New invoice lay-out and bank account number for a number of telephony, data and IT services

Dear Sir / Dear Madam,

KPN currently sends you invoices for a number of telephony, data and IT services. For example services regarding your PABX, Hosting, Security. In order to make the process easier and more transparent for you, KPN is implementing a number of changes. Therefore your next invoice will be different, we want to explain how these changes will affect your organization.

**Main changes:**
- More uniform invoice lay-out and clearer structure
- New bank account number
- New customer number

**More information**
Together with this letter we explain where you can find key elements in your new invoice. We will also send you an overview with additional information.

**Questions?**
If you have any questions, please feel free to get in touch with your KPN contact person. You can also e-mail your question to bc@kpn.com.

Kind regards,

Bob Mols
Director of Customer Service
## Invoice Note

**Number/Date**
850xxxxx/26.06.2016

**Page:** 1/1

### Invoice Address

<table>
<thead>
<tr>
<th>Name</th>
<th>P.O.Box</th>
<th>Zip-code</th>
<th>Town</th>
<th>Country</th>
</tr>
</thead>
</table>

### Customer / Delivery address

<table>
<thead>
<tr>
<th>Name</th>
<th>P.O.Box</th>
<th>Zip-code</th>
<th>Town</th>
<th>Country</th>
</tr>
</thead>
</table>

**Our project:** ZNN-DKE0543

**Our contact:** Business contact

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### INCO terms:

<table>
<thead>
<tr>
<th>Pos</th>
<th>Material Number</th>
<th>Qty</th>
<th>VAT</th>
<th>Unit Price</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>0010</td>
<td>DC-AMCCFF501A</td>
<td>1.00</td>
<td>H</td>
<td>928.62</td>
<td>928.62</td>
</tr>
<tr>
<td>Description</td>
<td>Kantoorruimte 41.00.06 (2 werkplekken)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Order 810004308 van 18-01-2013
Factuur termijn: 01-05-2016 -> 31-05-2016

<table>
<thead>
<tr>
<th>Pos</th>
<th>Material Number</th>
<th>Qty</th>
<th>VAT</th>
<th>Unit Price</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>0020</td>
<td>DC-AMFCCF604A</td>
<td>1.00</td>
<td>H</td>
<td>402.00</td>
<td>402.00</td>
</tr>
<tr>
<td>Description</td>
<td>Opslagruimte 41.00.64.03 (8 m2)</td>
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<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Order 810004308 van 18-01-2013
Factuur termijn: 01-05-2016 -> 31-05-2016

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### VAT

<table>
<thead>
<tr>
<th>VAT</th>
<th>IC Services VAT reverse charge EU VAT Dir. Art. 44</th>
<th>Total net:</th>
<th>EUR</th>
</tr>
</thead>
<tbody>
<tr>
<td>0D</td>
<td>NON</td>
<td>1,330.62</td>
<td></td>
</tr>
</tbody>
</table>

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### Payment terms:

*Within 30 days Due net*

**Payment due date:** 26.07.2016

Please mention above stated customer number and invoice number with payment/correspondence

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### Acc No | IBAN | Swift
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>69.58.96.458</td>
<td>NL75INGB0695896458</td>
<td>INGBNL2A</td>
</tr>
</tbody>
</table>

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**KPN BV**

KPN BV is registered at the Chamber of Commerce in Amsterdam under number 27124701. Conditions of sale are applicable to all our offers, deliveries and delivery agreements. Applicability of other (purchase) conditions is expressly excluded.

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**Old invoice - example**

**KPN BV**

Adres afzender:
Stationsstraat 115
3811 MH Amersfoort

Tel.: +31 (0)20 5876444 Email: bc@kpn.com

KVK: 27124701

IBAN nummers:
NL82INGB0000170040
NL75INGB0695896458
NL86RBO50540305456
NL88RABO0335536603
NL52RBSO459591495

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**NEW**

**KPN BV**

Adres leverancier:
Postbus 3053
3800 DB Amersfoort

Tel.: +31 (0)20 5876444 Email: bc@kpn.com

KVK: 27124701

IBAN nummers:
NL51INGB0000231805
New invoice - example

1. Address details of legal entity that has concluded the relevant contract with KPN
2. Invoicing address
3. Address details of location where any materials are to be delivered
4. Your new customer number (under which your organization is registered at KPN)
5. Your details (reference, VAT number, e-mail address)
6. KPN details: new bank account number and specific references
7. Internet address where you can find an explanation of your invoice
8. Total amount of invoice, including payment instructions
9. Substantiation of VAT bases stated in the invoice
10. Overview of products and services you purchase, with any specifications enclosed
Additional information

- Why is KPN changing its invoices?
  KPN aims to send you clear invoices with a recognizable structure in an attractive lay-out and a uniform style. In the current situation, we use different invoices for different products.

- Why is KPN changing its bank account number?
  In the new situation, your invoice will be created by a different invoicing system. A unique bank account number is required for each invoicing system. The new bank account number will be NL51 INGB 0000 2318 05. The SWIFT number is INGBNL2A.

- I think I recognize the new bank account number. Is this number already in use by KPN?
  The new bank account number may already appear on other invoices that you receive from KPN.

- When will I start receive invoices in the new lay-out?
  Your next invoice will contain these changes.

- What happens if I cannot successfully complete a transaction due to these changes?
  In that case, you will receive a reminder to pay the invoice.

- I use direct debit to pay invoices. Do I have to renew the authorization?
  Your authorization will remain valid in the new situation.

- What should I do now?
  Please check how these changes will affect your business. As a reference, you can use the checklist below.

- Where can I find more information about KPN invoices?
  A brochure explaining KPN invoices can be viewed and downloaded at kpn.com/wijzigingfactuur.

- Can I combine several invoices into one?
  KPN will continue to send separate invoices for separate products.

- The new invoice appears to contain less information; is that correct?
  We have left out any unnecessary details as far as possible. Internal KPN information has been left out, and we have tried not to use any unnecessary subtotals and additional titles.

Checklist

We change our invoices. This will impact your payment process. Please find a checklist below to help you determine the impact on your organization and your financial administration.

- Please check if the new KPN bank account number affects your financial administration system.
- Please check if your financial administration system recognizes KPN as a creditor when you change the bank account number.
- If you process KPN invoices electronically, please check if this process continues to run smoothly with KPN’s new bank account number (for instance the scanning process).
- Please check if costs are still allocated correctly within your organization when you change the KPN bank account number.
- Please check if your new KPN customer number affects your financial system.