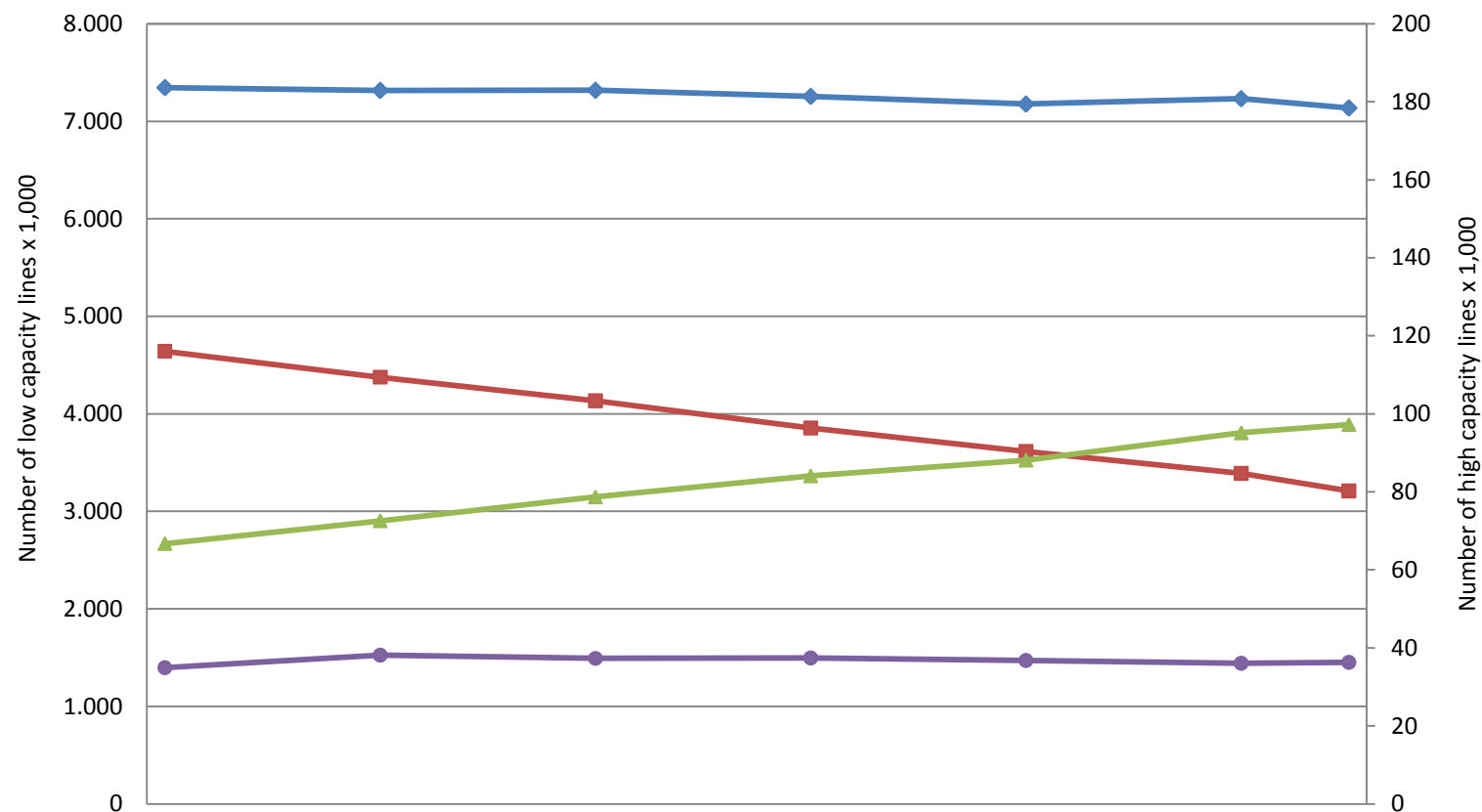


Fixed telephony: Number of retail connections PSTN + VoB

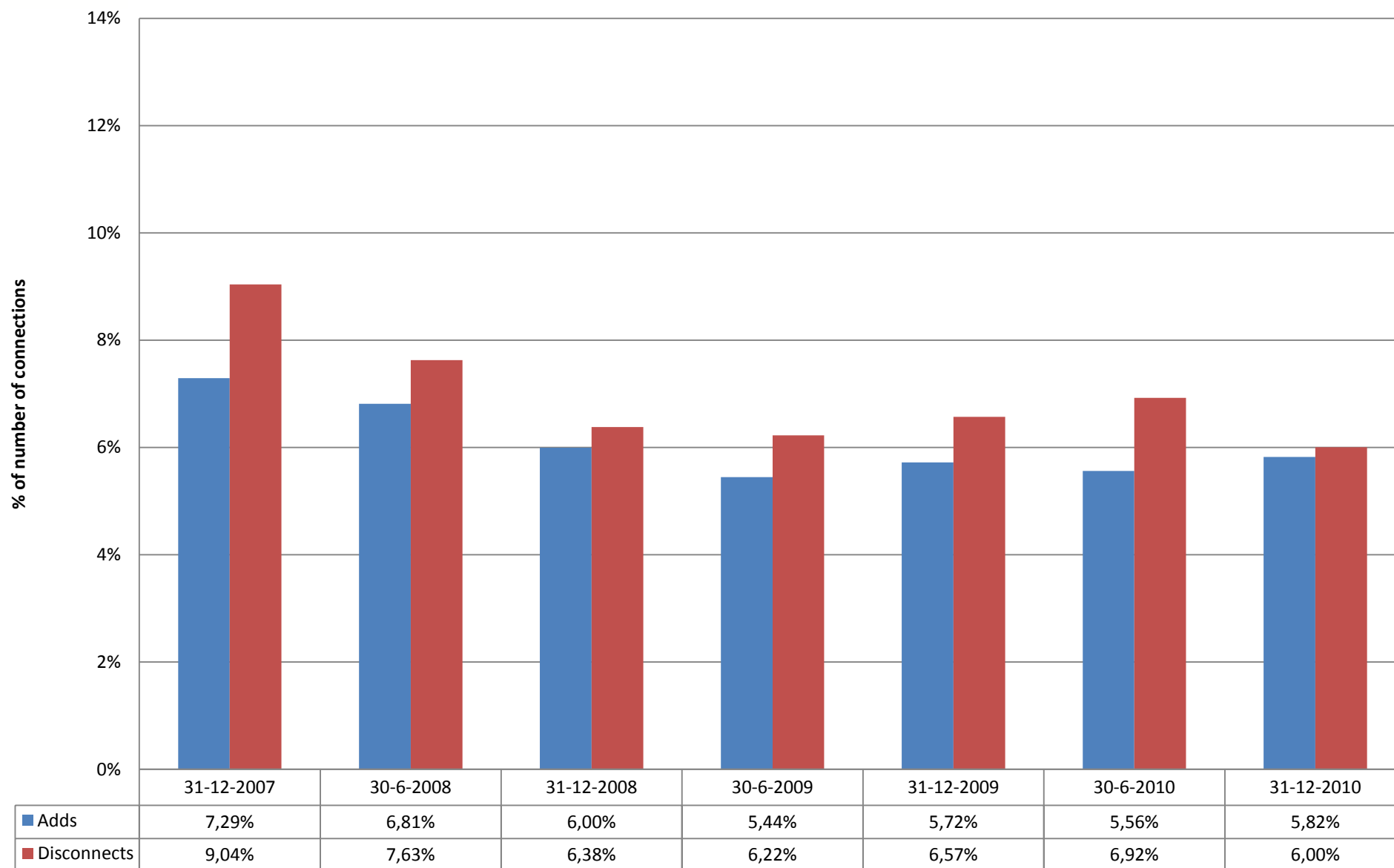


	30-6-2008	31-12-2008	30-6-2009	31-12-2009	30-6-2010	31-12-2010	31-3-2011
◆ Total number of retail fixed voice lines	7.346	7.317	7.318	7.256	7.177	7.232	7.138
■ Number of low capacity lines PSTN	4.642	4.376	4.133	3.855	3.615	3.390	3.210
▲ Number of low capacity lines VoB	2.669	2.903	3.148	3.364	3.525	3.806	3.891
● Number of high capacity lines	35	38	37	37	37	36	36

