

Consumer

Key Figures KPN Third Quarter 2018

Business

Fixed-mobile households

+26k

Total 1,325k households

Broadband customers

-2k ⁽¹⁾

Total 2,932k customers

IPTV customers

+10k

Total 2,146k customers

Fixed-mobile postpaid customers

+53k

Total 2,032k bundles

Customer satisfaction NPS Consumer

+17

versus +14 in Q3 '17

Business revenue IT Services

+6.2%

versus Q3 '17

Multi Play Seats Business (SME)

+37k

Total 581k seats

Business revenue Internet of Things (IoT)

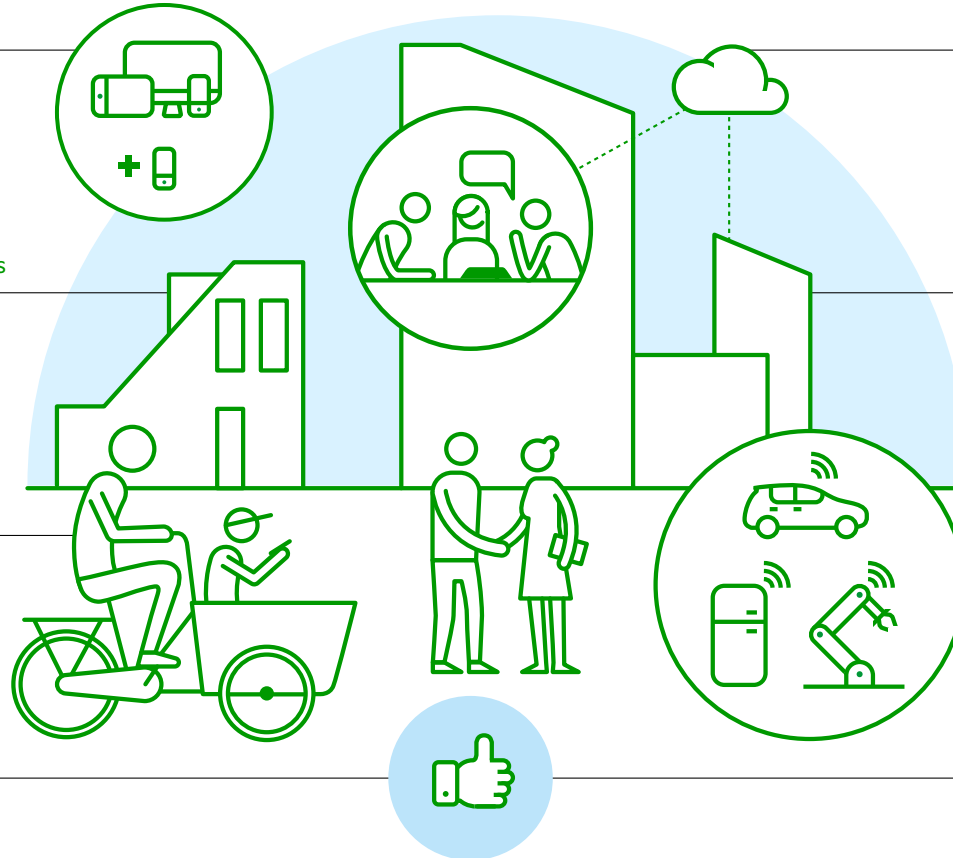
-10%

versus Q3 '17

Customer satisfaction NPS Business

+1

versus -5 in Q3 '17



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

Key Figures KPN Third Quarter 2018

Financial results (continuing operations)



Simplification



End Q3 '18 vs end Q4 '16
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 to ~EUR 800m (previous outlook: Free cash flow (excl. TEFD dividend) growing)
- Intended DPS of € 12ct in respect of 2018

