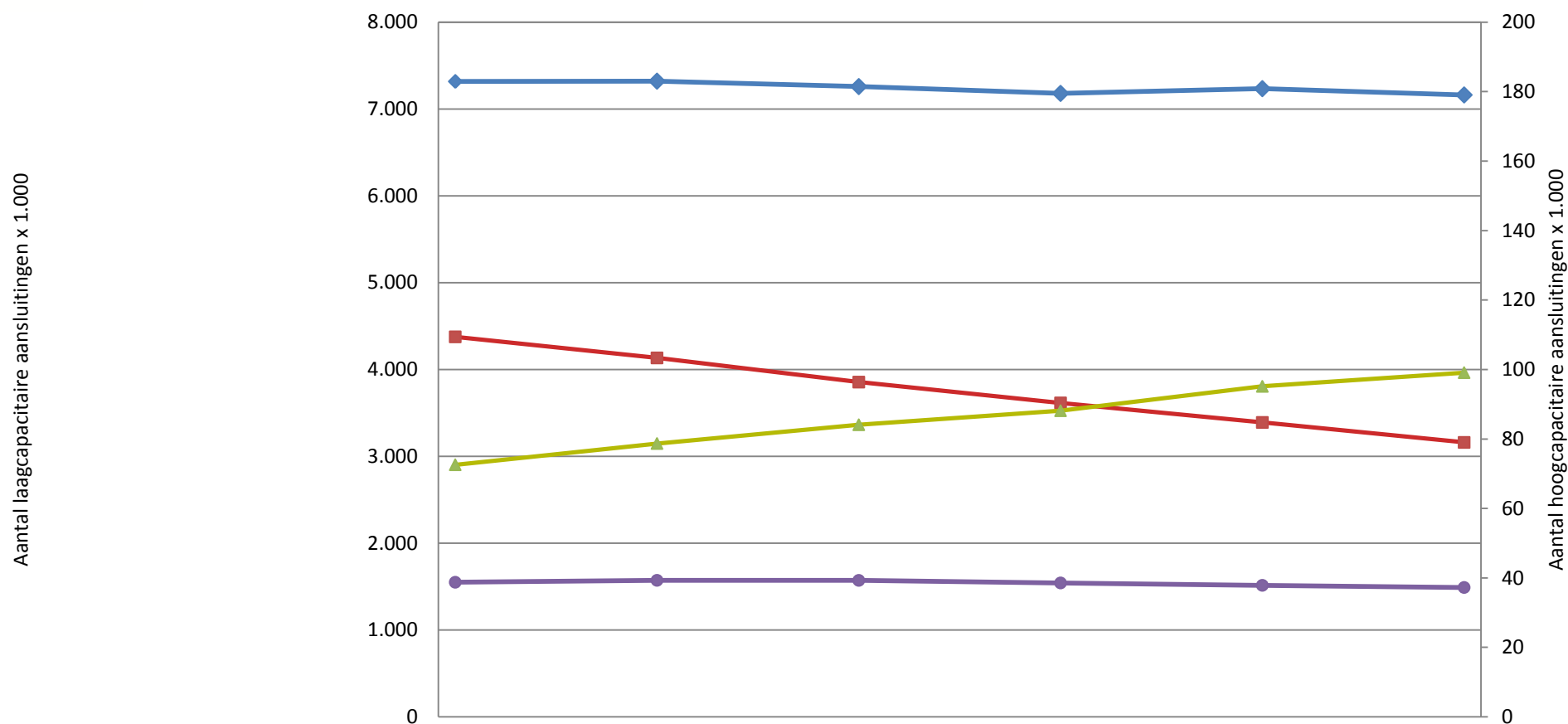




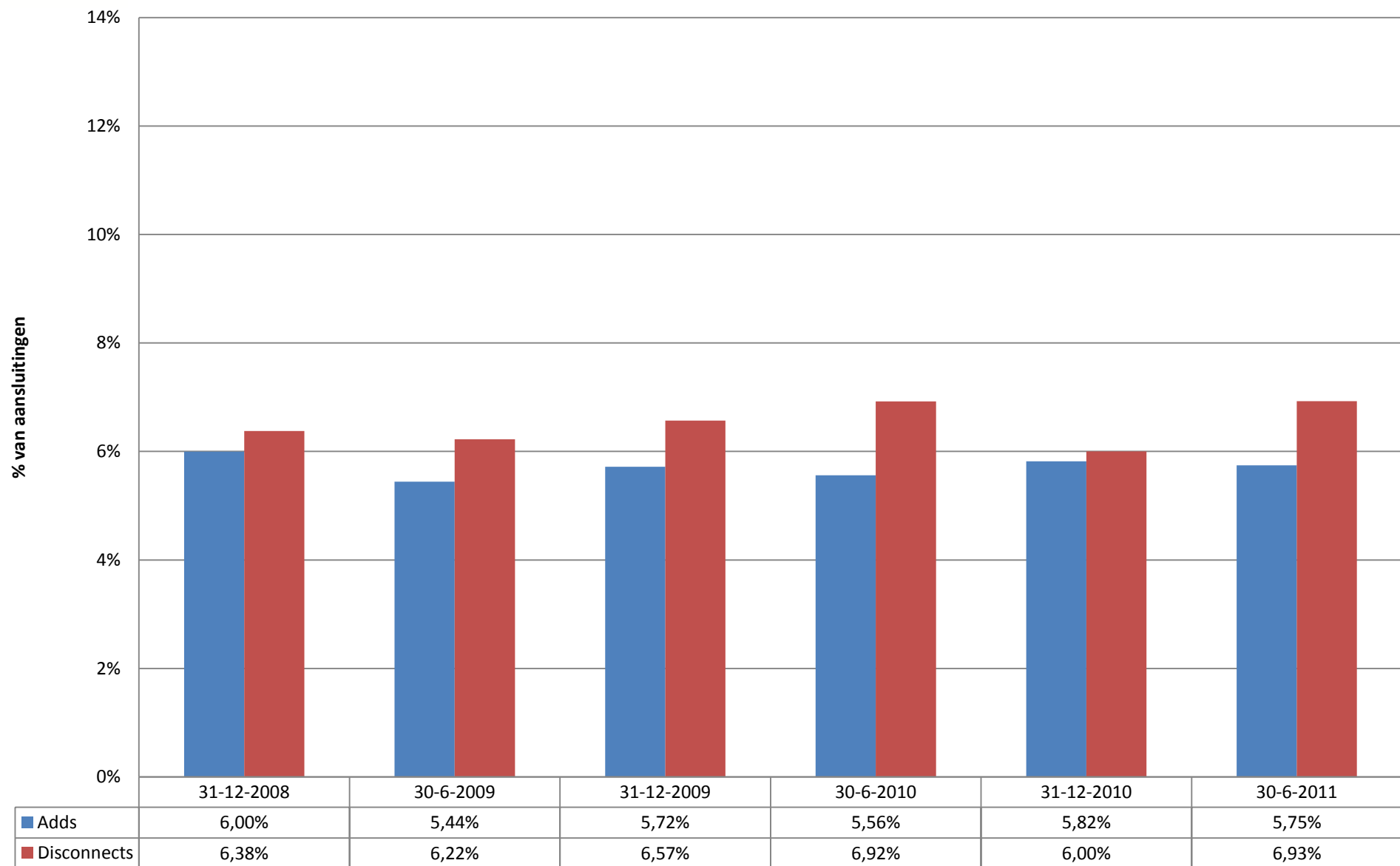
Vaste telefonie: Aantal retail aansluitingen PSTN + VoB



	31-12-2008	30-6-2009	31-12-2009	30-6-2010	31-12-2010	30-6-2011
◆ Totaal aantal retail aansluitingen VT	7.318	7.320	7.258	7.179	7.234	7.162
■ Aantal laagcapacitaire aansluitingen PSTN	4.376	4.133	3.855	3.615	3.390	3.160
▲ Aantal laagcapacitaire aansluitingen VoB	2.903	3.148	3.364	3.525	3.806	3.964
