proxies via the Internet Dialog can be found under point 10.

3.4 Granting of authorization and, if desired, issuing of instructions to an intermediary, shareholders' association, or proxy advisor

Via the "Proxy authorization to intermediary, shareholders' association, or proxy advisor" menu point in the main menu, you can grant authorization and, if desired, issue instructions to an intermediary, shareholders' association, or proxy advisor within the meaning of § 134a (1), no. 3, (2) no. 3 AktG via the Internet Dialog, provided that they participate in this service.

An intermediary, shareholders' association, or proxy advisor within the meaning of § 134a (1), no. 3, (2) no. 3 AktG can only be issued instructions in respect of resolutions proposed by the Company's administrative bodies which have been published by the Company prior to the shareholders' meeting and in respect of resolutions proposed by shareholders that were published by the Company prior to the shareholders' meeting on the basis of a minority request pursuant to § 122 (2) AktG or as a counter-motion pursuant to § 126 (1) AktG or a nomination pursuant to § 127 AktG.

Any instruction regarding a resolution proposed by the administrative body concerning item 2 of the agenda is also considered an issued instruction regarding any proposal from the administrative body on appropriation of net income that is adjusted in the shareholders' meeting according to the information contained in the invitation to the shareholder's meeting. If a separate vote is held on approval of the actions of each individual Board of Management/Supervisory Board member, the instructions on items 3/4 are considered to apply for all members of the Board of Management or Supervisory Board.

The granting of proxy authorization and, if desired, the issuing of instructions to an intermediary, shareholders' association, or a proxy advisor within the meaning of § 134a (1), no. 3, (2) no. 3 AktG, can take place via the Internet Dialog during the shareholders' meeting, right up until the start of voting. You can change or revoke the proxy authorization/instructions granted or issued this way via the Internet Dialog right up until the start of voting during the shareholders' meeting. To revoke the authorization/instructions granted or issued to an intermediary, shareholders' association, or a proxy advisor within the meaning of § 134a (1), no. 3, (2) no. 3 AktG in this manner via the Internet Dialog, select an alternative possible action related to the exercising of voting rights in the Internet Dialog. If you want to revoke your vote without choosing another legally relevant action to exercise voting rights, please select the "Change instruction" menu point in the main menu and then select "Revoke" the menu point.

If you have already carried out actions related to the exercising of voting rights, this does not exclude the granting of authorization and, if desired, the issuing of instructions to an intermediary, a shareholders' association, proxy advisor within the meaning of § 134a (1), no. 3, (2) no. 3 AktG via the Internet Dialog. In doing so, however, you declare that you revoke the other actions carried out if these were also carried out using the Internet Dialog or were stored by Deutsche Telekom in the Internet Dialog as described below.

You can also cast, change or revoke postal/online votes and issue and revoke a proxy authorization by means other than the Internet Dialog. This also applies to authorization and instructions to a

Company-appointed proxy, authorization and – where necessary – instructions to an intermediary, shareholders' association, proxy advisor, or a person with the status of an intermediary, as well as the revocation of such an authorization/change to the instructions. You can find details on this, including different deadlines in some cases, in the invitation to the shareholders' meeting. In case of doubt, the declarations most recently received by us shall take precedence. Where possible, we will store the most recent action to exercise voting rights without undue delay in the Internet Dialog so that you can also view, change or revoke this from then on in the Internet Dialog.

Important general provisions that also apply to the granting of proxy authorization and possible instructions to an intermediary, shareholders' association, or a proxy advisor within the meaning of § 134a (1), no. 3, (2) no. 3 AktG via the Internet Dialog can be found under point 10.

3.5 Granting authorization to a third party to exercise your shareholder rights

You can authorize a third party to exercise your shareholder rights via the "Granting proxy authorization to a third party" menu point in the main menu.

We will without undue delay send forms to the third party that you have authorized in this manner. These forms can be used to issue postal/online votes, to assign further proxies, as well as for access data to the Internet Dialog. The Internet Dialog is available to the third party authorized in this manner for the actions named under points 3 to 7.

Granting authorization to a third party in order to exercise your shareholder rights can take place via the Internet Dialog during the shareholders' meeting right up to the start of voting. However, please observe the required time frame for the transfer of the required documents/access data to the proxy. You can change or revoke the proxy authorization granted this way via the Internet Dialog during the shareholders' meeting right up until the start of voting. To revoke the authorization granted to a third party in this manner via the Internet Dialog, select an alternative possible action related to the exercising of voting rights in the Internet Dialog. If you want to revoke without choosing another legally relevant action to exercise voting rights, please select the "Third party proxy authorization" menu point in the main menu and then select "Revoke" the menu point.

If you have already carried out actions relating to the exercising of voting rights, this does not exclude the granting of proxy authorization to a third party via the Internet Dialog. In doing so, however, you declare that you revoke the other actions carried out if these were also carried out using the Internet Dialog or were stored by Deutsche Telekom in the Internet Dialog as described below.

