First Quarter Results 2011

21 April 2011

Safe harbor

Non-GAAP measures and management estimates

This financial report contains a number of non-GAAP figures, such as EBITDA and free cash flow. These non-GAAP figures should not be viewed as a substitute for KPN's GAAP figures.

KPN defines EBITDA as operating result before depreciation and impairments of PP&E and amortization and impairments of intangible assets. Note that KPN's definition of EBITDA deviates from the literal definition of earnings before interest, taxes, depreciation and amortization and should not be considered in isolation or as a substitute for analyses of the results as reported under IFRS. In the net debt/EBITDA ratio, KPN defines EBITDA as a 12 month rolling average excluding book gains, release of pension provisions and restructuring costs, when over EUR 20m. Free cash flow is defined as cash flow from operating activities plus proceeds from real estate, minus capital expenditures (Capex), being expenditures on PP&E and software and excluding tax recapture regarding E-Plus.

The term service revenues refers to wireless service revenues.

All market share information in this financial report is based on management estimates based on externally available information, unless indicated otherwise. For a full overview on KPN's non-financial information, reference is made to KPN's quarterly factsheets available on www.kpn.com/ir.

Forward-looking statements

Certain statements contained in this financial report constitute forward-looking statements. These statements may include, without limitation, statements concerning future results of operations, the impact of regulatory initiatives on KPN's operations, KPN's and its joint ventures' share of new and existing markets, general industry and macro-economic trends and KPN's performance relative thereto and statements preceded by, followed by or including the words "believes", "expects", "anticipates" or similar expressions.

These forward-looking statements rely on a number of assumptions concerning future events and are subject to uncertainties and other factors, many of which are outside KPN's control that could cause actual results to differ materially from such statements. A number of these factors are described (not exhaustively) in the Annual Report 2010.

Agenda

Chairman’s review	Eelco Blok
Group financial review	Carla Smits-Nusteling
Group operational review	Eelco Blok
Concluding remarks	Eelco Blok

EBITDA outlook adjustment, free cash flow confirmed

Revenues in the Netherlands lower than expected, new strategy accelerated

- Lower than expected revenues in the Netherlands
- New strategy and related investment plans accelerated to strengthen the Dutch businesses
- Germany firmly on track with profitable growth, despite MTA reductions
- 2011 EBITDA outlook adjusted downwards, free cash flow outlook is confirmed partly due to cash contribution tax facility
- KPN confirms dividend proposal of ≥ € 0.85 and € 1bn share repurchase program for 2011

Q1 trends affecting the Netherlands

Revenues in the Netherlands lower than expected

	Trends	Impact
Consumer market	• High penetration of smartphones leading to increasing usage of new 'apps' in wireless • New 'apps' resulting in accelerated substitution of SMS and voice by data • Current bundles not positioned to fully monetize data usage growth	• SMS and voice revenues down – Significantly less SMS usage – Decreased outside bundle calling
Business market	• Increasing pricing pressure in competitive market • Continued rationalization • Accelerated migration to new services with lower margin	• Lower service revenues • High margin traditional fixed line services impacted
Cost reductions	• Cost reductions insufficient to offset decline in revenues on top of severe MTA impact	• Lower cost reductions

Key actions	• Short term commercial actions implemented, introduction of new bundles planned • Portfolio adjustments in Dutch Telco wireless • Move to data-centric portfolio in the long run

Accelerate implementation new strategy

Acting on key trends through short term actions and accelerated investments

	Key areas	Key actions
Strengthen business	• Accelerate investments to strengthen Dutch Telco business • New strategy on 10 May Investor Day	• Enhance market position Consumer wireless and Business wireline • Improve broadband and TV market share • Expand distribution capability and upgrade VDSL network
Lower cost base	• Further reduction in FTE • Simplification of processes	• FTE reduction program in 2011 - 2015 period, larger part via outsourcing and off-shoring • 4,000 - 5,000 FTE, around 20 - 25% of the workforce in the Netherlands • Multi-year reorganization costs totaling around € 250 - 300m

Tax facilities	• 2011 free cash flow supported by cash contribution resulting from tax facilities • Allows KPN to accelerate investments to strengthen its businesses

Outlook

EBITDA outlook adjusted, free cash flow confirmed

	Previous outlook 2011	Revised outlook 2011
EBITDA	Growth[1]	> € 5.3bn[2]
Capex	< € 2 bn	< € 2 bn
Free cash flow[3]	Growth[4]	Growth[4]
Dividend per share	At least € 0.85	At least € 0.85

- EBITDA outlook lowered to more than € 5.3bn
- 2011 free cash flow supported by cash contribution resulting from tax facilities
- Confirm dividend proposal of at least € 0.85 and € 1bn share repurchase program for 2011

1 "Growth" defined as growth compared to 2010 EBITDA, set on 26 January 2010 (EBITDA in 2010 was EUR 5,476m)
2 Excluding 2011 part of reorganisation costs
3 Free cash flow defined as cash flow from operating activities, plus proceeds from real estate, minus Capex and excluding tax recapture at E-Plus
4 "Growth" defined as growth compared to 2010 free cash flow, set on 26 January 2010 (free cash flow in 2010 was EUR 2,428m)

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Group results Q1 ’11

€ m	Q1 ’11	Q1 ’10	%
Revenues and other income	**3,235**	**3,277**	***-1.3%***
Operating expenses	**2,523**	**2,484**	***1.6%***
– of which Depreciation[1]	347	348	*-0.3%*
– of which Amortization[1]	210	182	*15%*
Operating profit	**712**	**793**	***-10%***
Financial income/expense	-155	-192	*-19%*
Share of profit of associates	1	-10	*n.m.*
Profit before taxes	**558**	**591**	***-5.6%***
Taxes	33	-142	*n.m.*
Profit after taxes	**591**	**449**	***32%***
Earnings per share[3]	**0.39**	**0.28**	***39%***
EBITDA[4]	**1,269**	**1,323**	***-4.1%***

- Lower revenues and other income
  - Regulatory impact of € 122m (3.7%)
  - Net positive incidentals of € 2m
- EBITDA down € 54m; operating profit down 10%
  - Regulatory impact of € 51m (3.9% impact on EBITDA)
  - Net positive incidentals of € 15m[2]
  - Higher amortization of licenses and software (€ 28m)
- Profit after taxes € 591m, up 32% y-on-y
  - Lower interest charges
  - Positive impact in Dutch tax position from fiscal facilities stimulating innovation (€ 150m)[5]

1 Including impairments, if any
2 Net incidentals include the impact of one-offs and the impact of disposed / acquired businesses netted by the Q1 ’10 impact of these items
3 Defined as profit after taxes per ordinary share / ADS on a non-diluted basis (in €)
4 Defined as operating profit plus depreciation, amortization & impairments
5 Related to the period 2007 - 2010

Group cash flow Q1 ’11

Free cash flow follows regular seasonal pattern

€ m	Q1 ’11	Q1 ’10	%
Operating profit	**712**	**793**	***-10%***
Depreciation and amortization[1]	557	530	*5.1%*
Interest paid/received	-256	-259	*-1.2%*
Tax paid/received	-115	-554	*-79%*
Change in provisions	-120	-84	*43%*
Change in working capital[2]	-279	-198	*41%*
Other movements	-34	1	*n.m.*
Net cash flow from operating activities	**465**	**229**	***>100%***
Capex[3]	**382**	**335**	***14%***
Proceeds from real estate	47	7	*>100%*
Tax recapture E-Plus	61	327	*-81%*
Free cash flow[4]	**191**	**228**	***-16%***
Dividend paid	-	-	*n.m.*
Share repurchases	178	101	*76%*
Cash return to shareholders	**178**	**101**	***76%***

1 Including impairments, if any
2 Excluding changes in deferred taxes
3 Including Property, Plant & Equipment and software
4 Defined as net cash flow from operating activities, plus proceeds from real estate, minus Capex and excluding tax recapture E-Plus

- Free cash flow of € 191m in Q1 ’11, down 16% y-on-y
  - € 54m lower EBITDA
  - € 81m lower working capital improvements due to strong Q1 ’10
  - € 36m higher change in provisions
  - € 47m higher Capex

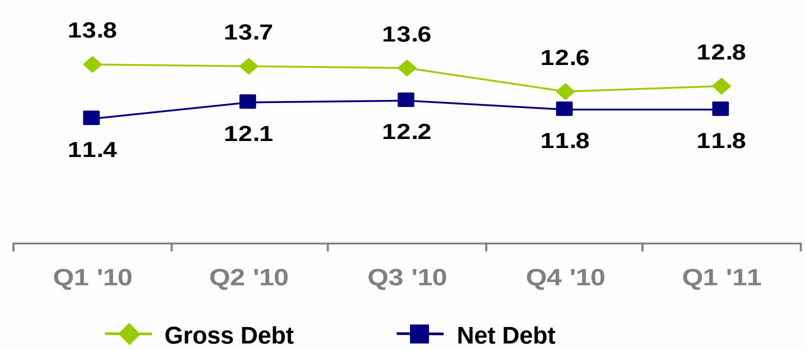
  partly offset by:
  - € 173m lower tax payments due to monthly tax payments in 2011 while full year tax prepayment in Q1’ 10
- € 178m shareholder returns
  - 24% of share repurchase program completed to date
- Average coverage ratio of KPN pension funds at 109% end Q1 ’11
  - Q1 ’11 recovery payment of € 11m
  - Q2 ’11 recovery payment of € 19m
  - No additional recovery payments as long as coverage ratio above 105%

Group financial profile

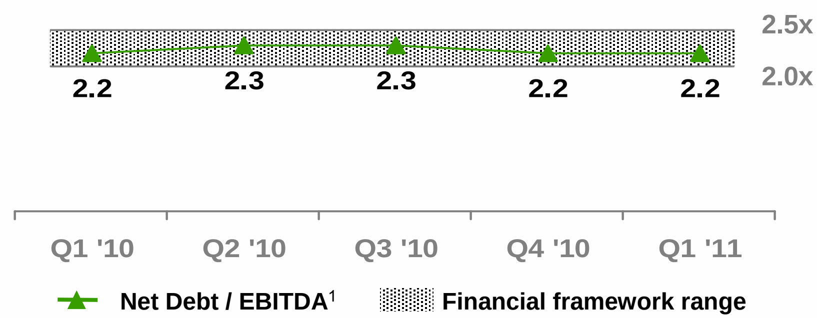
Solid financial profile with Net debt / EBITDA well within target range

€ bn

Debt

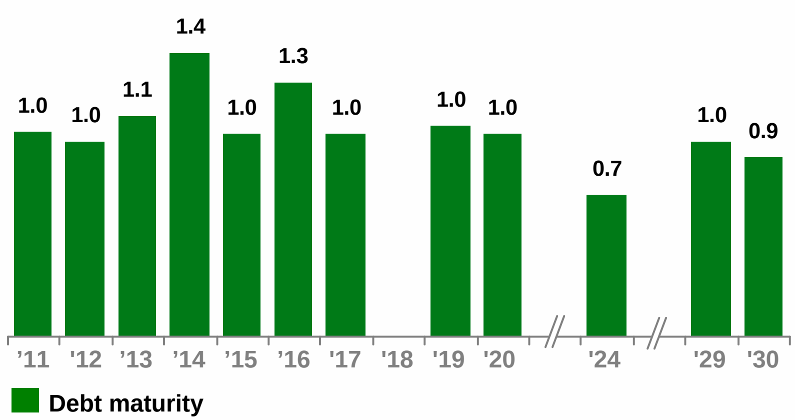


Financing policy



€ bn

Redemption profile



- Net debt / EBITDA stable at 2.2x in Q1 '11 and well within target range
- No bond issues or redemptions in first quarter
- Average maturity of 7.2 years as at Q1 '11

1 Based on 12 months rolling EBITDA excluding book gains/losses, release of pension provisions and restructuring costs, all over € 20m

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	International
	The Netherlands
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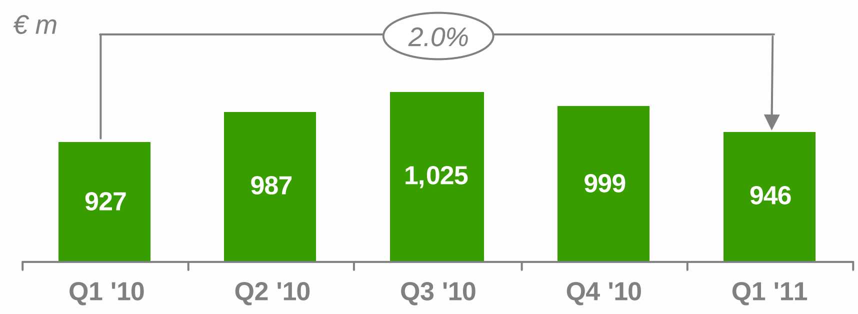
Financial review - Mobile International

