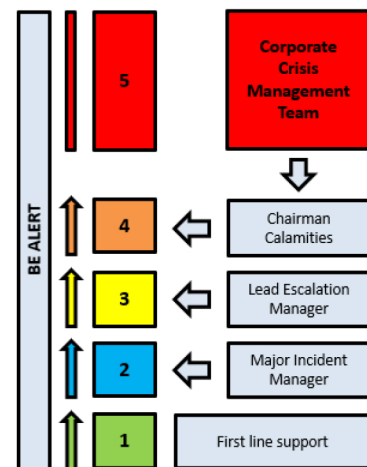


Network stability in 2017 - 2019

At KPN we have a distinctive Major Incident Management and crisis management process, which is internally known as the Be Alert process. All disruptions are classified with a color (see figure). Be Alerts with a classification blue or higher are managed centrally and have centralized management control. The highest classification is code red which is controlled by the Corporate Crisis Management Team. Codes Red are significant failures with possible disruptive impact on Dutch Society. In 2019 we faced a code red for the first time in three years as can be seen in the table below.



Codes Red			
Service	2019	2018	2017
Voice Post-paid	1	0	0
Mobile Data	0	0	0
Broadband	0	0	0
TV & Media	0	0	0
Other	0	0	0