You can also cast, change or revoke postal/online votes and issue and revoke a proxy authorization by means other than the Internet Dialog. This also applies to authorization and instructions to a Company-appointed proxy, authorization and – where necessary – instructions to an intermediary, shareholders' association, proxy advisor, or a person with the status of an intermediary, as well as

the revocation of such an authorization/change to the instructions. You can find details on this, including different deadlines in some cases, in the invitation to the shareholders' meeting. In case of doubt, the declarations most recently received by us shall take precedence. Where possible, we will store the most recent action to exercise voting rights without undue delay in the Internet Dialog so that you can also view, change or revoke this from then on in the Internet Dialog.

Important general provisions that also apply to the granting of authorization to a third party via the Internet Dialog can be found under point 10.

4. Submitting questions before to the shareholders' meeting

Provided that you have correctly registered for the shareholders' meeting, you can submit questions via the "Submit questions" menu point in the main menu until the deadline stated in the invitation to the shareholders' meeting. Questions can only be submitted via the Internet Dialog.

Please enter your questions in the text fields provided. A maximum of 5000 characters can be entered into a single text field. You can use a new text field for each question.

Your name may only be disclosed at the shareholders' meeting in the context of providing an answer provided that you consented to this when submitting the question. If it is important to you to be mentioned by name, grant us this consent by selecting a checkbox to authorize the data processing resulting from the transmission of the shareholders' meeting on the internet. Consent can be revoked at any time. Revocation can, in particular, be made by sending an e-mail to hv-service@telekom.de .

You will be able to view, but you will not be able to change, or delete any questions that you submit via the Internet Dialog at a later date. However, you may submit further questions until the deadline for the submission of questions, as stated in the invitation to the shareholders' meeting.

Important general provisions that also apply to the submission of questions via the Internet Dialog can be found under point 10.

5. Raising an objection to a resolution of the shareholders' meeting

You may object to a resolution of the shareholders' meeting for the whole duration of the meeting via the "Raise objection" menu point in the main menu. It is only possible to object to a resolution of the shareholders' meeting via the Internet Dialog.

Please enter your objection in the free text field provided. Please state which resolution(s) you would like to object to. Your objection will be submitted to the attesting notary of the shareholders' meeting.

Important general provisions that also apply to the objection to a resolution of the shareholders' meeting raised via the Internet Dialog can be found under point 10.

6. Information from the list of participants and attendees

You can use the “List of participants” menu point in the main menu to retrieve information from the list of participants and attendees during the shareholders’ meeting.

Important general provisions that also apply to the retrieval of information from the list of participants and attendees via the Internet Dialog can be found under point 10.

7. Generating confirmation of receipt of votes submitted by means of electronic communications

If you submit postal/online votes via the Internet Dialog (for more information, see point 3.2), you will receive a corresponding receipt, which you can download and/or print out. This procedure confirms the receipt of your votes in accordance with § 118 (2) sentence 2 in conjunction with (1) sentence 3 AktG.

Important general provisions that also apply to the generation of a confirmation of receipt of a vote submitted electronically via the Internet Dialog can be found under point 10.

8. Generating confirmation of the counting of votes

You can use the “Voting confirmation” menu point in the main menu within one month after the shareholders meeting to retrieve a confirmation as to whether and how your vote was counted, in accordance with § 129 (5) AktG, which you can download and/or print out.

Important general provisions that also apply to the generation of a confirmation of the counting of votes via the Internet Dialog can be found under point 10.

9. Viewing shareholder details and updating data

By selecting the “My shareholder details” menu point in the main menu, you can view your shareholder details contained in the shareholders’ register and update the data contained therein. You can also subscribe and unsubscribe to the newsletter for shareholders under this menu point.

Important general provisions that also apply to the viewing and updating of shareholder details via the Internet Dialog can be found under point 10.

10. Important general provisions for the actions listed under points 2–9

10.1 Time in which the Internet Dialog can be used

The Internet Dialog is available to you for the actions listed under points 3, 4, and 7 from the date named for this purpose in the invitation to the shareholders’ meeting. The actions listed under points 3 and 7 can be carried out up until the day of the shareholders’ meeting right up to the start of voting. However, registration can

only take place prior to the deadline for this as stated in the invitation to the shareholders’ meeting. The action listed under point 4 can only take place prior to the deadline for this as stated in the invitation to the shareholders’ meeting. The actions listed under points 5 and 6 can only take place between the start and the end of the shareholders’ meeting. The action listed under point 8 is possible within one month after the day of the shareholders’ meeting. The Internet Dialog is available to the shareholders throughout the year for the actions listed under points 2 and 9.