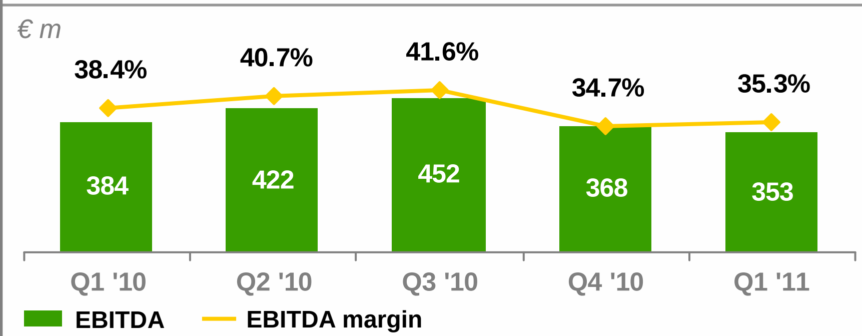
Service revenue growth and good profitability despite severe MTA impact

Wireless service revenues



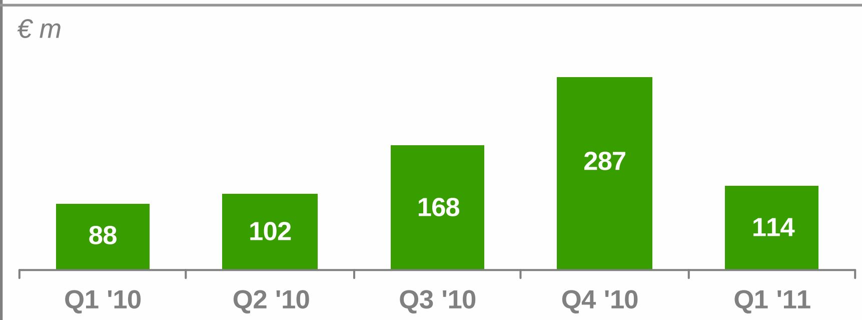
- Q1 service revenues up 2.0% y-on-y
  - Severe regulatory impact of € 77m (8.3%)
  - Underlying growth in Germany accelerating
  - Strong underlying growth in Belgium and RoW

EBITDA (margin)



- EBITDA down 8.1% y-on-y, margin at 35.3%
  - Severe regulatory impact of € 42m (10.9%)
  - Investing in customer growth via commercial data roll-out

Capex

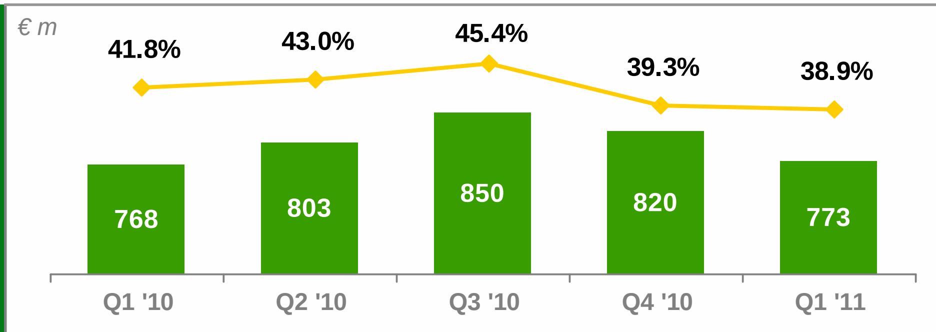


- Capex of € 114m in Q1, up 30% y-on-y
- Accelerated network roll-out in Germany and Belgium ongoing

Financial review - Mobile International by segment

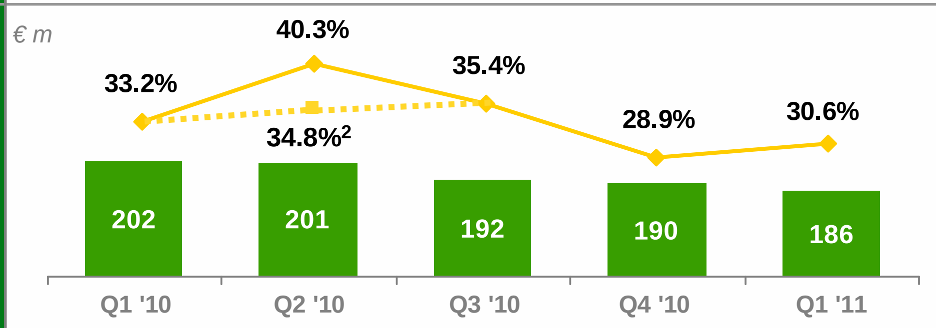
Continued underlying growth in all segments, severe regulatory impact

Germany



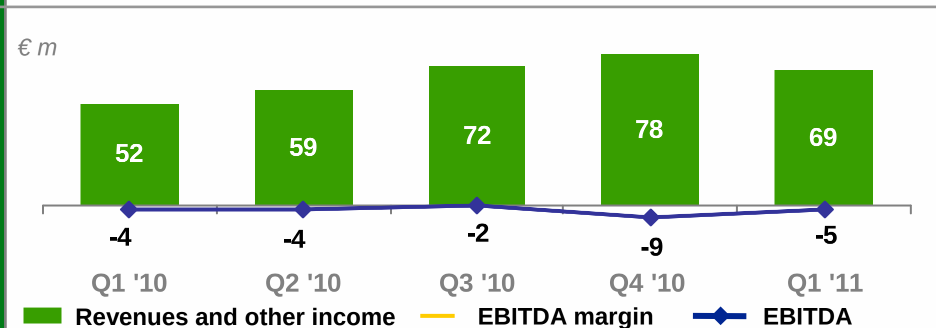
- Q1 service revenues up 1.0% y-o-y
- Severe MTA impact of € 53m on service revenues, € 27m on EBITDA
- EBITDA margin lower at 38.9%, impacted by MTA and increased commercial efforts

Belgium[1]



- Q1 wireless service revenues down 5.3% y-on-y due to regulation
- Severe MTA impact of € 21m on service revenues, € 14m on EBITDA
- Divestment of fixed B2B; revenue impact of € 10m, EBITDA impact of € 2m in Q1

Rest of World[3]

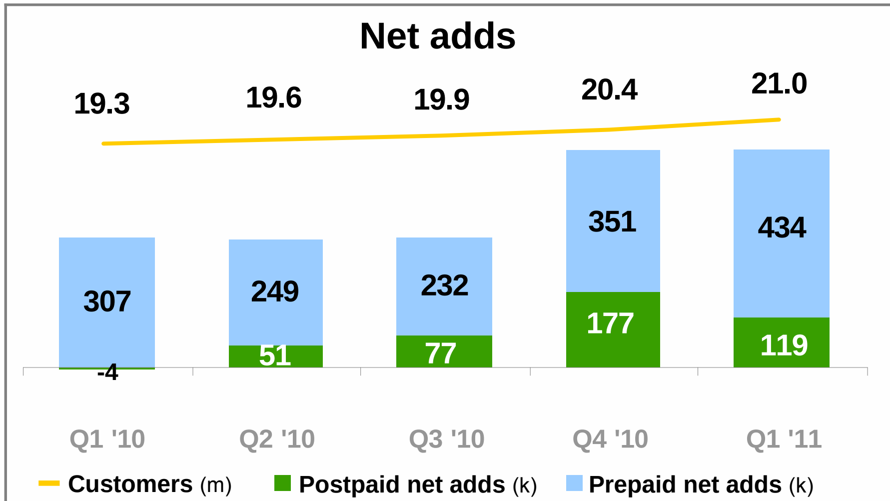


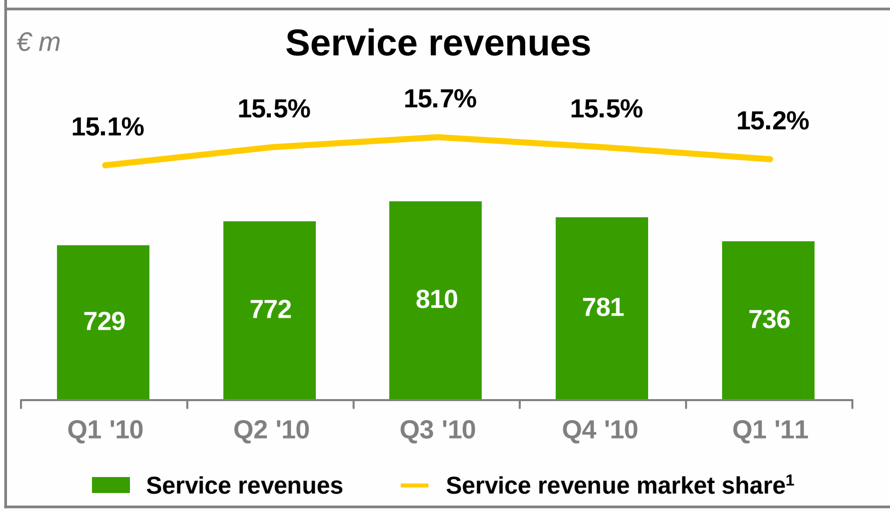
- External revenues up 33% y-on-y in Q1 with Ortel, Spain and France contributing
- EBITDA in line with last year
- New MVNE platform enables shorter time-to-market and lower cost to serve

1 Including fixed Belgian B2B and Carrier business, including the fiber network; divested per 31 March 2010
2 Normalized EBITDA margin, excluding one-off release of € 11m
3 External revenues

Operating review - Germany

Underlying service revenue growth accelerating, 7.9% y-on-y in Q1



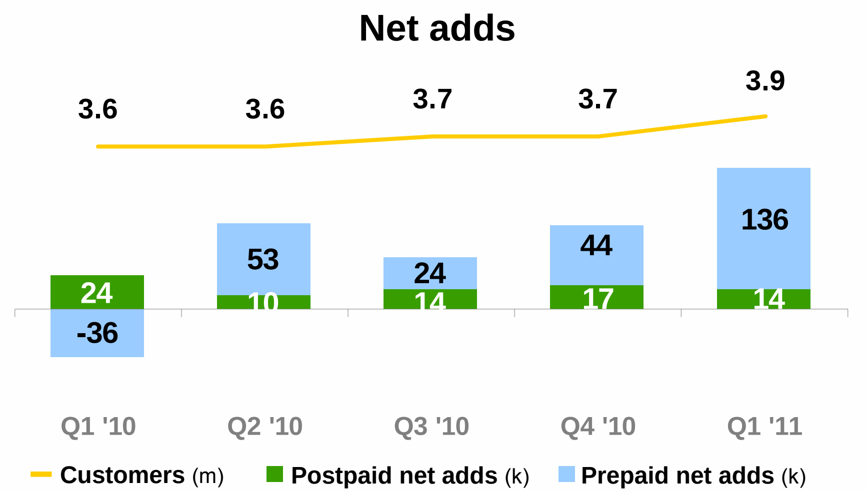


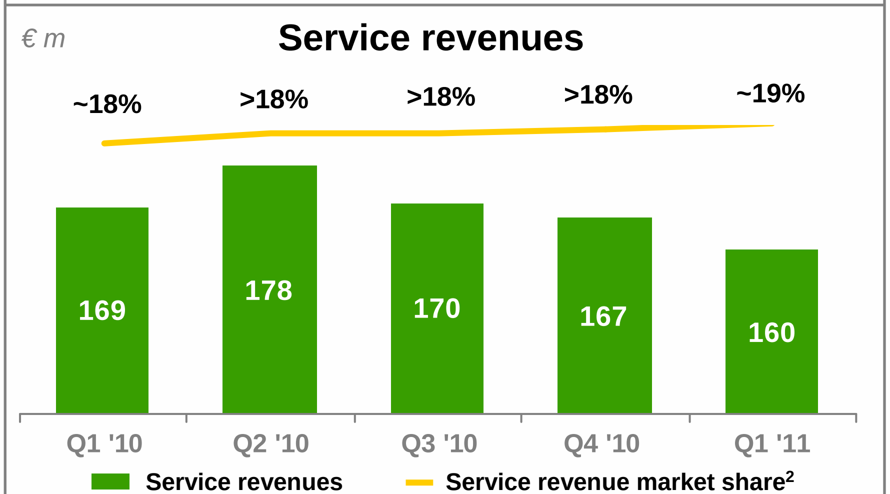
- High number of postpaid net adds (119k)
  - Regional focus and strong captive channel performance
  - Driven by 'Mein BASE' performance
- Launch of high speed data propositions in another 12 urban areas; in total 21 urban areas live
  - Take-up of data bundles encouraging, ~38% of 'Mein BASE' adds take data bundle
- Service revenue growth, 1.0% y-on-y
  - Negatively impacted by MTA (€ 53m) and roaming (€ 3m), positively impacted by Multiconnect[2] (€ 10m)
- Underlying service revenue growth of 7.9% y-on-y
- Slight market share increase expected y-on-y to 15.2%
  - Relatively high impact from regulation compared to competitors

