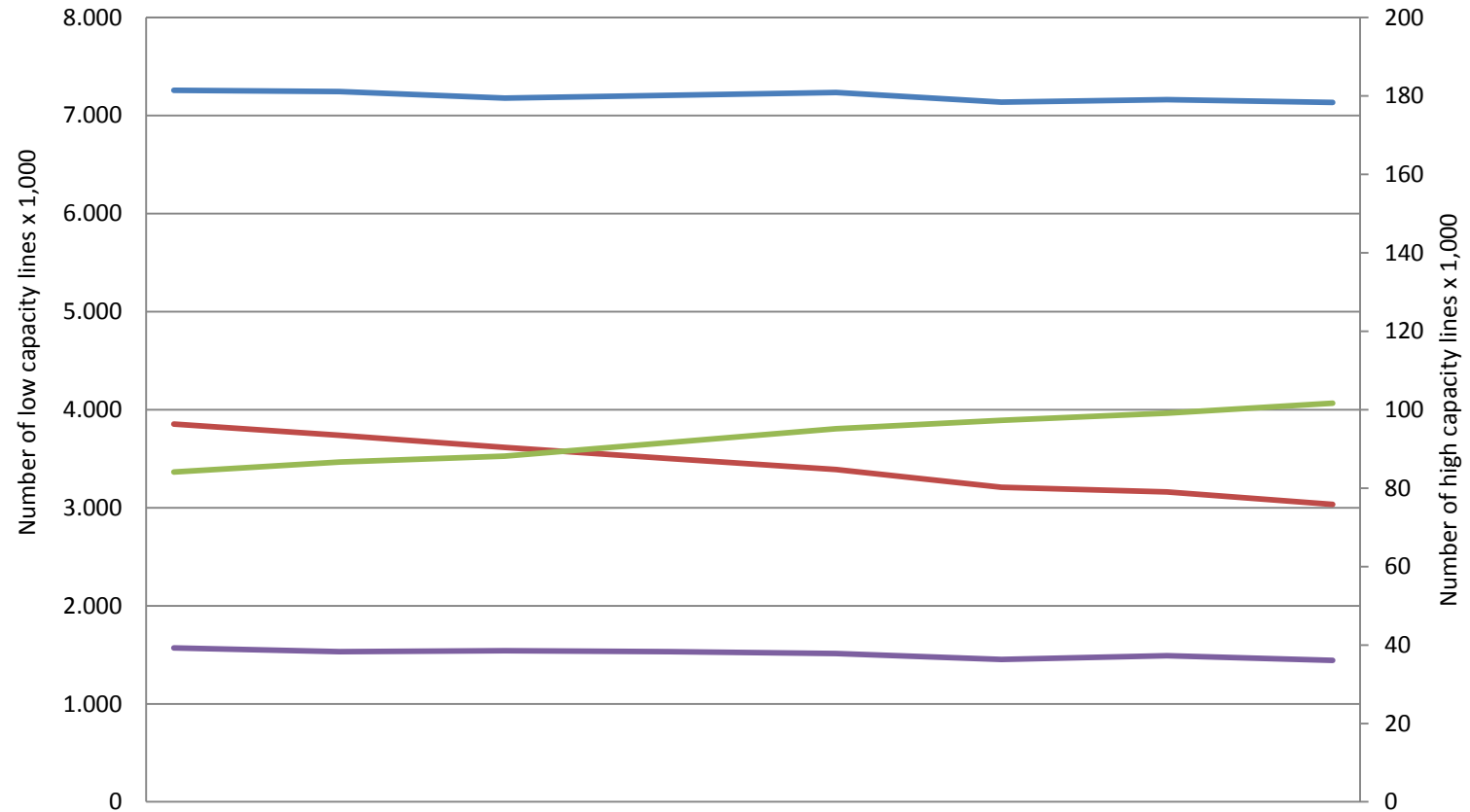




## Fixed telephony: Number of retail connections PSTN + VoB

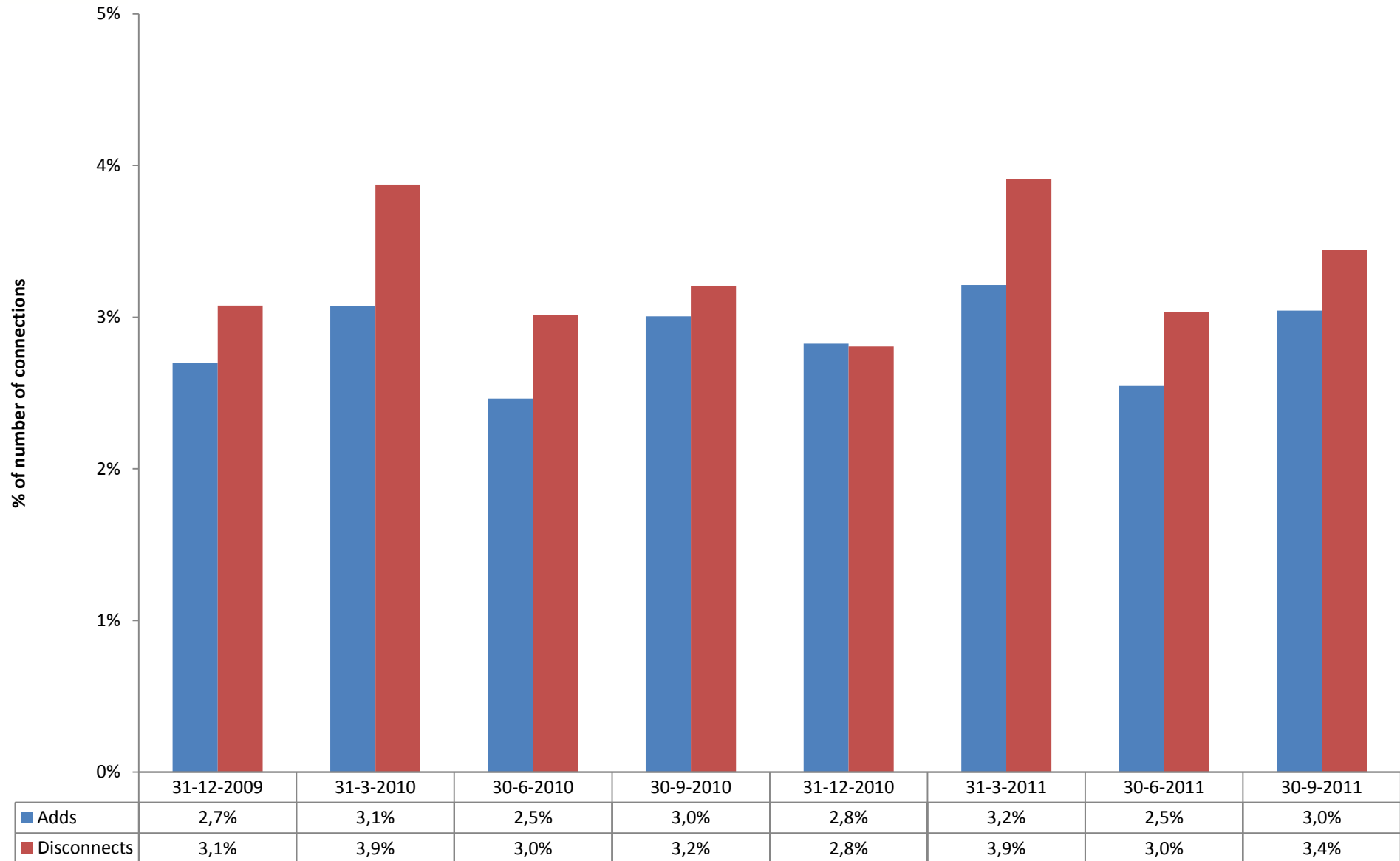


	31-12-2009	31-3-2010	30-6-2010	30-9-2010	31-12-2010	31-3-2011	30-6-2011	30-9-2011
— Total number of retail fixed voice lines	7.258	7.245	7.179	7.207	7.234	7.138	7.162	7.135
— Number of low capacity lines PSTN	3.855	3.740	3.615	3.502	3.390	3.210	3.160	3.034