● Aantal hoogcapacitaire aansluitingen	39	39	39	39	38	37



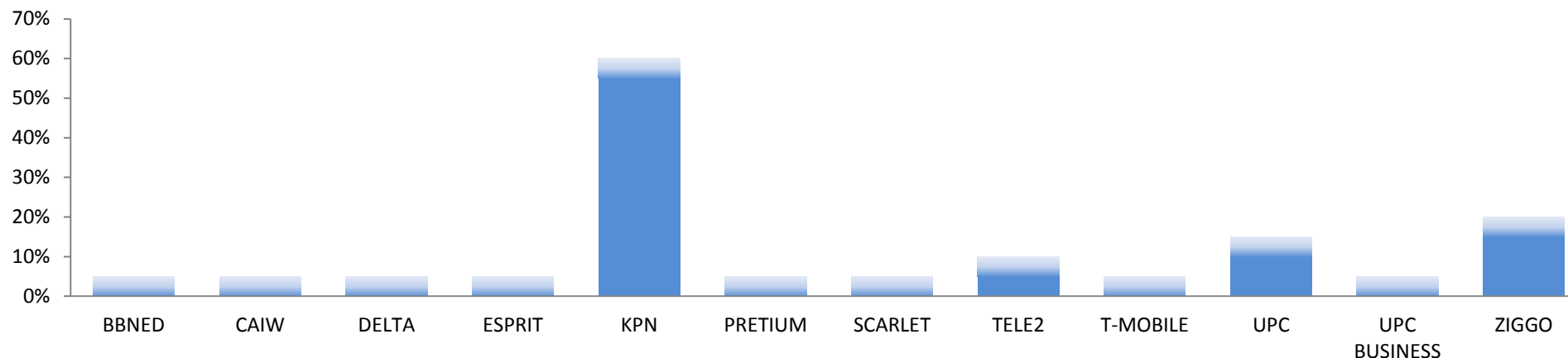
Vaste telefonie: Churn op basis van aantal retail aansluitingen PSTN + VoB



Op basis van gegevens van ACN, ATLANTIC, BBNEED, BT, CAIW, COLT, DELTA, ESPRIT, KPN, ONLINE, PRETIUM, SCARLET, TELE2, T-MOBILE, UPC, UPC BUSINESS, VERIZON en ZIGGO. Op basis van vragen 2_A3_5, -6, -7, -8_1, -2 van de SMM.



