Third Quarter Results 2010

26 October 2010

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 2009.

Agenda

Chairman's review	Ad Scheepbouwer
Group financial review	Carla Smits-Nusteling
Group operating review	Ad Scheepbouwer
Concluding remarks	Ad Scheepbouwer

Highlights Q3

Solid performance across the Group

- Revenue growth at Group level y-on-y in Q3
- Continued increase in profitability at Dutch Telco
- Higher service revenue growth in Germany at very strong margin
- High speed data launch in Germany already in Q4
- Outlook confirmed for 2010 and 2011

Financial highlights Q3

- Financial performance Q3 ’10
  - Revenues and other income of € 3,378m, up 1.4% y-on-y
  - EBITDA of € 1,408m, up 5.9% y-on-y
  - Capex of € 431m, up 20% y-on-y
  - Free cash flow of € 681m, € 1,616m YTD
  - Earnings per share of € 0.27, up 8.0% y-on-y

- Improved financial profile in September
  - Repurchased parts of bonds for a total nominal amount of € 1.3bn
  - Issued a 10-year Eurobond of € 1.0bn with an attractive coupon of 3.75%
  - Maturity profile extended from 6.5 to 7.2 years

- Continued focus on shareholder returns
  - € 1.0bn SBB for 2010 started in February, 69% completed to date
  - Interim dividend of € 0.27 per share paid in August, € 419m in total

Outlook

Outlook for 2010 and 2011 confirmed

	Reported 2009	Outlook 2010
Revenues and other income	€ 13.5bn	In line with 2009
EBITDA	€ 5.2bn Incl. real estate: € 56m	> € 5.5bn Incl. real estate: Not material
Capex	€ 1.8bn	< € 2bn
Free cash flow[1]	> € 2.4bn	> € 2.4bn
Dividend per share	€ 0.69	€ 0.80

- Higher revenues in H2 y-on-y, excluding disposals
- EBITDA growth of € 300m for full year 2010 remains unchanged
- Balancing profitability with market shares

Outlook 2011

- Growth in EBITDA, free cash flow and dividend per share
- Dividend per share at least € 0.85 for 2011

1 Free cash flow defined as cash flow from operating activities, plus proceeds from real estate, minus Capex and excluding tax recapture E-Plus

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Group results Q3 ’10

Solid financial performance across the Group

€ m	Q3 ’10	Q3 ’09	*%*	YTD ’10	YTD ’09	*%*
Revenues and other income	**3,378**	**3,331**	***1.4%***	**10,009**	**10,138**	***-1.3%***
Operating expenses	**2,531**	**2,579**	***-1.9%***	**7,530**	**8,012**	***-6.0%***
– of which Depreciation[1]	353	384	*-8.1%*	1,052	1,167	*-9.9%*
– of which Amortization[1]	208	193	*7.8%*	586	592	*-1.0%*
Operating profit	**847**	**752**	***13%***	**2,479**	**2,126**	***17%***
Financial income/expense	-310	-181	*71%*	-696	-568	*23%*
Share of profit of associates	-17	-5	*>100%*	-38	-6	*>100%*
Profit before taxes	**520**	**566**	***-8.1%***	**1,745**	**1,552**	***12%***
Taxes	-114	-171	*-33%*	-425	-470	*-9.6%*
Profit after taxes	**406**	**395**	***2.8%***	**1,320**	**1,082**	***22%***
Earnings per share[2]	**0.27**	**0.25**	***8.0%***	**0.84**	**0.66**	***27%***
EBITDA[3]	**1,408**	**1,329**	***5.9%***	**4,117**	**3,885**	***6.0%***

- Revenue growth of 1.4% at Group level in Q3
- Financial expense up 71% y-on-y mainly due to one-off market premium payment to repurchase certain bonds

1 Including impairments, if any
2 Defined as profit after taxes per ordinary share / ADS on a non-diluted basis (in €)
3 Defined as operating profit plus depreciation, amortization & impairments

Group cash flow Q3 '10

Free cash flow of € 0.7bn in Q3 '10

€ m	Q3 '10	Q3 '09	*%*
Operating profit	**847**	**752**	***13%***
Depreciation and amortization[1]	561	577	*-2.8%*
Interest paid/received	-238	-179	*33%*
Tax paid/received	-6	-7	*-14%*
Change in provisions[2]	-93	-102	*-8.8%*
Change in working capital	23	143	*-84%*
Other movements	-33	-10	*>100%*
Net cash flow from operating activities	**1,061**	**1,174**	***-9.6%***
Capex[3]	**431**	**360**	***20%***
Proceeds from real estate	51	13	*>100%*
Tax recapture E-Plus	-	-	-
Free cash flow[4]	**681**	**827**	***-18%***
Dividend paid	419	375	*12%*
Share repurchases	116	201	*-42%*
Cash return to shareholders	**535**	**576**	***-7.1%***

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 € 681m in Q3 '10, down 18% y-on-y
  - Interest payments up 33% due to bond issue in Q3 '09 and impact of tender in Q3 '10
- Working capital change down due to € 150m benefit in Q3 '09
  - Change in timing of VAT payment
- Capex up 20% y-on-y
  - Higher Capex in Germany following accelerated network roll-out
- € 51m proceeds from mobile towers sale
- € 535m shareholder returns
  - Higher dividend payment due to increase in DPS
  - Fewer shares repurchased due to timing differences

Group cash flow YTD ’10

On track to meet full-year guidance of at least € 2.4bn free cash flow for 2010

€ m	YTD ’10	YTD ’09	*%*
Operating profit	**2,479**	**2,126**	***17%***
Depreciation and amortization[1]	1,638	1,759	*-6.9%*
Interest paid/received	-604	-461	*31%*
Tax paid/received	-564	-561	*0.5%*
Change in provisions[2]	-259	-205	*26%*
Change in working capital	-270	-296	*-8.8%*
Other movements	-58	-9	*>100%*
Net cash flow from operating activities	**2,362**	**2,353**	***0.4%***
Capex[3]	**1,146**	**1,202**	***-4.7%***
Proceeds from real estate	73	32	*>100%*
Tax recapture E-Plus	327	327	-
Free cash flow[4]	**1,616**	**1,510**	***7.0%***
Dividend paid	1,152	1,039	*11%*
Share repurchases	648	712	*-9.0%*
Cash return to shareholders	**1,800**	**1,751**	***2.8%***

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

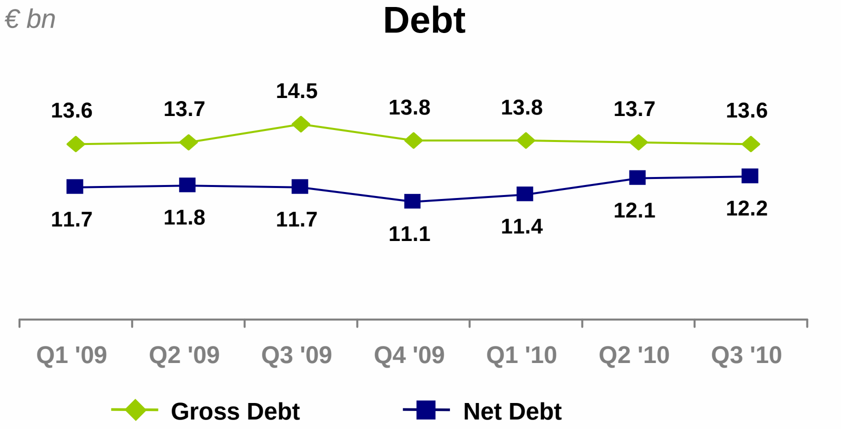
- Free cash flow of € 1.6bn YTD, up 7.0% y-on-y
- Full-year free cash flow > € 2.4bn
  - ~€ 300m higher EBITDA

  Mainly offset by
  - ~€ 120m higher interest payments due to bond issues in Q1 ’09 and Q3 ’09
  - ~€ 80m higher expected tax expenses, amongst others due to a Q4 ’09 tax refund
- Slight positive impact of increasing interest rates on pension fund
  - Coverage ratio at 103% end Q3 ’10
  - Q4 ’10 recovery payment of € 11m
  - Expected 3% impact on coverage ratio in Q4 ’10 from updated mortality tables, all other variables being equal

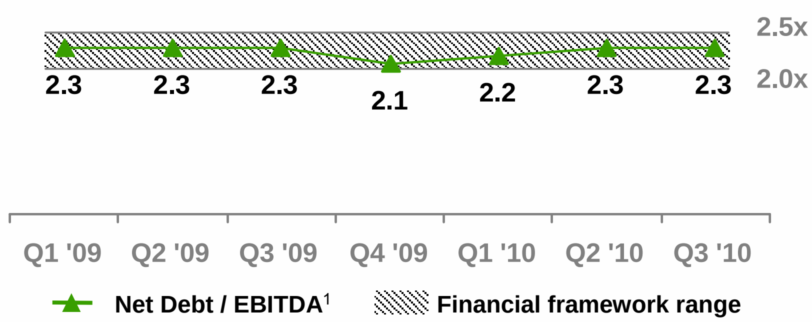
Group financial profile

Maturity profile optimized following tender and bond issue in Q3 '10

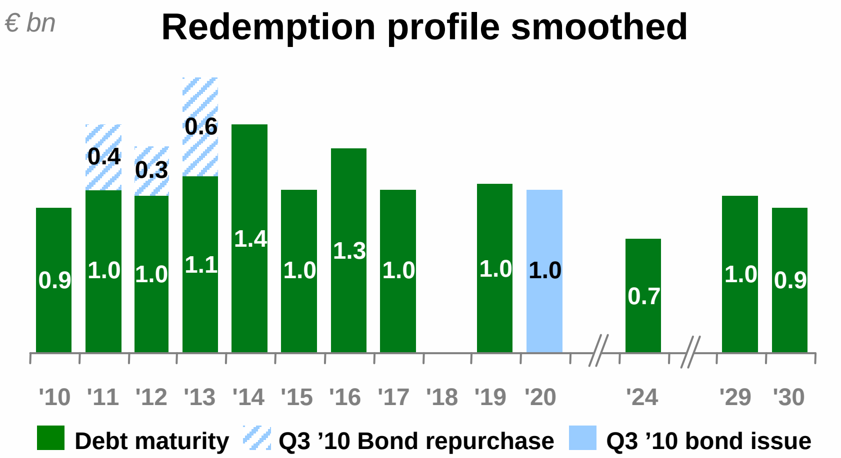
Debt



Financing policy



Redemption profile smoothed



- € 0.9bn bond redeemed on 1 October 2010

- Net debt / EBITDA stable at 2.3x per Q3 '10
- Maturity profile extended and smoothed with tender and bond issue in September
  - Cash tender of € 1.3bn for parts of bonds maturing in 2011, 2012 and 2013
  - Issued € 1.0bn 10-year Eurobond with coupon of 3.75%, lowest coupon since privatization
  - Benefit from lower future interest costs, however € 97m P&L and € 23m FCF impact in Q3 '10
  - Average maturity extended from 6.5 to 7.2 years per Q3 '10

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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	The Netherlands
	International
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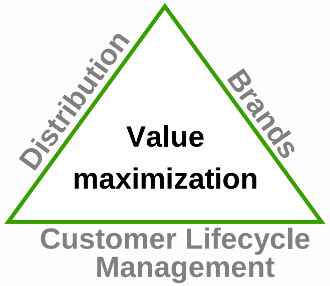
Dutch Telco - Strategy

Key elements of value maximizing strategy

Manage for value



- Multi-brand, multi-proposition and national distribution network

Grow mobile data

- Monetize mobile data growth
- Focus on smartphone segment

Targeting single access

- Multi-propositions, TV is key
- Digitenne, IPTV on copper
- Fiber triple-play

Leverage Telco & ICT

- Leverage leading Telco & ICT position
- Increase share of wallet
- Migration to IP-based services

Have best networks

- VDSL upgrade
- Regional roll-out of fiber
- High quality mobile network, up to 14.4Mb/s

Lowest cost

- Simplification & ‘First time right’
- Cost reductions whilst investing in new services

Lifecycle

’94
- First GSM network in NL
- Roll-out (A)DSL

’02
- Roll-out 3G Network

’04
- TV offering launch with Digitenne

’05
- All-IP network strategy
- Broadband consolidation, market share >40%

’06
- Increasing TV presence with IPTV
- Consumer / Business organization structure