— Number of low capacity lines VoB	3.364	3.466	3.525	3.667	3.806	3.891	3.964	4.065
— Number of high capacity lines	39	38	39	38	38	36	37	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.

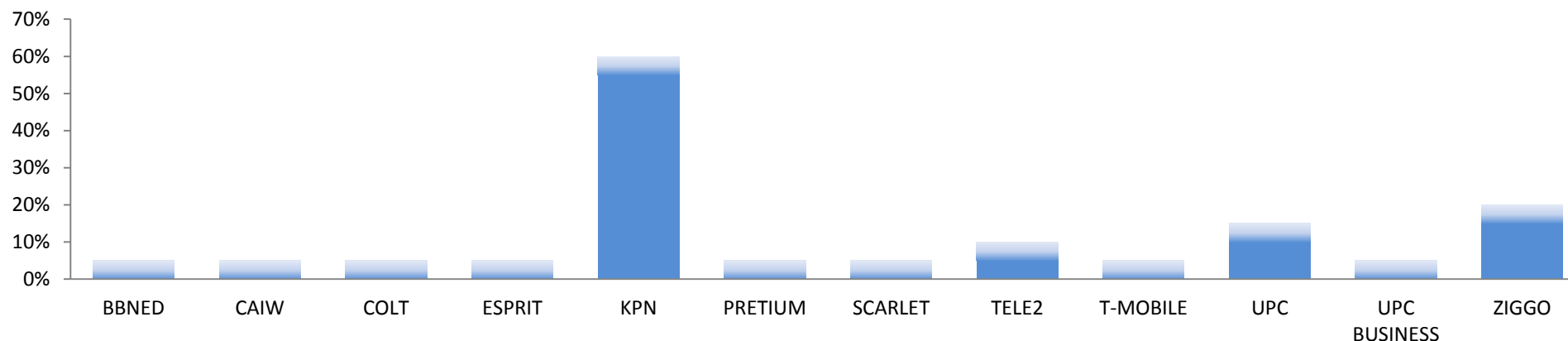


## Fixed telephony: Churn based on number of retail connections PSTN + VoB



Based on figures of ACN, ATLANTIC, BBNEB, 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.