Based on figures of ACN, ATLANTIC, BBNED, BT, CAIW, COLT, ESPRIT, KPN, ONLINE, PRETIUM, SCARLET, TELE2, T-MOBILE, UPC, UPC BUSINESS, VERIZON and ZIGGO. Based on questions 2_A2_2_1 till 2_A2_2_4 of the SMM.



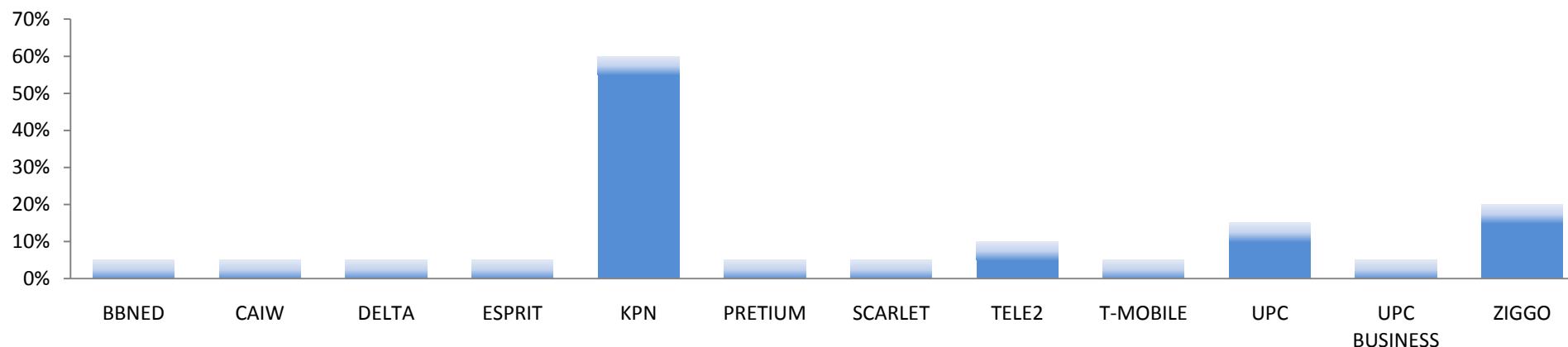
Fixed telephony: Churn based on number of retail connections PSTN + VoB



Based on figures of ACN, ATLANTIC, BBNED, BT, CAIW, COLT, ESPRIT, KPN, ONLINE, PRETIUM, SCARLET, TELE2, T-MOBILE, UPC, UPC BUSINESS, VERIZON and ZIGGO. Based on questions 2_A3_5, -6, -7, -8_1, -2 of the SMM.



Fixed telephony: Market shares retail low capacity lines PSTN + VoB (2011Q1)

