

Resultaten Eerste Kwartaal 2016

29 april 2016



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 ('FCF'). These non-GAAP figures should not be viewed as a substitute for KPN's GAAP figures.

KPN defines EBITDA as operating result before depreciation (including impairments) of PP&E and amortization (including 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 as adopted by the European Union. In the Net Debt / EBITDA ratio, KPN defines Net Debt as the nominal value of interest bearing financial liabilities excluding derivatives and related collateral, representing the net repayment obligations in Euro, taking into account 50% of the nominal value of the hybrid capital instruments, less net cash and short-term investments, and defines EBITDA as a 12 month rolling total excluding restructuring costs, incidentals and major changes in the composition of the Group (acquisitions and disposals). Free Cash Flow is defined as cash flow from continuing operating activities plus proceeds from real estate, minus capital expenditures (Capex), being expenditures on PP&E and software. Revenues are defined as the total of revenues and other income unless indicated otherwise. Adjusted revenues and adjusted EBITDA are derived from revenues (including other income) and EBITDA, respectively, and are adjusted for the impact of restructuring costs and incidentals.

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 ir.kpn.com

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", "will", "may", "could", "should", "intends", "estimate", "plan", "goal", "target", "aim" 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 and speak only as of the date they are made. A number of these factors are described (not exhaustively) in the Integrated Annual Report 2015.

Kernpunten Eerste Kwartaal 2016



Groeiend aantal klanten



Klanttevredenheid verbetert (NPS)

Consumenten Thuis

+10
(NPS)



versus +4
in Kw1 '15

Consumenten Mobiel

+10
(NPS)



versus +3
in Kw1 '15

Zakelijke Markt

-11
(NPS)



versus -11
in Kw1 '15

Beste netwerken

Vast netwerk

70%



van de huishoudens heeft toegang tot download-snelheden van 100 Mbps

Mobiel netwerk

99%



4G dekking met een gemiddelde download-snelheid van 53 Mbps

Financiële prestaties (voortgezette activiteiten)

Geschoonde omzet Kw1 '16

€1.689 mln



-3,9% j-o-j

Geschoonde EBITDA Kw1 '16

€568 mln



-4,5% j-o-j

Vrije kasstroom Kw1 '16

-€40 mln



Kw1 '15 €30 mln



Q&A