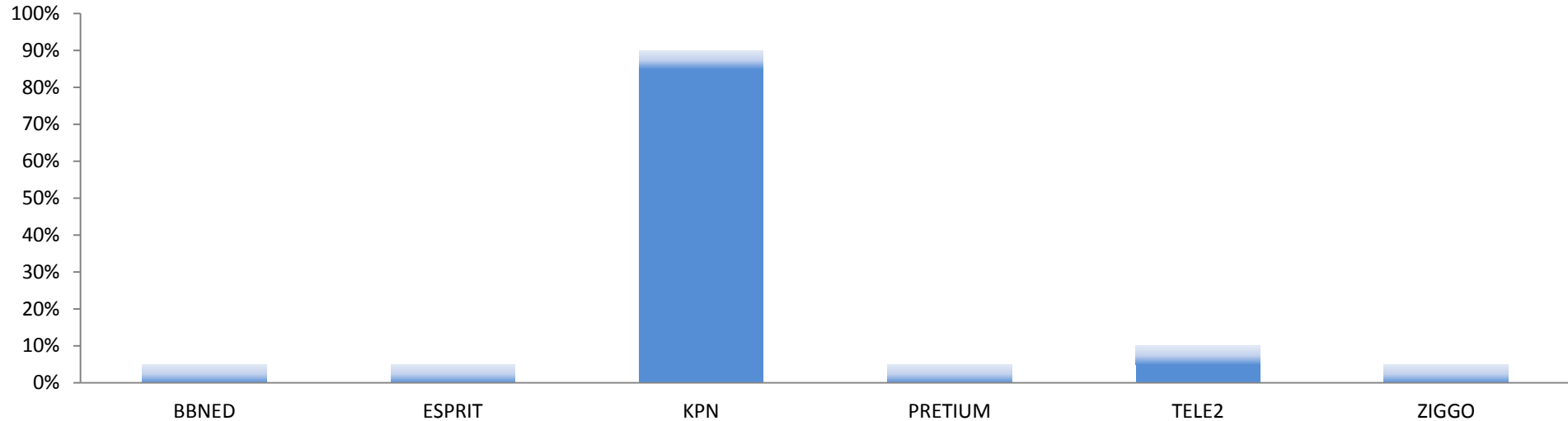
## Fixed telephony: Market shares retail low capacity lines PSTN + VoB (2011Q3)



	31-12-2009	31-3-2010	30-6-2010	30-9-2010	31-12-2010	31-3-2011	30-6-2011	30-9-2011
ATLANTIC	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	-	-	-
BBNED	-	[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%]	[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%]	[0-5%]	[0-5%]	[0-5%]
ESPRIT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
KPN	[60-65%]	[60-65%]	[60-65%]	[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%]	[0-5%]	[0-5%]
SCARLET	[0-5%]	[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%]	[5-10%]
T-MOBILE	-	-	-	-	[0-5%]	[0-5%]	[0-5%]	[0-5%]
UPC	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[10-15%]	[10-15%]	[10-15%]	[10-15%]
UPC BUSINESS	-	-	-	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
ZIGGO	[10-15%]	[10-15%]	[15-20%]	[15-20%]	[15-20%]	[15-20%]	[15-20%]	[15-20%]



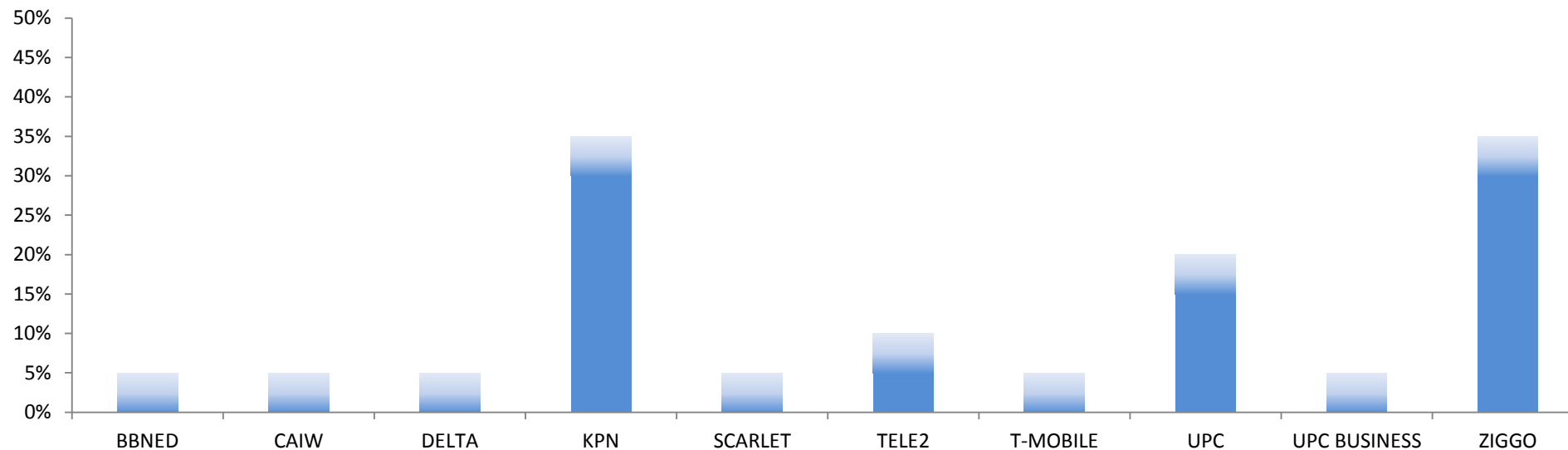
## Fixed telephony: Ratios of low capacity lines PSTN (2011Q3)



	31-12-2009	31-3-2010	30-6-2010	30-9-2010	31-12-2010	31-3-2011	30-6-2011	30-9-2011
ATLANTIC	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	-	-	-
BBNED	-	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[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%]	[0-5%]	[0-5%]
KPN	[85-90%]	[85-90%]	[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%]	[0-5%]
TELE2	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[5-10%]	[5-10%]	[5-10%]
UPC	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	-	-	-
ZIGGO	-	-	-	-	[0-5%]	[0-5%]	[0-5%]	[0-5%]