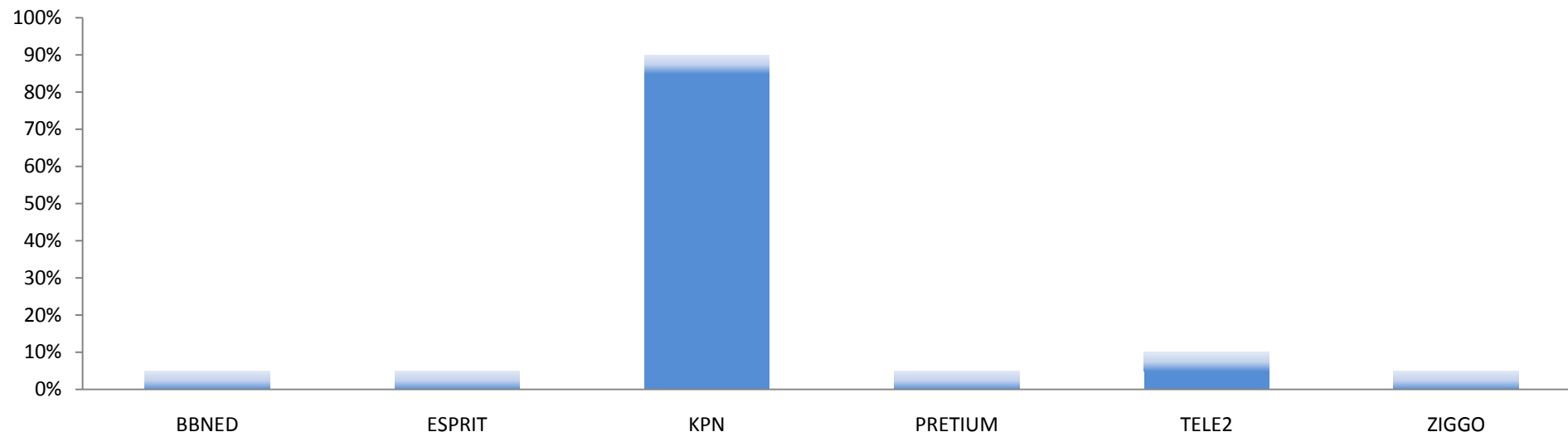


	30-6-2008	31-12-2008	30-6-2009	31-12-2009	30-6-2010	31-12-2010	31-3-2011
ACN	[0-5%]	[0-5%]	-	-	-	-	-
ATLANTIC	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	-
BBNED	-	-	-		[0-5%]	[0-5%]	[0-5%]
CAIW	-	-	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
COLT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	-	-
DELTA	-	-	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
ESPRIT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
KPN	[70-75%]	[65-70%]	[65-70%]	[60-65%]	[60-65%]	[60-65%]	[55-60%]
ONLINE	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	-	-
PRETIUM	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
SCARLET	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
TELE2	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]
T-MOBILE	-	-	-	-	-	[0-5%]	[0-5%]
UPC	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[10-15%]	[10-15%]
UPC BUSINESS	-	-	-	-	-	[0-5%]	[0-5%]
ZIGGO	[10-15%]	[10-15%]	[10-15%]	[10-15%]	[15-20%]	[15-20%]	[15-20%]

Based on figures of ACN, ATLANTIC, BBNED, CAIW, COLT, DELTA, ESPRIT, KPN, ONLINE, PRETIUM, SCARLET, TELE2, T-MOBILE, UPC, UPC BUSINESS and ZIGGO. Based on questions 2_A2_2_1 and 2_A2_2_2 of the SMM.



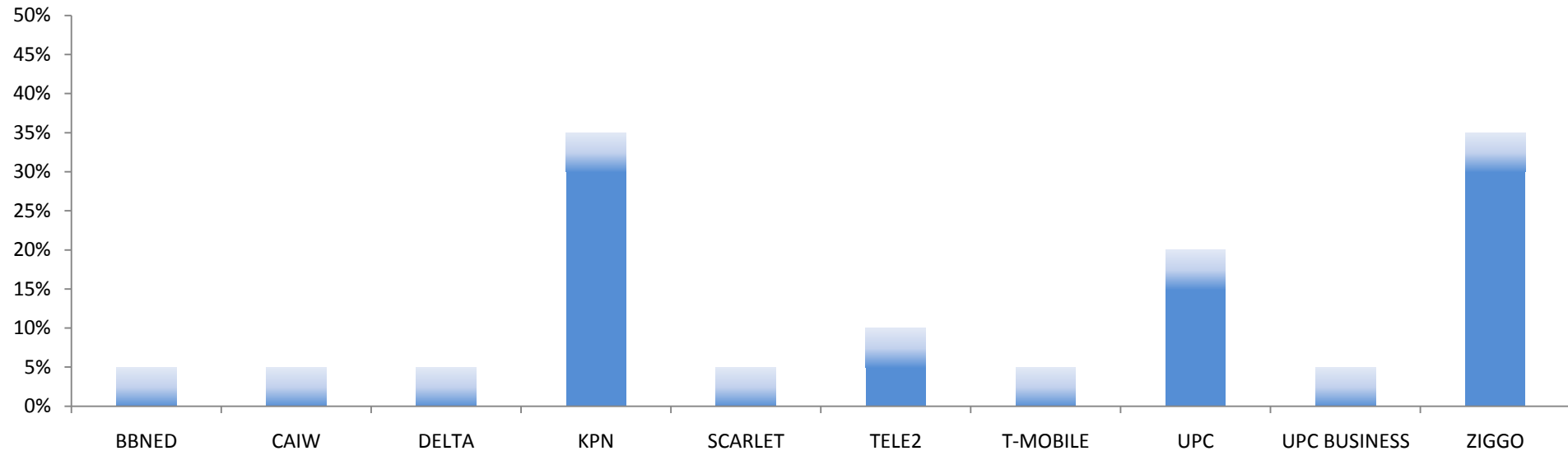
Fixed telephony: Ratios of low capacity lines PSTN (2011Q1)



	30-6-2008	31-12-2008	30-6-2009	31-12-2009	30-6-2010	31-12-2010	31-3-2011
ACN	[0-5%]	[0-5%]	-	-	-	-	-
ATLANTIC	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	-
BBNEED	-	-	-	-	[0-5%]	[0-5%]	[0-5%]
COLT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	-	-
ESPRIT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
KPN	[90-95%]	[85-90%]	[85-90%]	[85-90%]	[85-90%]	[85-90%]	[85-90%]
PRETIUM	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
TELE2	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[5-10%]
UPC	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	-
ZIGGO	-	-	-	-		[0-5%]	[0-5%]



Fixed telephony: Ratios of low capacity lines VoB (2011Q1)

