

Key data of the Group's operating segments.

		2010	2009	2008	2007
Key data of the Group's operating segments	millions				
Fixed-network lines ^a		36.0	38.5	41.5	44.7
Retail broadband lines ^b		16.4	15.4	13.9	11.4
Mobile customers		128.5	134.5	130.9	118.4
Germany	millions				
Fixed network					
Fixed-network lines ^a		24.7	26.2	28.3	30.8
Retail broadband lines ^a		12.0	11.5	10.6	9.0
Wholesale bundled lines ^b		1.0	1.6	2.5	3.5
Unbundled local loop lines (ULLs) ^c		9.5	9.1	8.3	6.4
Wholesale unbundled lines ^d		1.0	0.6	0.2	-
Mobile communications					
Mobile customers ^e		34.7	39.1	39.1	36.0
Europe	millions				
Fixed network					
Fixed-network lines ^a		11.3	12.3	13.2	13.9
Retail broadband lines ^b		4.4	3.9	3.3	2.4
Wholesale bundled lines ^b		0.2	0.2	0.3	0.4
Unbundled local loop lines (ULLs) ^c		1.5	1.1	0.7	0.3
Mobile communications					
Mobile customers		60.1	61.6	59.0	52.6
United States	millions				
Mobile customers		33.7	33.8	32.8	29.8
Systems Solutions					
Computing & Desktop Services					
Number of servers managed and serviced	units	58,073	47,092	56,734	39,419
Number of workstations managed and serviced	millions	1.95	1.86	1.51	1.46
Systems Integration ^a					
Hours billed ^b	millions	9.2	9.6	10.7	11.4
Utilization rate ^c	%	84.0	81.3	80.9	80.2

Prior-year figures have been adjusted on a pro forma basis. Totals calculated on the basis of precise figures and rounded to millions.

One mobile communications card corresponds to one customer.

Group

- ^a Lines in operation. Telephone lines including IP-based lines, excluding internal use and public telecommunications and including wholesale services and business customers.
^b Broadband lines in operation.

Germany

- ^a Lines in operation excluding internal use and public telecommunications systems, including IP-based lines and congstar.
^b Wholesale bundled lines: sale of broadband lines based on DSL technology to alternative providers outside Deutsche Telekom, including bundled IP-BSA. In the case of IP-Bitstream Access (IP-BSA), Deutsche Telekom leases DSL lines to the competitor and transports the datastream carried over the lines.
^c Unbundled local loop lines: Deutsche Telekom wholesale service that can be leased by alternative telecommunications operators without upstream technical equipment in order to offer their own customers a telephone or DSL line.
^d Wholesale unbundled lines: wholesale service not bundled with a PSTN line. Allows competitors to offer an all-IP product range.
^e On April 1, 2010, Telekom Deutschland GmbH began to automatically terminate prepaid cards that have not been topped up for two years and have been inactive for three months.

Europe

The Europe operating segment includes the following fixed-network and mobile communications subsidiaries: OTE Greece, Cosmote Greece, Romtelecom, Cosmote Romania, Zapp (Romania), Globul (Bulgaria), AMC (Albania), Magyar Telekom, Makedonski Telekom, Crnogorski Telekom, PTC, T-Mobile Czech Republic, T-Hrvatski Telekom, T-Mobile Netherlands, Slovak Telekom, and T-Mobile Austria.

For better comparability, the customers of T-Mobile UK, who were transferred to the Everything Everywhere joint venture as of April 1, 2010 following the merger of T-Mobile UK and Orange UK, were subtracted from all historical customer figures.

The OTE group has been fully consolidated since February 1, 2009. Prior-year figures have been adjusted accordingly on a pro forma basis.

Zapp (Romania) has been consolidated since November 1, 2009. Prior-year figures have not been adjusted.

The fixed-network and broadband lines in the Netherlands are included in the figures for all years shown.

^a Lines in operation excluding internal use and public telecommunications, including IP-based lines.

^b See definition in Germany, footnote b.

^c See definition Germany, footnote c.

Systems Solutions

^a Domestic: excluding changes in the composition of the Group.

^b Cumulative figures as of the reporting date.

^c Ratio of average number of hours billed to maximum possible hours billed per period.