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Telecom

Telefónica Germany and its brands O2 and Alice belong to Telefónica Europe and are part of the Spanish telecommunication group, Telefónica S.A. In Germany, it offers more than 20 million customers postpaid and prepaid mobile telecom products as well as innovative GPRS and UMTS mobile data services, DSL fixed network telephony, and high-speed internet. Their vibrant support community helps customers answer questions all across their voice, mobile Telecom broadband, and DSL services.

“ The community brings us much closer to our customers. It helps us to understand their needs even better—especially in services & information. This knowledge is not only used for online channels but also for the service channels that benefit from the community as well.

-Daniel Sper, Community Manager at Telefónica Germany

