

Your order for Interactive Voice Response Business

Explanations of the order for Interactive Voice Response Business

DEAR CUSTOMER

Please read the following notes before placing your order.
One copy of this order as well as the covering page and the explanatory notes are for your records.

FREECALL 0800 OR 0180CALL NUMBERS

You must have activated freecall or shared cost service numbers with Telekom. Further details about service numbers can be found in your service number contract.

SERVICE NUMBER FEATURES

Contact Solutions (CS) are customer solutions that cannot be used at the same time as service number features in some cases. You can find these conflicting service features in the product-specific service specifications and General Terms and Conditions.

INTERACTIVE VOICE R ESPONSE BUSINESS

The data required for provision of Interactive Voice Response Business (initial provision, monthly charge, call charges) can be found in the Interactive Voice Response Business price list.

SEPA-DIRECT DEBIT AUTHORIZATION

This will ensure that your invoices are always paid on time – take advantage of the benefits of direct debit:
Telekom bills will be sent to you well before your account is debited. Please inform the relevant billing office in good time of any changes to your bank details. This also applies if you wish to opt out of this procedure.

GENERAL TERMS AND CONDITIONS

The General Terms and Conditions of Telekom for each product ordered shall apply for the Agreement. The General Terms and Conditions are available at Telekom Shops or from your account manager. The General Terms and Conditions are available on the Internet at www.telekom.de/agb

**Kind regards,
Telekom**



Your order for Interactive Voice Response Business

1. CUSTOMER DATA

Customer number Internal posting account

Mrs Mr Company

Last name, first name/company

Street, number, P.O. Box

Telephone Fax

Country ZIP code city/town

E-mail address

2. CONTACT PERSON FOR TECHNICAL QUERIES

Mrs Mr

Last name

First name

Telephone

E-mail address

3. BILL GOES TO

If different from ordering party.

Internal posting account

Mrs Mr Company Title, additions to name

Last name, first name/Company

Street, number, P.O. Box

Country ZIP code city/town

4. YOUR PREFERRED DATA

Preferred date The preferred date for provision must be five working days in advance.

5. ADDITION TO SERVICE NUMBER

To which service number is IVR Business to be added?

6. INTERNAL BILLING ACCOUNT

All services in this order will be billed to the internal account for a service number. If you have more than one service number, please enter the internal account to be used for billing.

Internal posting account

7. INTERACTIVE VOICE RESPONSE BUSINESS

Item/service no. for initial provision of IVR Business	83893	
Item/service no. for monthly charge of IVR Business	30712	
Item/service no. for usage-based charges with DTMF plus TTS plus ASR	03144	
Item/service no. for IVR Business consulting, per man day	30869	Number <input type="text"/>
Item/service no. for IVR Business consulting, per 15 minutes	30868	Number <input type="text"/>
Item/service no. for connection to the IVR Business application to additional service numbers, per service number	30870	Number <input type="text"/>

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**8. CONNECTION TO
SUBSEQUENT
SERVICE NUMBERS**

	Service code	ID	Emergency destination traffic management program
1. Service number	<input type="text"/>	<input type="text"/>	<input type="text"/>
Subsequent service number	<input type="text"/>	<input type="text"/>	<input type="text"/>
Subsequent service number	<input type="text"/>	<input type="text"/>	<input type="text"/>
Subsequent service number	<input type="text"/>	<input type="text"/>	<input type="text"/>
Subsequent service number	<input type="text"/>	<input type="text"/>	<input type="text"/>
Subsequent service number	<input type="text"/>	<input type="text"/>	<input type="text"/>
Subsequent service number	<input type="text"/>	<input type="text"/>	<input type="text"/>
Subsequent service number	<input type="text"/>	<input type="text"/>	<input type="text"/>
Subsequent service number	<input type="text"/>	<input type="text"/>	<input type="text"/>
Subsequent service number	<input type="text"/>	<input type="text"/>	<input type="text"/>

9. SPECIAL REQUESTS

<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>

10. TERMS OF AGREEMENT

The term of agreement is one year.
The agreement may be terminated by either party in writing, at the earliest upon expiry of the agreement term, by giving three months notice. If due notice is not given, the term of agreement shall be extended by twelve months.