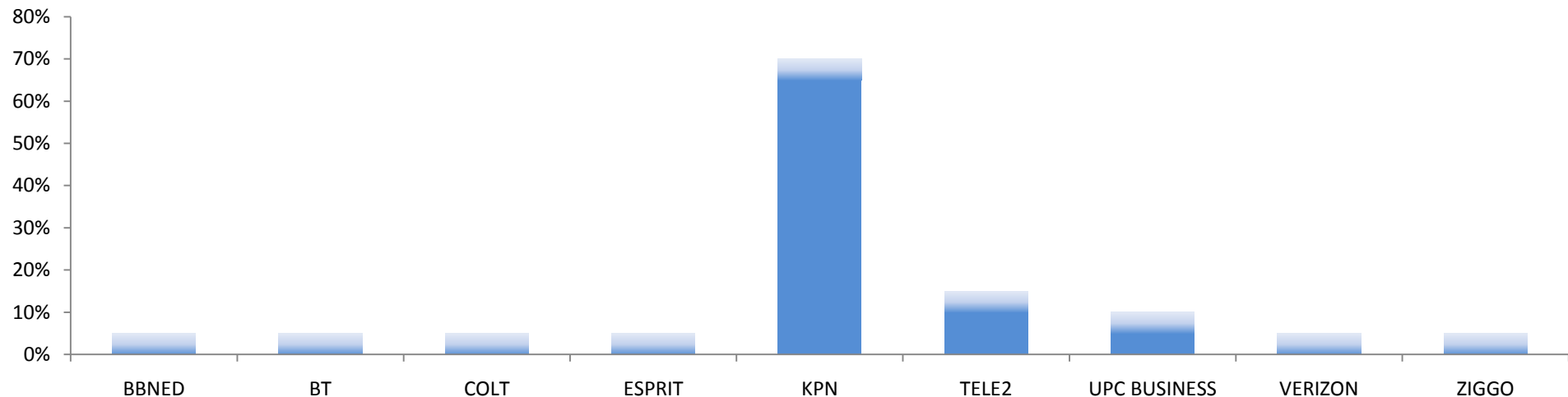


	30-6-2008	31-12-2008	30-6-2009	31-12-2009	30-6-2010	31-12-2010	31-3-2011
BBNED	-	-	-	-	[0-5%]	[0-5%]	[0-5%]
CAIW	-	-	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
DELTA	-	-	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
KPN	[35-40%]	[35-40%]	[35-40%]	[35-40%]	[30-35%]	[30-35%]	[30-35%]
ONLINE	[5-10%]	[5-10%]	[0-5%]	[0-5%]	[0-5%]	-	-
SCARLET	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
TELE2	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]
T-MOBILE	-	-	-	-	-	[0-5%]	[0-5%]
UPC	[15-20%]	[15-20%]	[15-20%]	[15-20%]	[15-20%]	[15-20%]	[15-20%]
UPC BUSINESS	-	-	-	-	-	[0-5%]	[0-5%]
ZIGGO	[25-30%]	[25-30%]	[25-30%]	[25-30%]	[30-35%]	[30-35%]	[30-35%]

Based on figures of BBNED, CAIW, DELTA, KPN, ONLINE, SCARLET, TELE2, T-MOBILE, UPC, UPC BUSINESS and ZIGGO. Based on questions 2_A2_2_2 of the SMM.



Fixed telephony: Market shares based on retail high capacity lines PSTN + Vob (2011Q1)