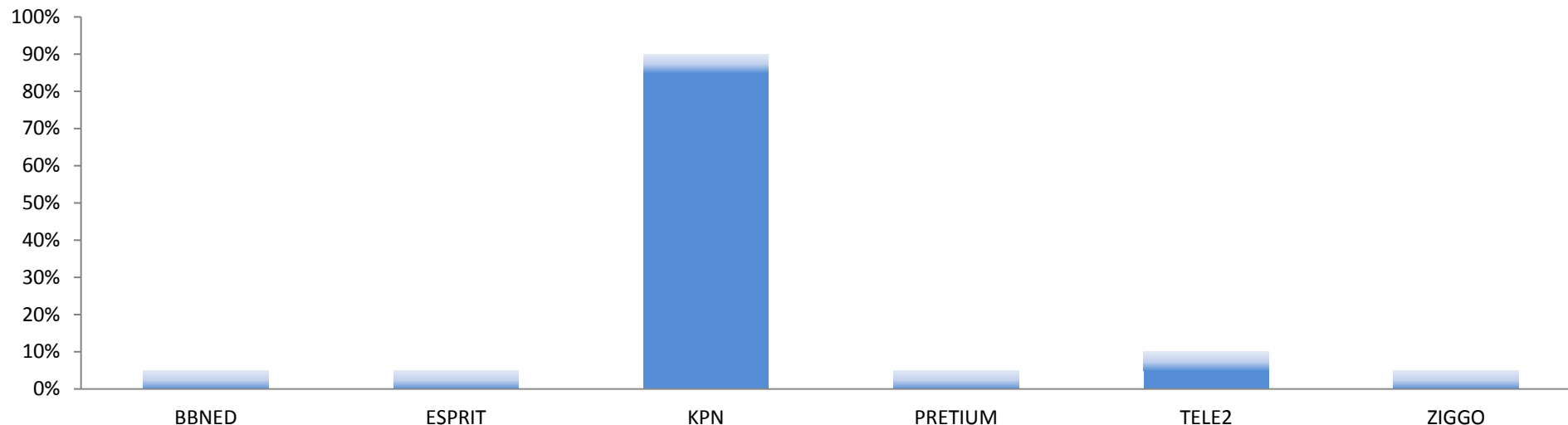
Vaste telefonie: Marktaandelen retail laagcapacitaire aansluitingen PSTN + VoB (2011Q2)



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



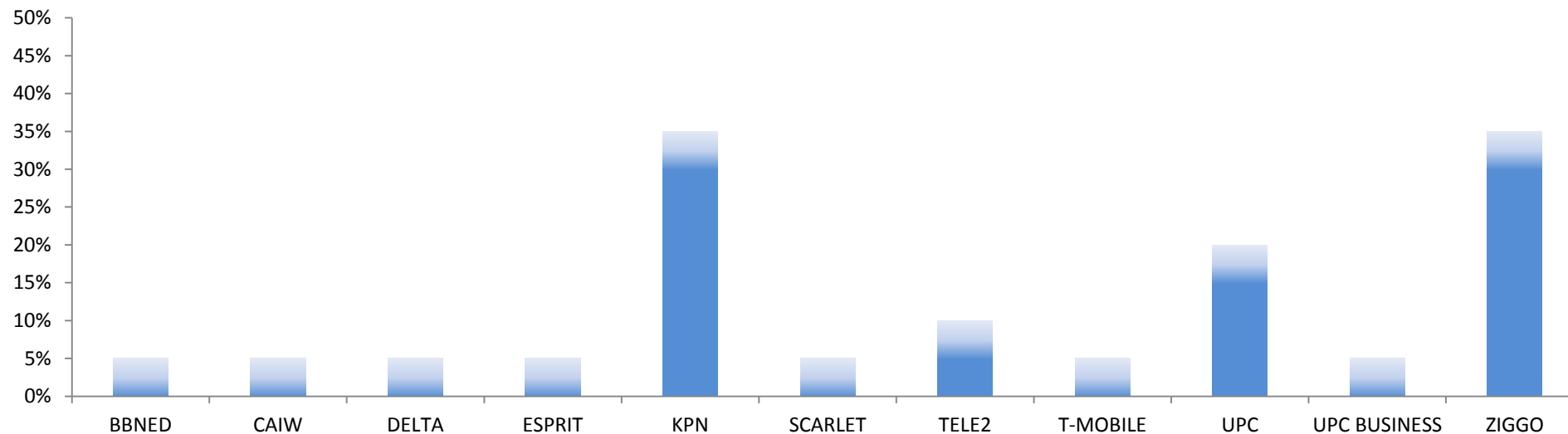
Vaste telefonie: Verhoudingen retail laagcapacitaire aansluitingen PSTN (2011Q2)



	31-12-2008	30-6-2009	31-12-2009	30-6-2010	31-12-2010	30-6-2011
ACN	[0-5%]	-	-	-	-	-
ATLANTIC	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	-
BBNED	-	-	-	[0-5%]	[0-5%]	[0-5%]
COLT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	-	-
ESPRIT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
KPN	[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%]
TELE2	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[5-10%]
UPC	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	-
ZIGGO	-	-	-	-	[0-5%]	[0-5%]



