

# KPN profile



KPN is a leading supplier of telecommunications and ICT services. We offer consumers total solutions for fixed and mobile telephony, internet and TV. For business customers – from multinationals to SMEs and home offices – we provide fixed and mobile telephony and data services. In addition, we provide a broad range of ICT products and

services, such as workspace management, data centers, consulting and cloud services. In the Belgian and German mobile markets, we are a strong challenger. Globally, we are one of the largest providers of wholesale telephony services to other companies with our iBasis brand.

Financial results	2010	2011	2012
Revenues*	€ 13.40	€ 13.2	€ 12.7
EBITDA*	€ 5.48	€ 5.1	€ 4.5
Free cash flow*	€ 2.43	€ 2.45	€ 1.7
Investments*	€ 1.81	€ 2.05	€ 2.21
Shareholder return*	€ 2.15	€ 2.2	€ 1.0
Dividend per share (in euro)	€ 0.80	€ 0.85	€ 0.12
Earnings per share (in euro)	€ 1.15	€ 1.06	€ 0.49

\* in billions of euro

KPN operates across the following countries through telecom companies that market various brands.

Country	Head office	Brands	Activities
Netherlands	The Hague	KPN	Fixed and Mobile services/Internet/tv
		Hi	Mobile services
		Telfort	Mobile services/Internet/tv
		Simyo	Mobile services
		XS4ALL	Internet/Fixed services/tv
		Ortel Mobile	Mobile services
		+ number of MVNO's, e.g. HEMA, AH	
Belgium	Brussels	BASE	Mobile and fixed services
		Simyo	Mobile services
		Ay Yildiz	Mobile services
		Ortel Mobile	Mobile services
		+ number of MVNO's, e.g. Aldi/Medion	
Germany	Düsseldorf	E-Plus	Mobile services
		BASE	Mobile services
		Simyo	Mobile services
		Ay Yildiz	Mobile services
		Ortel Mobile	Mobile services
		+ number of MVNO's, e.g. Aldi/Medion, blau	
International		Getronics	ICT services, Workspace management
		iBasis	International Voice Traffic
		KPN International	International Connectivity Services

Customer figures*	
Wireline customers	3.9 million
Mobile customers	36.7 million
Broadband customers	2.9 million
Television customers	1.8 million

\* Figures at December 31, 2012

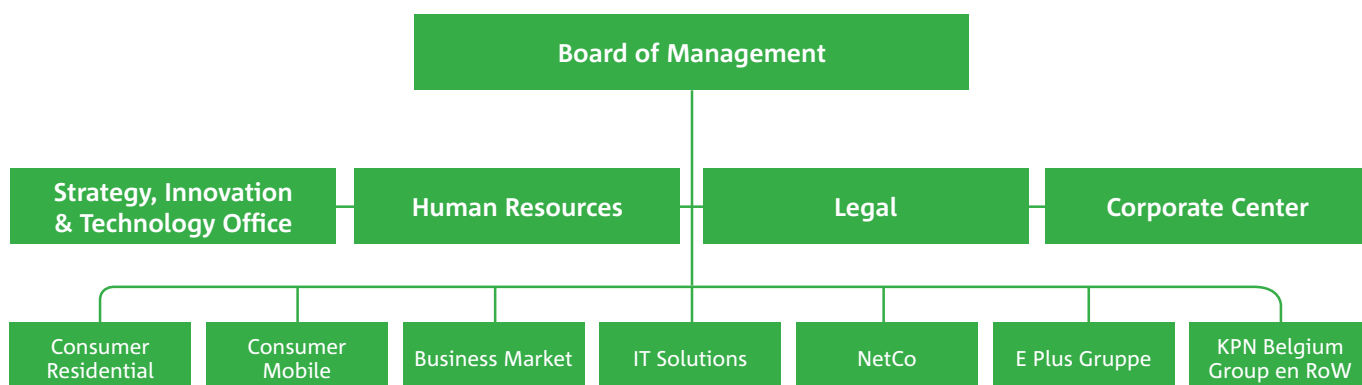
Number of employees	
Total FTEs*	26.156

\* Parent company incl. KPN IT Solutions /iBasis at December 31, 2012

Market shares*		
Netherlands		
	Fixed services	>45%
	Mobile services	45%
	Broadband	41%
Mobile International		
	E-Plus	15.8%
	BASE	~20%

\* Figures at December 31, 2012

## Organization Chart KPN



## Members Board of Management KPN



**Eelco Blok**  
Chairman of the Board of  
Management and Chief  
Executive Officer



**Thorsten Dirks**  
Member of the Board of  
Management and Chief  
Executive Officer KPN Mobile  
International



**Eric Hageman**  
Member of the Board of  
Management and Chief  
Financial Officer



**Joost Farwerck**  
Member of the Board of  
Management and  
Managing Director The  
Netherlands

## Information

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