

Resultaten Derde Kwartaal 2015

27 oktober 2015



Kernpunten derde kwartaal 2015



Groeiend aantal klanten



Klanttevredenheid verbeterd (NPS)

Consumenten Thuis

+6
(NPS)

versus 0
in Kw3 '14



Consumenten Mobiel

+7
(NPS)

versus 0
in Kw3 '14



Zakelijke Markt

-10
(NPS)

versus -11
in Kw3 '14



Beste netwerken

Vast netwerk
61%



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

Mobiel netwerk
99%



4G dekking met een gemiddelde download-snelheid van ~36 Mbps

Verbeterende financiële prestaties (voortgezette activiteiten)

Geschoonde omzet Kw3 '15
€1.764 mln



-2,6% j-o-j

Geschoonde EBITDA Kw3 '15
€640 mln



+4,6% j-o-j

Vrije kasstroom t/m Kw3 '15
€475 mln



t/m Kw3 '14 €28 mln

Groeiend aantal klanten...



Stijgende klanttevredenheid ...



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(NPS)



versus 0
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Verbeterende financiële prestaties

Voortgezette activiteiten



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Op schema voor vooruitzichten 2015



Vooruitzichten voortgezette activiteiten 2015

- Geschoonde EBITDA in lijn met 2014
- Investerings < € 1,3 mrd
- Vrije kasstroom > EUR 500 mln (excl. TEFD dividend)
- Additionele vrije kasstroom via mogelijk dividend uit 20,5% belang in Telefónica Deutschland

Uitkeringen aan aandeelhouders

- Verwacht dividend van € 0,08 per aandeel over 2015¹
 - € 0,03 interim dividend uitgekeerd in september 2015
- Groei verwacht van het dividend per aandeel over 2016
- 20,5% belang in Telefónica Deutschland is financiële investering
 - Dividend uit TEFD is aan aandeelhouders uitgekeerd, EUR 3,4 cent per aandeel in augustus uitbetaald
- Kasoverschotten kunnen gebruikt worden voor:
 - Operationele / financiële flexibiliteit
 - (Kleine) binnenlandse overnames
 - Uitkering aan aandeelhouders

¹ Exclusief het dividend van Telefónica Deutschland dat als extra interim dividend van € 3,4ct per aandeel aan KPN aandeelhouders is uitgekeerd

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 2014.