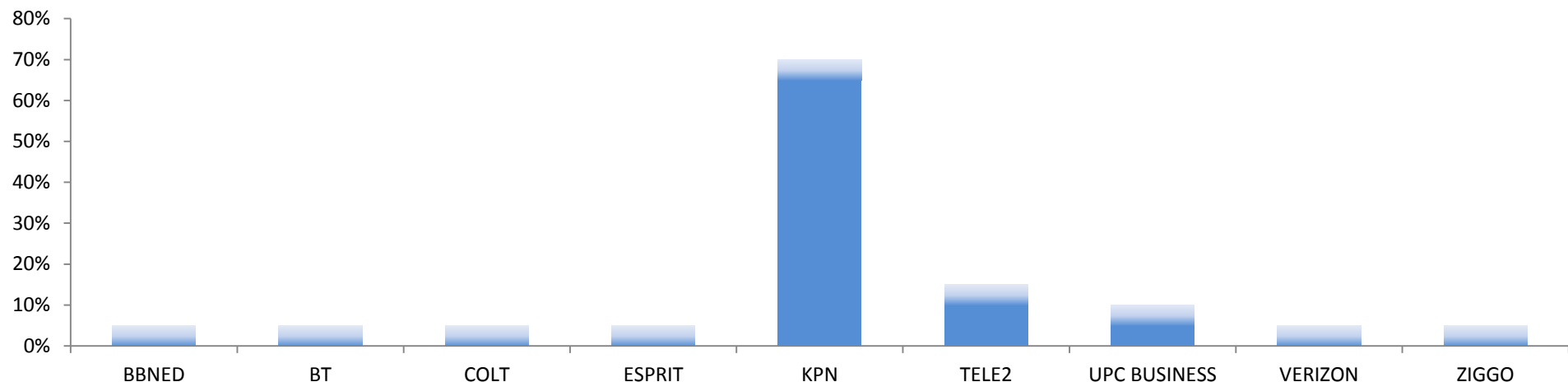
Vaste telefonie: Verhoudingen retail laagcapacitaire aansluitingen VoB (2011Q2)



	31-12-2008	30-6-2009	31-12-2009	30-6-2010	31-12-2010	30-6-2011
BBNED	-	-	-	[0-5%]	[0-5%]	[0-5%]
CAIW	[0-0%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
DELTA	[0-0%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
ESPRIT	-	-	-	-	-	[0-5%]
KPN	[35-40%]	[35-40%]	[35-40%]	[30-35%]	[30-35%]	[30-35%]
ONLINE	[5-10%]	[0-5%]	[0-5%]	[0-5%]	-	-
SCARLET	[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%]
T-MOBILE	-	-	-	-	[0-5%]	[0-5%]
UPC	[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%]	[30-35%]	[30-35%]	[30-35%]

