

Adjustments to reporting format

13 March 2012

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

KPN defines **EBITDA** as operating result before depreciation and impairments of PP&E and amortization and 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. In the **net debt / EBITDA ratio**, KPN defines EBITDA as a 12 month rolling total excluding book gains, release of pension provisions and restructuring costs, when over EUR 20m. **Free cash flow** is defined as cash flow from operating activities plus proceeds from real estate, minus capital expenditures (Capex), being expenditures on PP&E and software and excluding tax recapture regarding E-Plus.

Underlying revenues and other income and underlying EBITDA are derived from revenues and other income and EBITDA, respectively, and are adjusted for the impact of MTA and roaming (regulation), changes in the composition of the group (acquisitions and disposals), 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 www.kpn.com/ir

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" 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. A number of these factors are described (not exhaustively) in the Annual Report 2011.

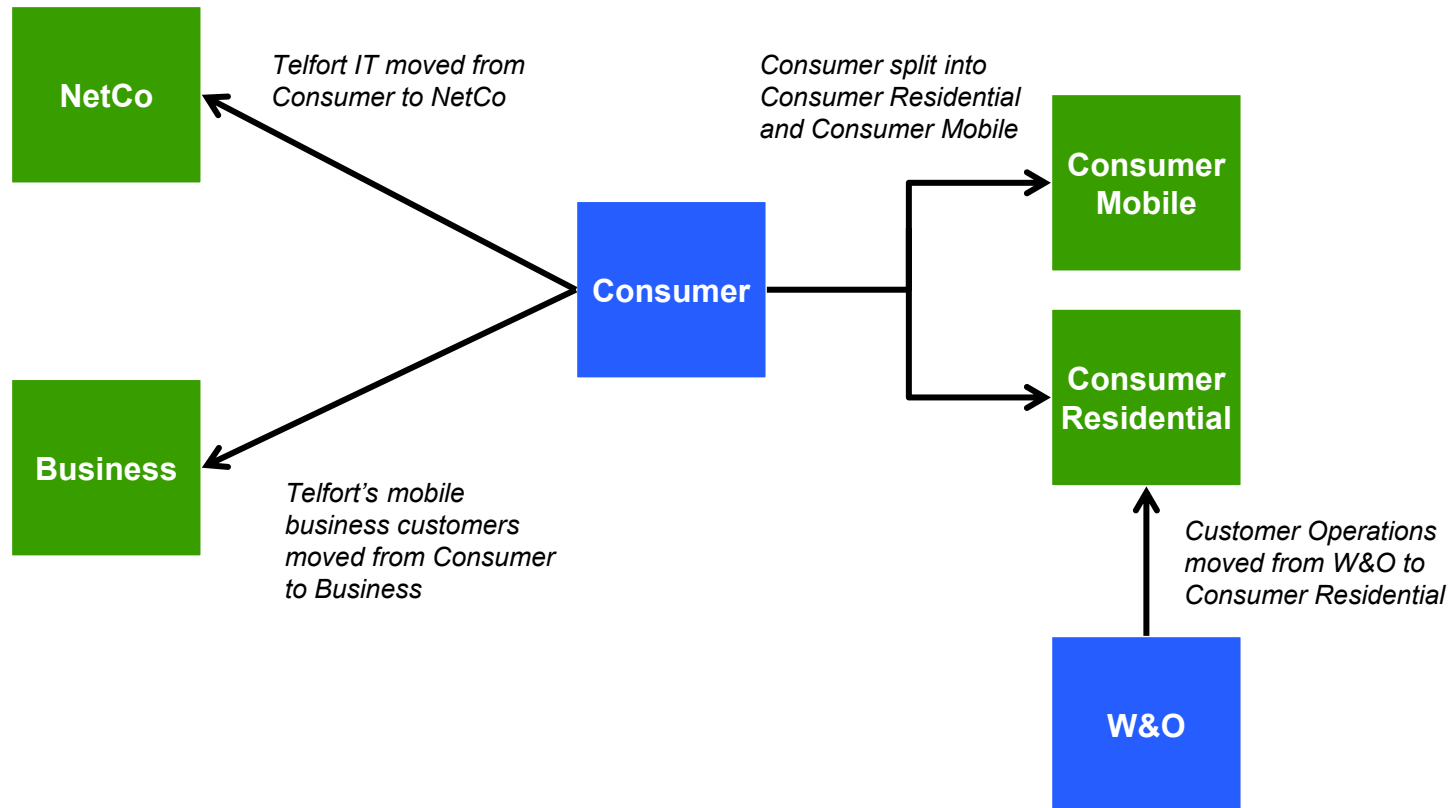
Introduction

Adjustments to reporting format per Q1 '12

- Adjustments to reporting format following organizational changes
 - Consumer segment split into Consumer Mobile and Consumer Residential
 - Wholesale & Operations (“W&O”) and Dutch IT operations (“ITNL”) merged into NetCo
 - Telfort activities (previously included in Consumer) allocated to Consumer Mobile, Consumer Residential, Business and NetCo
 - Other relevant changes
 - ♦ Customer Operations moved from W&O to Consumer Residential
 - ♦ iBasis no longer included in The Netherlands
 - ♦ Business segment revenues, as part of integrated contracts provided by KPN Corporate Market, will now be recognized as external revenues in the Business segment. No longer part of KPN Corporate Market revenues following a governance change
- Adjusted reporting format published ahead of Q1 '12 results
 - Restated numbers per quarter provided for 2011 and full-year 2010
 - Impact on divisional basis only, not on KPN Group reporting
 - Factsheets in new reporting format provided
 - Consensus request and Q1 '12 results will be based on new reporting format

