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Verbraucheranfragen und Kundenschutzregelungen im Bereich der Telekommunikation Durchführung

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Modul	Sachverhalt
Leistungsschlüssel	99118018058000
Leistungsbezeichnung I	Verbraucheranfragen und Kundenschutzregelungen im Bereich der Telekommunikation Durchführung
Leistungsbezeichnung II	Submitting complaints and inquiries in the area of telecommunications
Typisierung	1 - Bund: Regelung und Vollzug
Quellredaktion	Bund
Freigabestatus Katalog	fachlich freigegeben (gold)
Freigabestatus Bibliothek	unbestimmter Freigabestatus
Begriffe im Kontext	
Leistungstyp	Leistungsobjekt mit Verrichtung
Leistungsgruppierung	

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Verrichtungskennung	Durchführung (58)
SDG-Informationsbereich	Ausübung der Rechte der Betroffenen im Zusammenhang mit dem Schutz personenbezogener Daten
Lagen Portalverbund	Verbraucherschutz (1150300), Verbraucherschutz (2140100)
Einheitlicher Ansprechpartner	Nein
Fachlich freigegeben am	27.04.2020
Fachlich freigegeben durch	Federal Ministry for Economic Affairs and Energy
Handlungsgrundlage	https://www.gesetze-im-internet.de/tkg_2021/ https://www.gesetze-im-internet.de/tktransparenzv/index.html https://eur-lex.europa.eu/legal-content/DE/TXT/?uri=celex%3A32012R0531 https://eur-lex.europa.eu/legal-content/DE/TXT/?uri=CELEX%3A32015R2120 https://eur-lex.europa.eu/legal-content/DE/TXT/?uri=CELEX%3A32015R2120
Teaser	As a customer of an Internet, mobile or fixed network provider, you can find out about your rights and submit inquiries and complaints to the Federal Network Agency.
Volltext	The Federal Network Agency has the task of ensuring that telecommunications companies comply with the regulations on customer protection laid down in the Telecommunications Act (TKG). If you have a concern about your Internet, mobile or landline connection, you can contact the Federal Network Agency. The Federal Network Agency • informs you about your rights as a customer and • supports you in certain individual cases in clarifying your concerns with telecommunications companies. You can submit a complaint or an inquiry to the Federal Network Agency. The Federal Network Agency

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will then examine your request.

The Federal Network Agency can support you, for example

- in the event of problems in connection with a change of provider, such as an interrupted supply or
- problems with moving your connection or
- with issues relating to the basic supply of telecommunications services. The universal service means that you are entitled to a landline connection.

In certain cases, the Federal Network Agency can also clarify questions in connection with your contract, for example regarding contract transparency, the content of a bill or an itemized bill.

Erforderliche Unterlagen

Varies depending on the circumstances, for example:

- Contract and applicable General Terms and Conditions (GTC) of the provider
- Order confirmation
- Order for the relocation of your telecommunications connection
- Order for number porting
- Letter of termination or confirmation of termination
- Test and measurement logs of your broadband measurement
- disputed invoices and itemized bills

Further information on the required documents can be found in the contact forms.

Voraussetzungen

- You are a customer of a telecommunications company and
- Your request concerns regulations on customer protection under the Telecommunications Act (TKG) or the basic provision of telecommunications services or other European Union regulations on roaming, European international calls and text messages or net neutrality.
- in the event of a change of provider: your supply has been unintentionally interrupted or there is a risk of interruption for longer than one day.

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Kosten	The procedure is free of charge.
Verfahrensablauf	You can submit inquiries or complaints online, electronically or in writing. Please preferably use the online contact form. To submit your inquiry or complaint online: • On the Federal Network Agency's website, select the topic that matches your request. • Complete the contact form in full: Please enter your e-mail address. Information about your request will be sent to this e-mail address. Attach any relevant documents, for example your letters with the providers. If possible, please summarize these in a PDF file. Give us your consent to forward your request to the companies concerned so that we can clarify the facts of the case for a specific purpose. • The Federal Network Agency will check whether there are any possibilities for intervention or support • If so, the Federal Network Agency usually contacts the companies involved with the facts of the case. • You will receive a reply from the Federal Network Agency to your inquiry or complaint, usually by e-mail or post. If you wish to submit your inquiry or complaint by De-Mail, e-mail or post: • Please use the PDF form provided for this purpose and complete it. Note: The additional explanations from the online contact form are not available here • Send your inquiry or complaint to the Federal Network Agency addresses provided. • The further procedural steps are the same as for the online procedure.
Bearbeitungsdauer	In the event of a supply interruption due to a change of supplier, the Federal Network Agency will review your request within a short period of time, usually within 3 to 5 working days. For other requests, the processing time can be 2 to 6 weeks, depending on the subject area. The Federal Network Agency assumes that you have already reported your concern to your telecommunications provider so that they can

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	investigate the matter as quickly as possible.
Frist	There is no deadline for submitting inquiries or complaints. For billing issues, please note the complaint period of 8 weeks stated on your invoice. For reasons of proof, it is advisable to send complaints to the provider by registered mail.
weiterführende Informationen	https://www.bundesnetzagentur.de/DE/Vportal/TK/star t2.html
Hinweise	
Rechtsbehelf	
Kurztext	• Consumer issues and customer protection regulations in the telecommunications sector • Inquiries and • complaints about Providers of telecommunications services (especially Internet access, mobile and fixed network providers) the customer protection regulations of the Telecommunications Act (TKG), the regulations on the universal service in the TKG and in relevant ordinances. • The Federal Network Agency informs customers on the following topics Internet speed, roaming, EU-wide international calls and SMS (so-called intra-EU communication) network neutrality, contract transparency, billing, itemized billing, free choice of router. • The Federal Network Agency can help customers resolve their concerns in the following areas: Supply of telecommunications services, especially in matters relating to Change of provider, Basic service (e.g. entitlement to a landline connection), relocation, fault clearance significant deviation from contractually agreed Internet speed. • Inquiries and complaints possible online, in writing and electronically • Online contact forms for inquiries and complaints about various issues • responsible: Federal Network Agency
Ansprechpunkt	
Zuständige Stelle	

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Formulare	Contact form: Contact form for inquiries and complaints in the field of telecommunications Online procedure possible: yes Written form required: no Personal appearance required: no https://www.bundesnetzagentur.de/_tools/VSTK/Formularauswahl/node.html
Ursprungsportal	Verbraucheranfragen und Kundenschutzregelungen im Bereich der Telekommunikation Durchführung, Verbraucheranfragen und Kundenschutzregelungen im Bereich der Telekommunikation Durchführung