

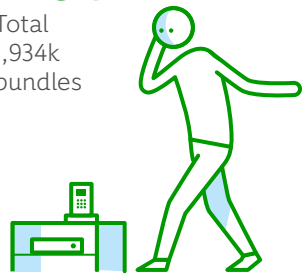
# Key Figures KPN First Quarter 2018

## Consumer: Growth of fixed-mobile services

Fixed-mobile postpaid customers

**+48k**

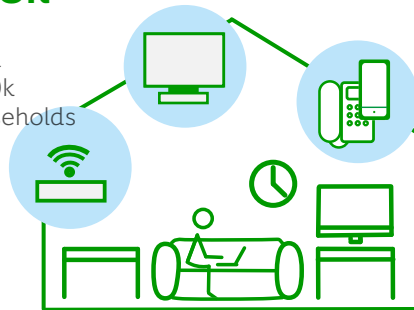
Total 1,934k bundles



Fixed-mobile households

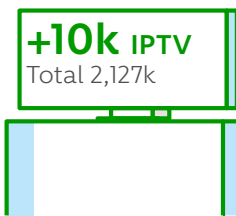
**+28k**

Total 1,280k households



Broadband and IPTV Customers

**-8k Broadband**  
Total 2,950k



## Customer satisfaction

NPS Consumer

**+12**



versus +13  
Q1 '17

## Business: Growth of Multi Play Seats, Internet of Things and IT Services

Multi Play Seats  
Business (SME)

**+38k**

Total 512k seats



Business revenue IT Services

**+18%**

versus Q1 '17



Business revenue  
Internet of Things (IoT)

**+40%**

versus Q1 '17



## Customer satisfaction

NPS Business

**-3**



versus -6  
Q1 '17

# Key Figures KPN First Quarter 2018

## Financial results (continuing operations)

Adjusted Revenues Q1 '18

**€ 1,402m**



-3.4% y-on-y

Adjusted EBITDA Q1 '18

**€ 569m**



2.3% y-on-y

Adjusted EBITDA margin NL Q1 '18 **40.6%**



Net Profit Q1 '18

**€ 98m**



35% y-on-y

Capex Q1 '18

**€ 236m**



-11% y-on-y

Capex/sales ratio NL Q1 '18 **16.8%**



Free cash flow Q1 '18

**€ 122m**

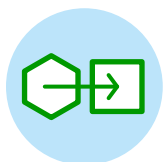


Q1 '17 € 29m

## Simplification

Run-rate savings

**~€ 150m**



End Q1 2018 vs end 2016

Savings target > € 350m by year end 2019

## Financial profile

Solid financial position

**2.5x**



Net debt/EBITDA ratio (KPN Group)

## Sustainability



SCIENCE  
BASED  
TARGETS

DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

MEMBER OF

**Dow Jones  
Sustainability Indices**

In Collaboration with RobecoSAM



CLIMATE

## Outlook 2018

- Adjusted EBITDA in line with 2017
- Capex ~€ 1.1bn
- Free cash flow (excl. TEFD dividend) growing
- Intended DPS of € 12ct in respect of 2018
- Intention to pass-through expected TEFD dividend