11. GENERAL TERMS AND CONDITIONS

The General Terms of Conditions of Telekom for each product shall apply for the Agreement. The General Terms and Conditions are available at telekom Shops or from your account manager. The General Terms and conditions are available on the internet at www.telekom.de/agb

12. DATA PRIVACY

I can find the general data privacy information of Telekom Deutschland GmbH in the appendix. I was able to take note of the special data privacy information for my product and can also find it at www.telekom.de/datenschutzhinweise

13. SIGNATURE, LEGAL SIGNATURE FOR PUBLIC AGENCIES AND COMPANIES

Date	<input type="text"/>	Place and signature ordering party	<input type="text"/>
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General Data Privacy Information for Telekom Deutschland GmbH ("Telekom")

General

Telekom attaches great importance to protecting your personal data. We inform you what personal data we collect, how your data is used, and the options available to you.

1 Where can I find the information important to me?

This **General Data Privacy Information** provides an overview of the aspects that generally apply to the processing of your data by Telekom.

Additional information on data privacy associated with the use of our products, particularly regarding the intended purpose, deletion periods etc., can be found in the **data privacy information for that particular product** at www.telekom.de/datenschutzhinweise and in the Telekom Shop.

2 On what legal basis does Telekom process my data?

We process your data in line with the regulations of European and German data privacy laws (the regulations cited below refer to the EU General Data Protection Regulation, GDPR), i.e. only to the extent that and insofar as

- it is necessary for **performance of a contract** with you or to carry out steps at your request prior to entering into a contract (Art. 6 sec. 1b GDPR) or
- you have given your **consent** to the processing of your data (Art. 6 sec. 1a GDPR) or
- processing is necessary in order to protect our own or third party **legitimate interests**, e.g. in the following cases: to assert claims, to defend our interests in lawsuits, to recognize and eliminate misuse; to prevent and investigate criminal offenses; to ensure secure IT operations at Telekom; Art. 6 sec. 1f GDPR. Or
- for compliance with **legal requirements**, e.g. the retention of documents for commercial and fiscal purposes (Article 6 sec. 1c GDPR), or where it is in the public interest (Article 6 sec. 1e GDPR).

3 What are my rights?

You have the right

- a) to demand **information** regarding the categories of data being processed, the purpose of processing, the recipients of the data, and the planned duration of data storage (Art. 15 GDPR);
- b) to demand the **rectification** or completion of inaccurate or incomplete data (Art. 16 GDPR);
- c) to **withdraw** your consent at any time with future effect (Art. 7 sec. 3 GDPR);
- d) to **object** to data processing on the basis of a legitimate interest based on your particular situation (Art. 21 sec. 1 GDPR);
- e) in specific cases as outlined in Art. 17 GDPR, to demand the **erasure** of data, particularly where the data is no longer necessary for the intended purposes, or was processed unlawfully, or you have withdrawn your consent in accordance with (c) above, or have objected to data processing in accordance with (d) above;
- f) under certain circumstances, to demand the **restriction** of data processing, to the extent that erasure is not possible, or the obligation to erase data is disputed (Art. 18 GDPR);
- g) to **data portability**, i.e. you may receive your disclosed data in a commonly used, machine-readable format, such as CSV, and where applicable, transmit it to others (Art. 20 GDPR)
- h) to **complain** to the competent **supervisory authority** (for telecommunications contracts: the Federal Officer for Data Privacy and Freedom of Information; in other cases: the North Rhine-Westphalia Commissioner for Data Protection and Freedom of Information (LDI NRW).

4 Does Telekom conduct credit checks and does it collaborate with credit agencies such as Schufa?

Before signing a contract, Telekom will carry out a creditworthiness check for services which are invoiced at a later date, in order to protect itself from non-payment. To check your creditworthiness, we use data about you personally and your payment history with existing contracts, including those with other companies in the Telekom Group. Such data include your name, address, date of

birth and customer number, the duration of your contracts, your order history, payment settlement and sales figures. If the data available is insufficient to carry out such a check, we will also obtain information from credit agencies and debt collection companies, and will share with them your name, address, date of birth and IBAN. Where data is received from credit agencies or debt collection companies, where necessary we will additionally employ a scoring system and use it to calculate the probability of a customer meeting his contractual payment obligations. Scoring is based on a trusted, recognized mathematical-statistical procedure.