1 Management estimates, based on service revenues
2 Former part of SNT Germany

Operating review - Belgium[1]

Strong underlying growth of 8.1%, service revenues impacted by regulation



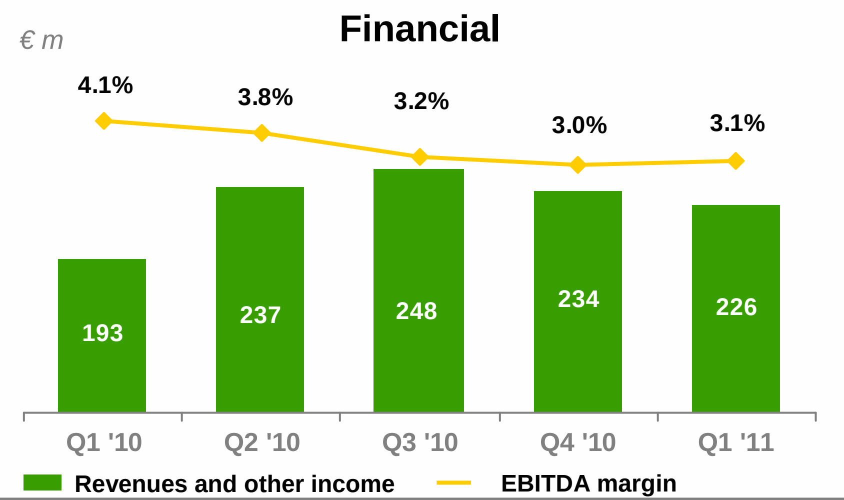


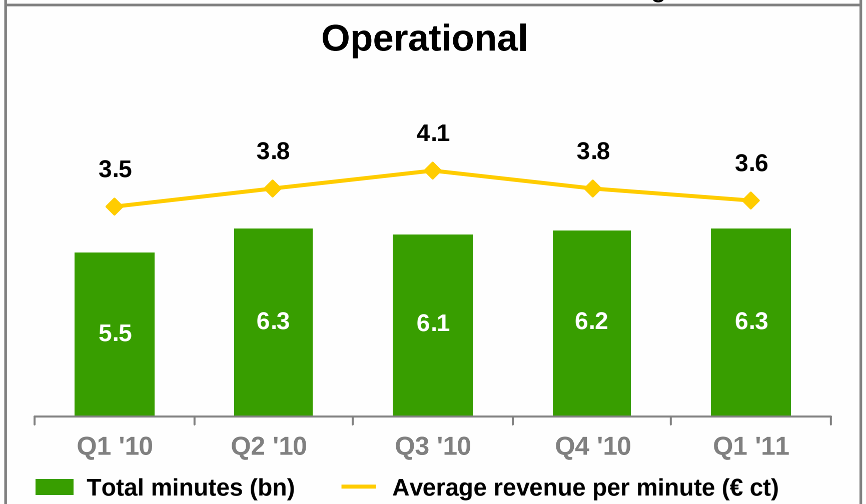
- Growing customer base through good performance of simplified BASE proposition
- Commercial high speed mobile data in key regions
  - Supported by transparent pricing
  - Good demand for data bundles
- Underlying service revenue growth of 8.1% y-on-y in Q1
  - Regional focus with increasing number of shops
  - Good take-up of flat fee bundles
- Q1 service revenues down 5.3% y-on-y
  - Negatively impacted by regulation € 21m (12.4%)
- EBITDA down 15% y-on-y in Q1
  - Severe MTA impact of € 14m (21%)

1 Wireless services only
2 Management estimates

Operating review - iBasis

Focus on balancing revenue growth with profitability





- Focus on balancing revenue growth with profitability
  - Q1 revenues up 17% y-on-y to € 226m, of which ~2% positive currency effect
  - EBITDA margin of 3.1%, stable q-on-q
- Market share improvement continues
  - Market outperformance in growth of minutes
  - Average revenue per minute slightly increased y-on-y
- Top 5 position in competitive international voice traffic market
- Slight underlying revenue growth[1] expected for the full year 2011

1 Excluding currency effect

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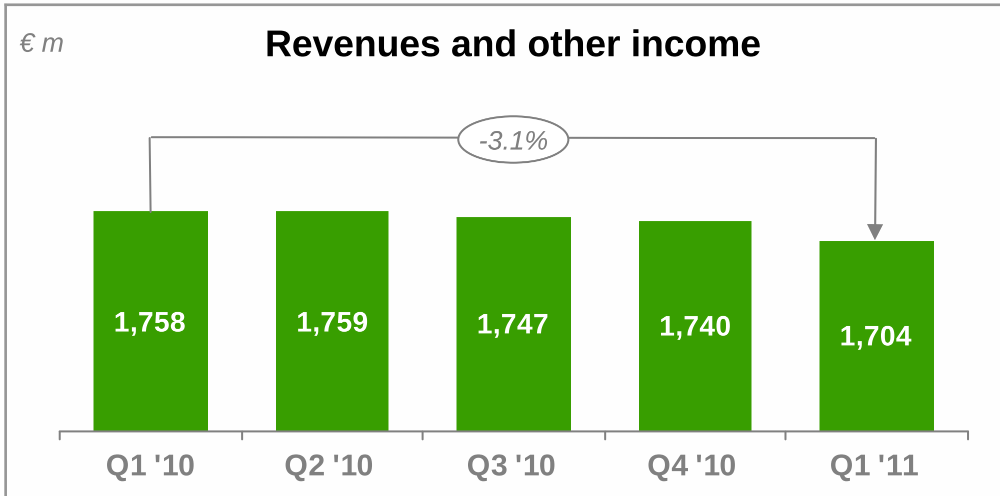
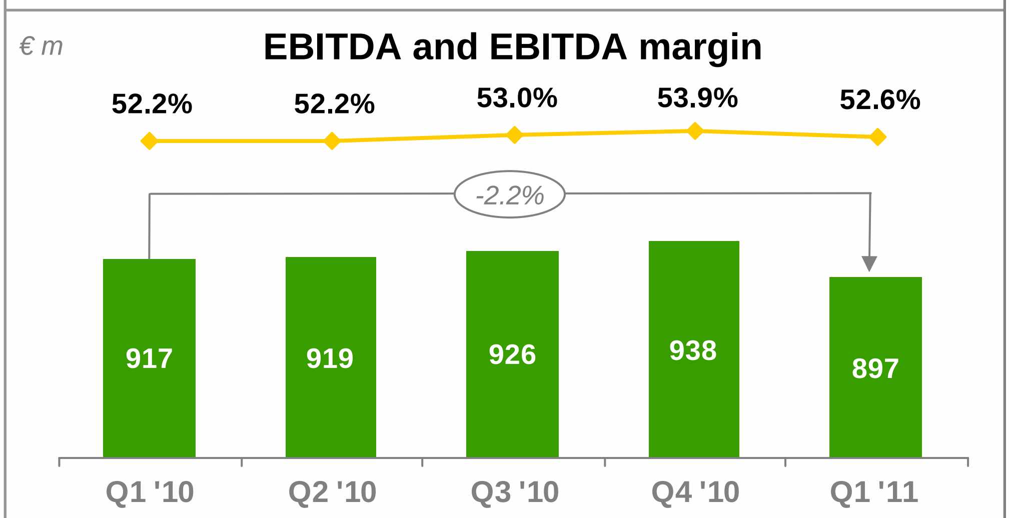
Financial review - Dutch Telco

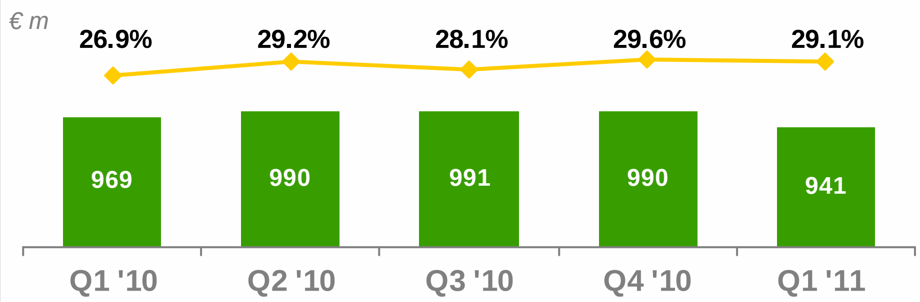




- Revenues and other income down 3.1% y-on-y
  - Regulatory impact of € 44m (2.5%)
  - € 22m net positive impact from incidentals
  - Lower wireless service revenues from changing customer behavior
  - Continued decline in traditional businesses
  - Partly offset by higher hardware sales
- EBITDA down 2.2% y-on-y
  - Regulatory impact of € 9m (1.0%)
  - € 13m net positive impact from incidentals
  - Cost reductions not sufficient to fully offset impact from changing customer behavior

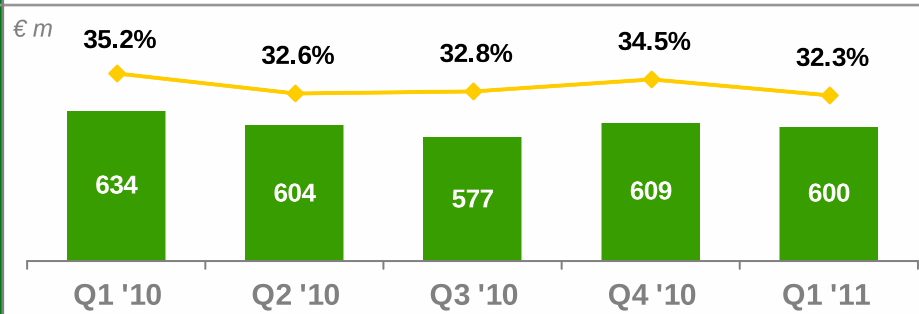
Financial review - Dutch Telco by segment

Consumer



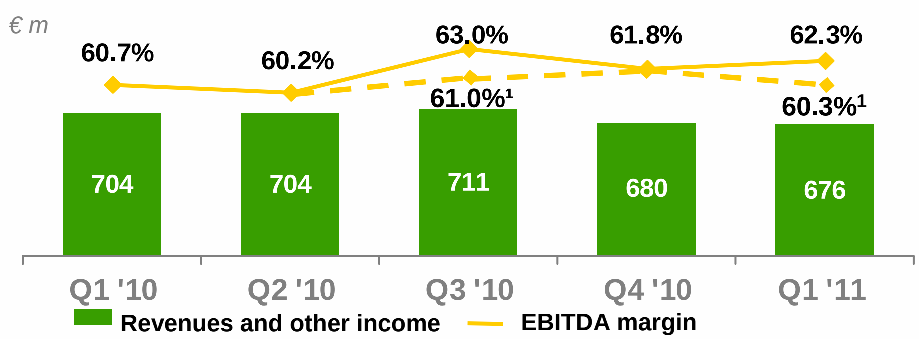
- Revenue decline of 2.9% y-on-y
  - Regulation impact of € 19m (2.0%)
  - Changing customer behavior impacting wireless service revenues

Business



- Revenues down of 5.4% y-on-y
  - Regulation impact of € 17m (2.7%)
- Profitability impacted by pricing pressure and higher retention costs

W&O (national)



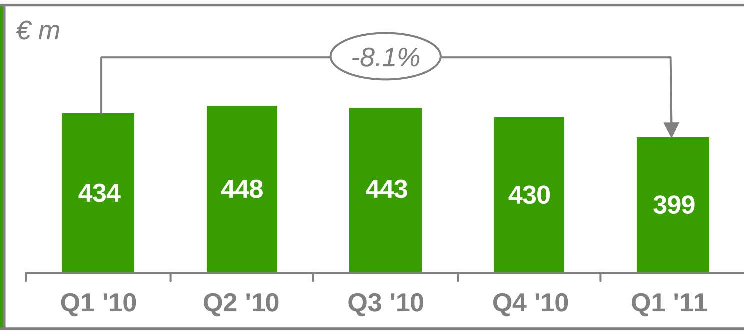
- Underlying revenue decline stable
  - Ongoing decline traditional business
  - Regulation impact of € 13m (1.8%)
  - Positive impact from sale of mobile towers (€ 33m)
- Revenue pressure partly mitigated by continued cost reductions