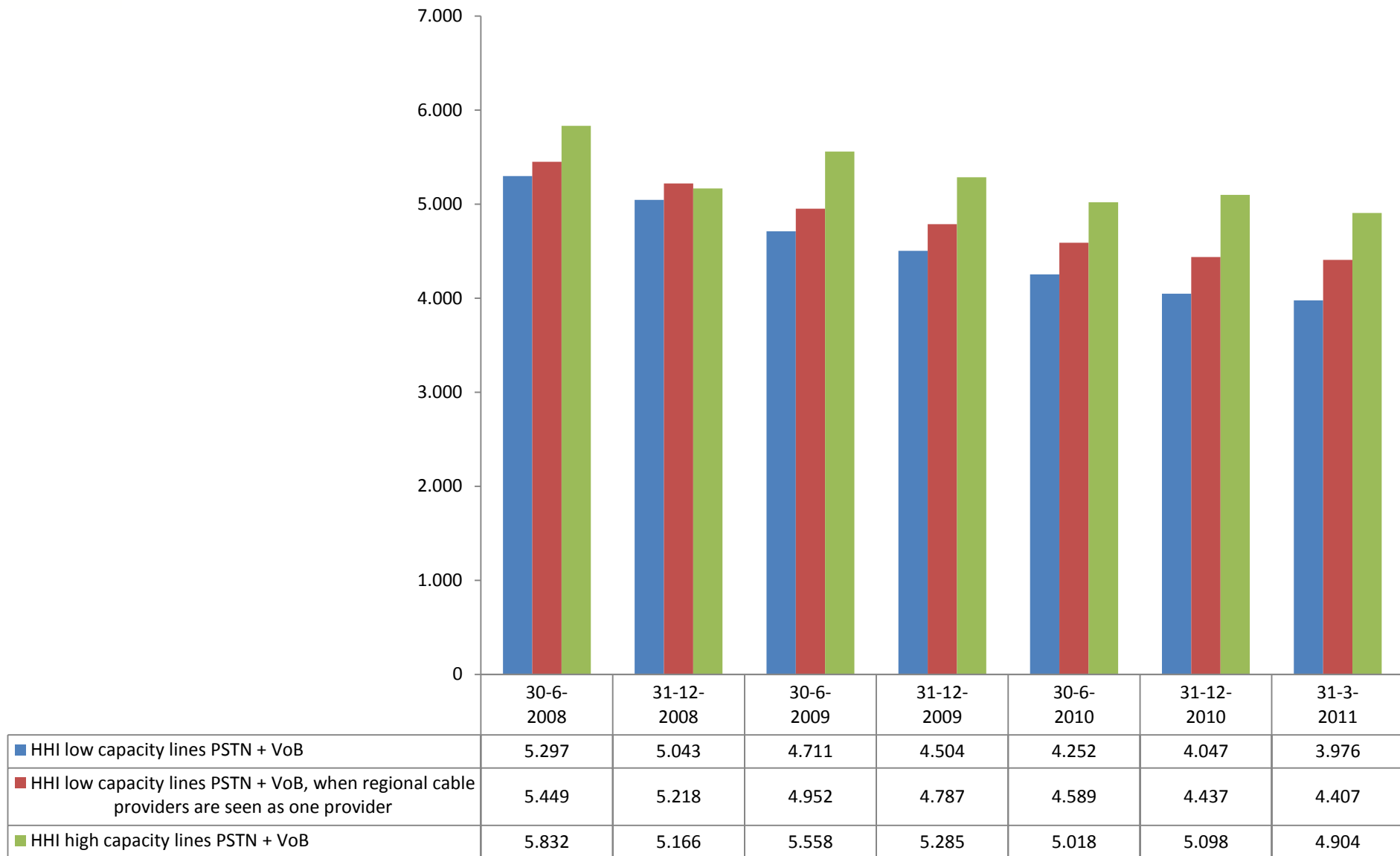


	30-6-2008	31-12-2008	30-6-2009	31-12-2009	30-6-2010	31-12-2010	31-3-2011
ATLANTIC	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	-
BBNED	-	-	-	-	[0-5%]	[0-5%]	[0-5%]
BT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
COLT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
ESPRIT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
KPN	[75-80%]	[70-75%]	[70-75%]	[70-75%]	[65-70%]	[70-75%]	[65-70%]
TELE2	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[10-15%]
UPC BUSINESS	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]
VERIZON	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
ZIGGO	[0-5%]	[0-5%]	[5-10%]	[5-10%]	[0-5%]	[0-5%]	[0-5%]

Based on figures of ATLANTIC, BBNED, BT, COLT, ESPRIT, KPN, TELE2, UPC BUSINESS, VERIZON and ZIGGO. Based on questions 2_A2_2_3 and 2_A2_2_4 of the SMM.



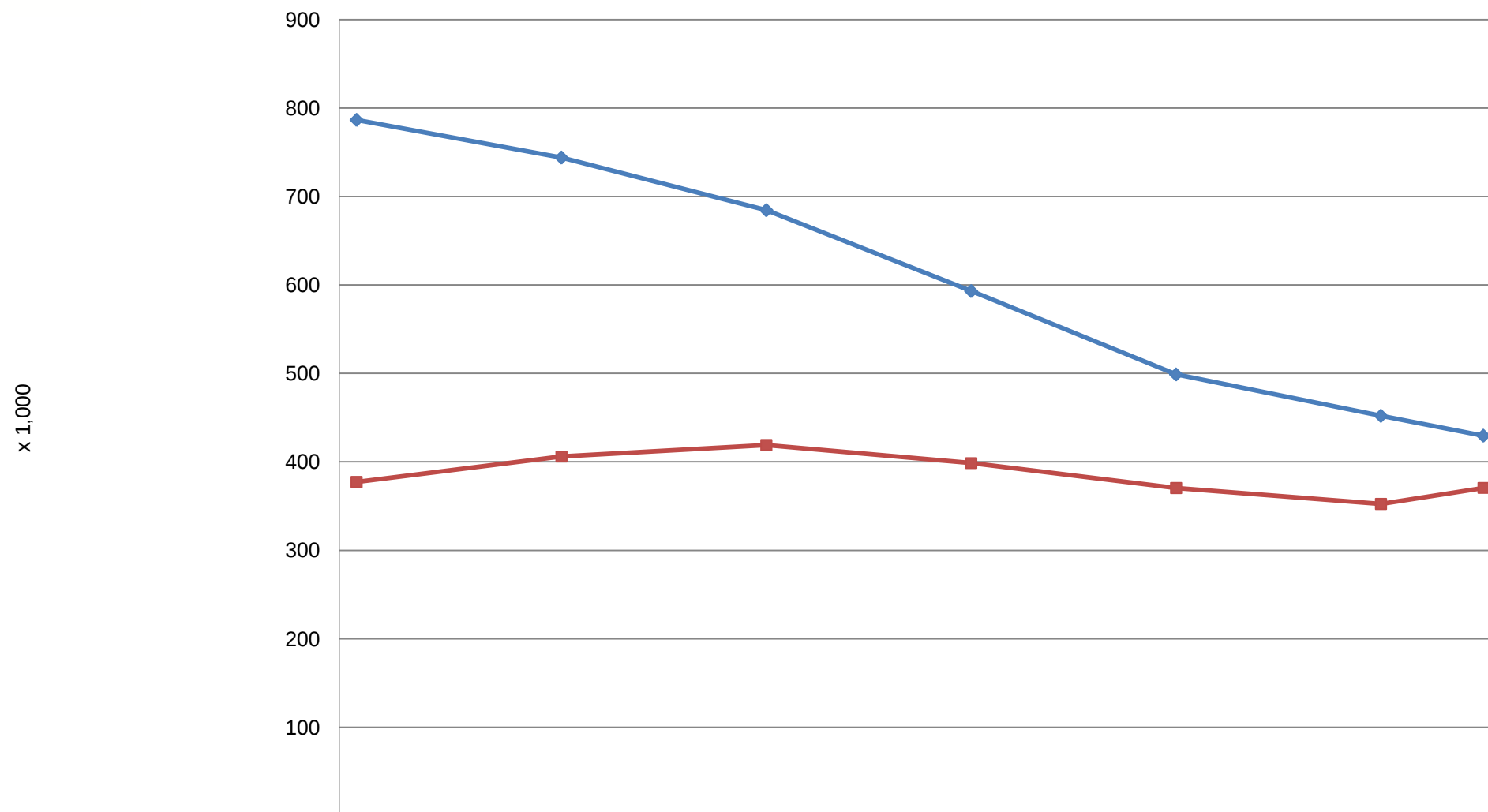
Fixed telephony: Herfindahl-Hirschman Index of retail lines PSTN+VoB



Based on figures of ACN, ATLANTIC, BT, CAIW, COLT, DELTA, ESPRIT, KPN, ONLINE, PRETIUM, SCARLET, TELE2, T-MOBILE, UPC, UPC BUSINESS, VERIZON and ZIGGO. Based on questions 2_A2_2_1 till 2_A2_2_4 of the SMM.



