Press Release

6th August 2010

O_2 and HanseNet concentrate customer service at four locations

- **Concentration of O_2 and HanseNet call centres at Nuremberg, Hamburg, Bremen and Rostock locations**
- **Cooperation with a strategic partner planned for Teltow, Saarbrücken and Duisburg**

MUNICH/Germany. Within the context of the integration, Telefónica O_2 Germany and HanseNet plan to concentrate customer service at their Nuremberg, Hamburg, Bremen and Rostock locations in future. In doing so, the company will continue to ensure a high quality of service and advice for an integrated range of telecommunications. The aim is to have the other three locations looked after by a strategic partner.

The selection process for a strategic partner at the Teltow, Saarbrücken and Duisburg locations has now been opened up. Decisive factors include a high quality-standard of customer support and responsible handling of employees. Excellent customer support is one of the key components of O_2 strategy. A decision is expected in the next few months.

Telefónica O_2 Germany is one of the top players in the integrated telecommunications market. The intention is to combine the skills and strengths of O_2 und HanseNet in one company in 2011.

Telefónica O_2 Germany GmbH & Co. OHG belongs to Telefónica Europe and is part of the Spanish telecommunication group Telefónica S.A. The Company offers its German private and business customers postpaid and prepaid mobile telecom products as well as innovative mobile data services based on the GPRS and UMTS technologies. In addition, the integrated communications provider also offers DSL fixed network telephony and high-speed internet. Telefónica Europe has 55 million mobile and fixed network customers in Great Britain, Ireland, the Czech Republic, Slovakia and Germany.

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