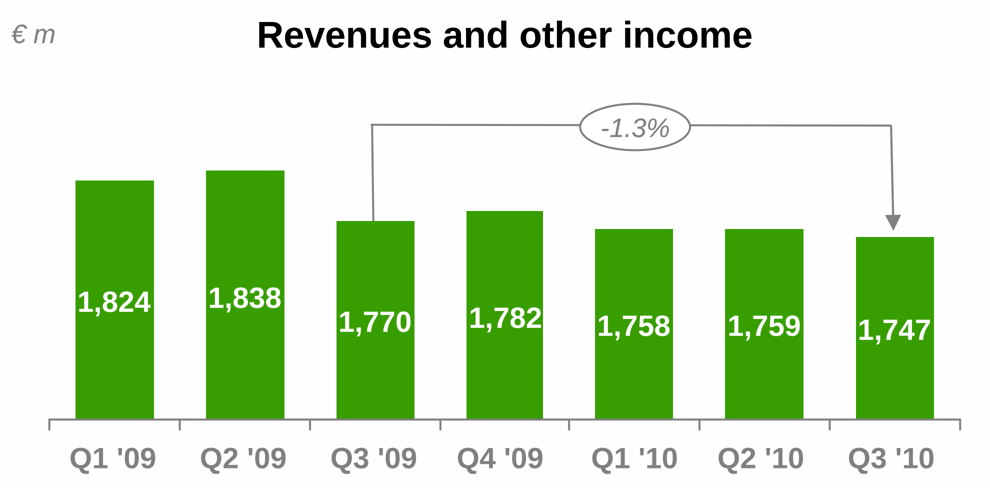
’07
- ICT services provider via acquisition Getronics

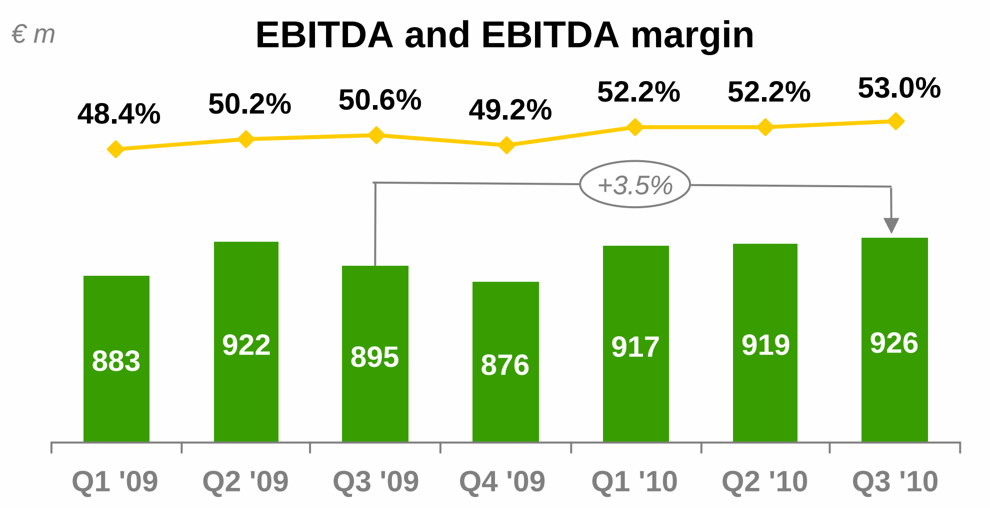
’08
- Start roll-out Fiber/ joint venture Reggefiber

>’10
- Exploit mobile data, IPTV and triple-play opportunity

Dutch Telco business

Continued increase in profitability at Dutch Telco



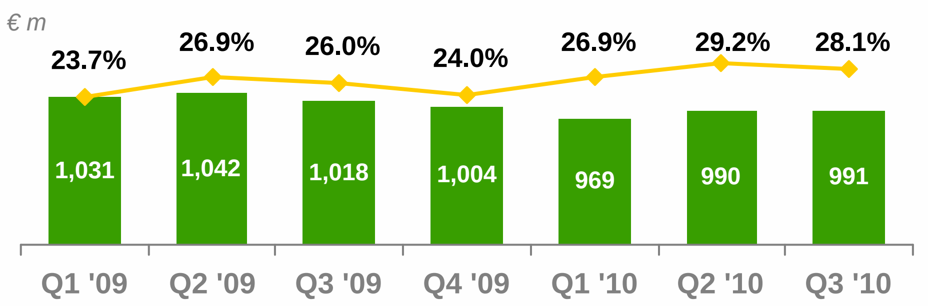


- Revenues and other income down 1.3% y-on-y in Q3 ’10
  - Continued pressure on traditional businesses
  - ~1.5% impact from regulation
  - Positive impact from € 26m incidentals vs. € 1m in Q3 ’09
- EBITDA up 3.5% y-on-y in Q3 ’10
  - Focus remains on maximizing market value and customer value
  - ‘Best in class’ benchmarking continues to support cost reductions
  - Benefitting from € 26m incidentals vs. € 1m in Q3 ’09
- EBITDA margin of 53.0% in Q3 ’10

Financial review - Dutch Telco business by segment

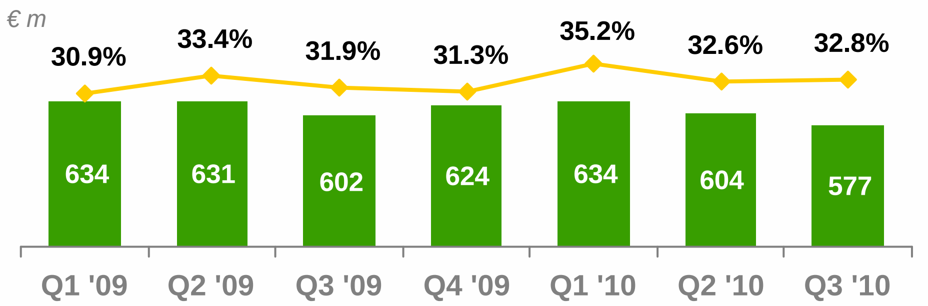
All segments contributing to healthy profitability

Consumer



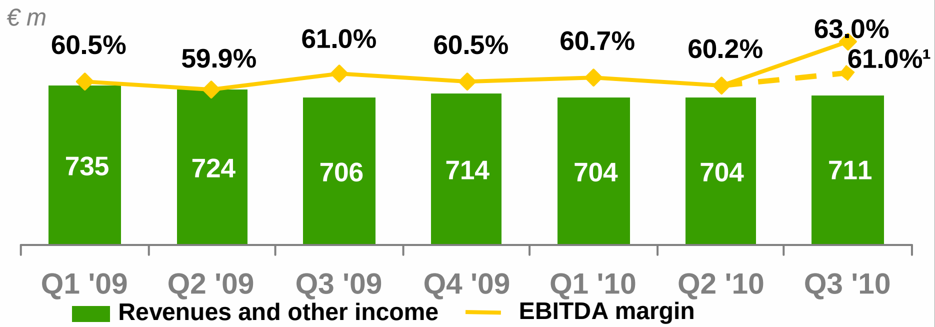
- Improving revenue trend as a result of wireless services, despite regulation
- Solid profitability combined with increased commercial efforts

Business



- Ongoing revenue pressure from economic circumstances, competition and regulation
- Stable performance wireless services
- Declining trend in wireline services in line with previous quarters

W&O (national)



- Underlying revenue trend stable, EBITDA margin up
  - Ongoing decline traditional business
  - ~1.0% revenue impact from regulation
  - Revenues & EBITDA include € 37m due to mobile towers sale in Q3 ’10, € 1m positive incidentals Q3 ’09

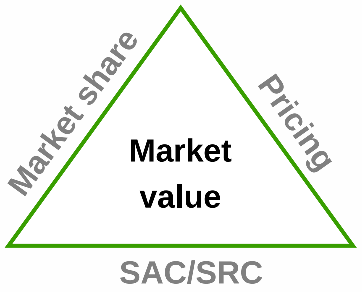
1 EBITDA margin excluding mobile towers sale

Operating review - Consumer wireless[1]

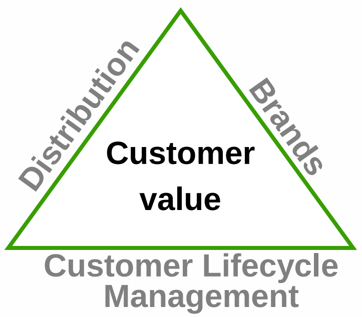
Market position strengthened while carefully watching market value

Continued focus on successful strategies

- Balancing market share, pricing and SAC/SRC to maximize **market value**



- Distribution, multi-brand and Customer Lifecycle Management to maximize **customer value**



Positive developments in Q3

Focus on market value remains while improving market position

- Increased commercial efforts have effect
  - High value postpaid net adds up 67k
  - ARPU stable at € 25
  - SAC/SRC remain under control
- Mobile data growth continues
  - iPhone 4 launch in coming months
  - ~60% of new customers take smartphone, penetration >40% of postpaid
  - Non-voice as % of ARPU rising to 36%

Investing in national distribution footprints for three main brands

- Total # of shops increases to 213
  - 16 *t for telecom* shops rebranded in Q3, remaining 36 shops will go in Q4

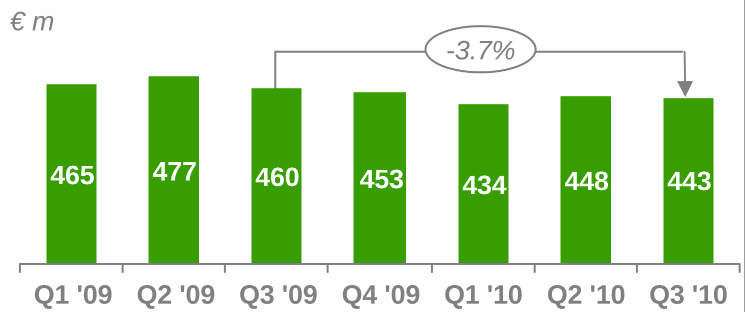
kpn | hi | Telfort.

1 Excluding Mobile Wholesale NL

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

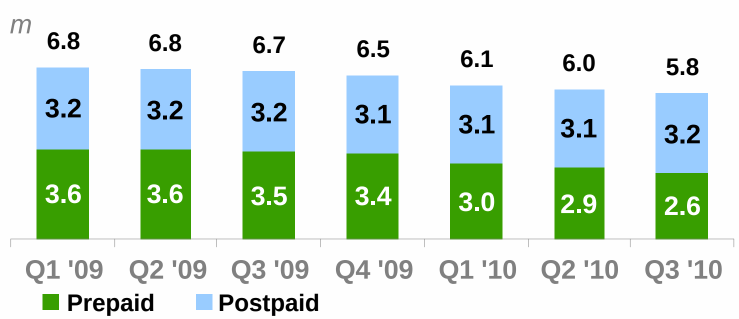
Improving service revenues trend, despite regulation

Service revenues



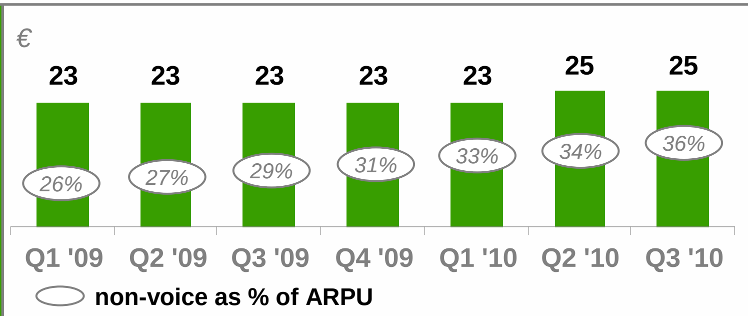
- Improving service revenue trend, down 3.7% y-on-y
  - ~3.3% impact from regulation
  - Focus on profitable revenues results in some prepaid customer loss
  - Partly offset by continued data growth

Customer base



- Successful sales campaign leading to 67k postpaid net adds
- % postpaid customers continues to increase
  - Ongoing shift to higher value smartphone customers
  - 130k prepaid base clean-up

ARPU



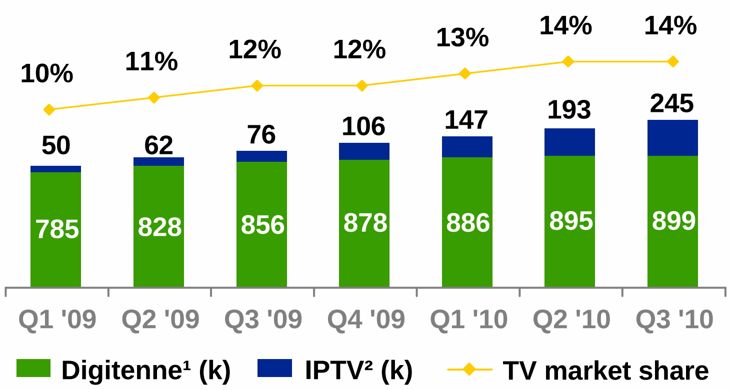
- ARPU stable q-on-q at € 25
  - Focus on high value customers
  - Mix effect due to lower prepaid customer base
- 36% of ARPU is non-voice