1 EBITDA margin excluding mobile towers sale; € 37m in Q3 '10 and € 33m in Q1 '11

Operating review - Consumer wireless[1]

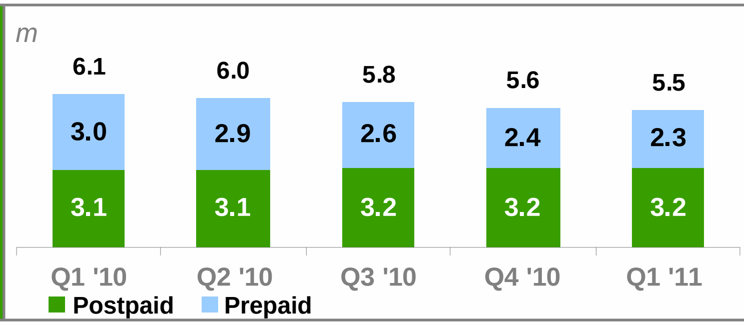
Service revenues impacted by regulation and changing customer behavior

Service revenues



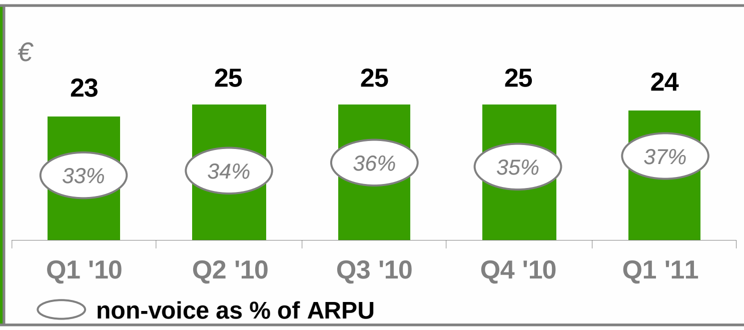
- Service revenues down 8.1% y-on-y
  - Regulatory impact of € 19m (4.4%)
  - Decreasing prepaid service revenues due to value focus ~2%
  - Impact from changing customer behaviour on service revenues ~2%
- Continued data growth

Customer base



- Ongoing shift to higher value customers
  - Prepaid customer base decline
  - Strong competition in lower segment of postpaid market

ARPU



- Blended ARPU relatively stable at € 24
  - Postpaid ARPU decline due to changing customer behavior and regulation
  - Partly offset by mix effect due to lower prepaid customer base
- 37% of ARPU is non-voice

1 Excluding Mobile Wholesale NL

Operating review - Consumer wireless[1] (cont'd)

Smartphones and new 'apps' leading to changing customer behavior

Changing industry trends

- High smartphone and data penetration
  - 42% of postpaid customers[2] have smartphone[3]
  - 51% of postpaid customers[2] have a data product
- Smartphones and new 'apps' change customer behavior
  - New 'apps' on smartphones driving SMS and voice to data substitution
  - Early adopters show high smartphone penetration, strong data usage growth and substantially less SMS usage
- Changing customer behavior negatively impacting SMS and voice revenues

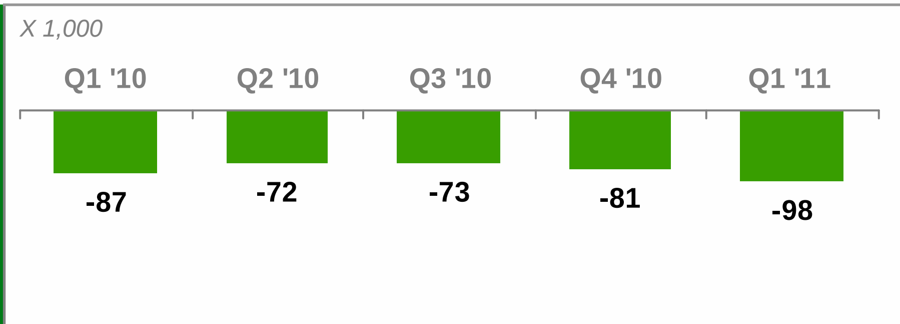
Mitigating measures

- Commercial actions put in place to mitigate service revenue impact
  - Personalized ARPU optimization programs
  - Adjusted SAC steering
  - Reduced discounts on data
- Significant portfolio adjustments planned to monetize on data usage growth
  - Optimize value per customer
  - Introduce new forms of data pricing
  - Integrated voice / SMS / data bundles
  - Leading the market by expanding volume based data pricing
- Move from a voice to a data centric portfolio
  - Quality of service and speed as differentiator

1 Excluding Mobile Wholesale NL
2 Consumer postpaid customers exclude SIM only. Q1 '11 based on January and February data only
3 Smartphone definition based on GfK

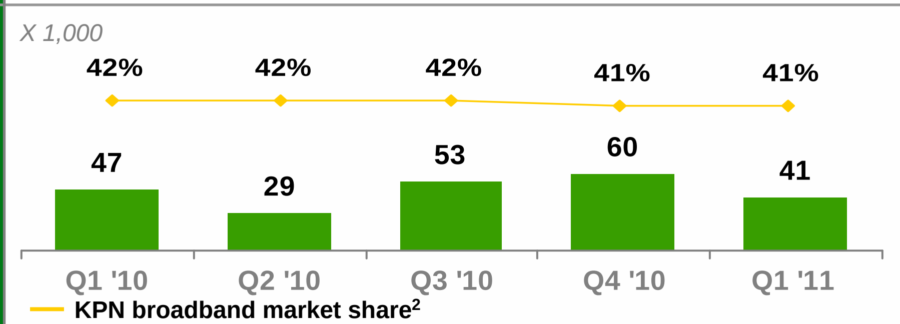
Operating review - Consumer wireline

PSTN/ISDN loss



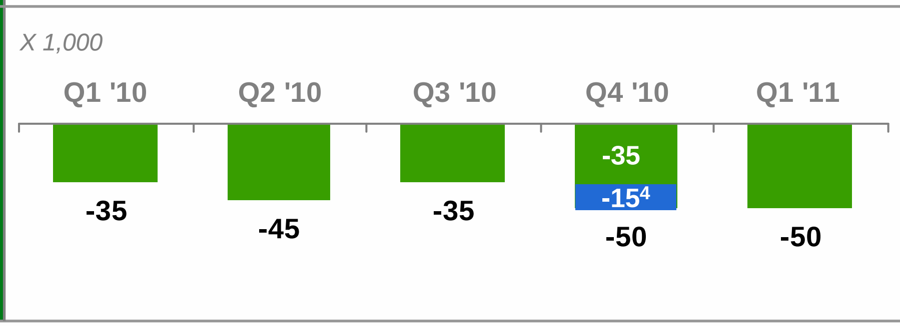
- PSTN/ISDN line loss slightly higher
  - Higher outflow to wholesale line rental due to aggressive promotions and cable
- PSTN/ ISDN loss expected to stabilize due to new retention offers

Broadband market growth[1]



- Broadband market growth supported by fiber roll-out
- KPN customer base stable in growing broadband market

Net line loss[3]



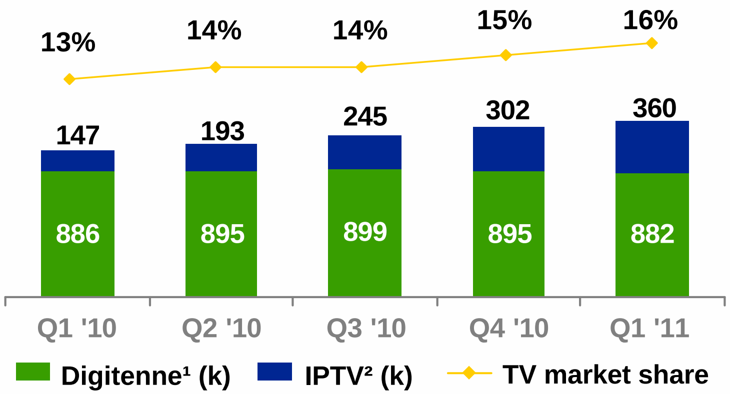
- Full year net line loss expected to be in line with 2010
  - PSTN/ ISDN line loss expected to stabilize due to new retention offers
  - Fiber activations take-up expected

1 Source: Telecompaper, total broadband market including fiber adjusted upwards in Q4 due to better insights
2 Source: Telecompaper, management estimates for Q1 ’11
3 Quarterly delta in PSTN/ISDN access lines + delta Consumer VoIP, ADSL Only and delta Consumer Fiber
4 Q4 ’10 line loss of 50k includes 15k clean up

Operating review - Consumer wireline (cont'd)

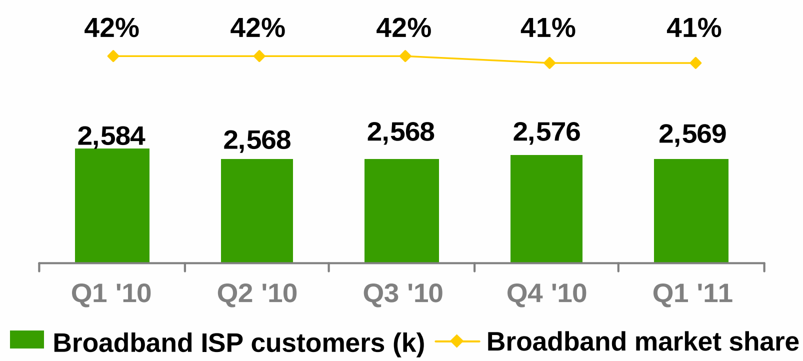
Continued growth in TV market share, broadband customer base stable

Growing TV market share

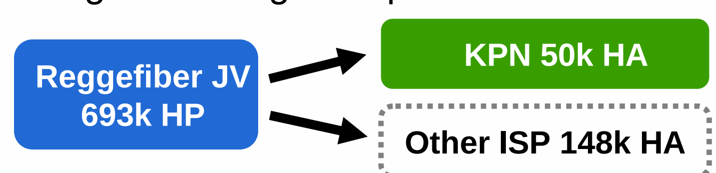


- Continued growth in IPTV
  - IPTV adds of ~5k per week in Q1
  - ~50% new subs are new broadband customers, ~75% take a triple play package
- Relatively stable Digitenne base and ~58k IPTV net adds lead to increasing TV market share

Broadband customer base stable



- Continued pressure on broadband market share, customer base stable
  - IPTV supporting broadband base
  - VDSL matching customer needs
- Fiber roll-out continues, securing regional strength and long-term position

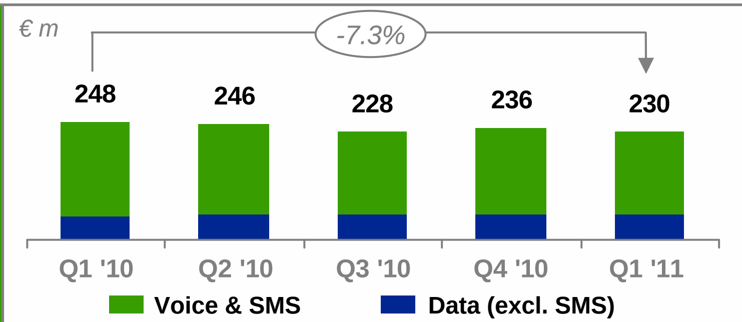


1 Digitenne used as primary TV connection
2 Including FttH IPTV

Operating review - Business wireless

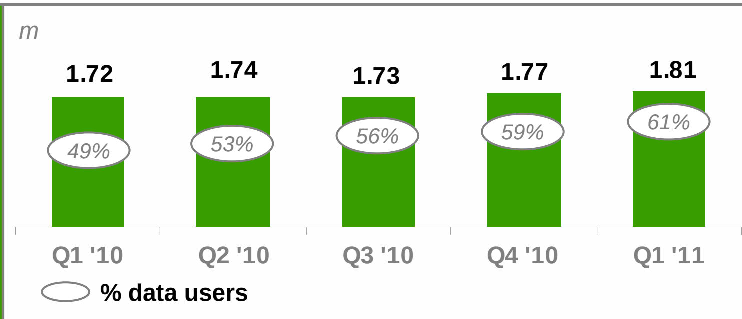
Lower voice revenues partly offset by data growth