## Fixed telephony: Ratios of low capacity lines VoB (2011Q3)

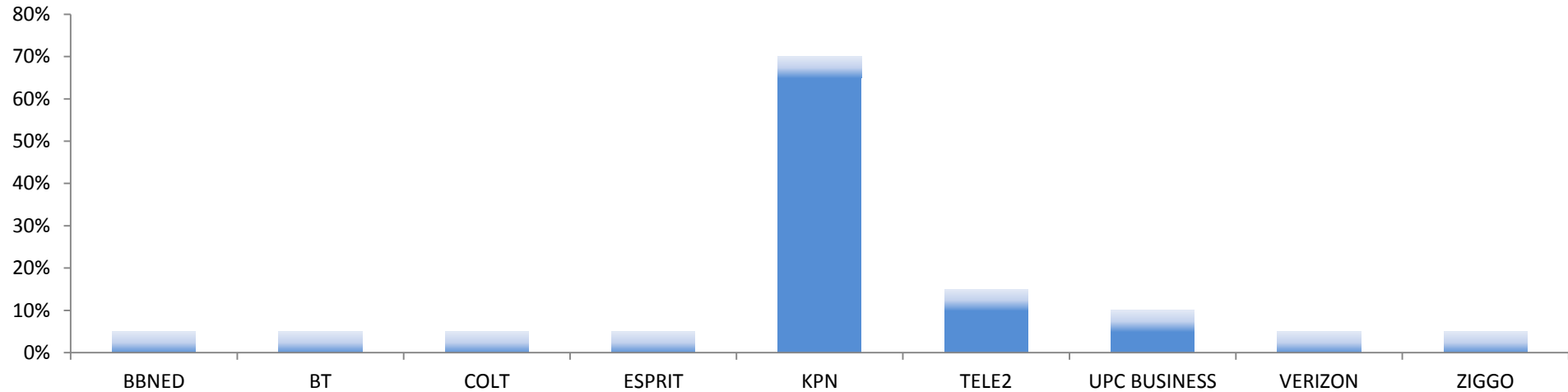


	31-12-2009	31-3-2010	30-6-2010	30-9-2010	31-12-2010	31-3-2011	30-6-2011	30-9-2011
BBNED	-	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
CAIW	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
DELTA	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
ESPRIT	-	-	-	-	-	-	[0-5%]	-
KPN	[35-40%]	[35-40%]	[30-35%]	[35-40%]	[30-35%]	[30-35%]	[30-35%]	[30-35%]
ONLINE	[0-5%]	[0-5%]	[0-5%]	[0-5%]	-	-	-	-
SCARLET	[0-5%]	[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%]	[5-10%]
T-MOBILE	-	-	-	-	[0-5%]	[0-5%]	[0-5%]	[0-5%]
UPC	[15-20%]	[15-20%]	[15-20%]	[15-20%]	[15-20%]	[15-20%]	[15-20%]	[15-20%]
UPC BUSINESS	-	-	-	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
ZIGGO	[25-30%]	[25-30%]	[30-35%]	[30-35%]	[30-35%]	[30-35%]	[30-35%]	[30-35%]

Based on figures of BBNED, CAIW, DELTA, ESPRIT, KPN, ONLINE, SCARLET, TELE2, T-MOBILE, UPC, UPC BUSINESS and ZIGGO. Based on questions 2\_A2\_2\_2 of the SMM.



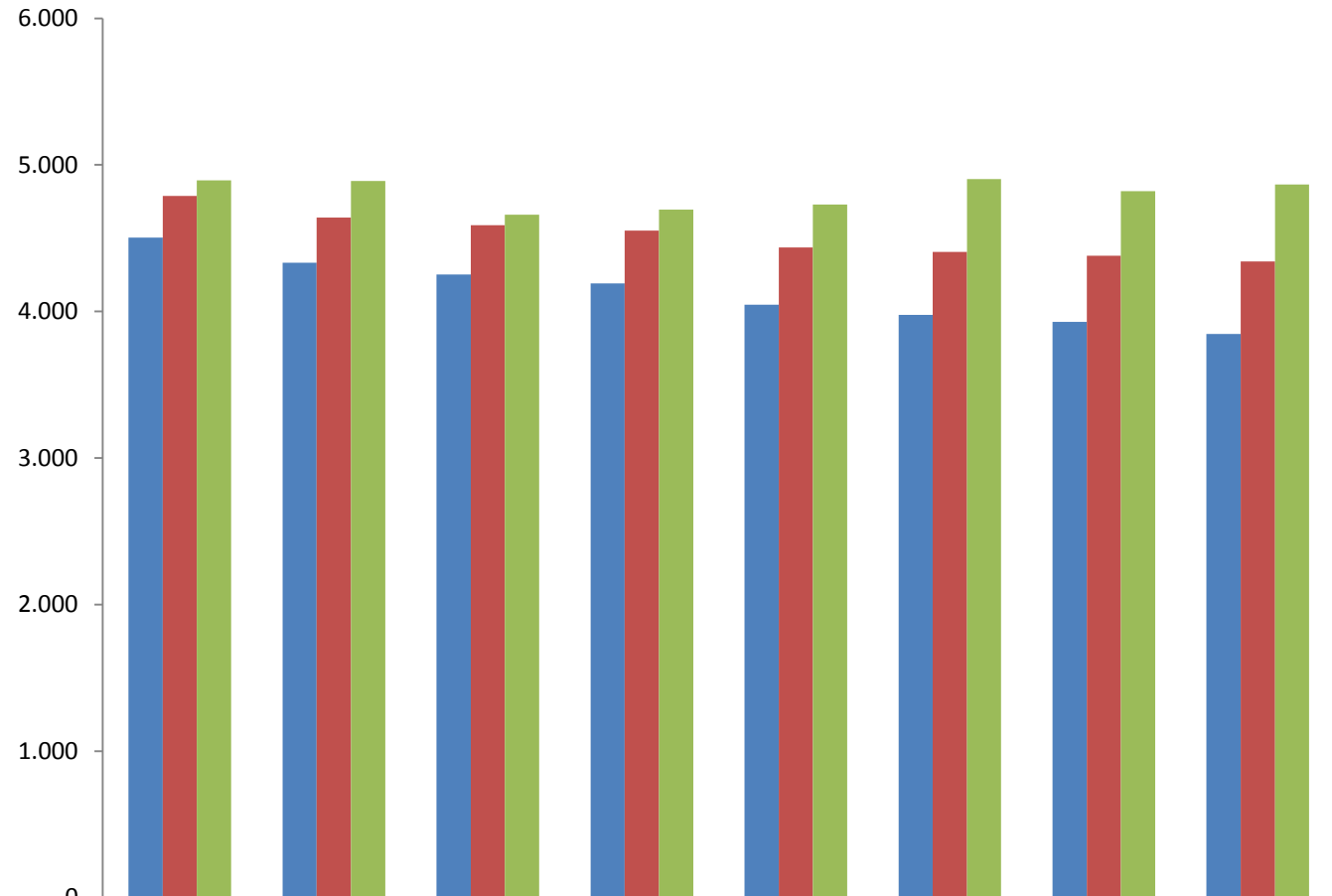
## Fixed telephony: Market shares based on retail high capacity lines PSTN + Vob (2011Q3)