1 Excluding Mobile Wholesale NL

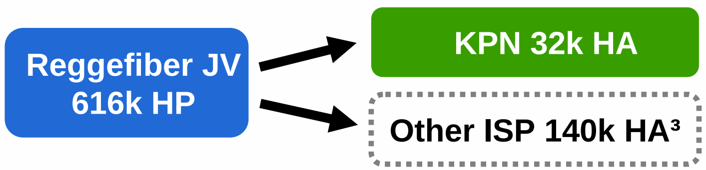
Operating review - Consumer wireline

Broadband customer base stabilizing, supported by continuing IPTV growth

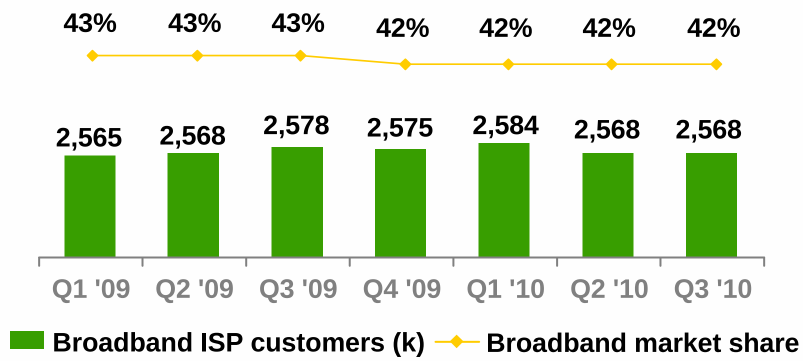
Positive developments in Q3



- IPTV shows solid growth
  - IPTV adds of ~3k to ~5k per week in Q3
  - ~50% new subs are new broadband customers, ~80% take a triple play package
- First signals of improving fiber sales following adjusted approach, activations in progress



Stabilizing broadband customer base



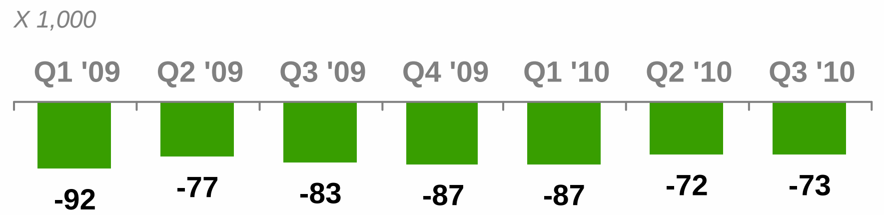
- Broadband customer base stabilizing
  - IPTV supports broadband base
  - VDSL upgrade matching customer needs
  - Fiber roll-out continues, securing long-term position
- Q3 net line loss at manageable levels, 35k

1 Digitenne used as primary TV connection
2 Including FttH IPTV
3 Source: Reggefiber. In Q2 ~160k was mentioned based on an external source, Stratix

Operating review - Consumer wireline (cont'd)

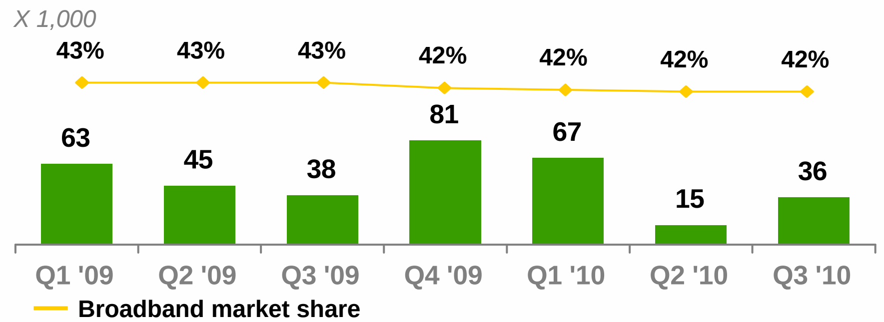
Net line loss remains at manageable level in Q3

PSTN/ISDN loss



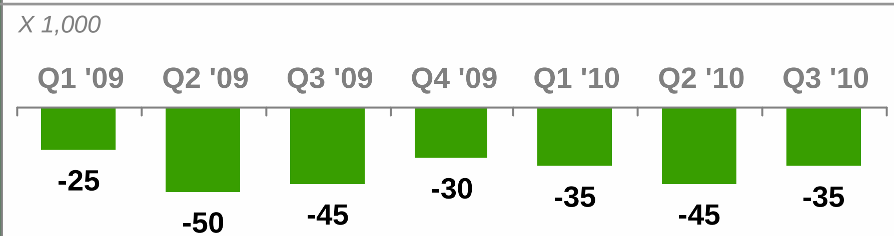
- PSTN/ISDN line loss stable
- Outflow to cable remains in line with previous quarters
- Success of retention offers continues

Broadband market growth[1]



- Broadband market growth supported by fiber roll-out
- KPN customer base stabilizing, VDSL upgrade supporting broadband position

Net line loss[2]



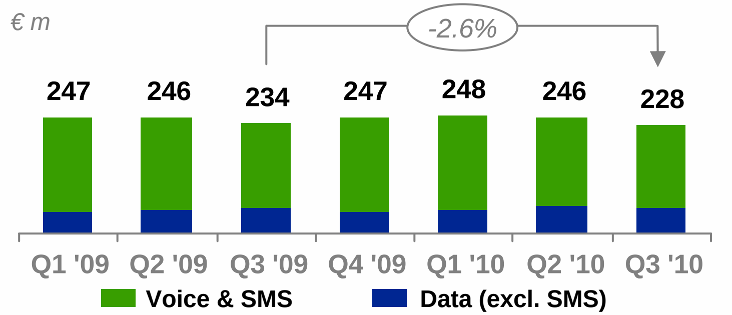
- Net line loss at manageable levels
- Positive contribution from IPTV
- Improving fiber sales, activations in progress

1 Source: Telecom Paper, broadband market including fiber, management estimates for Q3 '10
2 Quarterly delta in PSTN/ISDN access lines + delta Consumer VoIP, ADSL Only and delta Consumer Fiber

Operating review - Business wireless

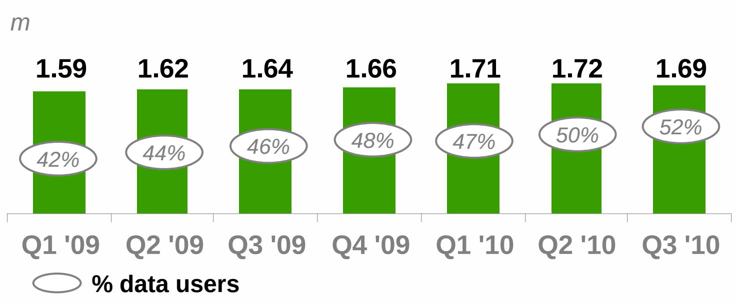
Stable performance of wireless services corrected for regulation

Service revenues



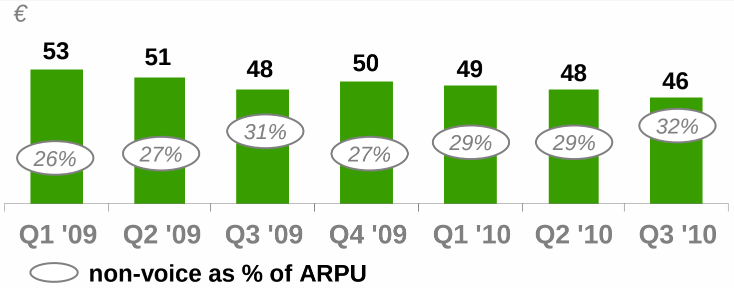
- Service revenues down 2.6% y-on-y
  - ~3.0% impact from regulation
- Continued mobile data growth in a competitive environment
- iPhone 4 launch in coming months

Customer base



- Customer base down q-on-q
  - ~40k customers transferred to Mobile Wholesale NL
  - Data customer growth continues
- 52% of customers use data services
- Focus on customer value by managing SAC/SRC

ARPU

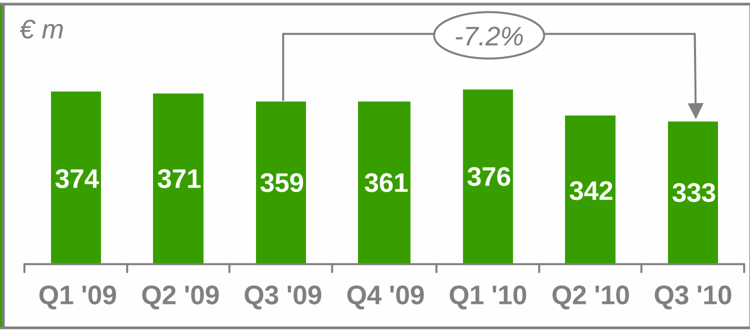


- ARPU dilution due to M2M, data mix effect and regulation
- Strong growth mobile data subscriptions
- 32% of ARPU is non-voice

Operating review - Business wireline

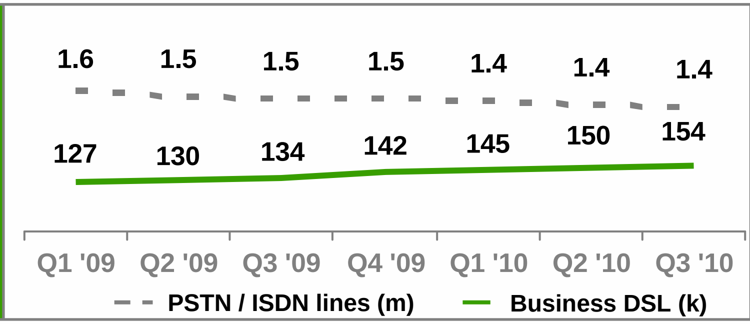
Continued decline in revenues

Revenues[1]



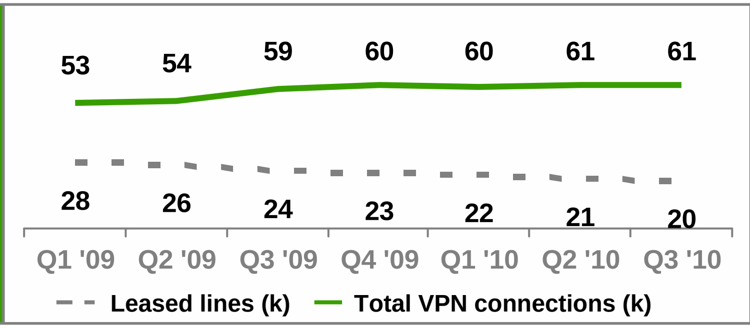
- Continued impact from competition, economy and decline in traditional business
- Underlying revenue trend shows stable decline, corrected for € 11m negative incidentals

Voice / internet connections



- Lower installed base of PSTN/ISDN and lower traffic volumes
  - Customer rationalization
  - Migration to new services
  - Competition
- Growth of Business DSL continues

(Managed) data services

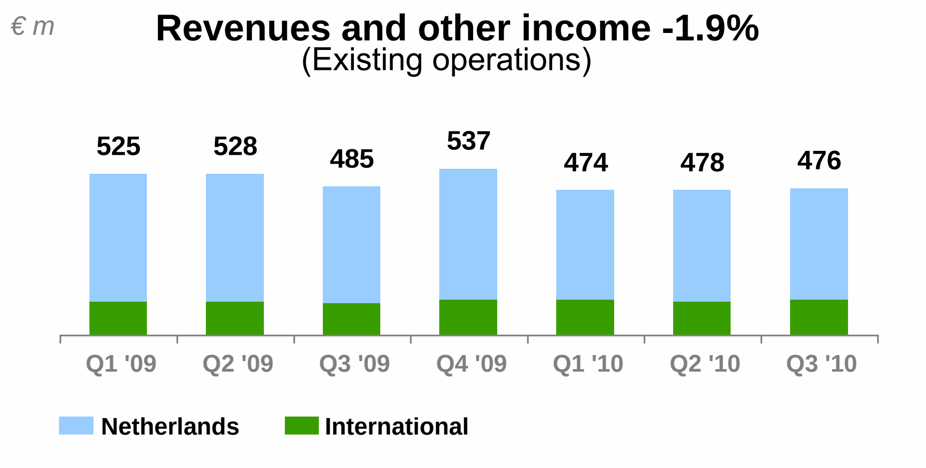


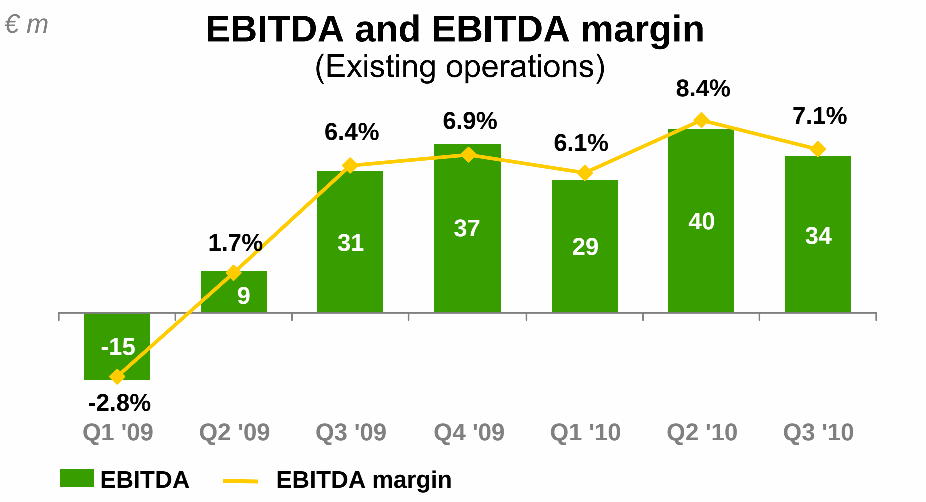
- VPN connections relatively stable
  - Unmanaged VPN and managed VPN stable q-on-q
  - Market share under pressure due to competitive environment