10.2 Groups of persons, legal entities

Please note that when shareholders are entered in the shareholders’ register as a group of persons (e.g., married couples), partnership, or legal entity, the individual who executes actions as listed under points 2 to 9 must have obtained the authorization of all members of the group of persons, partnership, or legal entity on whose behalf they are acting and/or, in the case of a partnership/legal entity, must be the authorized representative of that partnership/legal entity. By using the Internet Dialog, you confirm to Deutsche Telekom AG that you are an authorized representative to the extent necessary.

10.3 Multiple shareholder numbers

Your shares in the shareholder register may be entered under multiple shareholder numbers, especially if your shares are stored by several last intermediaries (for example, if you have securities deposit accounts from several banks). In such a case, you must use the Internet Dialog for all shareholder numbers, i.e., several times, if you wish to execute the actions listed under points 2–9 via the Internet Dialog for all your shares.

10.4 Proxy

The Internet Dialog also supports the use of third-party proxies. For more information on the restrictions to the functions in this case, refer to the second paragraph under point 3.5.

11. Duties of care of the user

Please do not allow unauthorized persons to gain access to your shareholder number and your online password so as to ensure that no third party can use your access.

If you suspect your details have been misused, you should have your access blocked by calling the dedicated hotline on +49 (0)228 18155770, Monday to Friday (except public holidays) from 8:00 a.m. to 6:00 p.m. or, if you have registered to receive the shareholders’ meeting invitation by electronic means, at least change your access password. Once your access has been blocked, you may need to register for the shareholders’ meeting again, while complying with the formal and deadline requirements, using another channel so you are authorized to take part and vote.

Please also ensure that you close/exit the Internet Dialog properly. The actions listed under points 2–9 are only concluded if the associated confirmation is displayed to you. If the program is terminated at an earlier point in time (e.g., by clicking on the “Back” button or by closing the window), the named actions will not be properly

concluded. Properly closing the program (using the “End service” button) also prevents unauthorized persons from viewing or tampering with your details during your absence.

12. Stability and availability, disclaimer

We recommend using the Internet Dialog in good time, to ensure that declarations bound by a deadline can be submitted punctually even in case of temporary malfunctions or unavailability. In particular, we recommend using one of the actions listed under 3. of the Internet Dialog to register for the shareholders’ meeting punctually, to ensure that in case of a malfunction or unavailability, timely registration by post or e-mail is still possible.

Deutsche Telekom AG assumes no responsibility for errors or defects in the hardware and software used for the Internet Dialog, including hardware and software of the service companies involved, provided there has been no intentional wrongdoing or gross negligence. If security concerns make it appear necessary for Deutsche Telekom AG, we reserve the right to suspend or discontinue the Internet Dialog without further notice.

If you experience any technical problems, please call the dedicated hotline on +49 (0)228 18155770 which is available Monday to Friday (except public holidays) from 8:00 a.m. to 6:00 p.m. or via e-mail at hv-service@telekom.de.

13. Notes on data privacy

Please observe the separate data privacy information for shareholders and shareholders’ representatives of Deutsche Telekom AG.

14. Changes to these terms of use

We reserve the right to amend or change these terms of use. Amendments or changes to these terms of use are particularly likely if we expand, redesign, or restrict the technical capability of the Internet Dialog or if we intend to take account of changes in

regulations, in particular provisions under German stock corporation law. During the period between the date stated on the invitation to the shareholders’ meeting for the provision of the Internet Dialog for the actions related to the shareholders’ meeting and the end of the respective shareholders’ meeting, we will – in principle – make no amendments or changes to the terms of use.

Each time you use the Internet Dialog, you must accept the terms of use – which may have been amended or changed. Otherwise, you may not use the Internet Dialog.

If you have registered for the electronic delivery of the invitation to the shareholders’ meeting, we will notify you in good time of amendments and changes to these terms of use via the electronic address you provided for the delivery of the invitation to the shareholders’ meeting. In this case, all amendments and changes will be deemed to have been accepted unless you object to them in writing within 14 days of receiving the e-mail or De-Mail informing you of said changes or revoke your consent to the electronic delivery of invitations to shareholders’ meetings via the Internet Dialog. We will draw your attention to this consequence when we inform you of any changes.

You can send your objections in writing to Deutsche Telekom AG, c/o ADEUS Aktienregister-Service-GmbH, 20683 Hamburg, Germany, or via e-mail to hv-service@telekom.de. Your objection will be considered valid if sent within the above-mentioned time period. In addition, you may at any time revoke your consent to participate in the electronic delivery of invitations to shareholders’ meetings by using the Internet Dialog at www.telekom.com/hv-service (however, you must accept the amended/changed terms of use once in order to do so).

It is essential that these terms of use apply uniformly to all those receiving electronic invitations to shareholders’ meetings. If you wish to object to a change to the terms of use, we will also interpret your objection to the changed/amended terms of use as revocation of your consent to the electronic delivery of invitations to the shareholders’ meeting. From that point onward, you will once again receive your invitation to the shareholders’ meetings by post.