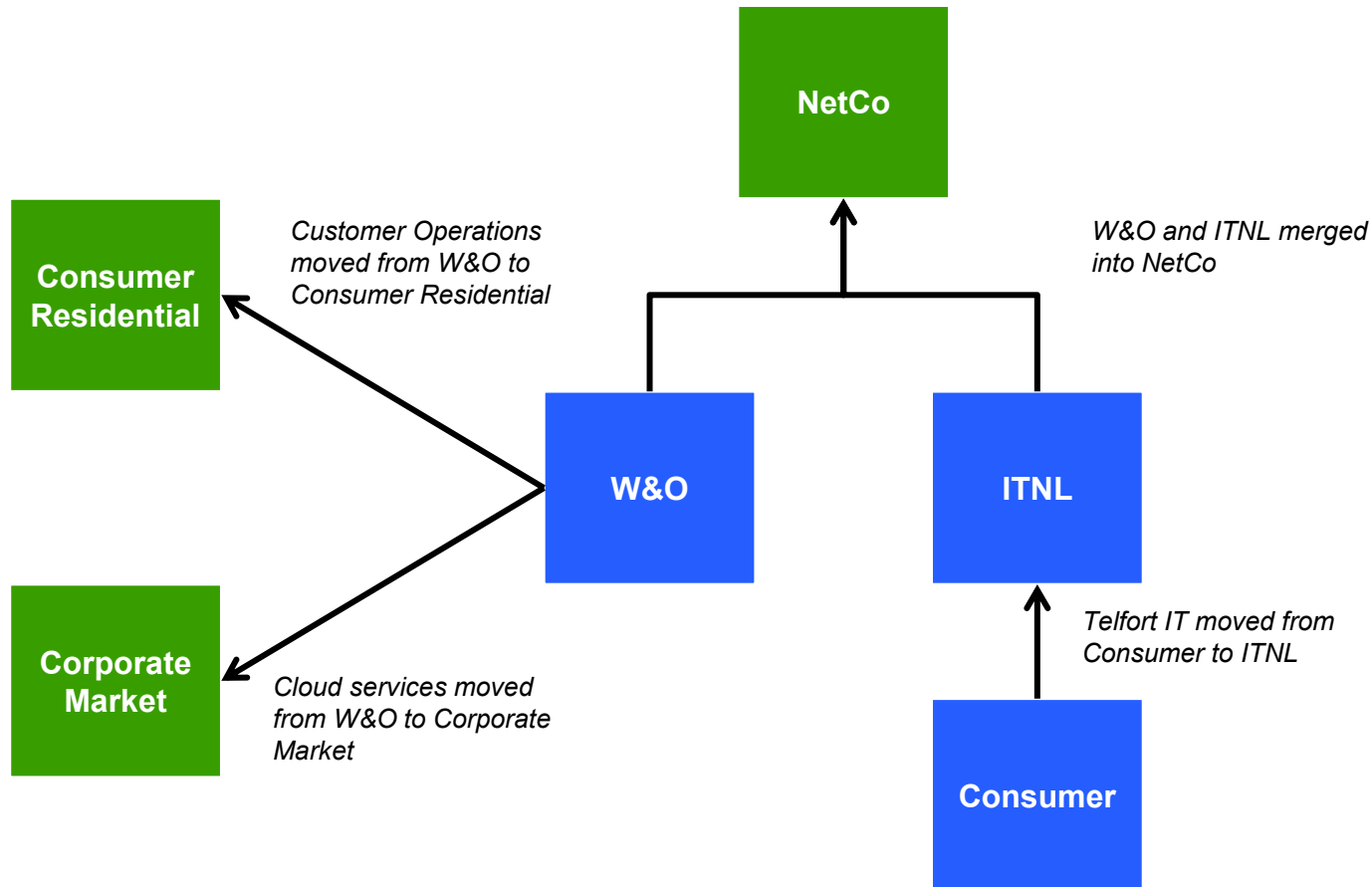
Consumer

Consumer split into Residential and Mobile, some other movements



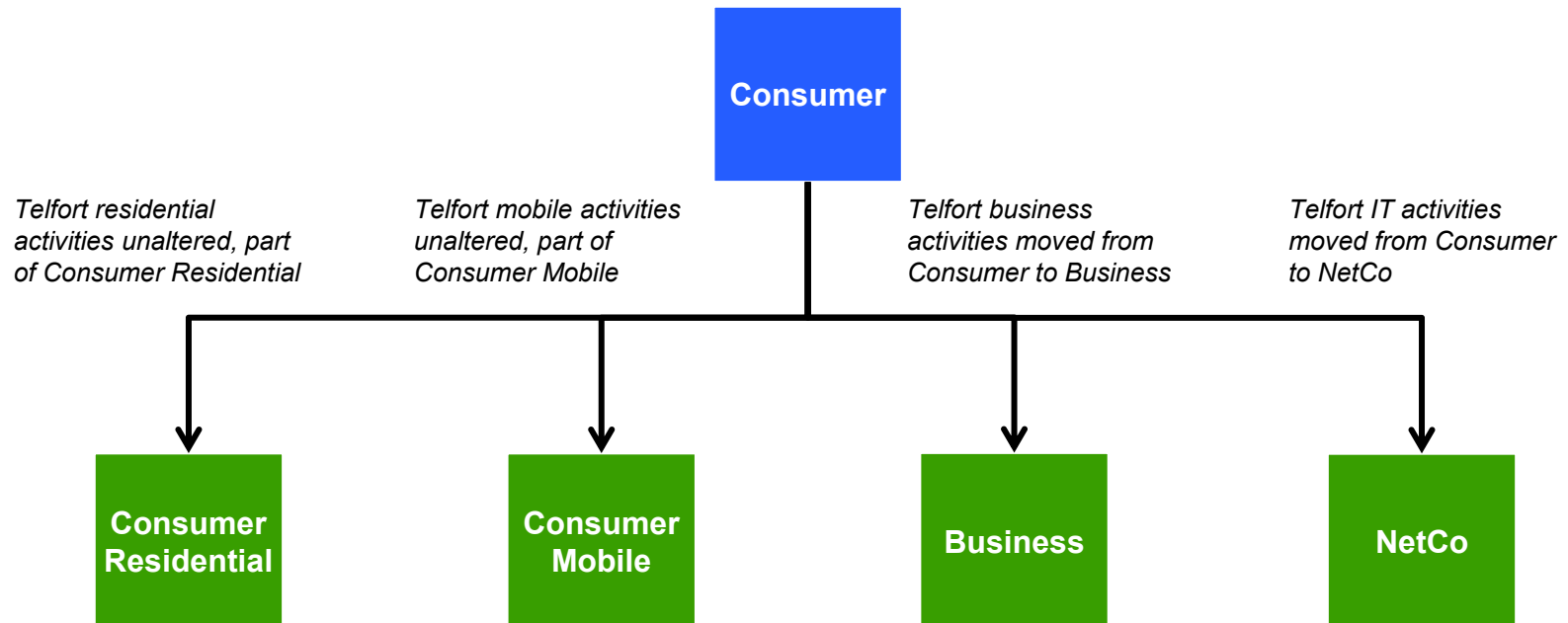
NetCo

W&O and ITNL merged into NetCo, some other movements



Telfort

Telfort activities allocated to respective segments



Adjusted reporting format

Old format
Germany Belgium Rest of World (incl. eliminations)
Mobile International
Consumer Business Wholesale & Operations Other (incl. eliminations)
Dutch Telco
iBasis
Corporate Market
Other (incl. eliminations)
The Netherlands
Other activities
Intercompany
KPN Group

Adjusted format
Germany Belgium Rest of World Other (incl. eliminations)
Mobile International
Consumer Mobile Consumer Residential Business NetCo Other (incl. eliminations)
Dutch Telco
Corporate Market Other (incl. eliminations)
The Netherlands
iBasis
Other activities
Intercompany
KPN Group

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