	31-12-2009	31-3-2010	30-6-2010	30-9-2010	31-12-2010	31-3-2011	30-6-2011	30-9-2011
ATLANTIC	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	-	-	-
BBNED	-	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
BT	[0-5%]	[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%]	[0-5%]
ESPRIT	[0-5%]	[0-5%]	[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%]	[65-70%]	[65-70%]
TELE2	[10-15%]	[10-15%]	[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%]	[5-10%]	[5-10%]
VERIZON	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
ZIGGO	[5-10%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]



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

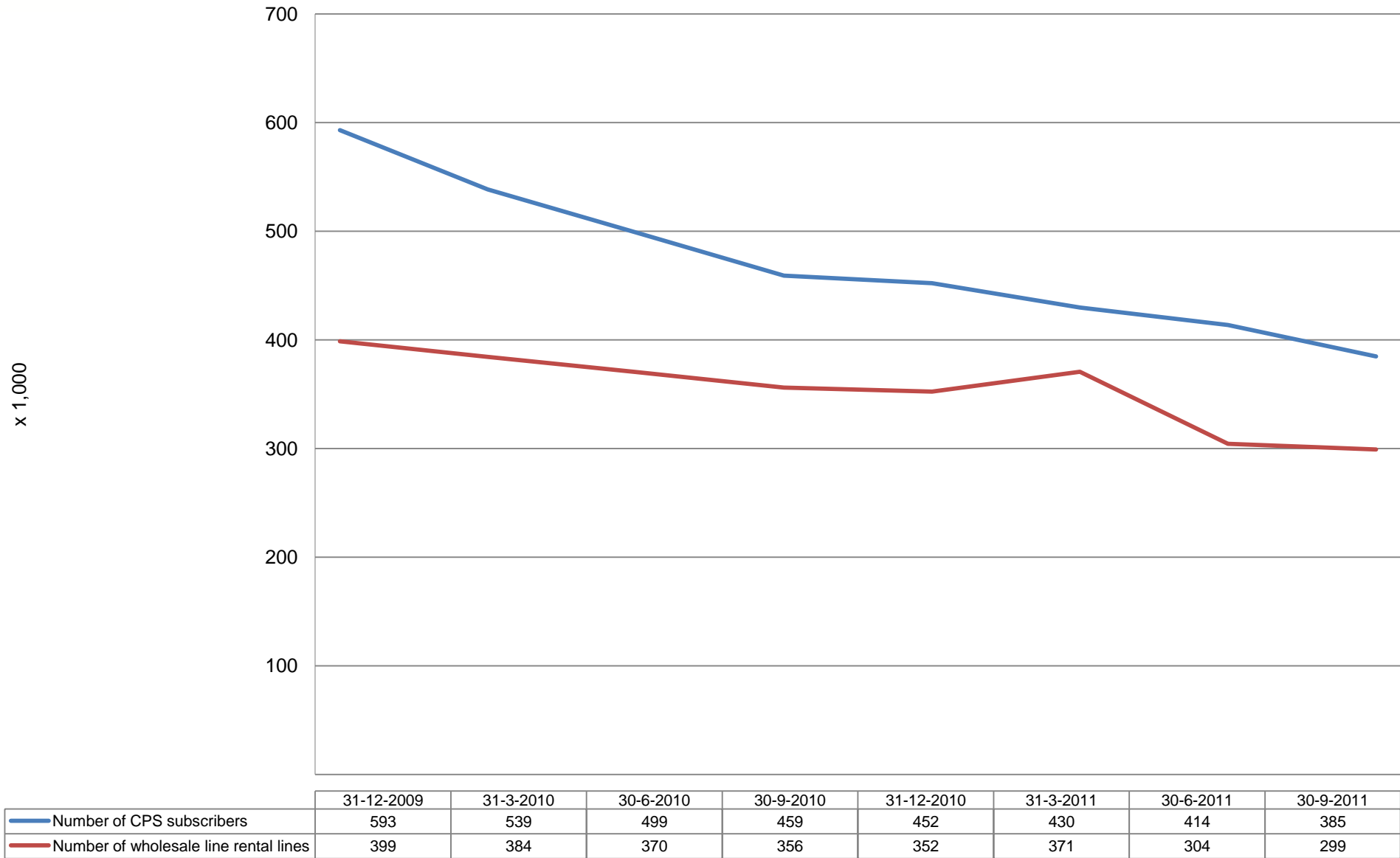


	31-12-2009	31-3-2010	30-6-2010	30-9-2010	31-12-2010	31-3-2011	30-6-2011	30-9-2011
■ HHI low capacity lines PSTN + VoB	4.504	4.333	4.252	4.192	4.047	3.976	3.928	3.846
■ HHI low capacity lines PSTN + VoB, when regional cable providers are seen as one provider	4.787	4.641	4.589	4.552	4.437	4.407	4.381	4.341
■ HHI high capacity lines PSTN + VoB	4.895	4.890	4.660	4.695	4.730	4.904	4.820	4.866

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

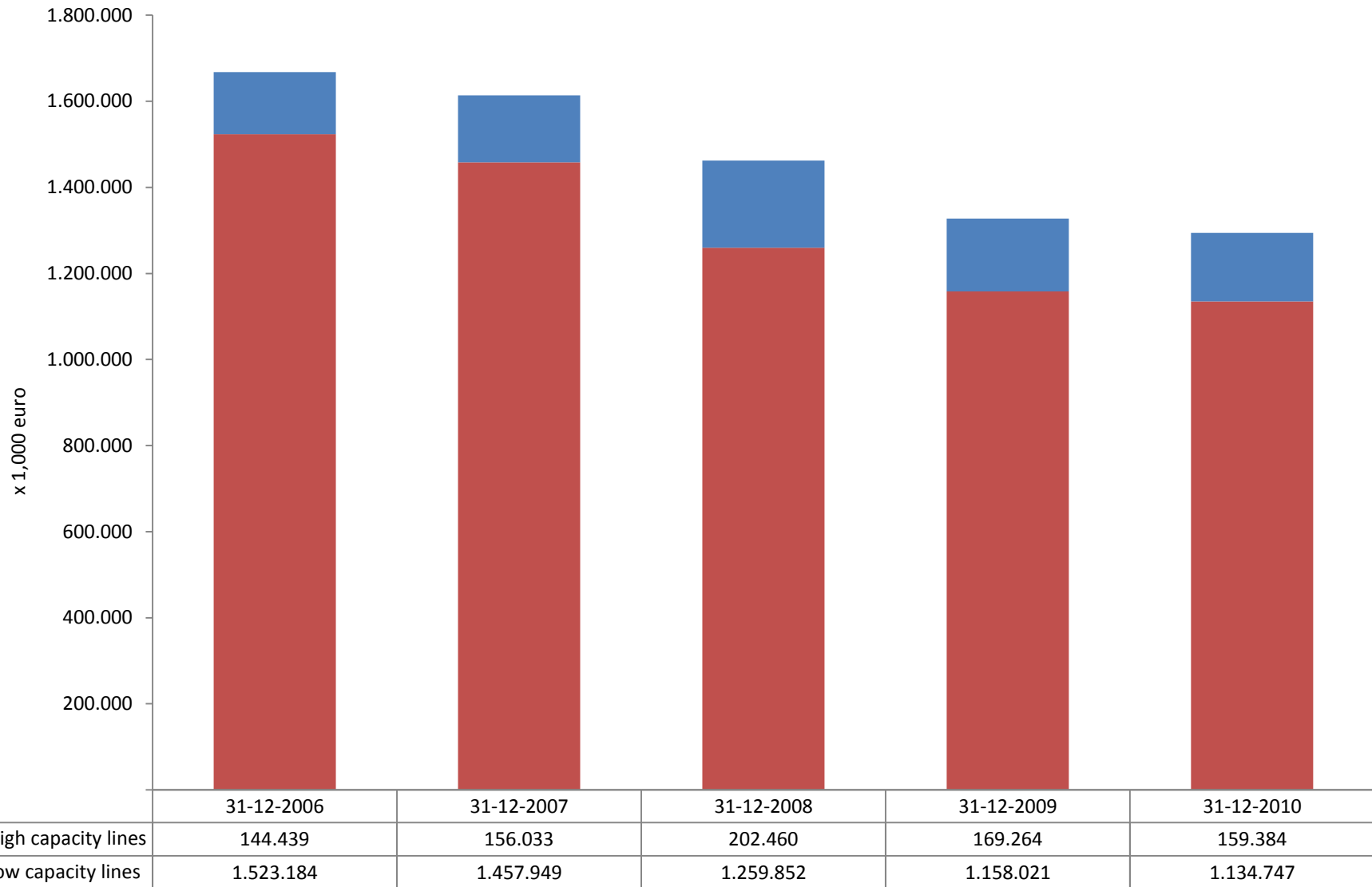


Based on figures of ACN, ATLANTIC, BT, COLT, ESPRIT, KPN, PRETIUM, SCARLET, TELE2, UPC BUSINESS and VERIZON. Based on questions 2\_B\_9\_1 and 2\_E\_14\_1 of the SMM.