1 Revenues for Voice & Internet wireline and Data network services

Operating review - Getronics

On track for 8% EBITDA margin in 2010





- Revenues down 1.9% in Q3; market conditions remain difficult, no change in customer behavior
  - The Netherlands down 4.4% y-on-y in Q3, including € 3m positive incidental
  - International up 9.2% y-on-y in Q3, of which ~7% positive currency effect
- Stable Q3 market share expected in highly competitive market
- EBITDA margin of 7.1% in Q3 ’10, on track for 8% EBITDA margin in 2010
  - Structural improvements in 2009
  - EBITDA of € 34m in Q3 ’10, including € 3m positive incidental
  - Year-to-date margin of 7.2%

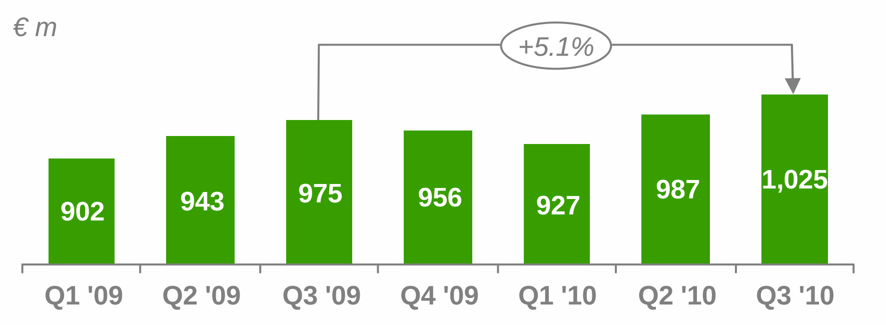
Agenda

Chairman’s review	Ad Scheepbouwer
Group financial review	Carla Smits-Nusteling
Group operating review	**Ad Scheepbouwer**
	The Netherlands
	International
Concluding remarks	Ad Scheepbouwer

Mobile International

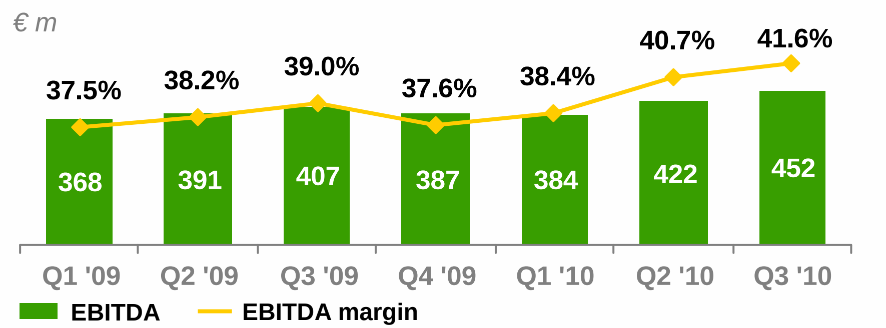
Continued service revenue growth with strong profitability

Wireless service revenues



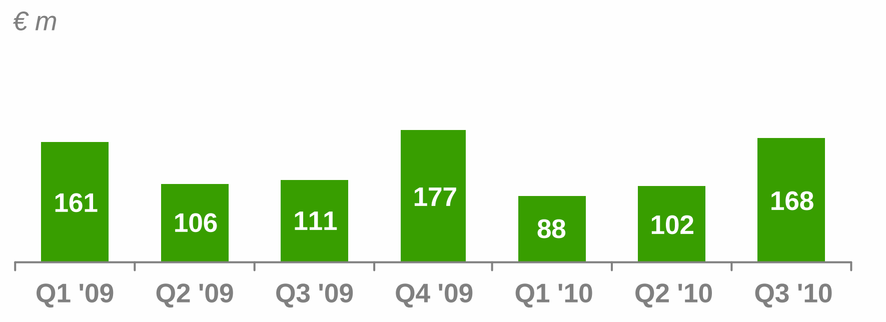
- Service revenues up 5.1% y-on-y
  - Improving growth trend in Germany
  - Lower growth in Belgium due to severe impact from MTA
  - Strong growth y-on-y in RoW

EBITDA (margin)



- EBITDA up 11% y-on-y, improving margin to 41.6%
  - All Opco's contributing
  - EBITDA supported by € 8m incidentals

Capex

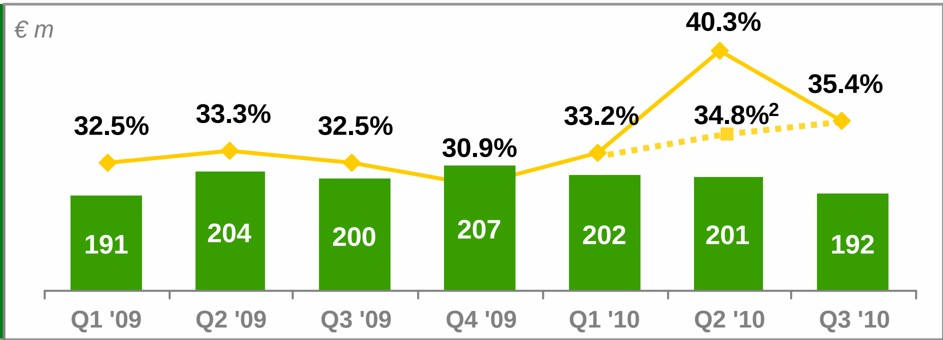


- Capex up ~€ 60m in Q3 y-on-y
- Accelerated network roll-out in H2 in Belgium and Germany
- Expected Capex level of ~€ 600m in 2010

Financial review - Mobile International by segment

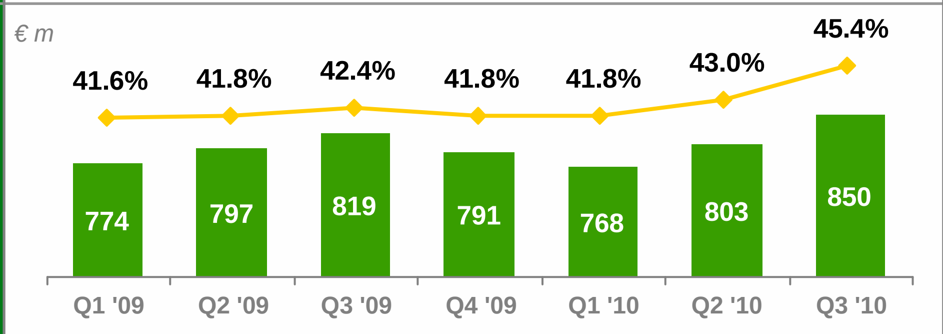
Continued revenue growth with strong margins

Belgium[1]



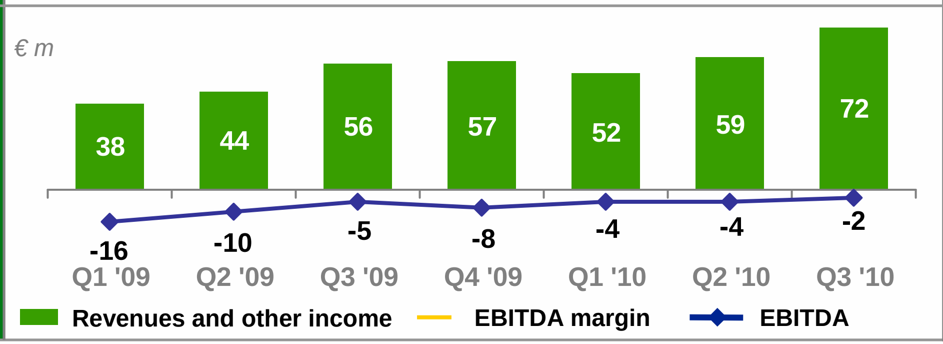
- Market outperformance expected with service revenue growth of 1.8% y-on-y
- Severe MTA impact of € 11m on service revenues, € 8m on EBITDA
- Divestment of fixed B2B; Q3 revenue impact of € 10m, EBITDA € 1m

Germany



- Service revenues up 4.0% y-on-y
- Very strong margin of 45.4%
  - Improved performance of captive sales channels
  - Focused execution Challenger strategy
  - Benefit from € 8m incidental

Rest of World[3]

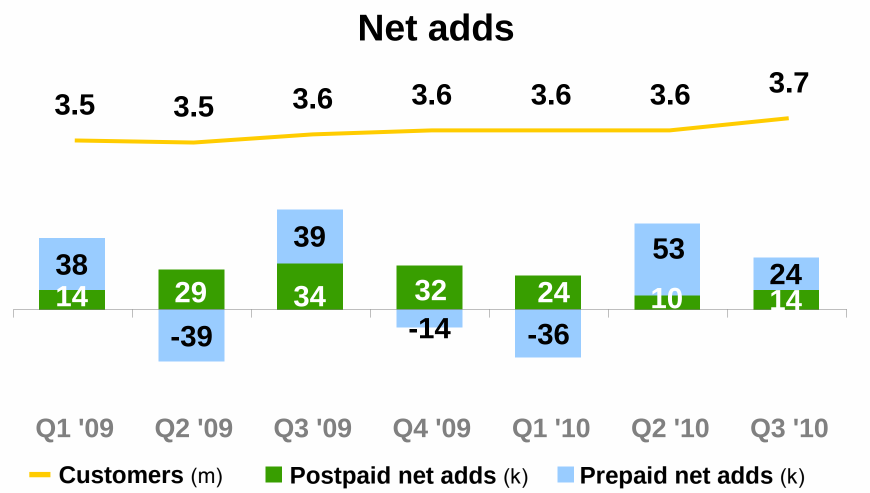


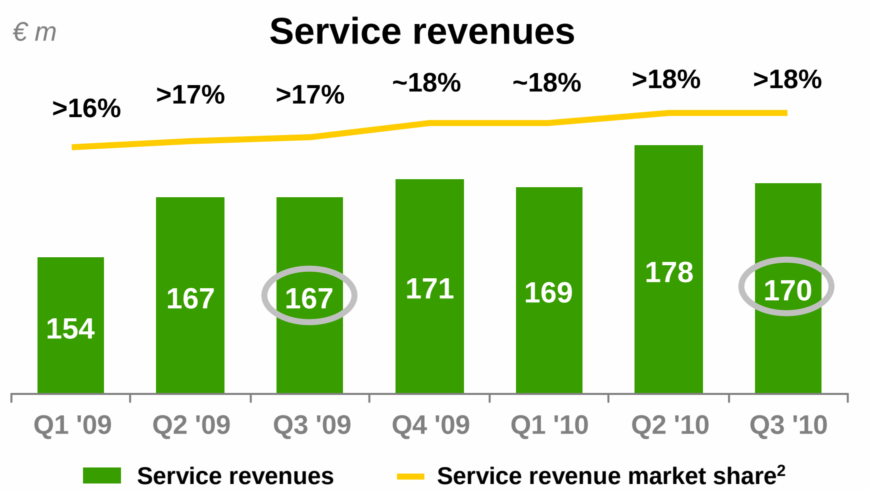
- External revenues up 29% y-on-y with Spain, France and Ortel contributing
- Benefits of improved scale and conditions reinvested to drive growth further

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, excluding intercompany

Operating review - Belgium[1]