Fixed telephony: Number of WLR lines and CPS subscribers

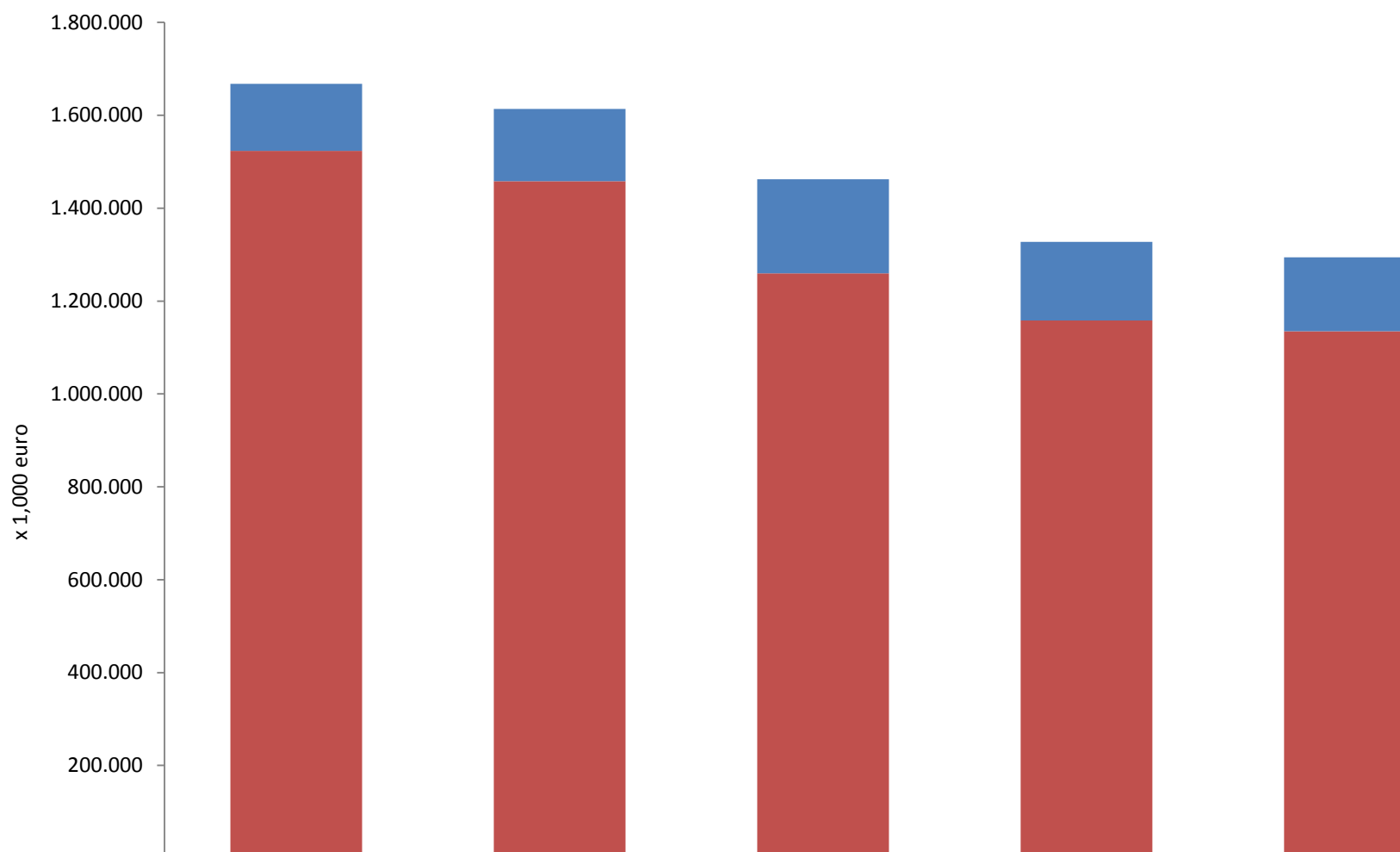


	30-6-2008	31-12-2008	30-6-2009	31-12-2009	30-6-2010	31-12-2010	31-3-2011
Number of CPS subscribers	787	744	685	593	499	452	430
Number of wholesale line rental lines	377	406	419	399	370	352	371

Based on figures of ACN, ATLANTIC, BT, COLT, ESPRIT, KPN, PRETIUM, SCARLET, TELE2, UPC BUSINESS and VERIZON. Based on questions 2_B_9_1 and 2_E_14_1 of the SMM.



Fixed telephony: Annual retail revenues PSTN + VoB lines



	31-12-2006	31-12-2007	31-12-2008	31-12-2009	31-12-2010
Revenues high capacity lines	144.439	156.033	202.460	169.264	159.384
Revenues low capacity lines	1.523.184	1.457.949	1.259.852	1.158.021	1.134.747

Based on figures of ACN, ATLANTIC, BT, CAIW, COLT, ESPRIT, KPN, ONLINE, PRETIUM, SCARLET, TELE2, T-MOBILE, UPC, UPC BUSINESS, VERIZON and ZIGGO. Based on questions 2_A1_1_1 and 2_A1_1_2 of the SMM.



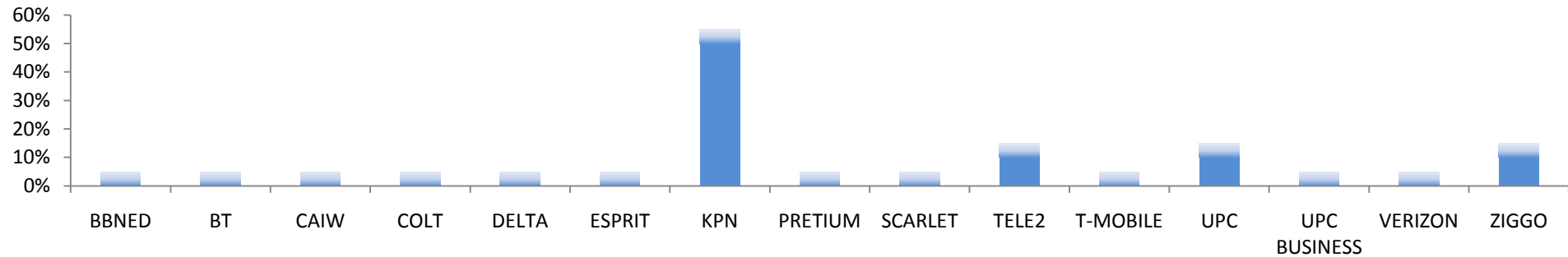
Fixed telephony: Total retail traffic in minutes



Based on figures of ACN, ATLANTIC, BT, CAIW, COLT, ESPRIT, KPN, ONLINE, PRETIUM, SCARLET, TELE2, T-MOBILE, UPC, UPC BUSINESS, VERIZON and ZIGGO. Based on questions 2_C2_11_1 till 2_C2_11_5 of the SMM.