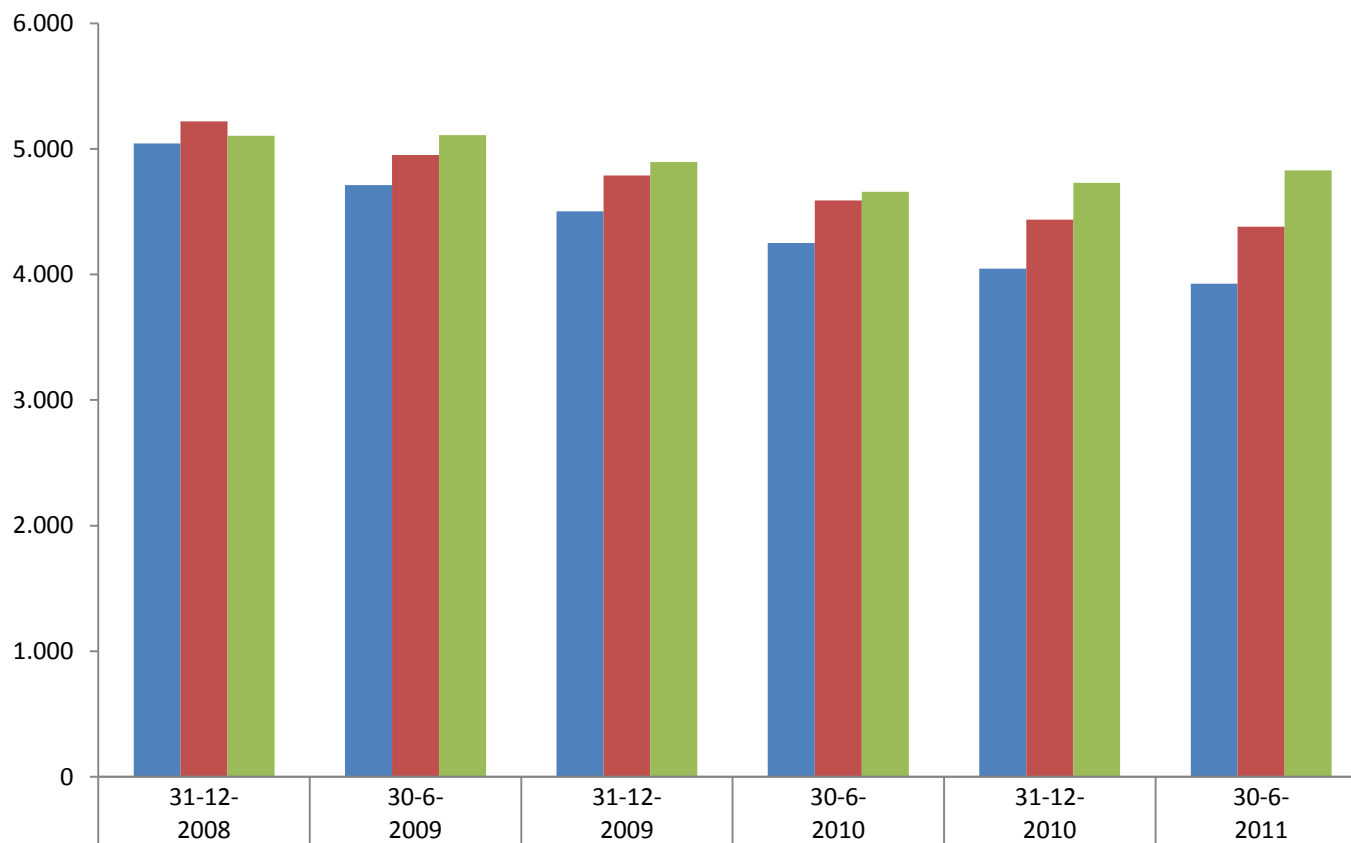


Vaste telefonie: Marktaandelen retail hoogcapacitaire aansluitingen PSTN + VoB (2011Q2)



	31-12-2008	30-6-2009	31-12-2009	30-6-2010	31-12-2010	30-6-2011
ATLANTIC	[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%]
COLT	[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%]
KPN	[65-70%]	[65-70%]	[65-70%]	[65-70%]	[65-70%]	[65-70%]
TELE2	[10-15%]	[10-15%]	[10-15%]	[10-15%]	[10-15%]	[10-15%]
UPC BUSINESS	[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%]
ZIGGO	[0-5%]	[5-10%]	[5-10%]	[0-5%]	[0-5%]	[0-5%]

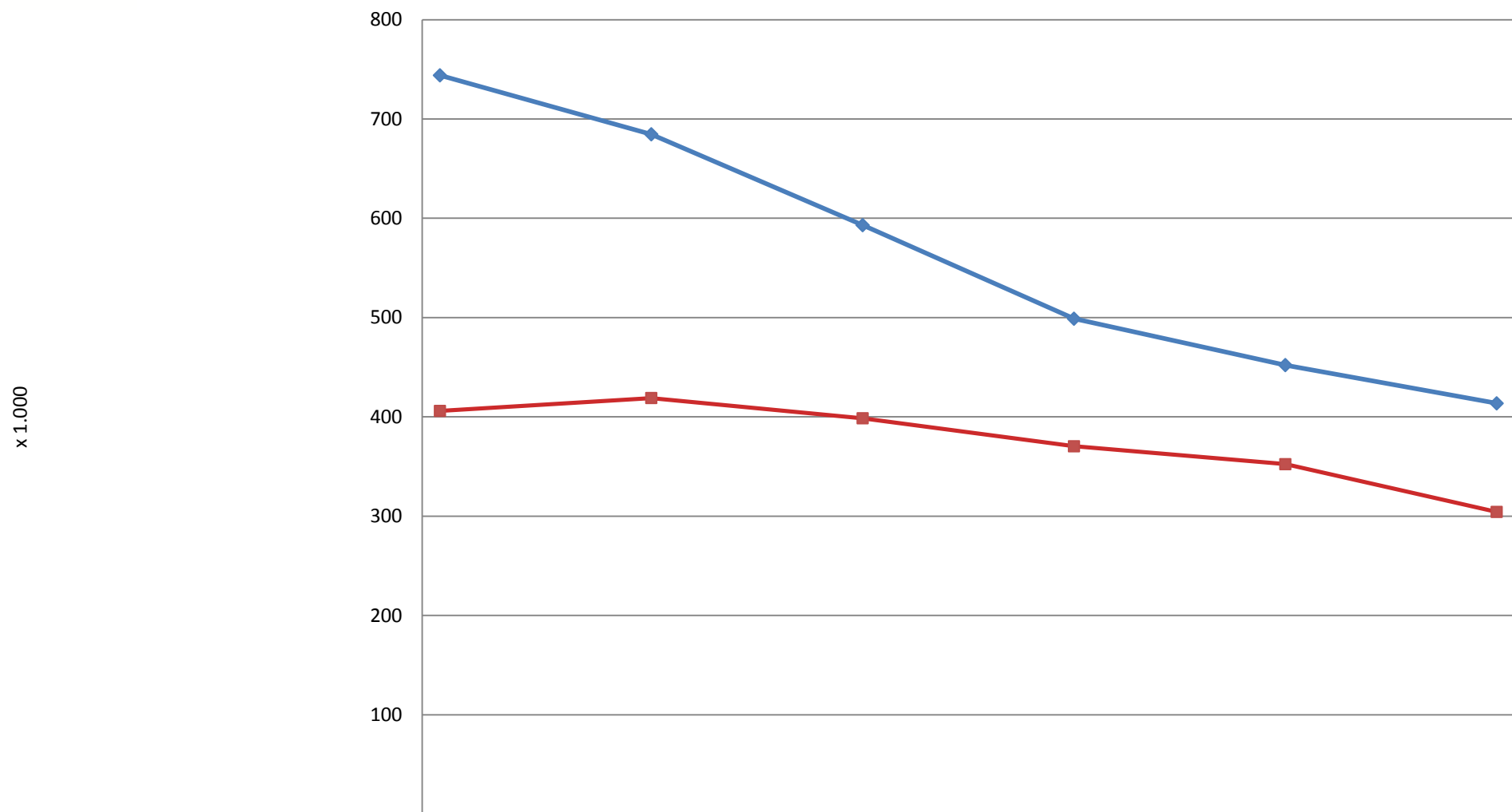
Vaste telefonie: Herfindahl-Hirschman Index van retail aansluitingen PSTN+VoB