Service revenues up 1.8% including severe regulatory impact



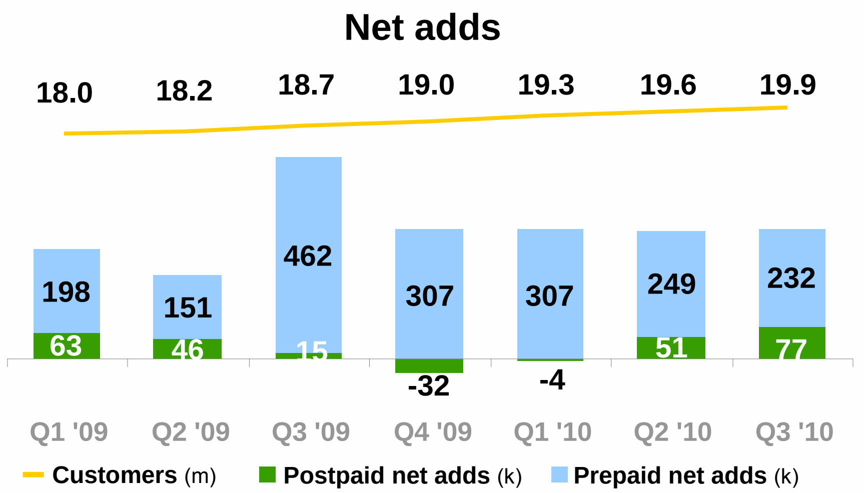


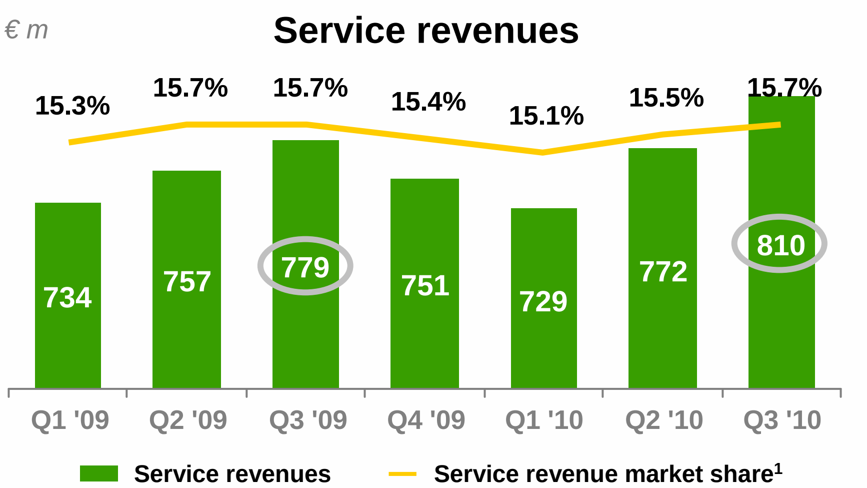
- Service revenues up 1.8% y-on-y including severe MTA impact of 6.6%
  - Strong performance of BASE postpaid, mainly driven by flat fees and SME/SoHo segment
  - Wholesale partners maintain growth
  - Service revenue share >18%[2]
- Strong regional focus on distribution and partnerships continues to deliver
  - Maintaining traction in Walloon region through regional partners and expanding points of sale
- Recently launched commercial data services in several urban areas, following customer demand

1 Wireless services only
2 Management estimates

Operating review - Germany

Higher service revenue growth, expecting further improvement in next quarters





- Growing customer numbers through partnerships and focused marketing
  - Net adds of 309k with increasing postpaid adds to 77k through BASE
  - Continued strong performance of wholesale partners
- Improving trend of BASE following relaunch
  - Regional approach
  - Strong captive channel performance
  - Upselling additional 'Mein BASE' options
- Higher service revenue growth, up 4.0%
  - Supported by 1.3% from consolidating Multiconnect[2]
  - Stable service revenue market share y-on-y
  - Underlying growth expected to improve in next quarters

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

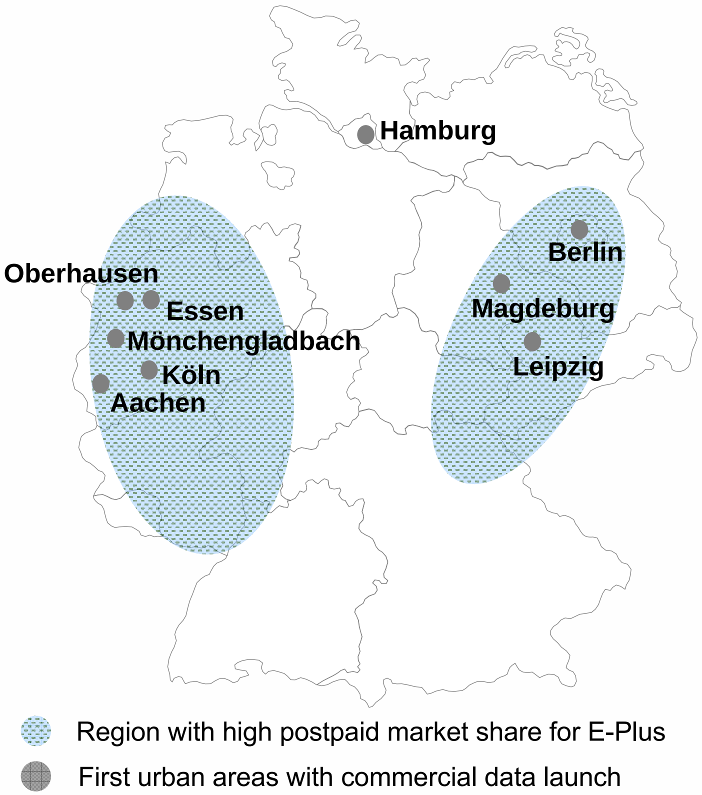
High speed data launch - Strategy

Key enablers in place, regional approach for roll-out & commercial offers

Road to high speed data launch

- **Q4 '09** • Strategic partnership with ZTE, incl. equipment at favorable terms
- **Q1 '10** • Relaunch of BASE brand
- **Q2 '10** • Acquired valuable spectrum for high speed data network, highest capacity in standardized bands
- **Q2 '10** • Commenced accelerated roll-out of high speed data network with partners
- **Q3 '10** • Regionalization strategy operational
- **Q4 '10** • Partnership for low cost Android smartphones
- **Q4 '10** • High speed data launch in first 9 urban areas, following customer demand
- **>'10** • Further exploiting mobile data opportunity on regional basis
- **Q4 '12** • 12k HSPA+ sites in place (21.6Mb) with highest capacity in Germany

Regional approach Germany

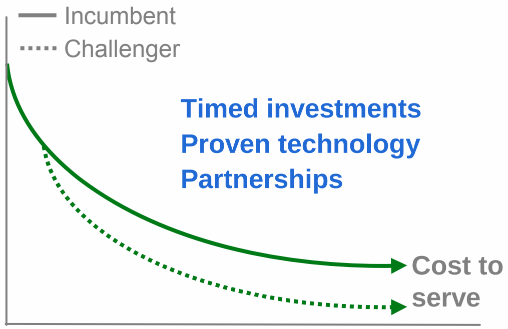


Similar approach Belgium; first 6 urban areas live, next 20 areas & main hot spots by YE '10

High speed data launch - Commercial

Offering value for money data propositions to mass market through partnerships

Lowest cost to serve



- Challenger business model enabling price leadership

Multi-brands & partners

- High awareness through distinctive branding and distribution

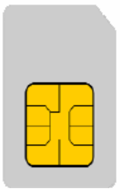
Handsets

- Branded smartphones; first one provided in Q4
- Low cost devices based on Android

Attractive commercial propositions

German example

Value for money & transparent pricing



SIM-only for data
€ 5-10-15 per month
Monthly changeable
50Mb–200Mb-1Gb

Nokia 5230
€ 11 per month
24 month contract
Internet flat inclusive

SE X10 mini
€ 14 per month
24 month contract
Internet flat inclusive

Samsung Galaxy S
€ 29 per month
24 month contract
Internet flat inclusive

Operating review - RoW

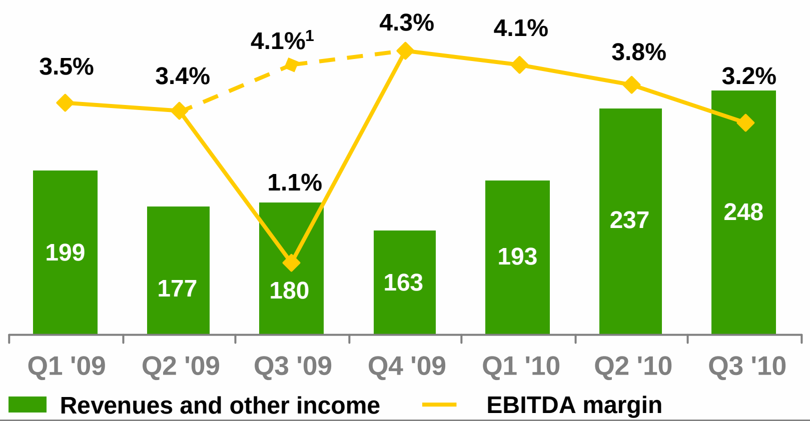
Strong revenue increase with Spain, France and Ortel all contributing

Spain	• Continued subscriber growth with healthy ARPU, mainly from Simyo • Benefit from improved network conditions reinvested to accelerate growth • Launch of “40 Móvil” brand in Q3 with media partner Quarenta – Targeting youth segment through leveraging its strong brand and media presence
France	• Ongoing revenue growth from Simyo • Continued success of Ortel France after launch in Q1 • Focus on further expanding distribution channels of Ortel • Continuing efforts on improving network conditions
Ortel	• Profitable growth in existing markets, mainly Germany and Belgium • Focus on quality through distribution and targeted promotions • On track for further footprint expansion to Spain in November 2010

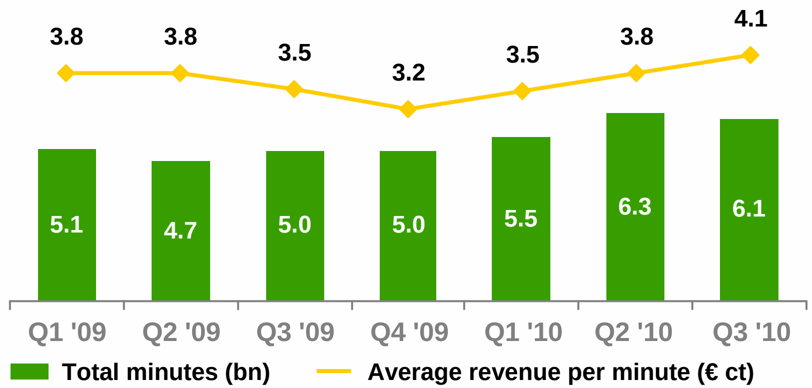
Operating review - iBasis

Focus on revenues and profitability, continued momentum of turnaround

Financial



Operational



- Focus on balancing revenue growth with profitability
  - Revenues up 38% y-on-y to € 248m, of which ~10% currency effect
  - EBITDA margin of 3.2%
  - EBITDA YTD ’10 increased to € 25m from € 15m YTD ’09
- Continued momentum of iBasis’ turnaround
  - Sustained business focus following full takeover by KPN in Q4 ’09
  - Structurally higher revenues since Q1 ’10
- Ongoing market share improvement
  - Continued market outperformance in minutes growth, especially in higher-value mobile termination
  - Sustaining average revenue per minute expansion
- Reinforced position within top 5 in international voice traffic market

1 EBITDA margin excl. one-off costs

Agenda

Chairman's review	Ad Scheepbouwer
Group financial review	Carla Smits-Nusteling
Group operating review	Ad Scheepbouwer
Concluding remarks	**Ad Scheepbouwer**

Concluding remarks

- Revenue growth at Group level y-on-y in Q3
- Continued increase in profitability at Dutch Telco
- Higher service revenue growth in Germany at very strong margin
- High speed data launch in Germany already in Q4
- Outlook confirmed for 2010 and 2011

Q&A

Annex

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Analysis of results

Key items worth mentioning in results interpretation

€ m		Q3 '10	Q3 '09
Revenue effect			
MTA tariff reduction	Group	-34	-59
Roaming tariff reduction	Group	-9	-39
Wholesale Price Cap	W&O	-	-24
EBITDA effect			
MTA tariff reduction	Group	-14	-21
Roaming tariff reduction	Group	-5	-29
Wholesale Price Cap	W&O	-	-18
Restructuring charges	Group	1	-
Release of provisions	Germany	8	11
Revenue & EBITDA effect			
Book gain on sale of real estate	Group	37	25
Release of deferred connection fees	Business	-3	-
Corrected revenue recognition	Business	-8	-
Book gain on sale of business	Getronics	3	-

Regulatory

MTA update

MTA glide paths

The Netherlands

- New glide path implemented per 7 July 2010
  - KPN has started an annulment procedure and requested suspension of the decision

€ ct / min	Until 7 July '10	7 July '10	Sep '10	Jan '11	Sep '11	Sep '12
KPN	7.00	5.60	5.60	4.20	2.70	1.20
Vodafone	7.00	5.60	5.60	4.20	2.70	1.20
T-Mobile	8.10	7.10	5.60	4.20	2.70	1.20

Belgium

- New glide path implemented per 1 August 2010
  - KPN has started an annulment procedure and requested suspension of the decision

€ ct / min	Until Aug '10	Aug '10	Jan '11	Jan '12	Jan '13
KPN Group Belgium	11.43	5.68	4.76	2.92	1.08
Mobistar	9.02	4.94	4.17	2.62	1.08
Proximus	7.20	4.52	3.83	2.46	1.08

Germany

- Tariffs in place until December 2010

€ ct / min	Current	Dec '10
E-Plus,O2	7.14	t.b.d.
Vodafone, T-Mobile	6.59	t.b.d.