Service revenues[1]



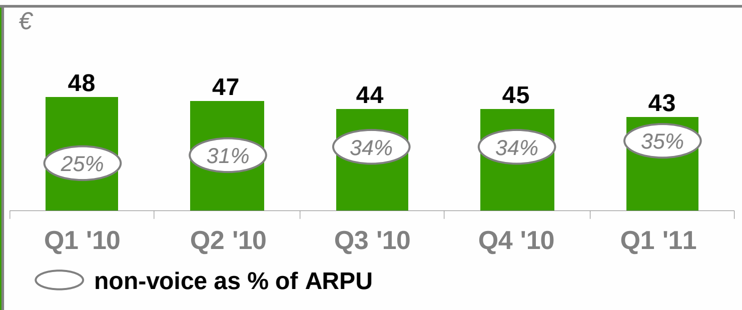
- Service revenues decline 7.3% y-on-y
  - Impact from regulation € 17m (6.9%)
  - Lower voice revenues only partly offset by data growth

Customer base[1]



- Increasing number of data customers
  - Stable number of voice customers
- 61% of customers use data services
- Focus on customer value by managing SAC/SRC

ARPU[1]



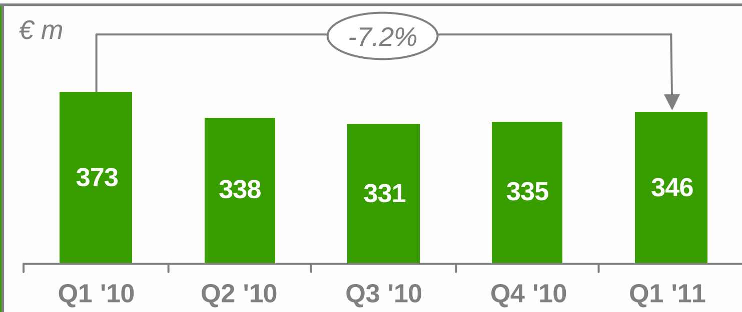
- ARPU impacted by regulation, M2M and data mix effect
- 35% of ARPU is non-voice

1 Restated numbers due to inclusion of managed M2M subscribers; Business wireless figures do not include 'Yes Telecom'

Operating review - Business wireline

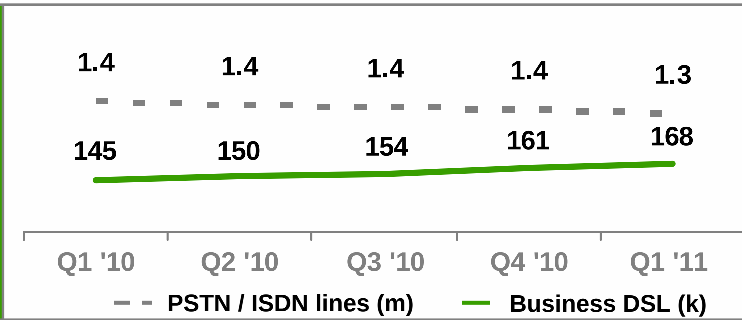
Continued pressure on traditional services

Revenues[1]



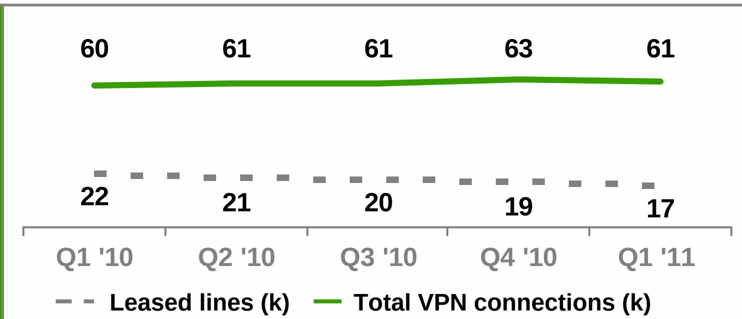
- Continued impact from decline in traditional business
- € 22m negative impact y-on-y from release in Q1 ’10
- Positive impact from Atlantic Telecom acquisition (€ 12m)

Voice / internet connections



- Lower installed base of PSTN/ISDN and lower traffic volumes
- Migration from traditional to new services continues
- Solid performance Business DSL

(Managed) data services

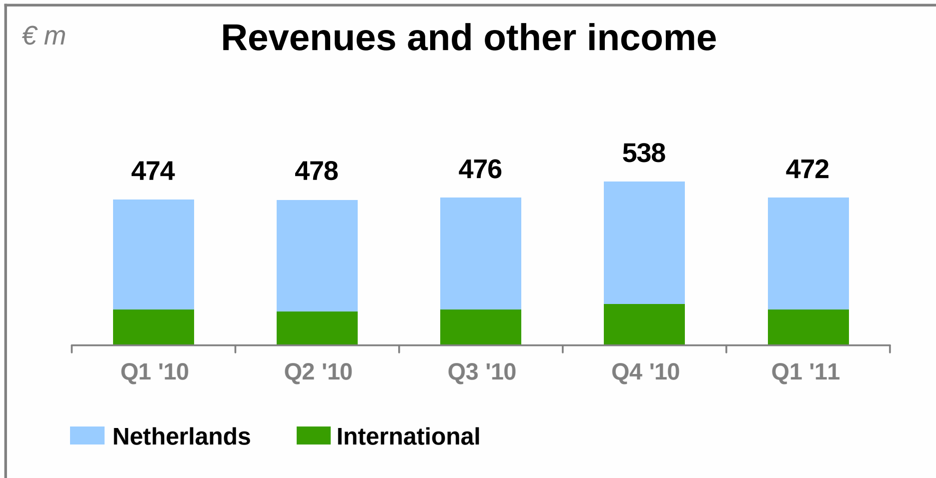


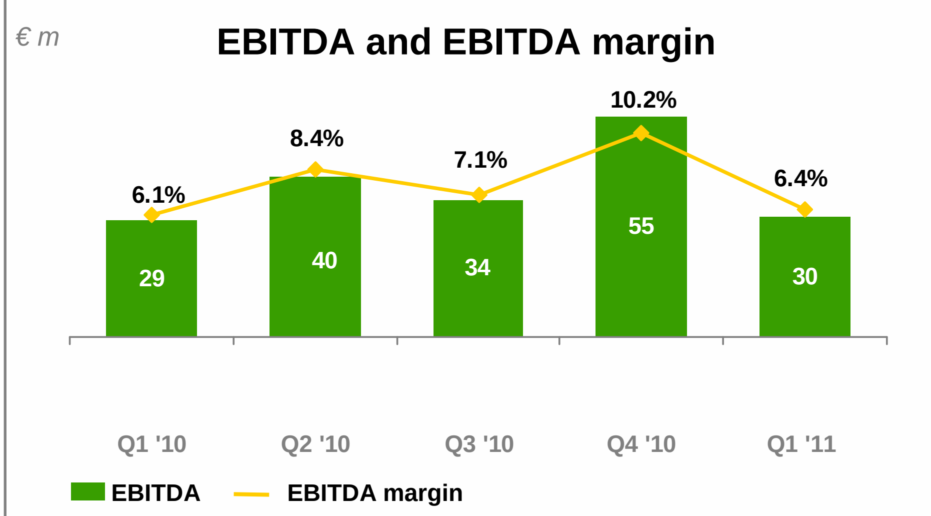
- VPN connections relatively stable
- Stable market share in competitive environment

1 Revenues for Voice & Internet wireline and Data network services; restated due to transfer of ‘Station to Station’ and ‘Narrowcasting’ to ‘Other revenues’

Operating review - Getronics

Relatively stable market position in challenging market





- Revenues relatively stable
  - The Netherlands down 0.5% y-on-y
  - International up 1.7% y-on-y, including positive 5.1% currency effect
- EBITDA margin flat y-on-y
  - Net positive impact from incidentals € 9m
  - Further cost reduction planned to support margin
- Relatively stable market share[1] while market conditions remain challenging
  - Price pressure
  - Clients postponing investments
- Encouraging results from off-shoring project
  - Delivering improved quality of service at lower costs
  - Further off-shoring opportunities studied

1 Management estimate

Agenda

Chairman's review	Eelco Blok
Group financial review	Carla Smits-Nusteling
Group operational review	Eelco Blok
Concluding remarks	**Eelco Blok**

Concluding remarks

- Lower than expected revenues in the Netherlands
- New strategy and related investment plans accelerated to strengthen the Dutch businesses
- Germany firmly on track with profitable growth, despite MTA reductions
- 2011 EBITDA outlook adjusted downwards, free cash flow outlook is confirmed partly due to cash contribution tax facility
- KPN confirms dividend proposal of ≥ € 0.85 and € 1bn share repurchase program for 2011

Q&A

Annex

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Analysis of results

Key items worth mentioning in results interpretation

€ m		Q1 '11	Q1 '10
Revenue effect			
MTA tariff reduction	Group	-118	-55
Roaming tariff reduction	Group	-4	-15
EBITDA effect			
MTA tariff reduction	Group	-50	-20
Roaming tariff reduction	Group	-1	-13
Restructuring charges	Group	-9	-7
Release of provisions	Group	10	-
Revenue & EBITDA effect			
Book gain on sale of real estate	W&O	33	2
Wholesale price cap	W&O	-	4
Release of deferred connection fees	Business	-3	19
Book gain on sale of business	Getronics	5	-

Restructuring charges

€ m	Q1 '11	Q1 '10
Germany	-	-
Belgium	-	-
Rest of World	-	-
Mobile International	**-**	**-**
Consumer	-	-1
Business	-	-
Wholesale & Operations	-	-3
IT NL	-	-
Dutch Telco	**-**	**-4**
Getronics	-5	-
The Netherlands	**-5**	**-4**
Other	-4	-3
KPN Group	**-9**	**-7**

Regulation

MTA reductions and upcoming spectrum auctions

MTA reductions implemented across the Group

NL

- KPN's suspension request has been rejected, annulment procedure is ongoing

€ ct / min	Until 7 July	7 July '10	Sep '10	Jan '11	Sep '11	Sep '12
MTA rate	7.00	5.60	5.60	4.20	2.70	1.20

GER

- Final rates published, KPN initiating annulment procedures

€ ct / min	Until 1 Dec '10	1 Dec '10 – 30 Nov '12
MTA rate	7.14	3.36

BE

- KPN's suspension request has been rejected, annulment procedure is ongoing

€ ct / min	Until Aug '10	Aug '10	Jan '11	Jan '12	Jan '13
MTA rate	11.43	5.68	4.76	2.92	1.08

Upcoming spectrum auctions

NL

- Concept auction document published
- Preliminary timing indicates Q1 2012
- Auction of 800 - 900 - 1.8GHz and left overs 2.1GHz - 2.6GHz

BE

- Concept auction document published
- Preliminary timing of 2.1GHz auction is June 2011; initially for new entrants
- Preliminary timing of 2.6GHz auction is October 2011

MTA impact on Group revenues & EBITDA

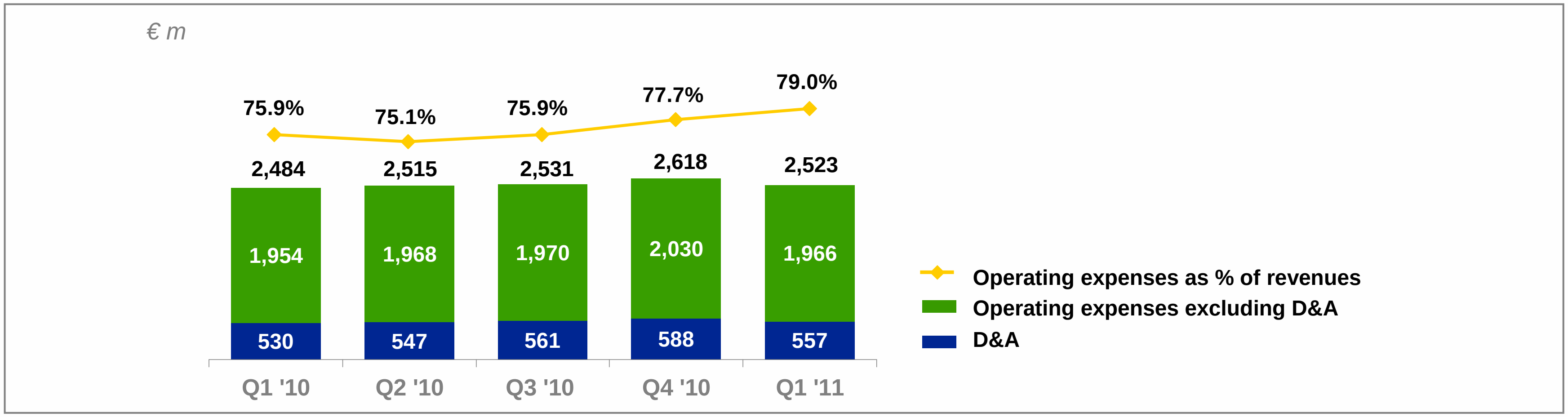
€ m	2010	2011E	2012E
Revenues	180	~ 500	~ 125
EBITDA	62	~ 200	~ 50