■ HHI concentratie-index laagcapacitaire aansluitingen PSTN + VoB	5.043	4.711	4.504	4.252	4.047	3.928
■ HHI concentratie-index laagcapacitaire aansluitingen PSTN + VoB, wanneer regionale kabelaanbieders gezamenlijk als één aanbieder worden gezien	5.218	4.952	4.787	4.589	4.437	4.381
■ HHI hoogcapacitaire aansluitingen PSTN + VoB	5.105	5.110	4.895	4.660	4.730	4.828



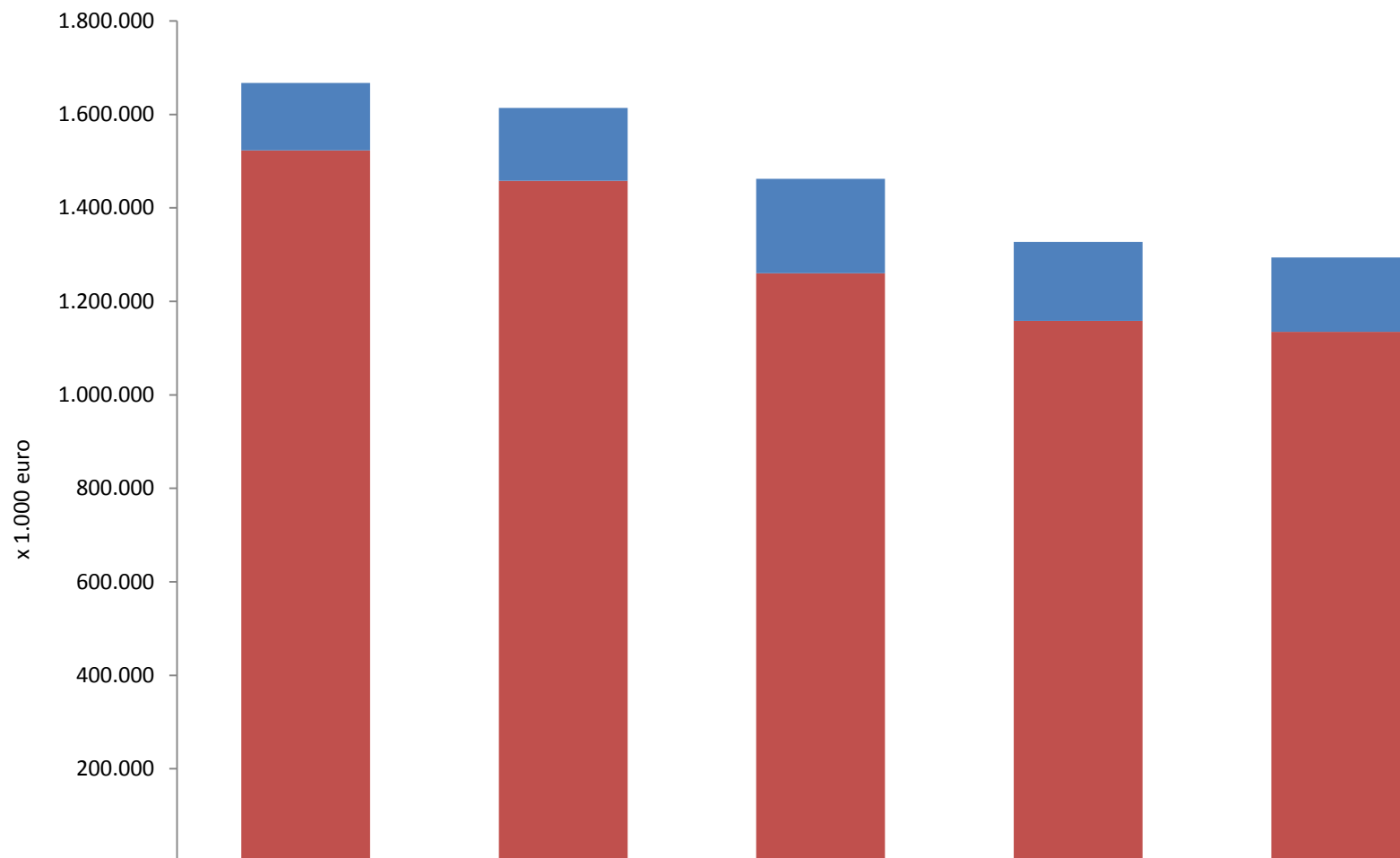
Vaste telefonie: Aantal retail WLR aansluitingen en CPS abonnees