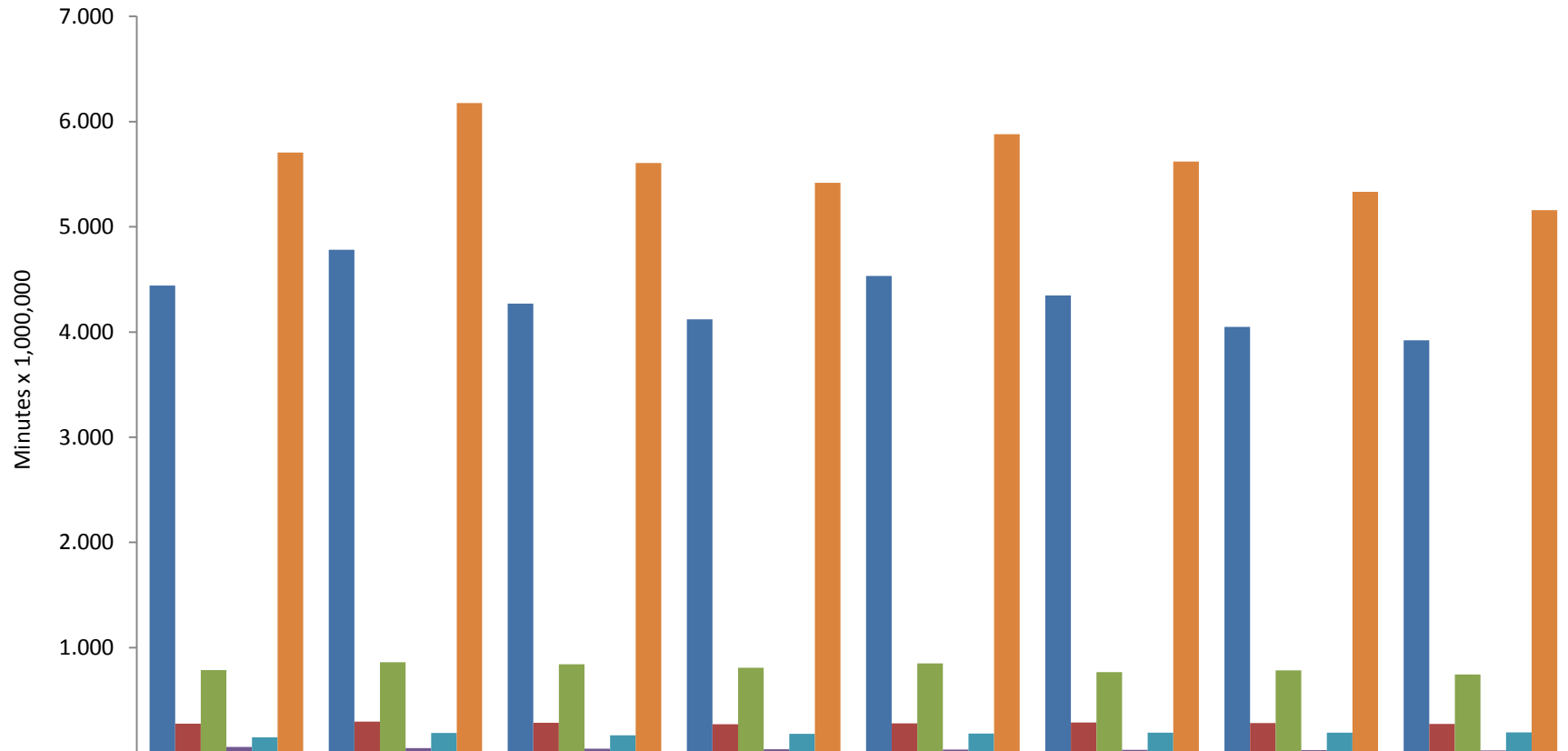
### Fixed telephony: Annual retail revenues PSTN + VoB lines



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\_A\_1\_1\_2 of the SMM.



## Fixed telephony: Total retail traffic in minutes

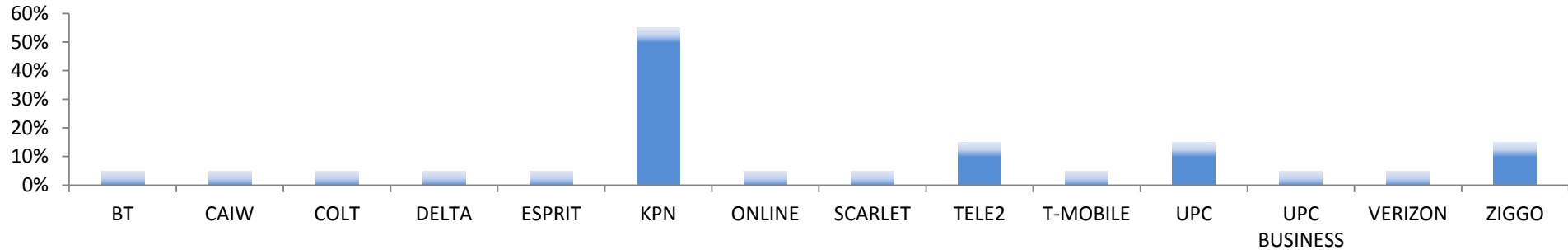


	31-12-2009	31-3-2010	30-6-2010	30-9-2010	31-12-2010	31-3-2011	30-6-2011	30-9-2011
Local and national	4.441	4.783	4.271	4.122	4.532	4.347	4.048	3.921
International	276	296	287	273	281	289	283	275
Fixed-mobile	787	862	842	808	849	767	784	744
Narrowband data traffic	56	45	41	35	32	27	25	22
Other	146	188	168	179	184	191	192	194
Total volume	5.706	6.175	5.607	5.417	5.879	5.621	5.332	5.157