Impact MTA reduction

€ m	Q1 '11	
	Revenues	EBITDA
Germany	-53	-27
Belgium	-21	-14
Mobile International	**-74**	**-41**
Consumer	-19	-6
Of which: Mobile Wholesale	-	-
Business	-17	-2
Wholesale & Operations	-12	-1
Intercompany	4	-
The Netherlands	**-44**	**-9**
KPN Group	**-118**	**-50**

Operating expenses

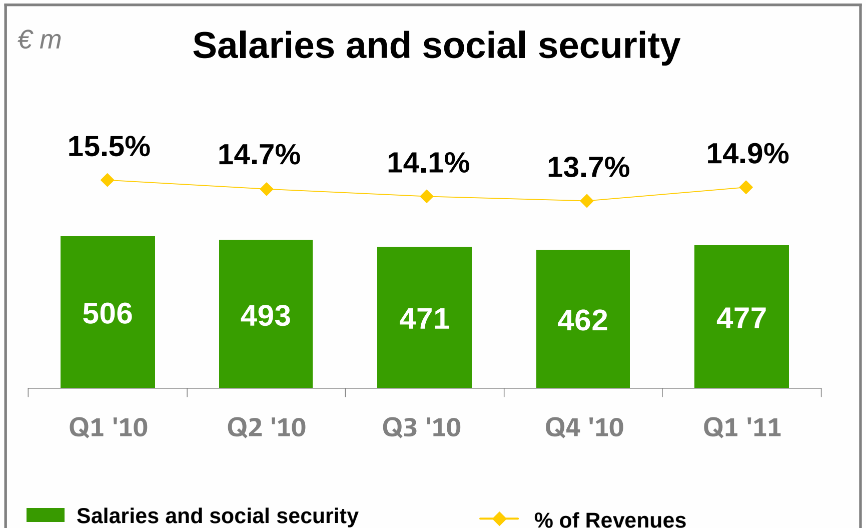
€ m	Q1 '11	Q1 '10	%
Salaries and social security contributions	477	506	-5.7%
Cost of materials	258	205	26%
Work contracted out and other expenses	1,106	1,116	-0.9%
Own work capitalized	-29	-24	-21%
Other operating expenses	154	151	2.0%
Depreciation[1]	347	348	-0.3%
Amortization[1]	210	182	15%
Total	**2,523**	**2,484**	**1.6%**



1 Including impairments, if any

Operating expenses - analysis

Salaries and social security contributions & Cost of materials

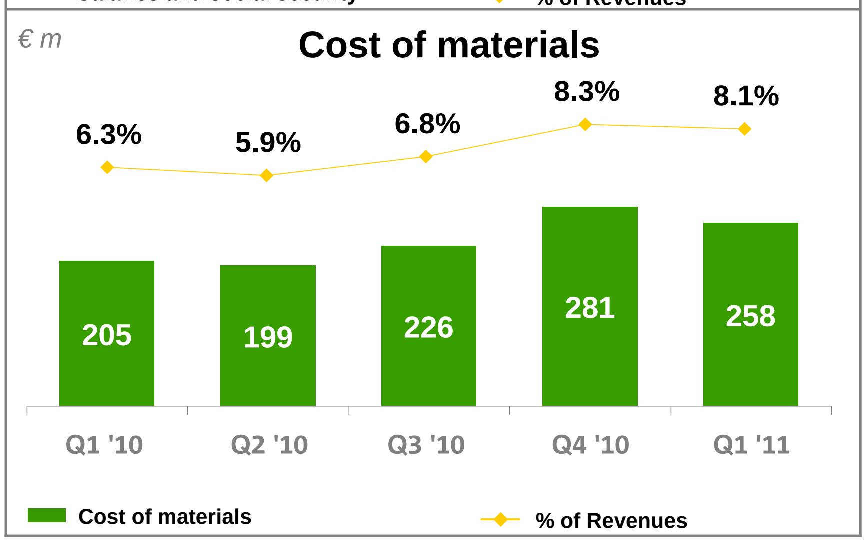


Y-on-Y decrease

- Reduction of own personnel at all segments
- Release of pension provision at Getronics in Q1 ’11

Q-on-Q increase

- Q4 ’10 positively influenced by release of provisions



Y-on-Y increase

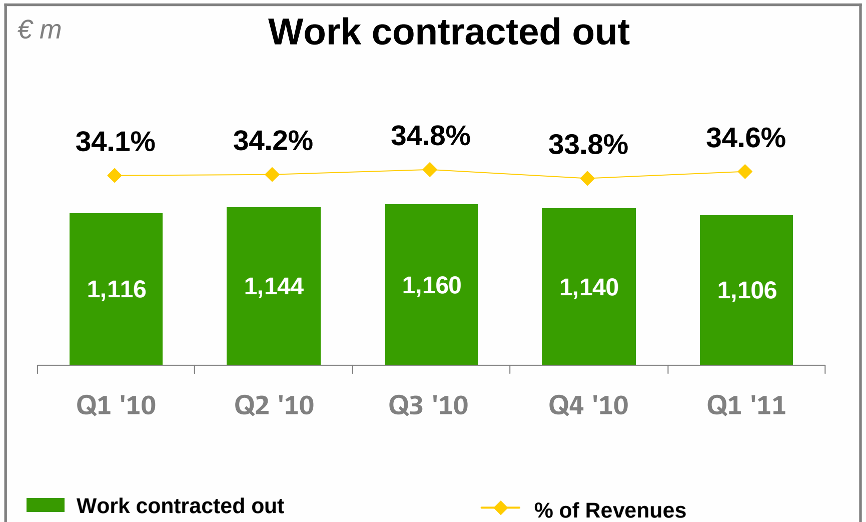
- Higher cost of goods sold due to increased smartphone sales

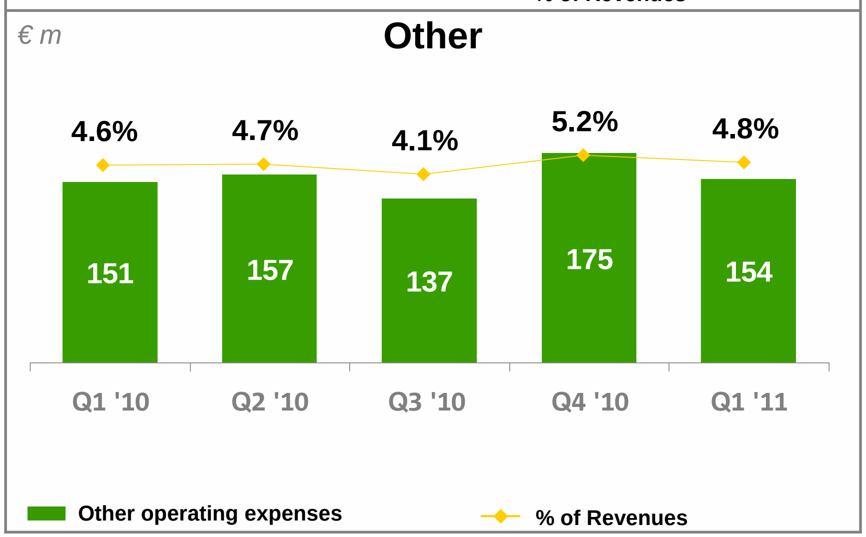
Q-on-Q decrease

- In Q4 ’10 more sales related product costs at Getronics

Analysis operating expenses

Work contracted out & Other





Y-on-Y decrease

- Higher traffic costs relating to higher external revenues at iBasis
- Offset by
  - Lower SAC related distribution costs in the Netherlands
  - Lower traffic costs due to regulatory tariff cuts

Q-on-Q decrease

- Lower traffic costs due to regulatory tariff cuts
- Lower SAC related distribution costs in the Netherlands

Y-on-Y increase

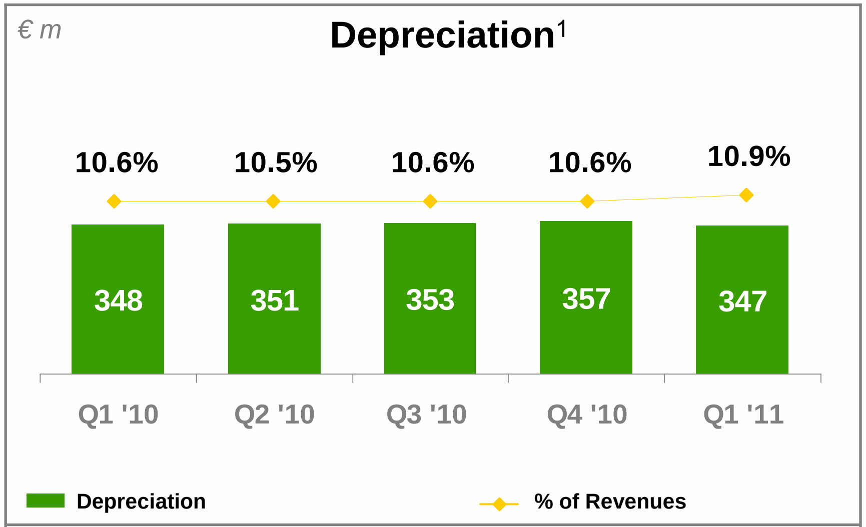
- Higher restructuring costs
- Partially offset by lower marketing spend Mobile International