Fixed telephony: Market shares based on retail traffic (2011Q1)

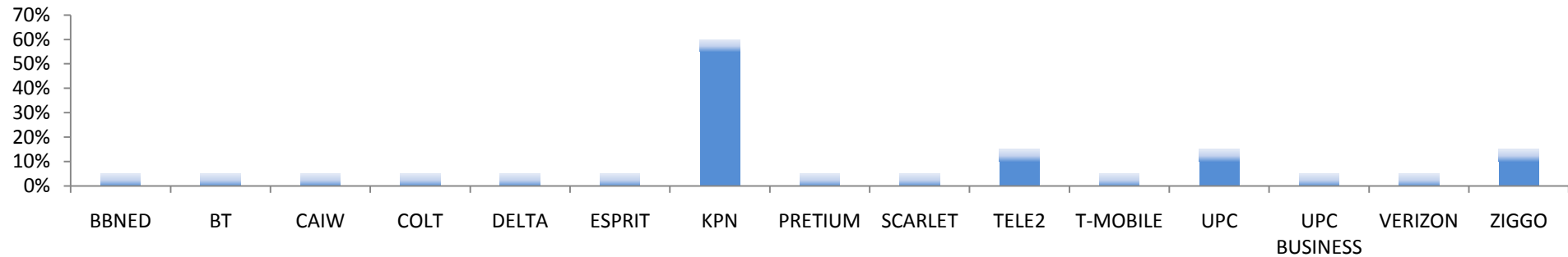


	30-6-2008	31-12-2008	30-6-2009	31-12-2009	30-6-2010	31-12-2010	31-3-2011
ACN	[0-5%]	[0-5%]	-	-	-	-	-
ATLANTIC	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	-
BBNED	-	-	-	-	[0-5%]	[0-5%]	[0-5%]
BT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
CAIW			[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
COLT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
DELTA			[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
ESPRIT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
KPN	[60-65%]	[60-65%]	[60-65%]	[60-65%]	[55-60%]	[50-55%]	[50-55%]
ONLINE	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	-	-
PRETIUM	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
SCARLET	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
TELE2	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[10-15%]	[10-15%]	[10-15%]
T-MOBILE	-	-	-	-	-	[0-5%]	[0-5%]
UPC	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[10-15%]
UPC BUSINESS	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
VERIZON	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
ZIGGO	[5-10%]	[5-10%]	[5-10%]	[10-15%]	[10-15%]	[10-15%]	[10-15%]

Based on figures of ACN, ATLANTIC, BBNED, BT, CAIW, COLT, ESPRIT, KPN, ONLINE, PRETIUM, SCARLET, TELE2, T-MOBILE, UPC, UPC BUSINESS, VERIZON and ZIGGO. Based on questions 2_C2_11_1 till 2_C2_11_5 of the SMM.



Fixed telephony: Market shares based on national and local traffic (2011Q1)

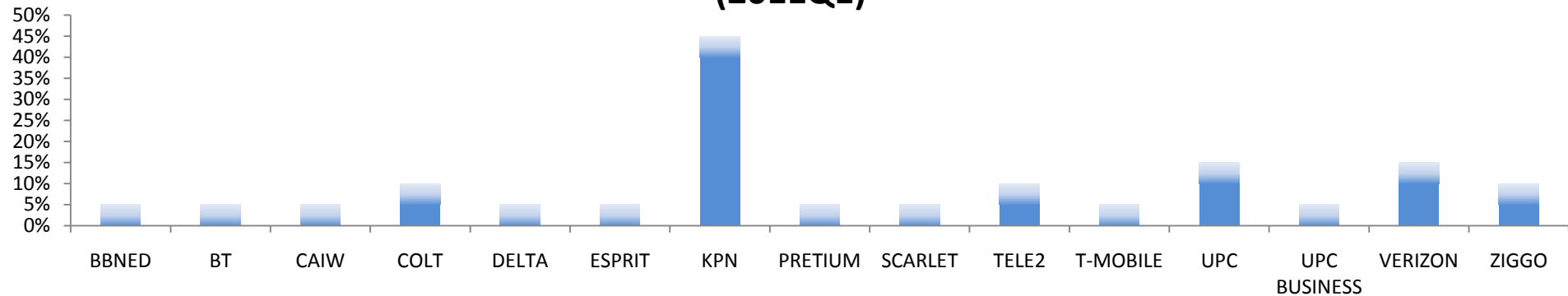


	30-6-2008	31-12-2008	30-6-2009	31-12-2009	30-6-2010	31-12-2010	31-3-2011
ACN	[0-5%]	[0-5%]	-	-	-	-	-
ATLANTIC	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	-
BBNED	-	-	-	-	[0-5%]	[0-5%]	[0-5%]
BT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
CAIW	-	-	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
COLT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
DELTA	-	-	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
ESPRIT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
KPN	[65-70%]	[65-70%]	[60-65%]	[60-65%]	[60-65%]	[55-60%]	[55-60%]
ONLINE	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	-	-
PRETIUM	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
SCARLET	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
TELE2	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[10-15%]
T-MOBILE	-	-	-	-	-	[0-5%]	[0-5%]
UPC	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[10-15%]	[10-15%]
UPC BUSINESS	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
VERIZON	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
ZIGGO	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[10-15%]	[10-15%]	[10-15%]

Based on figures of ACN, ATLANTIC, BBNED, BT, CAIW, COLT, ESPRIT, KPN, ONLINE, PRETIUM, SCARLET, TELE2, T-MOBILE, UPC, UPC BUSINESS, VERIZON and ZIGGO. Based on question 2_C2_11_1 of the SMM.