Impact MTA reduction

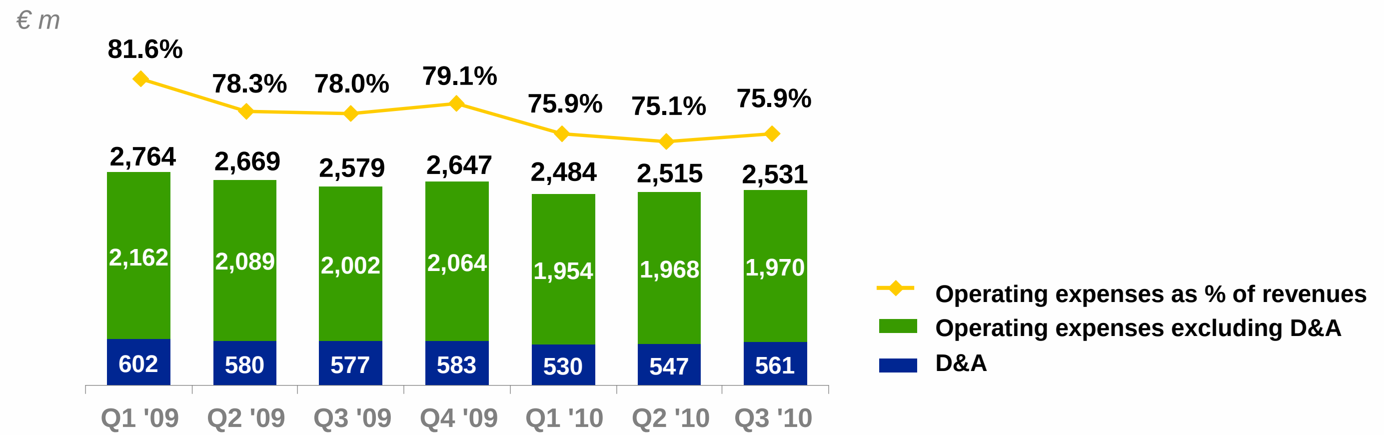
€ m	Q3 '10		YTD '10	
	Revenues	EBITDA	Revenues	EBITDA
Germany	-	-	-21	-10
Belgium	-11	-8	-11	-8
Rest of World	-	-	-	-
Mobile International	**-11**	**-8**	**-32**	**-18**
Consumer	-13	-5	-44	-12
Of which: Mobile Wholesale	-	-	*-2*	*-1*
Business	-7	-1	-26	-2
Wholesale & Operations	-5	-	-16	-1
Intercompany	2	-	6	-
The Netherlands	**-23**	**-6**	**-80**	**-15**
KPN Group	**-34**	**-14**	**-112**	**-33**

Restructuring charges

€ m	Q3 '10	Q3 '09	YTD '10	YTD '09
Germany	1	-	-1	-1
Belgium	-	-	-	-
Rest of World	-	-	-	-
Mobile International	**1**	**-**	**-1**	**-1**
Consumer	-	-	-2	-4
Business	-	-	-	-
Wholesale & Operations	-	1	3	-4
Dutch Telco	**-**	**1**	**1**	**-8**
Getronics	-	-1	1	-30
The Netherlands	**-**	**-**	**2**	**-38**
Other	-	-	1	4
KPN Group	**1**	**-**	**2**	**-35**

Operating expenses

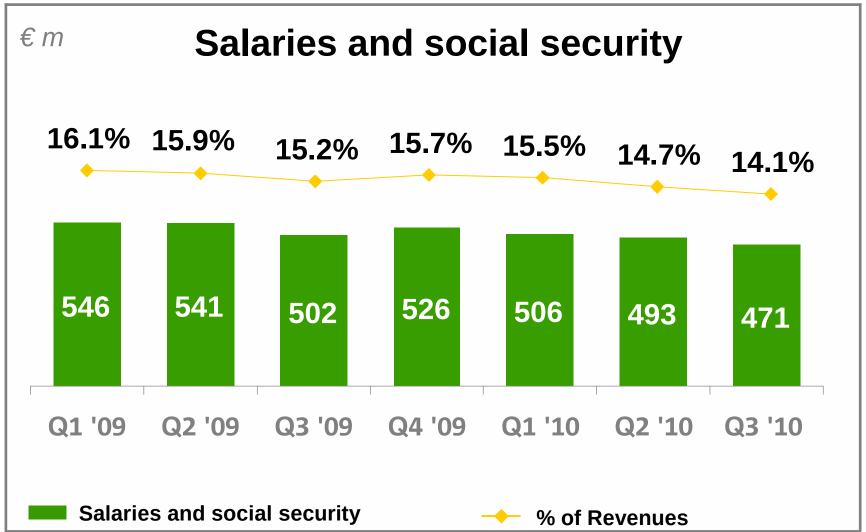
€ m	Q3 '10	Q3 '09	*%*
Salaries and social security contributions	471	502	*-6.2%*
Cost of materials	226	207	*9.2%*
Work contracted out and other expenses	1,160	1,137	*2.0%*
Own work capitalized	-24	-21	*14%*
Other operating expenses	137	177	*-23%*
Depreciation[1]	353	384	*-8.1%*
Amortization[1]	208	193	*7.8%*
Total	**2,531**	**2,579**	***-1.9%***

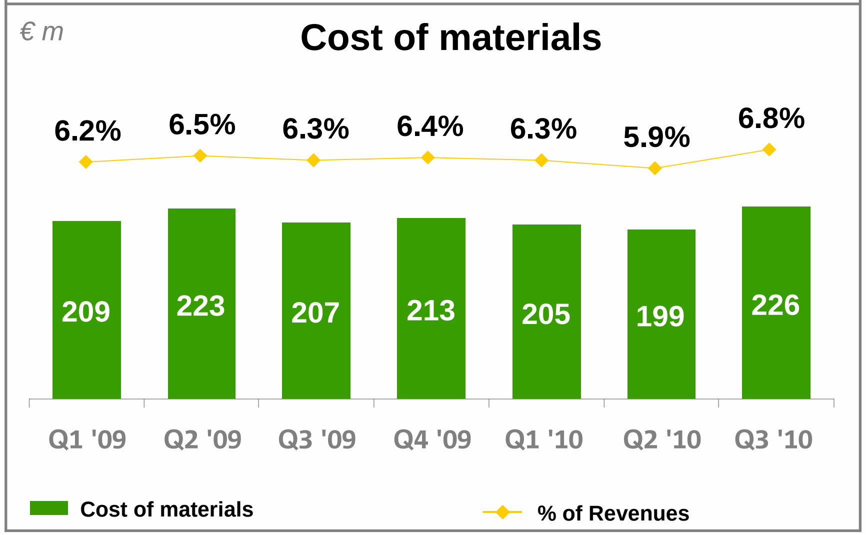


1 Including impairments, if any

Analysis operating expenses

Salaries and social security contributions & Cost of materials





Y-on-Y decrease

- Reduction of own personnel at all segments

Q-on-Q decrease

- Reduction of own personnel at Dutch Telco business, Getronics and Germany

Y-on-Y increase

- Increased commercial efforts leading to more handsets distributed at Dutch Telco

Partly offset by

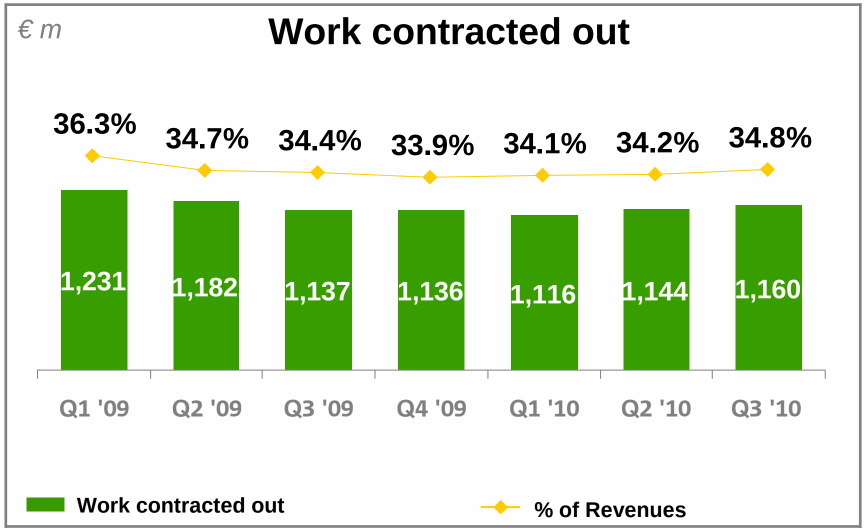
- Continued decline in handset prices leading to lower procurement costs

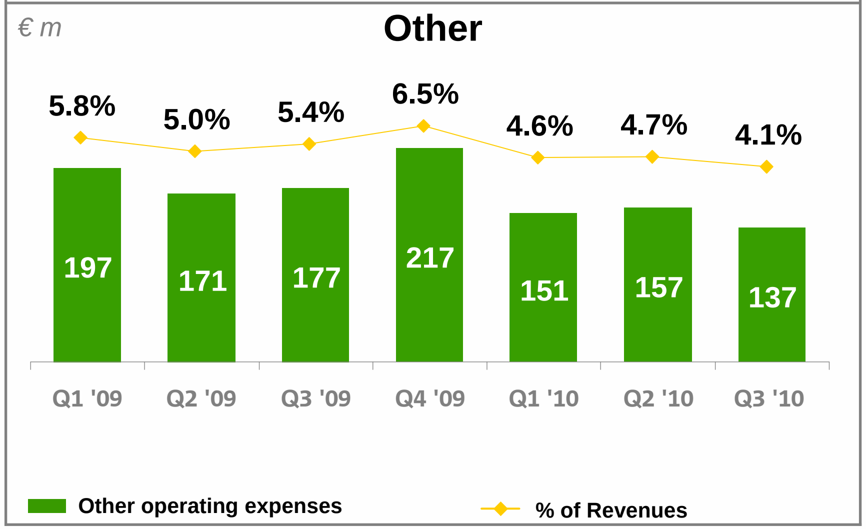
Q-on-Q increase

- Increased commercial efforts leading to more handsets distributed at Dutch Telco

Analysis operating expenses

Work contracted out & Other





Y-on-Y increase

- Higher revenues at iBasis leading to higher costs

Partly offset by

- Lower traffic costs due to regulatory tariff cuts

Y-on-Y decrease

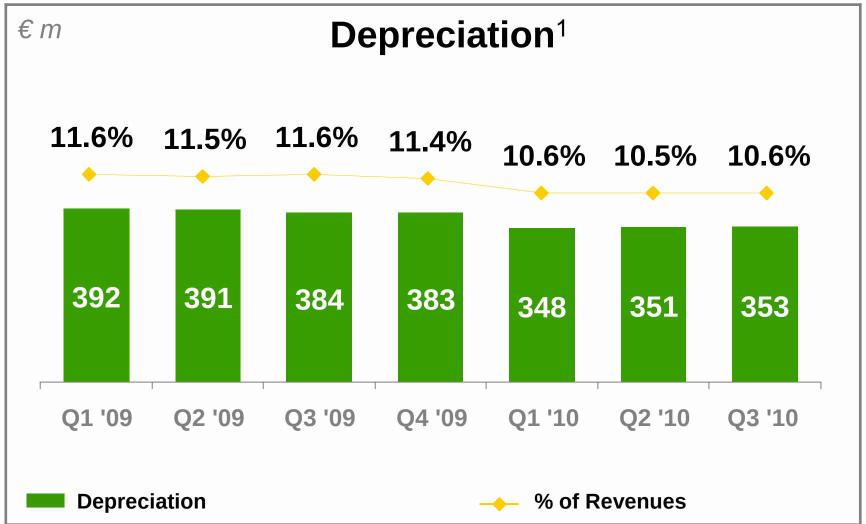
- Release of provision at E-Plus
- Lower costs due to divestment of SNT
- Lower costs due to divestment of B2B and Carrier Business in Belgium