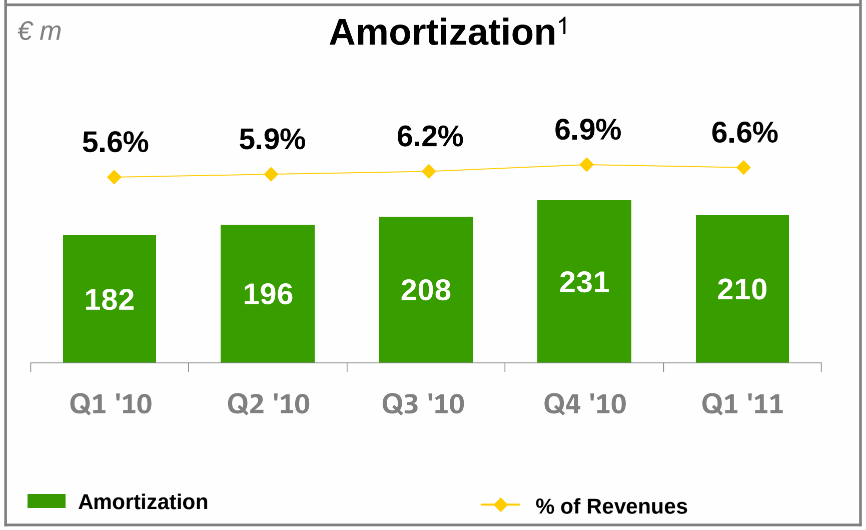
Q-on-Q decrease

- Lower marketing spend Mobile International

Analysis operating expenses

Depreciation & Amortization





Q-on-Q decrease

- Smaller asset base across all segments, lowering deprecation costs

Y-on-Y increase

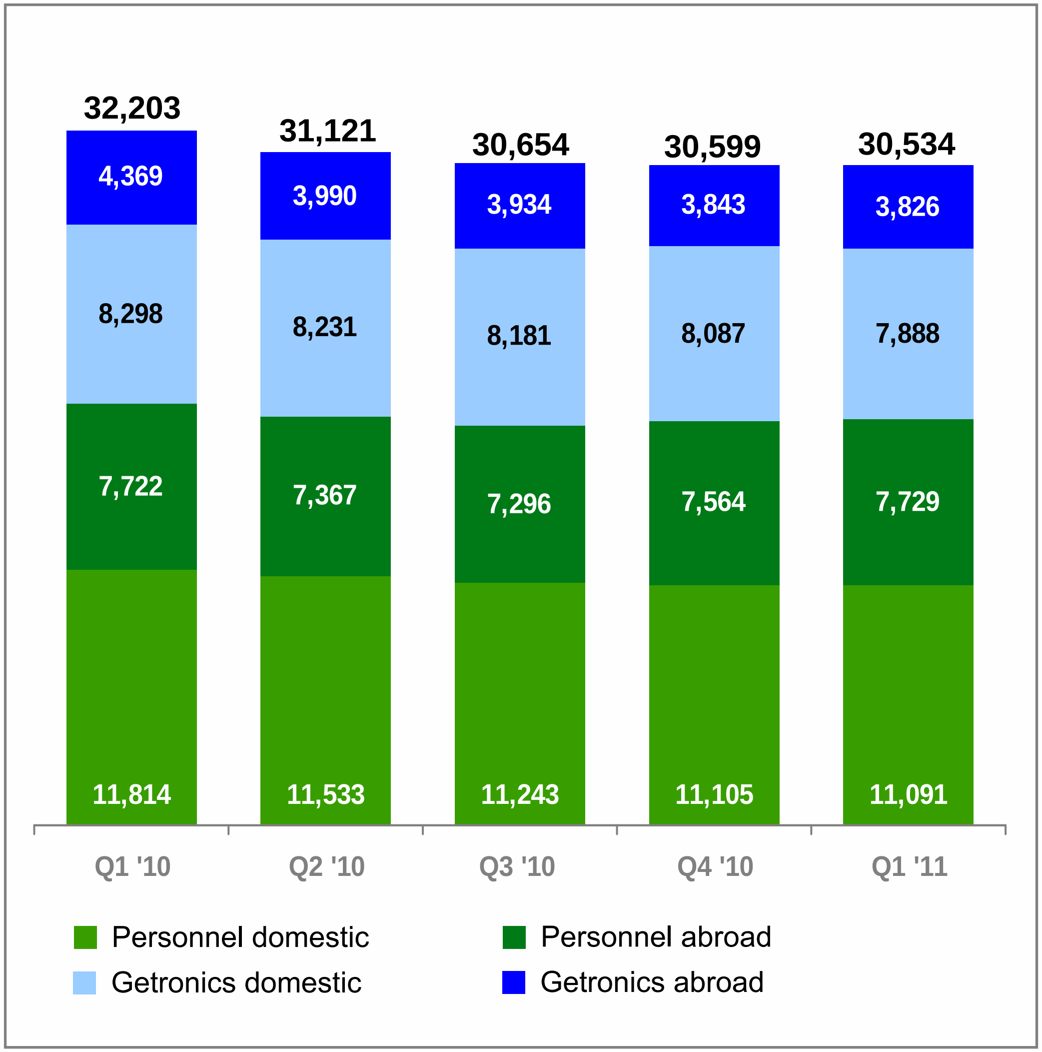
- Higher amortization due to new spectrum licenses in Germany and in the Netherlands
- Amortization of software licenses

Q-on-Q decrease

- Impairment IT platforms in Q4 '10
- Lower amortization of software due to smaller asset base

1 Including impairments, if any

Personnel



- Decrease of 1,669 FTE y-on-y
  - Reduction of 723 FTE in the Netherlands (excl. Getronics) from all segments
  - Reduction of 953 FTE at Getronics, mainly from restructuring
  - FTE at KPN abroad flat
- Decrease of 65 FTE q-on-q
  - Decrease of 14 FTE in the Netherlands
  - Reduction of 199 FTE at Getronics domestic
  - Reduction offset by
    - Increase in FTE at Mobile International due to more shops
    - Increase at customer services for E-Plus

Tax

	P&L		Cash flow	
Fiscal units *(€ m)*	Q1 ’11	Q1 ’10	Q1 ’11	Q1 ’10
Dutch activities	63	-109	-108	-549
Getronics	6	1	-2	-2
German Mobile activities	-29	-23	-4	-1
Belgian Mobile activities	-7	-9	-	-
Other	-	-2	-1	-2
Total	**33**	**-142**	**-115**	**-554**

- Preliminary tax assessment 2010 fully prepaid in Q1 2010
- Q1 2011 includes a one-off P&L gain due to ‘Innovation-box’ of € 150m
  - Amounts are estimates, no final agreement with tax authorities yet
- Effective tax rate, excluding one-off gain ‘Innovation-box’ is 20.9% in Q1 ’11 (Q1 ’10: 23.8%)
  - Full year effective tax rate, including ‘Innovation-box’, expected to be around 21%

Share repurchase program progress

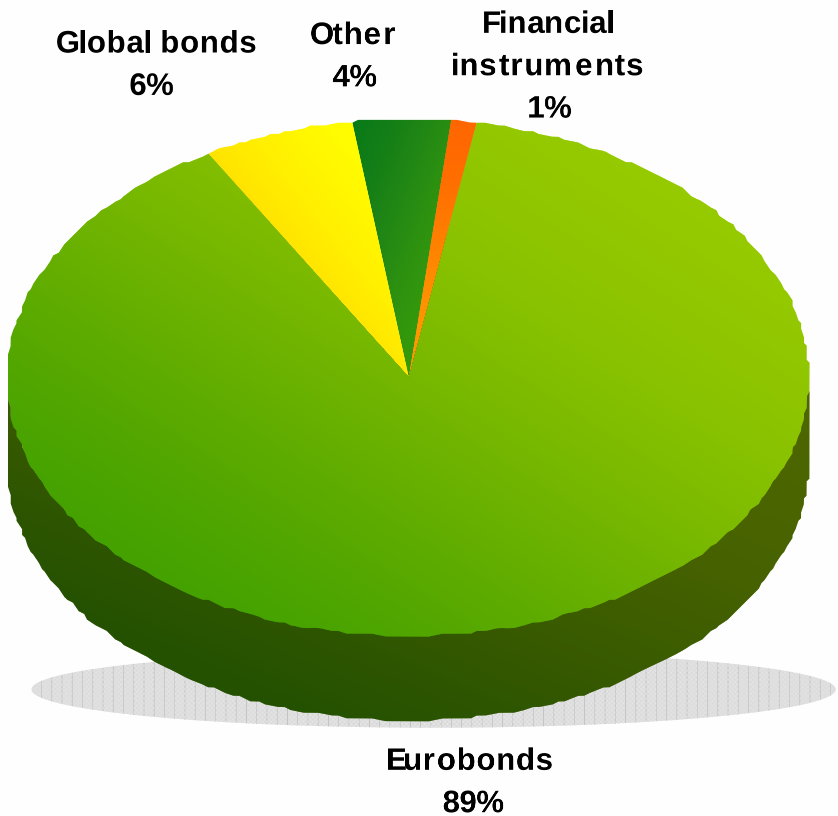
Date[1]	Value (€ m)	Shares (m)	Avg. share price (€)
January	-	-	-
February	**30.4**	**2.6**	**11.71**
March	**148.0**	**12.6**	**11.71**
Q1 ’11	**178.4**	**15.2**	**11.71**
April	**58.9**	**5.0**	**11.82**
Total	**237.3**	**20.2**	**11.74**

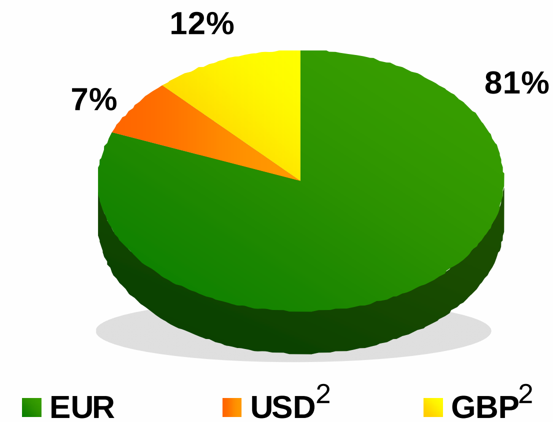
- € 1bn share repurchase program for 2011 started on 21 February 2011
  - ~24% completed to date
- € 9.0bn in shares repurchased since start in 2004, average price of € 9.18
  - ~39% of outstanding shares cancelled since 2004
- Number of outstanding shares amounting to 1,528,251,409 per 31 March 2011
  - 44,358,475 shares cancelled in Q1 ’11

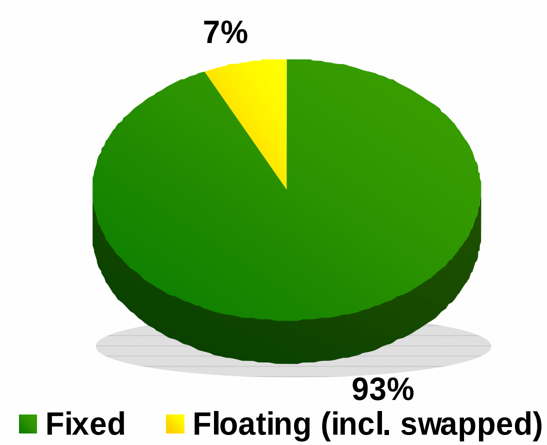
1 Figures based on transaction date of share repurchases, some rounding changes may be applicable

Debt portfolio

Breakdown of € 12.8bn gross debt[1]







1 Book value of interest bearing financial liabilities plus the fair value of financial instruments (excluding Reggefiber) related to these financial liabilities

2 Foreign currency amounts hedged into Euro

Dutch wireless services disclosure

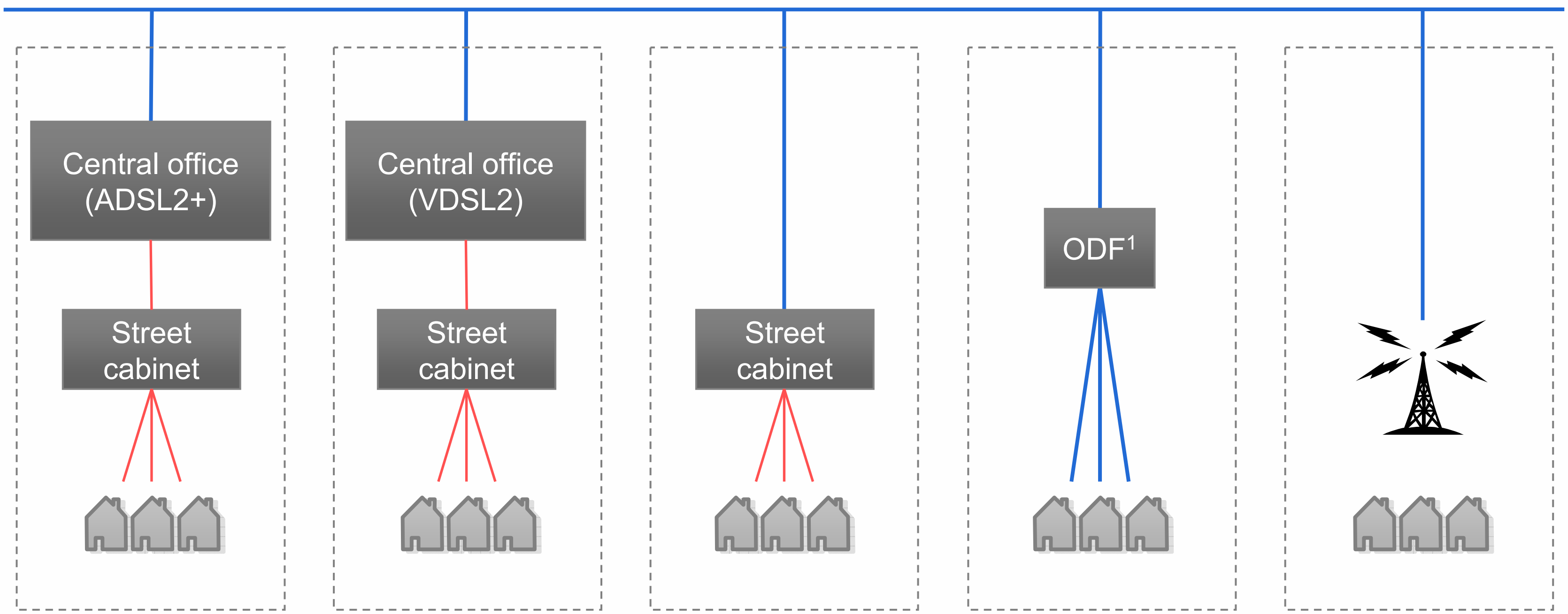
	Q1 '11	Q4 '10	Q1 '10
Service revenues (€ m)	**698**	**735**	**740**
− *Consumer*	*399*	*430*	*434*
− *Business*	*230*	*236*	*248*
− *Other Dutch activities*[1]	*69*	*69*	*58*
SAC / SRC (€)			
− *Consumer*	*146*	*168*	*183*
− *Business*[2]	*225*	*234*	*255*