Fixed telephony: Market shares based on international traffic volumes (2011Q1)

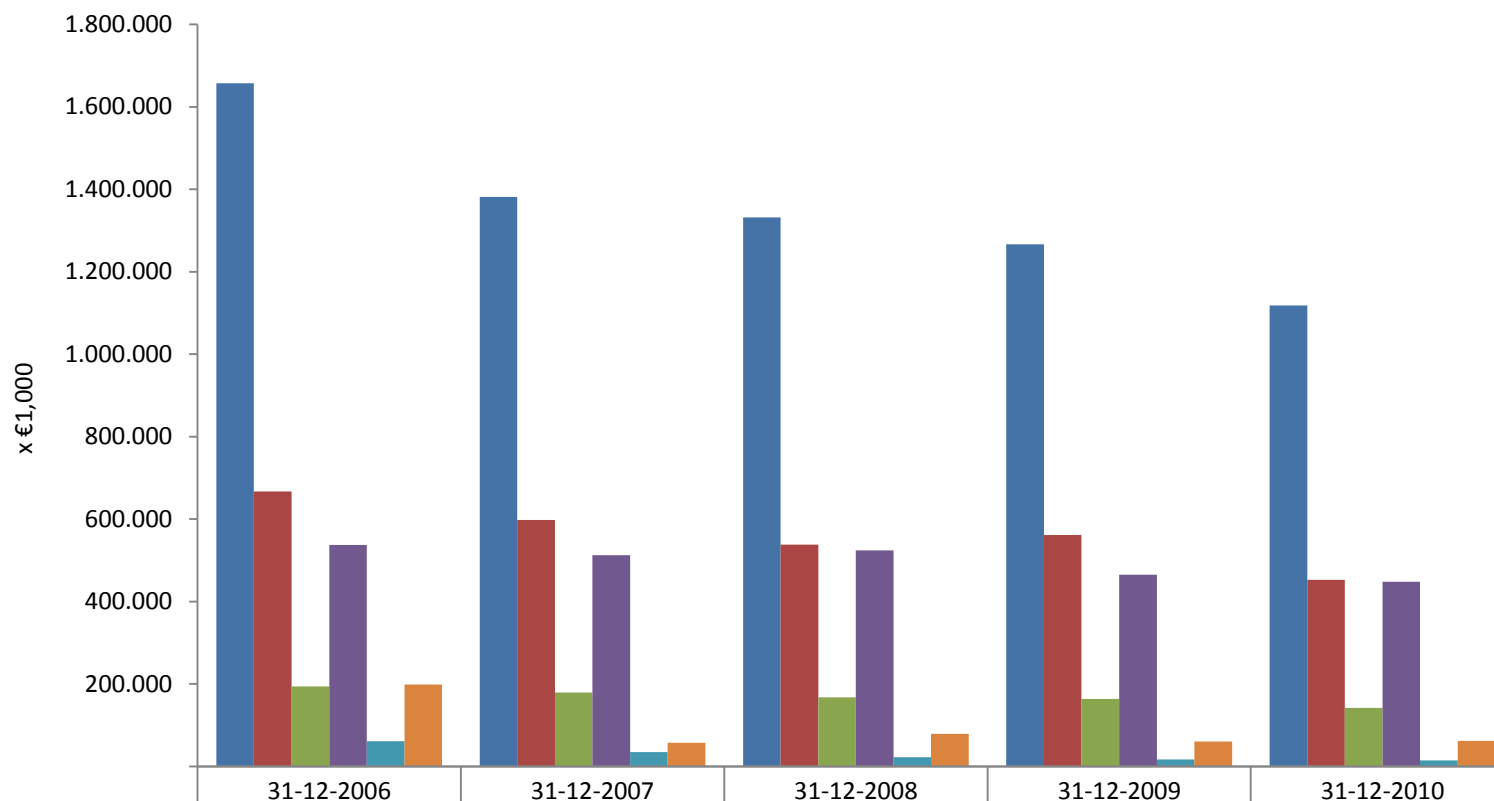


	30-6-2008	31-12-2008	30-6-2009	31-12-2009	30-6-2010	31-12-2010	31-3-2011
ACN	[0-5%]	[0-5%]	-	-	-	-	-
ATLANTIC	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	-
BBNEED	-	-	-	-	[0-5%]	[0-5%]	[0-5%]
BT	[0-5%]	[0-5%]	[0-5%]	[5-10%]	[0-5%]	[0-5%]	[0-5%]
CAIW	-	-	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
COLT	[0-5%]	[5-10%]	[0-5%]	[5-10%]	[5-10%]	[0-5%]	[5-10%]
DELTA	-	-	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
ESPRIT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
KPN	[55-60%]	[55-60%]	[55-60%]	[50-55%]	[45-50%]	[45-50%]	[40-45%]
ONLINE	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	-	-
PRETIUM	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
SCARLET	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
TELE2	[5-10%]	[5-10%]	[5-10%]	[0-5%]	[5-10%]	[5-10%]	[5-10%]
T-MOBILE	-	-	-	-	-	[0-5%]	[0-5%]
UPC	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[5-10%]	[5-10%]	[10-15%]
UPC BUSINESS	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
VERIZON	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[10-15%]	[10-15%]
ZIGGO	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]

Based on figures of ACN, ATLANTIC, BBNEED, BT, CAIW, COLT, ESPRIT, KPN, ONLINE, PRETIUM, SCARLET, TELE2, T-MOBILE, UPC, UPC BUSINESS, VERIZON and ZIGGO. Based on question 2_C2_11_2 of the SMM.



Fixed telephony: Annual revenues retail traffic



	31-12-2006	31-12-2007	31-12-2008	31-12-2009	31-12-2010
■ Total revenues traffic	1.657.253	1.381.094	1.331.792	1.266.811	1.118.297
■ Revenues local and national traffic	666.586	598.008	538.135	561.194	452.253
■ Revenues international traffic	193.726	178.974	167.494	163.424	141.577
■ Revenues fixed-to-mobile traffic	537.442	512.092	524.255	464.660	448.012
■ Revenues narrowband data traffic	61.243	34.917	22.640	16.795	14.365
■ Other traffic revenues	198.256	57.103	79.268	60.739	62.091