We collaborate with the following credit agencies and debt collection companies:

SCHUFA Holding AG; CRIF Bürgel GmbH; infoscore Consumer Data GmbH; Creditreform Boniversum GmbH; Creditreform Bonn Domschke & Rossen KG; Bisnode Deutschland GmbH; EOS DID Forderungsmanagement GmbH; KSP Kanzlei Dr. Seegers, Dr. Frankenheim Rechtsanwalts-gesellschaft mbH; Sirius Inkasso GmbH; Inkasso Tesch Forderungsmanagement GmbH; Intrum Deutschland GmbH.

We save the results of a credit check for one year.

Additionally, we share personal data obtained within the context of the contractual relationship during the course of applying for, executing and terminating a contract, as well as any data about non-compliant or fraudulent behavior, with SCHUFA Holding AG and CRIF Bürgel GmbH.

SCHUFA and CRIF Bürgel process the data received and also use it in a scoring process to supply their contractual partners in the European Economic Area and Switzerland, and where applicable other third-party countries (where the European Commission has decided that there is an adequate level of data protection), with information. This may also include an assessment of the credit-worthiness of natural persons. Further information on the activities of SCHUFA and CRIF Bürgel can be found at www.schufa.de/datenschutz and www.crifbuergel.de/de/datenschutz respectively.

Article 6 (1 b) and Article 6 (1 f) of the GDPR set out the legal basis for these forms of data processing.

5 Will my data be used for advertising or market research purposes?

We will use your personal data for advertising or market research purposes if you have given your consent; you may withdraw your consent at any time for the future. The opportunity of withdrawing your consent is also pointed out to you when we obtain it.

Alternative provisions apply when you are online, so when you are surfing our website or using our apps. Information on the relevant provisions can be found in the data privacy information for the respective online services.

6 Who does Telekom share my data with?

With so-called commissioned data processors, i.e. companies we have contracted to process data within the relevant statutory framework, see Article 28 of the GDPR (assistant, auxiliary persons). In these cases, Telekom is still responsible for protecting your data. We subcontract to companies mainly in the following areas: IT, sales, marketing, finance, consulting, customer service, human resources, logistics, printing.

With cooperation partners who provide services on your behalf or in conjunction with your Telekom contract at their own responsibility. This applies if you have requested the services of such partners from us, or if you consent to the involvement of a partner, or if we involve the partner on the basis of a lawful permit.

On the basis of our statutory legal obligations: In selected cases, we are legally obliged to transmit certain data to the requesting government agency. Example: Upon presentation of a court order, we are obliged under § 101 of the German Copyright Act (Urheberrechtsgesetz) to provide the owners of copyrights/ancillary copyrights with information about customers who have allegedly offered copyrighted works via Internet file sharing services.

General Data Privacy Information for Telekom Deutschland GmbH ("Telekom")

7 Where is my data processed?

In general, your data is processed in Germany and elsewhere in Europe.

In exceptional cases, if your data is processed in countries outside of the European Union (so-called third countries), this will be because you have given your explicit consent, or because it is necessary for performance of our contract with you, or because the law so permits (Art. 49 GDPR). Above and beyond this, your data will only be processed in third countries provided certain measures are taken to ensure an adequate level of data privacy (for example, an adequacy decision by the EU Commission or appropriate safeguards, Art. 44ff. GDPR). Detailed explanations, where relevant, can be found in the supplementary data privacy information for the relevant product.

8 Where can I find further information regarding data protection at Telekom?

Further information, including data protection information for specific products, is available at www.telekom.de/datenschutzhinweise and at www.telekom.com/dataprotection

9 Who is responsible for data processing? Who should I contact if I have any queries regarding data privacy at Deutsche Telekom?

The controller is Telekom Deutschland GmbH, Landgrabenweg 151, 53227 Bonn, Germany. If you have any queries, please contact our Customer Services department or our Data Protection Officer, Dr. Claus D. Ulmer, Friedrich-Ebert-Allee 140, 53113 Bonn, datenschutz@telekom.de