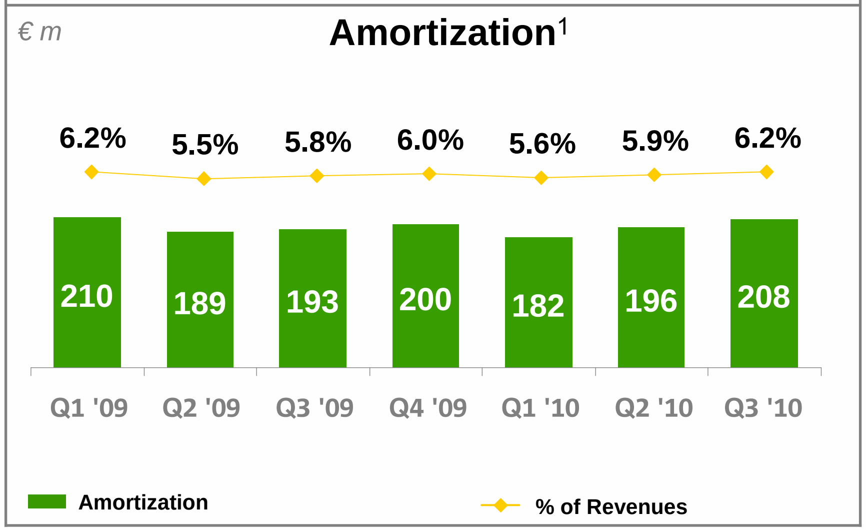
Q-on-Q decrease

- Release of provision at E-Plus

Analysis operating expenses

Depreciation & Amortization





Y-on-Y decrease

- Lifetime of mobile masts increased in Q1 '10
- Smaller asset base across all segments

Y-on-Y increase

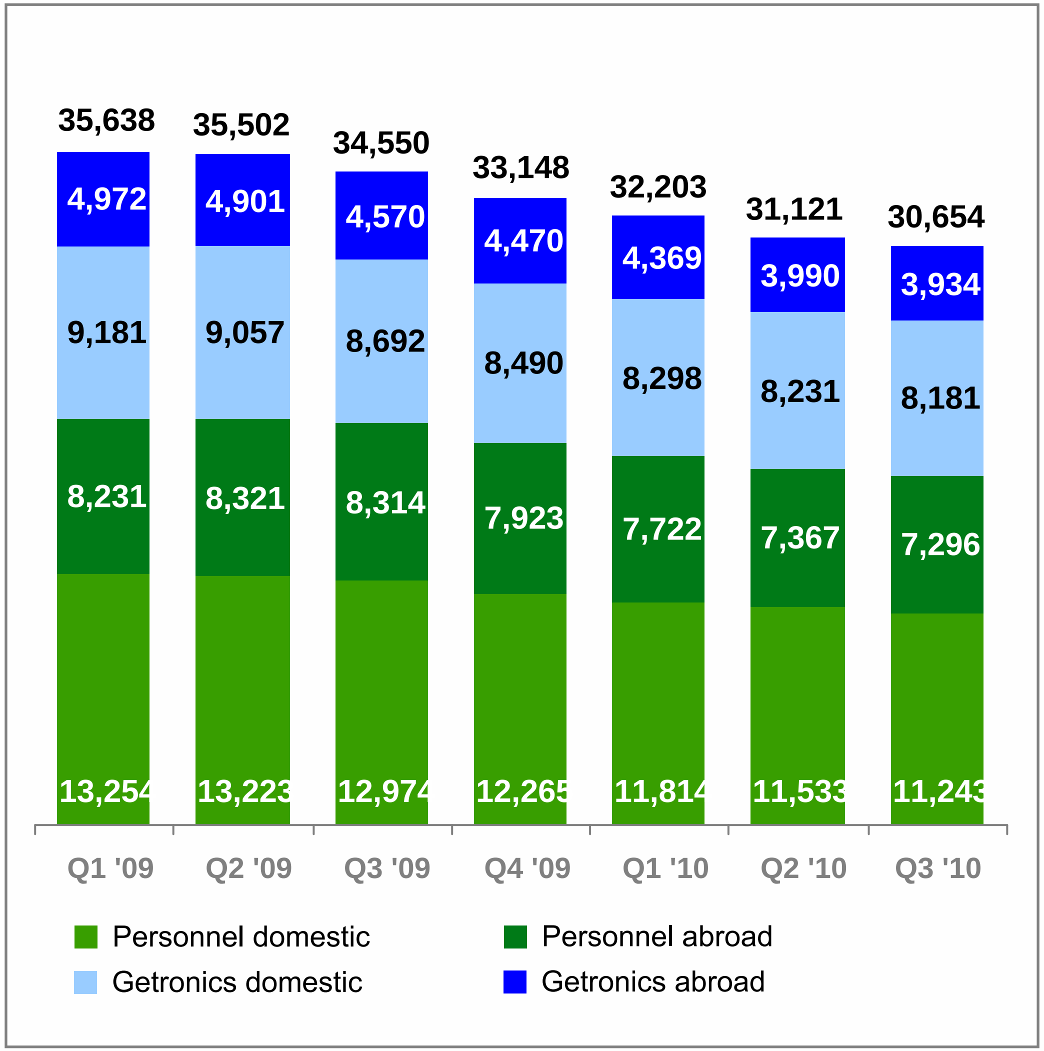
- Extended spectrum licenses in the Netherlands and acquired spectrum in Germany
- Acquired software in Belgium
- Partly compensated by final write-down of Telfort customer base per Q3 '09

Q-on-Q increase

- Acquired spectrum in Germany

1 Including impairments, if any

Personnel



- Decrease of 3,896 FTE y-on-y
  - Reduction of 1,731 FTE in the Netherlands (excl. Getronics) from all segments and due to divestment of SNT Netherlands (Q4 ’09)
  - Reduction of 1,147 FTE at Getronics, mainly from divestments and restructuring
  - Reduction of 1,018 FTE at KPN abroad, mainly from Belgium, Germany and due to divestment of SNT Belgium
- Decrease of 467 FTE q-on-q
  - Reduction of 290 in the Netherlands, specifically at Dutch Telco
  - Reduction of 106 FTE at Getronics
  - Reduction of 86 FTE in Germany partly related to closing of SMS Michel shops
- Cumulative reduction of 9,247 FTE in the Netherlands since 2005
  - Excluding Getronics and acquisitions
  - Expected reduction of 9,500 FTE in the Netherlands by year end 2010

Tax

Fiscal units *(€ m)*	P&L Q3 ’10	P&L Q3 ’09	Cash flow Q3 ’10	Cash flow Q3 ’09
Dutch activities	-75	-99	-1	1
Getronics	1	-1	-	-
German Mobile activities	-29	-58	-4	-6
Belgian Mobile activities	-9	-8	-	-
Other	-2	-5	-1	-2
Total	**-114**	**-171**	**-6**	**-7**

- Lower tax expense Dutch activities mainly due to costs of € 97m related to repurchase of bonds in Q3’ 10
- Effective tax rate decreased from 29.9% in Q3 ’09 to 21.3% in Q3 ’10
  - Decrease is due to new DTA valuation methodology which results in lower tax expense at E-Plus, see tax paper published on 26 January 2010 for more information
- Effective tax rate decreased from 26.0% in Q2 ’10 to 21.3% in Q3 ’10
  - One-off charges of € 11m leading to temporarily inflated tax rate in Q2 ’10
  - Expected effective tax rate for FY 2010 is around 23%, excluding DTA revaluations at 31 December 2010

Share repurchase progress

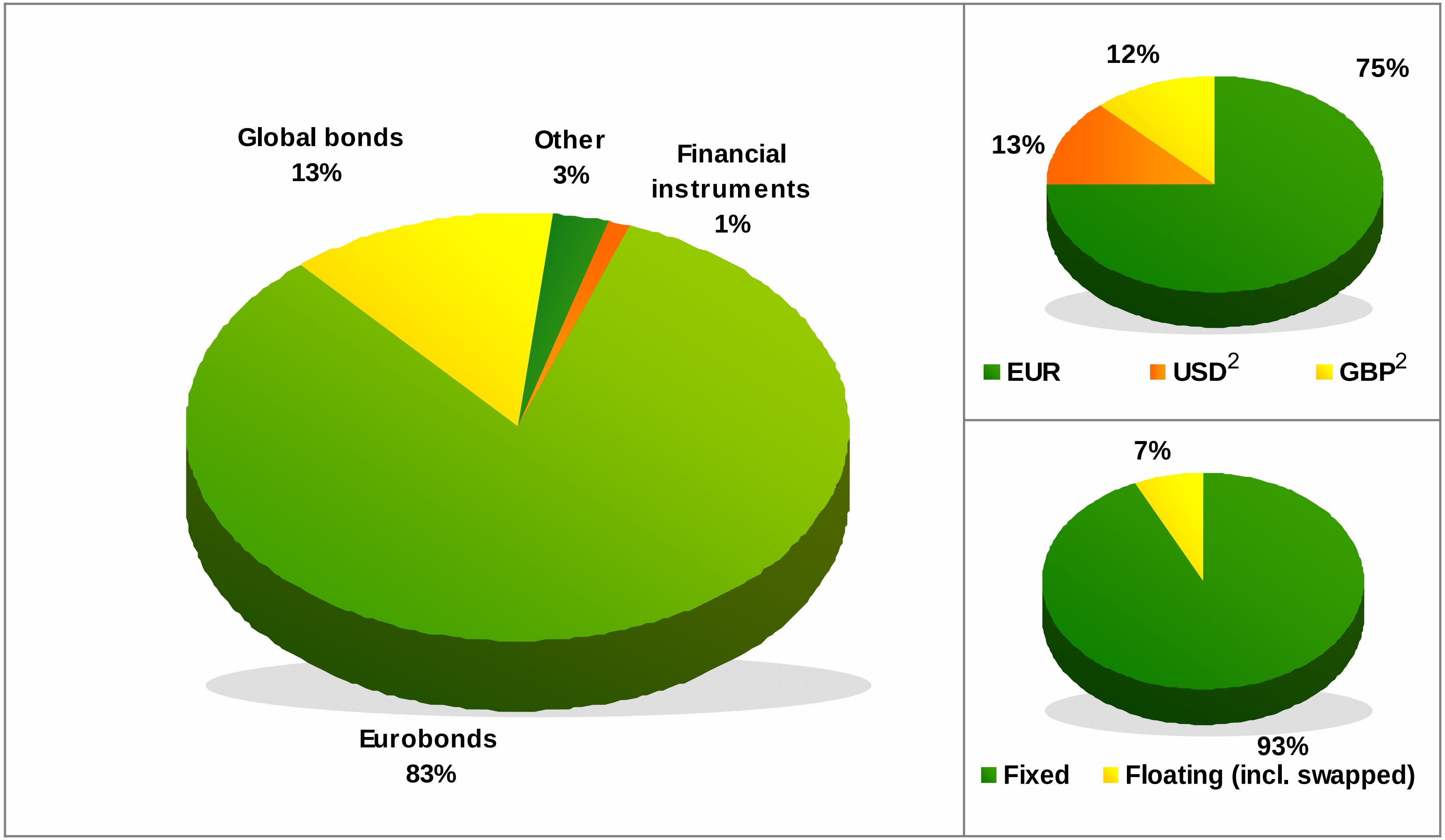
Date[1]	Value (€ m)	Shares (m)	Avg. share price (€)
Q1 ’10	**103.1**	**8.9**	**11.60**
Q2 ’10	**454.1**	**42.1**	**10.79**
July	44.3	4.2	10.48
August	23.4	2.1	10.93
September	34.2	3.0	11.34
Q3 ’10	**101.9**	**9.4**	**10.86**
October[2]	26.4	2.3	11.35
Total	**685.4**	**62.7**	**10.93**

- € 1bn share repurchase program for 2010 started on 4 February 2010
  - 69% completed to date[2]
  - 9.4m shares repurchased in Q3 ’10, average price of € 10.86
- € 8.5bn in shares repurchased since start in 2004, average price of € 9.07
  - ~37% of outstanding shares cancelled since 2004
- Number of outstanding shares amounting to 1,572,609,884 per 30 September 2010
  - 45,533,785 shares cancelled in Q3 ’10

1 Figures based on transaction date of share repurchases, some rounding changes may be applicable
2 Until 25 October 2010

Debt portfolio

Breakdown of € 13.6bn gross debt[1]



1 Book value of interest bearing financial liabilities plus the fair value of financial instruments related to these financial liabilities
2 Foreign currency amounts hedged into Euro

Consumer voice market[1]

m	Q3 ’10	Q2 ’10	Q3 ’09
KPN PSTN / ISDN	1.77	1.85	2.11
Wholesale Line Rental (WLR)	0.40	0.40	0.42
Total traditional voice	**2.17**	**2.25**	**2.53**
KPN VoIP	1.28	1.26	1.20
Cable VoIP	1.74	1.66	1.44
Alternative DSL VoIP	0.43	0.42	0.38
Total VoIP	**3.45**	**3.34**	**3.02**
Mobile-only	1.25	1.25	1.25
Total households	**6.87**	**6.84**	**6.80**

