

Consumer

Key Figures KPN Second Quarter 2018

Business

Fixed-mobile households

+19k

Total 1,299k households

Broadband customers

-5k ⁽¹⁾

Total 2,940k customers

IPTV customers

+10k

Total 2,136k customers

Fixed-mobile postpaid customers

+46k

Total 1,980k bundles

Customer satisfaction NPS Consumer

+14

versus +13 in Q2 '17

Business revenue IT Services

+28%

versus Q2 '17

Multi Play Seats Business (SME)

+33k

Total 545k seats

Business revenue Internet of Things (IoT)

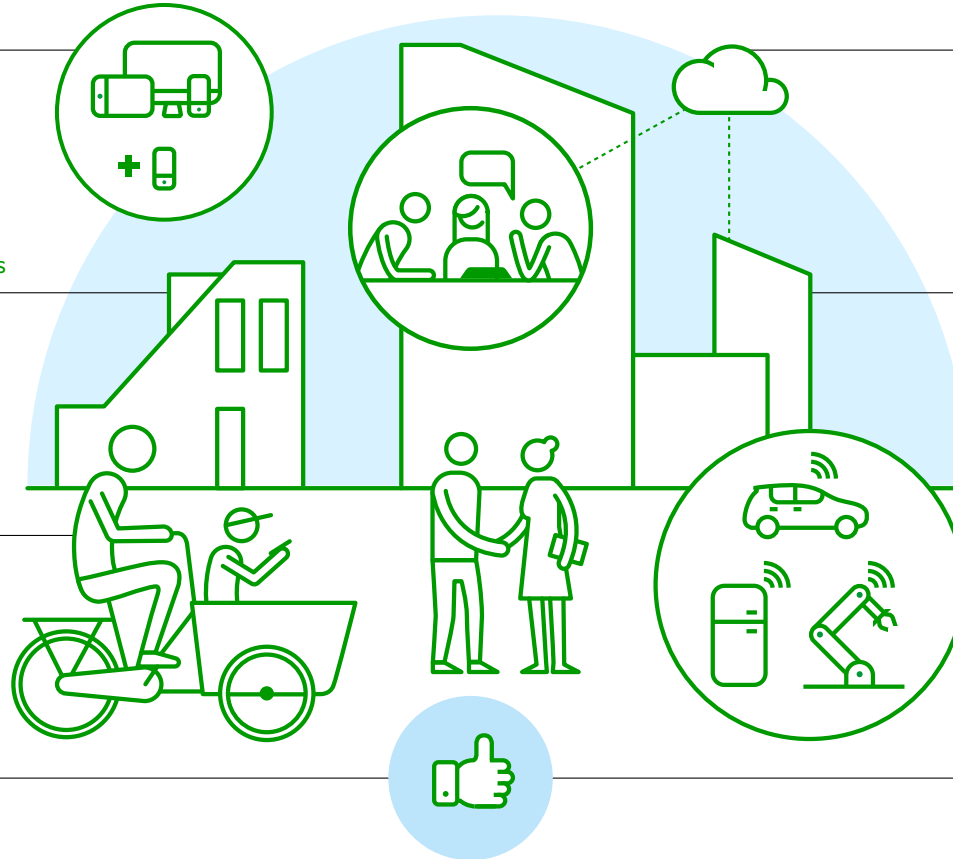
+8.3%

versus Q2 '17

Customer satisfaction NPS Business

-5

versus -6 in Q2 '17



(1) See second quarter 2018 results publications for more information on this figure

Key Figures KPN Second Quarter 2018

Financial results (continuing operations)



Simplification



End Q2 2018 vs end 2016
Savings target > € 350m
by year-end 2019

(2) excl. TEFD dividend

Financial profile



Net debt/EBITDA ratio

Sustainability



MEMBER OF
Dow Jones Sustainability Indices
In Collaboration with RobecoSAM



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