	31-12-2008	30-6-2009	31-12-2009	30-6-2010	31-12-2010	30-6-2011
◆ Aantal CPS abonnees	744	685	593	499	452	414
■ Aantal wholesale line rental aansluitingen	406	419	399	370	352	304



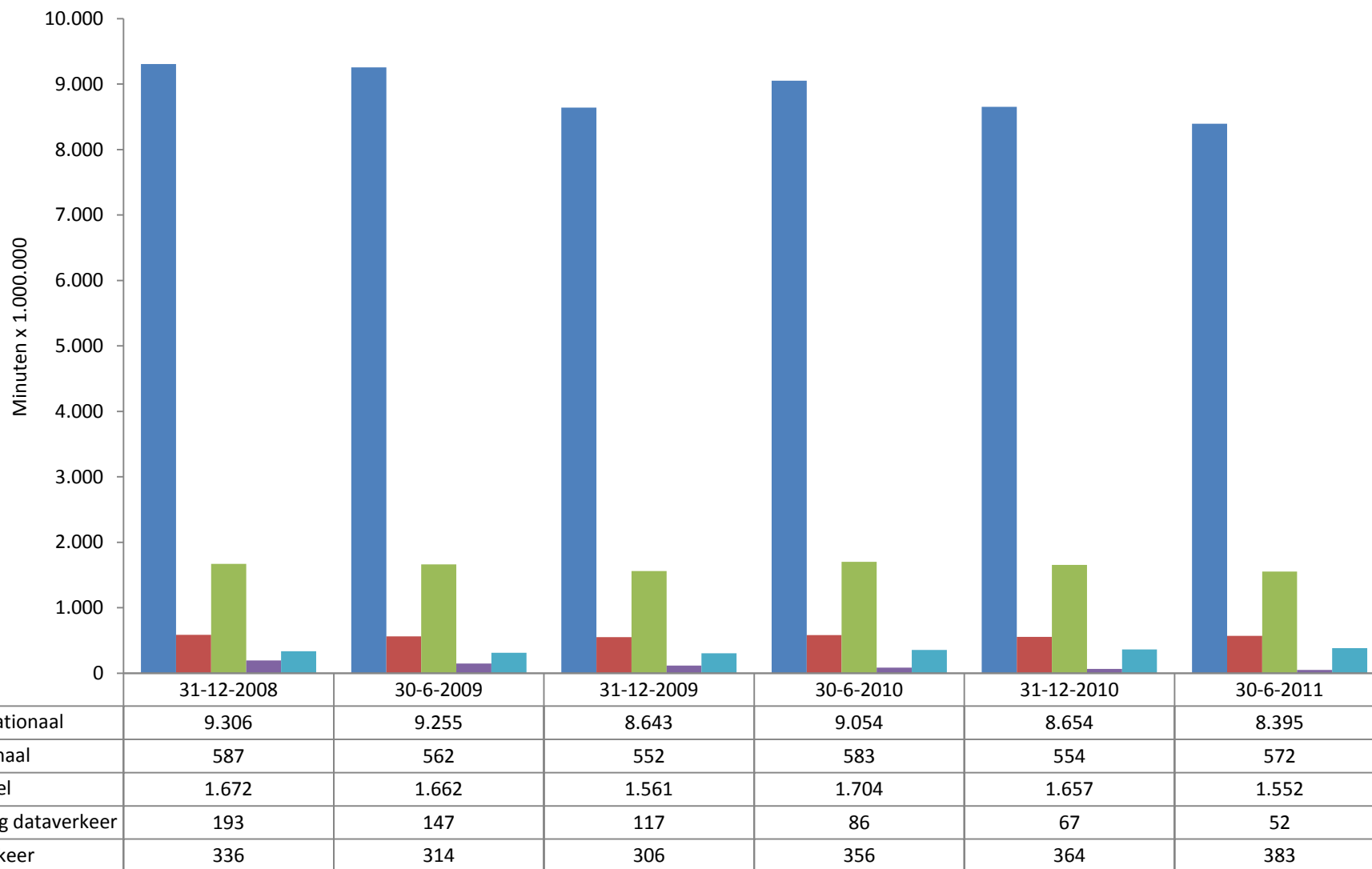
Vaste telefonie: Jaaromzet retail aansluitingen PSTN + VoB



	31-12-2006	31-12-2007	31-12-2008	31-12-2009	31-12-2010
Omzet hoogcapacitaire aansluitingen	144.439	156.033	202.460	169.264	159.384
Omzet laagcapacitaire aansluitingen	1.523.184	1.457.949	1.259.852	1.158.021	1.134.747