1 Indicates amongst others Mobile Wholesale NL, Simyo and visitor roaming revenues within KPN the Netherlands
2 Restated numbers following recalculation, now also including all data SAC/SRC in addition to voice SAC/SRC

Infrastructure

Deploying mix of technologies going forward

ADSL on copper	VDSL from central office (VDSL-CO)	FttC	FttH	Wireless

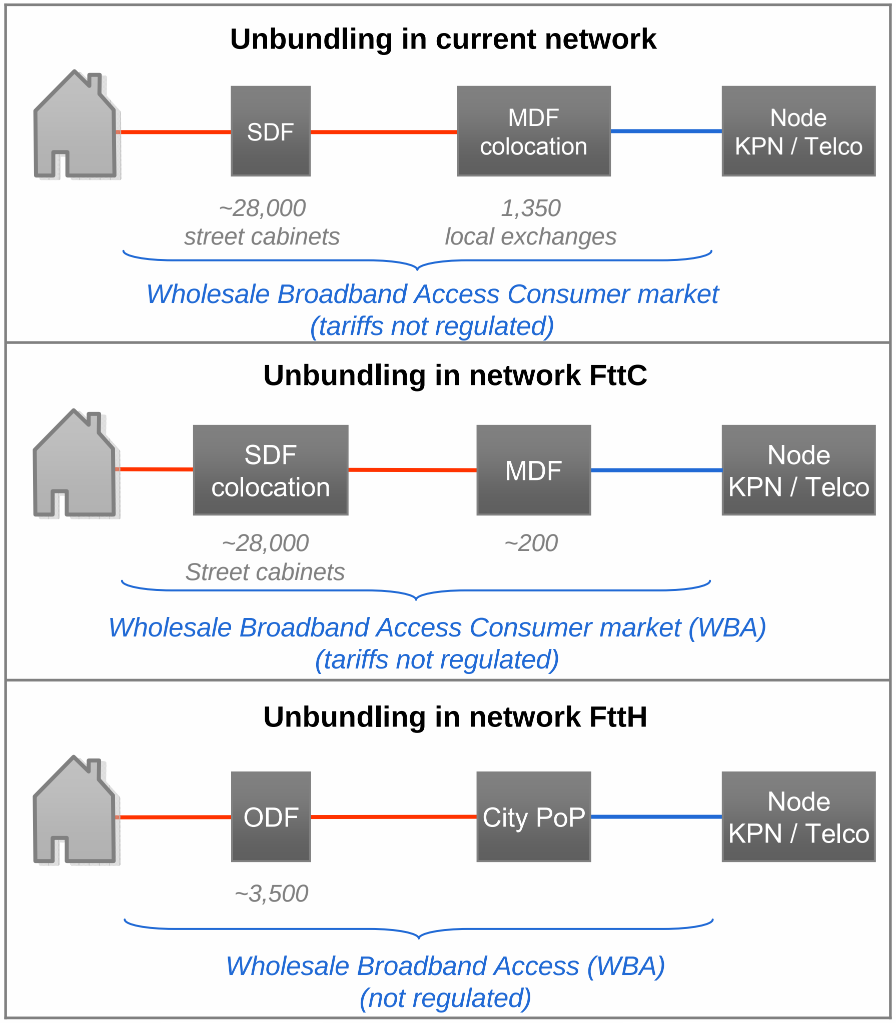


ADSL on copper	VDSL from central office (VDSL-CO)	FttC	FttH	Wireless
up to 20 Mb/s down up to 2 Mb/s up IPTV & HDTV	**up to 40 Mb/s down up to 4 Mb/s up IPTV, multi-room HD**	**30-50 Mb/s down up to 4 Mb/s up IPTV, multi-room HD**	**>100 Mb/s (symmetrical) IPTV, multi-room HD**	**>14 Mb/s down (HSPA / LTE) DVB-T (Digitenne)**

Fiber **Copper**

1 Optical distribution frame

Unbundling tariffs



Regulated — Not -regulated

Category	Monthly tariff
Line sharing (LLU)[1]	€ 0.10 / line
Fully unbundled (LLU)[1]	€ 6.53 / line
MDF colocation[1]	€ 839.60 / footprint / year
MDF backhaul	Commercial pricing, not regulated
Wholesale Broadband Access (WBA)	€ 5.32 shared € 13.00 non-shared

Category	Monthly tariff
Line sharing (SLU) [1]	€ 7.58 / line
Fully unbundled (SLU) [1]	€ 7.44 / line
SDF colocation[1]	€ 1.20 / line or 5.36 / per unit One-off € 492.74/ per unit
SDF backhaul	To be regulated
Wholesale Broadband Access (WBA)	€ 5.32 shared € 13.00 non-shared

Category	Monthly tariff
Fully unbundled (ODF FttH)	€ 12.30 – € 17.94
ODF FttH colocation	≤ € 512 / month /per Area Pop One-off ≤ € 3,075 /per Area Pop
ODF FttH Backhaul	≤ 615 / month
Wholesale Broadband Access (WBA) FttH	€ 25.00 - € 45.00 non-shared
ODF FttO	To be regulated

1) Tariffs refer to WPC 2009-2011 |(WPC 2A), changes in tariffs expected as from 1 July 2011

German spectrum auction

Good auction outcome, capacity and standardization are key

															Total	E-Plus
800MHz Paired	O 2x5	O 2x5	V 2x5	V 2x5	T 2x5	T 2x5									60.0MHz	0%
900MHz Paired	E 2x5	O 2x5	T 2x5	V 2x5	T 2x7.4	V 2x7.4									69.6MHz	14%
1.8GHz Paired	T 2x5	T 2x5	T 2x5	T 2x5	E 2x5	O 2x5	O 2x5	O 2x7.4	V 2x5.4	E 2x5	E 2x5	E 2x5	E 2x7.4		140.4MHz	39%
2.1GHz Paired	V 2x5	V 2x5	V 2x5	E 2x5	E 2x5	E 2x5	E 2x5	O 2x5	O 2x5	O 2x5	T 2x5	T 2x5			120.0MHz	33%
2.1GHz Unpaired	E 1x5	T 1x5	V 1x5	O 1x5	O 1x14.2										34.2MHz	15%
2.6GHz Paired	V 2x5	V 2x5	V 2x5	V 2x5	T 2x5	T 2x5	T 2x5	T 2x5	E 2x5	E 2x5	O 2x5	O 2x5	O 2x5	O 2x5	140.0MHz	14%
2.6GHz Unpaired	E 1x5	E 1x5	V 1x5	V 1x5	V 1x5	V 1x5	V 1x5	T 1x5	O 1x5	O 1x5					50.0MHz	20%
															614.2MHz	23% 3

Standardized 2

1

1. 4 connecting blocks, leading to highest capacity in most standard spectrum for data
2. E-Plus has obtained and holds most spectrum in standardized bands
3. E-Plus doubled capacity, now at 23% of total spectrum in the German mobile market

E: E-Plus, O: O_2, T: T-Mobile, V: Vodafone, colors indicate acquired spectrum

Spectrum in Belgium

Currently fairly allocated, potential new entrant

Current status

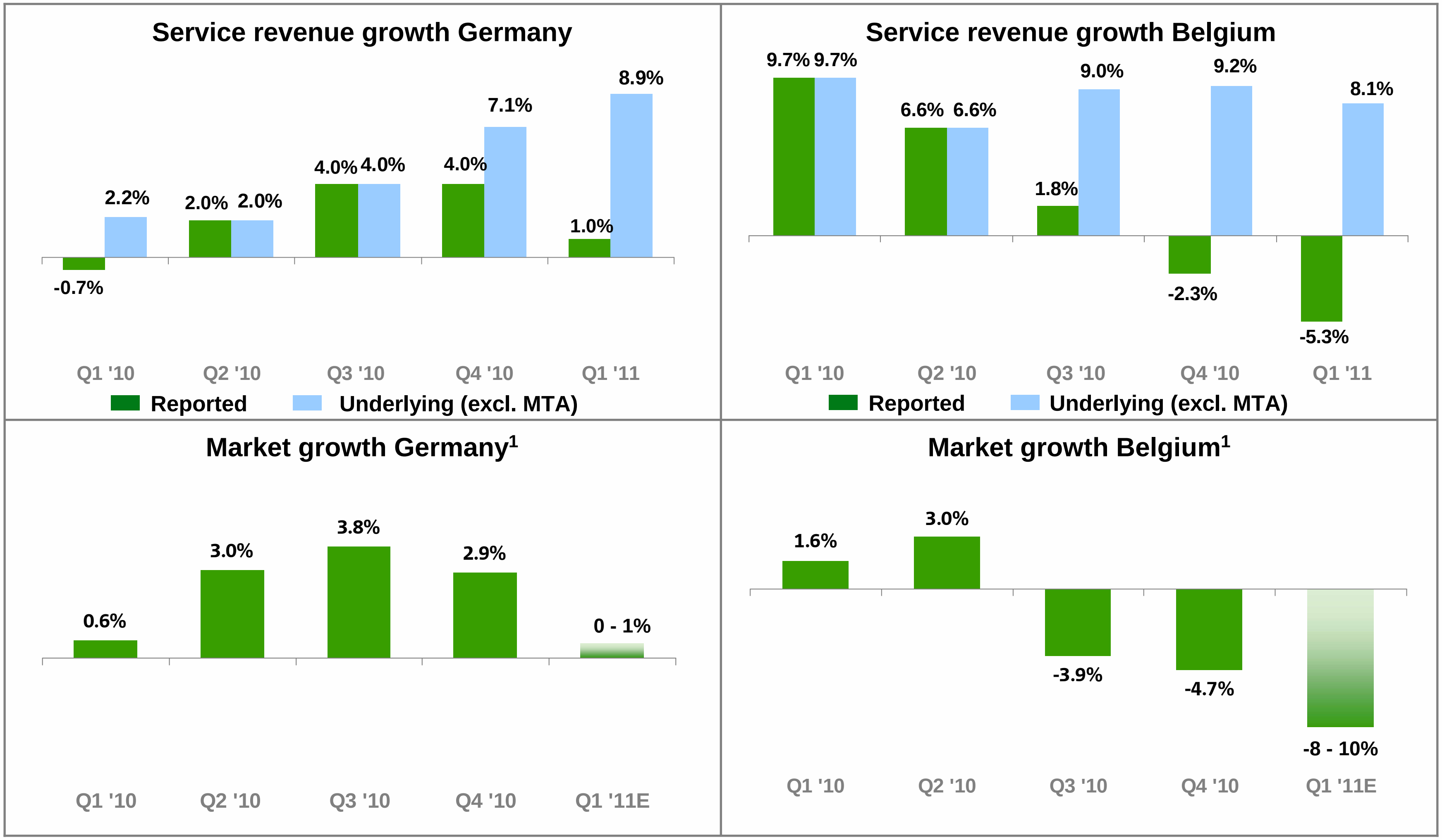
Band								
900MHz	KPNgB 2x10.8	Proximus 2x12	Mobistar 2x12					
1.8GHz	KPNgB 2x22	Proximus 2x15	Mobistar 2x15	Prox 2x5.8	Mob 2x5.8	Free 2x11.4		
2.1GHz	KPNgB 2x15	KPNgB 1x5	Proximus 2x15	Proximus 1x5	Mobistar 2x15	Mobistar 1x5	Free 2x14.8	Free 1x5
2.6GHz	Free 140MHz paired, 50MHz unpaired[1]							
Total	KPNgB 100.6MHz	Proximus 100.6MHz	Mobistar 100.6MHz	Free 247.4MHz				

Upcoming auctions

- Auction of 29.6MHz in 2.1GHz band scheduled for June 6th, 2011[2]
  - All reserved for potential 4th entrant
  - Current operators can ask for auction when 4th entrant does not buy all spectrum
  - New entrant can buy 900MHz and 1.8GHz in 2015, but only under the condition that 4th entrant buys part of 2.1GHz in coming auction
- Auction of 185MHz (140 paired + 45 unpaired) in 2.6GHz band scheduled for mid October 2011[2]
  - Operators capped at 40MHz (2x20) in paired
- Current 2G licenses can be extended till 2021
- No clarity on 800MHz band yet

1 45 of 50MHz unpaired will be auctioned
2 On basis of BIPT information submitted March 14th, 2011

Service revenue growth Mobile International



1 Management estimates for market service revenue growth, based on equity research