1 Management estimates

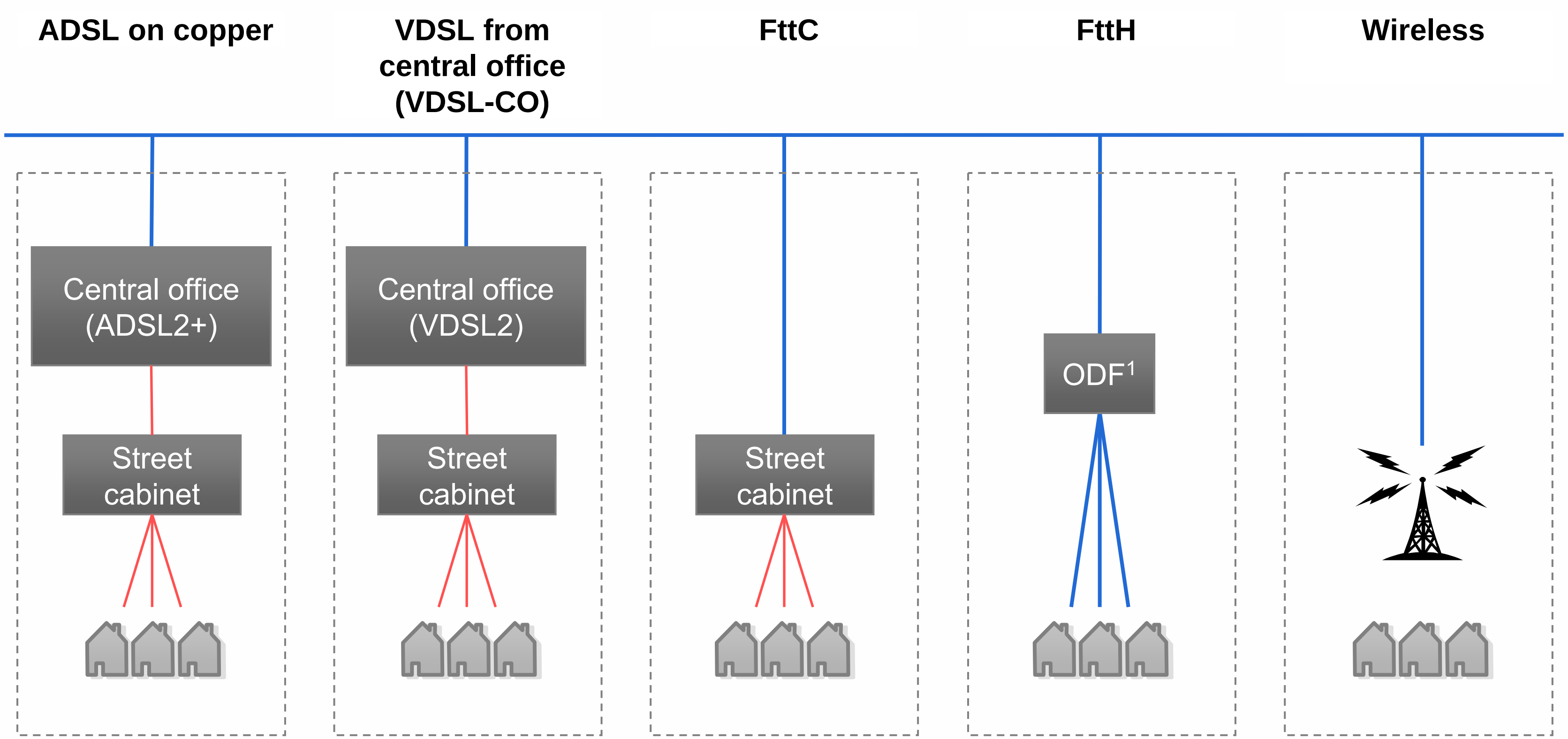
Dutch wireless services disclosure

	Q3 '10	Q2 '10	Q3 '09
Service revenues (€ m)	**742**	**761**	**757**
− *Consumer*	*443*	*448*	*460*
− *Business*	*228*	*246*	*234*
− *Other Dutch activities*[1]	*71*	*67*	*63*
SAC / SRC (€)			
− *Consumer*	*162*	*157*	*150*
− *Business*[2]	*242*	*215*	*287*

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

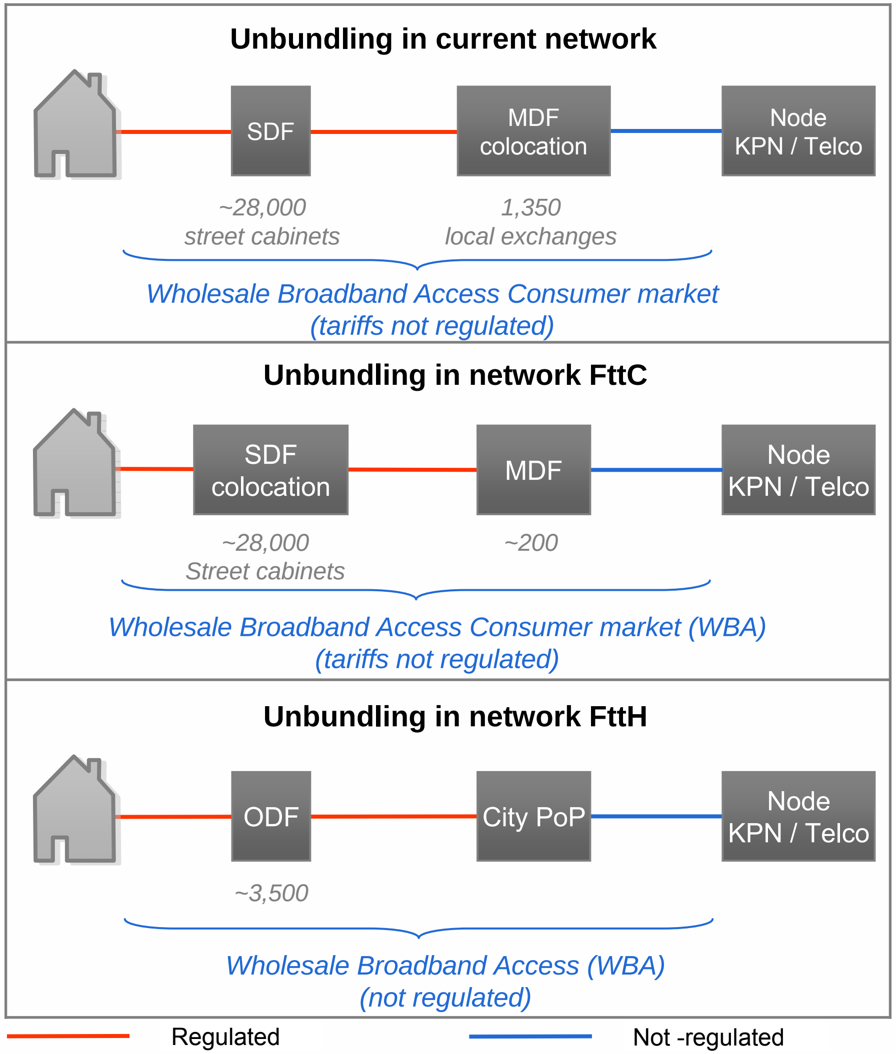


ADSL on copper	VDSL from central office (VDSL-CO)	FttC	FttH	Wireless
up to 20 Mb/s down up to 2 Mb/s up IPTV & HDTV	up to 40 Mb/s down up to 4 Mb/s up IPTV, multi-room HD	30-50 Mb/s down up to 4 Mb/s up IPTV, multi-room HD	>100 Mb/s (symmetrical) IPTV, multi-room HD	>14 Mb/s down (HSPA / LTE) DVB-T (Digitenne)

Fiber **Copper**

1 Optical distribution frame

Unbundling tariffs



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)[1]	€ 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) [1]	€ 5.32 shared € 13.00 non-shared

Category	Monthly tariff
Fully unbundled (ODF FttH)	€ 12.14 – € 17.71
ODF FttH colocation	≤ € 506 / month /per Area Pop One-off ≤ € 3,036 /per Area Pop
ODF FttH Backhaul	≤ 607 / month
Wholesale Broadband Access (WBA) FttH	€ 25.00 - € 45.00 non-shared
ODF FttO[2]	To be regulated

1) Tariffs refer to WPC 2009-2011 |(WPC 2A); 2) FttO tariff expected to be confirmed in Q4 ’10

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%

Standardized

1

2

3

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

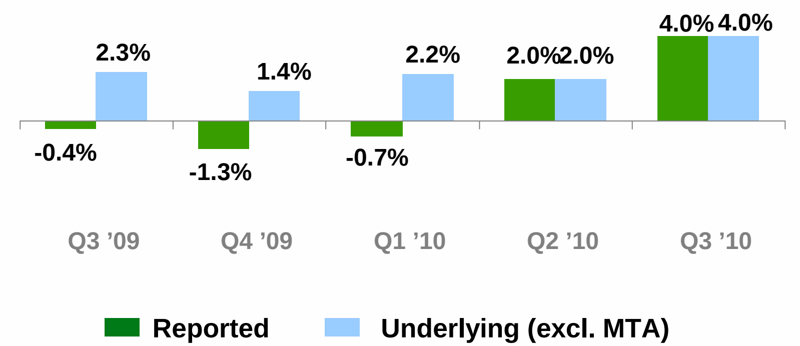
900MHz	KPNgB 2x10.8	Proximus 2x12	Mobistar 2x12			
1.8GHz	KPNgB 2x22	Proximus 2x15	Mobistar 2x15	Prox 2x5.8	Mob 2x5.8	Free 2x11.4
2.1GHz	KPNgB 2x15, 1x5	Proximus 2x15, 1x5	Mobistar 2x15, 1x5	Free 2x14.8, 1x5		
2.6GHz	Free 140MHz paired, 50MHz unpaired					
Total	KPNgB 100.6MHz	Proximus 100.6MHz	Mobistar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

Upcoming auctions

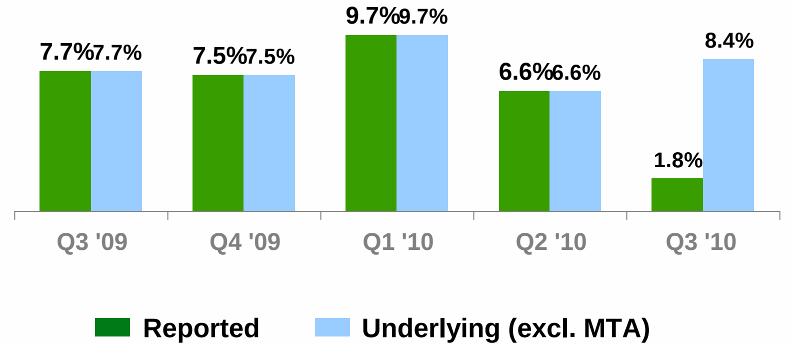
- Auction of 15MHz in 2.1GHz band in coming quarters, 5MHz reserved for possible fourth entrant
  - New entrant could receive 900MHz and 1.8GHz spectrum in 2015
- Auction of 190MHz in 2.6GHz spectrum in coming quarters
  - Operators capped at 2x20MHz
- Current 2G licenses can be extended to 2021
- No clarity on 800MHz frequency yet

Service revenue growth Mobile International

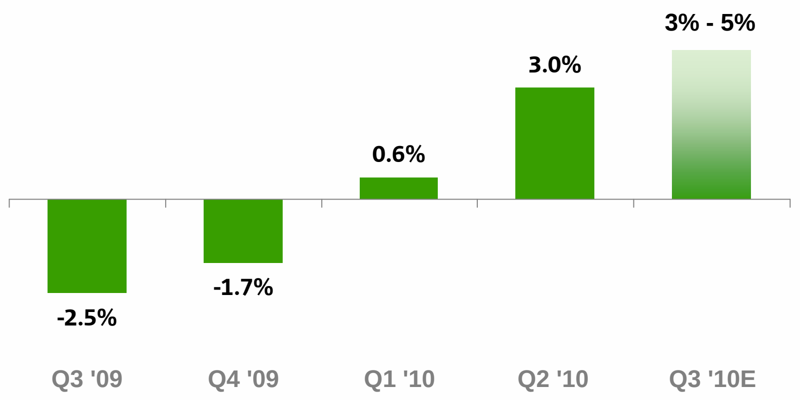
Service revenue growth Germany[1]



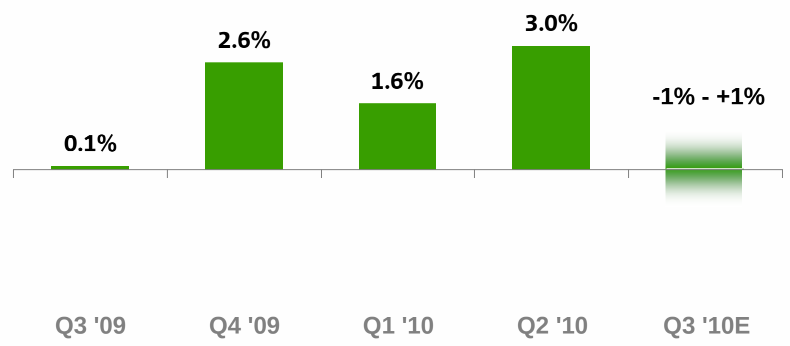
Service revenue growth Belgium[1]



Market growth Germany[2]



Market growth Belgium[2]



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