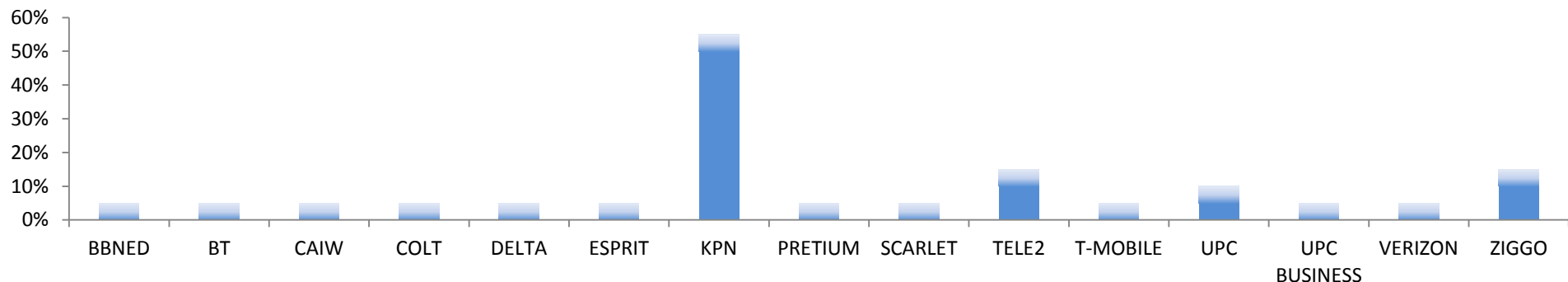


Vaste telefonie: Totaal volume retail belminuten





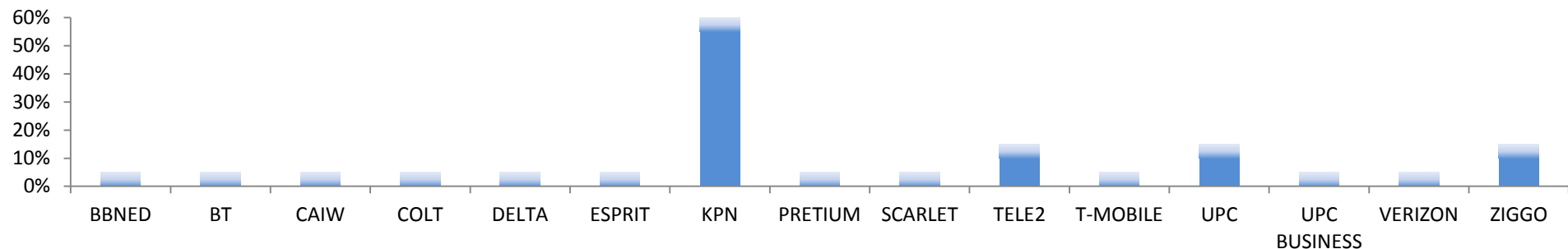
Vaste telefonie: Marktaandelen volume retail belminuten (2011Q2)



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



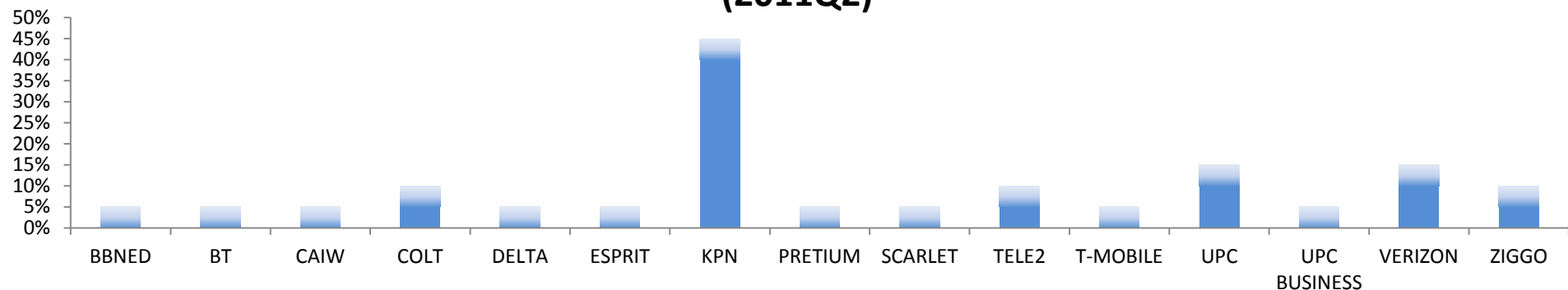
Vaste telefonie: Marktaandelen nationaal + lokaal volume retail belminuten (2011Q2)



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



Vaste telefonie: Marktaandelen internationaal volume retail belminuten (2011Q2)



	31-12-2008	30-6-2009	31-12-2009	30-6-2010	31-12-2010	30-6-2011
ACN	[0-5%]	-	-	-	-	-
ATLANTIC	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-0%]
BBNED	-	-	-	[0-5%]	[0-5%]	[0-5%]
BT	[0-5%]	[0-5%]	[5-10%]	[0-5%]	[0-5%]	[0-5%]
CAIW	-	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
COLT	[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%]
KPN	[55-60%]	[55-60%]	[50-55%]	[45-50%]	[40-45%]	[40-45%]
ONLINE	[0-5%]	[0-5%]	[0-5%]	[0-5%]	-	-
PRETIUM	[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%]
TELE2	[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%]	[5-10%]	[5-10%]	[10-15%]
UPC BUSINESS	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
VERIZON	[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%]

Vaste telefonie: Jaaromzet retail verkeer