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 (2011Q3)

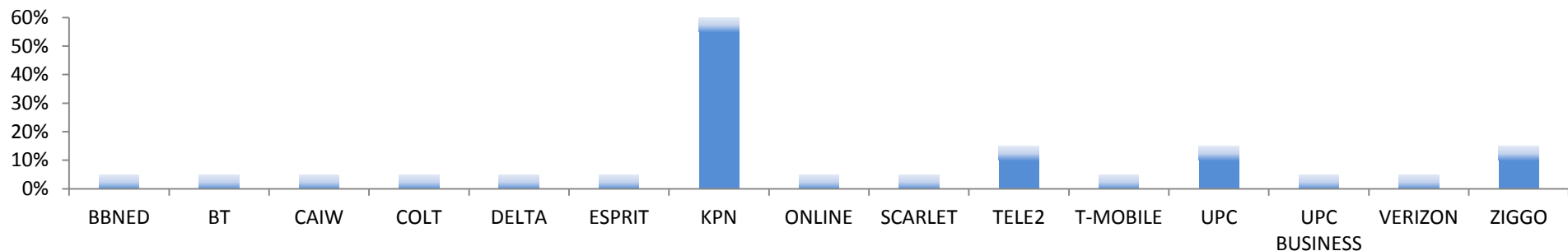


	31-12-2009	31-3-2010	30-6-2010	30-9-2010	31-12-2010	31-3-2011	30-6-2011	30-9-2011
ATLANTIC	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	-	-	-
BBNED	-	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
BT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
CAIW	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
COLT	[0-5%]	[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%]	[0-5%]	[0-5%]	[0-5%]
ESPRIT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
KPN	[60-65%]	[55-60%]	[55-60%]	[50-55%]	[50-55%]	[50-55%]	[50-55%]	[50-55%]
ONLINE	[0-0%]	[0-5%]	[0-5%]	[0-5%]	-	-	-	-
PRETIUM	[0-5%]	[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%]	[0-5%]
TELE2	[5-10%]	[10-15%]	[10-15%]	[10-15%]	[10-15%]	[10-15%]	[10-15%]	[10-15%]
T-MOBILE	-	-	-	-	[0-5%]	[0-5%]	[0-5%]	[0-5%]
UPC	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[10-15%]	[5-10%]	[10-15%]
UPC BUSINESS	[0-5%]	[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%]	[0-5%]
ZIGGO	[10-15%]	[10-15%]	[10-15%]	[10-15%]	[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 (2011Q3)

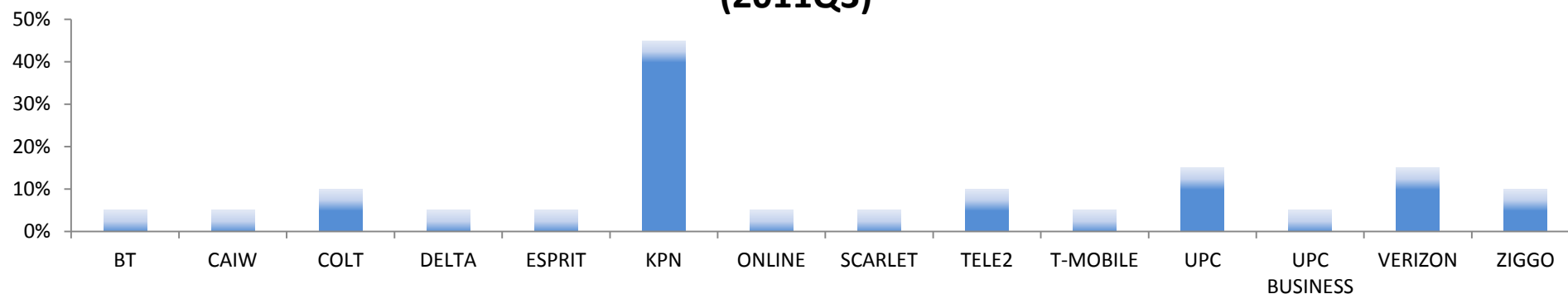


	31-12-2009	31-3-2010	30-6-2010	30-9-2010	31-12-2010	31-3-2011	30-6-2011	30-9-2011
ATLANTIC	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	-	-	-
BBNED	-	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
BT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
CAIW	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
COLT	[0-5%]	[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%]	[0-5%]	[0-5%]	[0-5%]
ESPRIT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
KPN	[60-65%]	[60-65%]	[55-60%]	[55-60%]	[55-60%]	[55-60%]	[55-60%]	[55-60%]
ONLINE	-	[0-5%]	[0-5%]	[0-5%]	-	-	-	-
PRETIUM	[0-5%]	[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%]	[0-5%]
TELE2	[5-10%]	[5-10%]	[10-15%]	[10-15%]	[10-15%]	[10-15%]	[10-15%]	[10-15%]
T-MOBILE	-	-	-	-	[0-5%]	[0-5%]	[0-5%]	[0-5%]
UPC	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[10-15%]	[10-15%]	[10-15%]
UPC BUSINESS	[0-5%]	[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%]	[0-5%]
ZIGGO	[5-10%]	[5-10%]	[5-10%]	[10-15%]	[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 question 2\_C2\_11\_1 of the SMM.



## Fixed telephony: Market shares based on international traffic volumes (2011Q3)

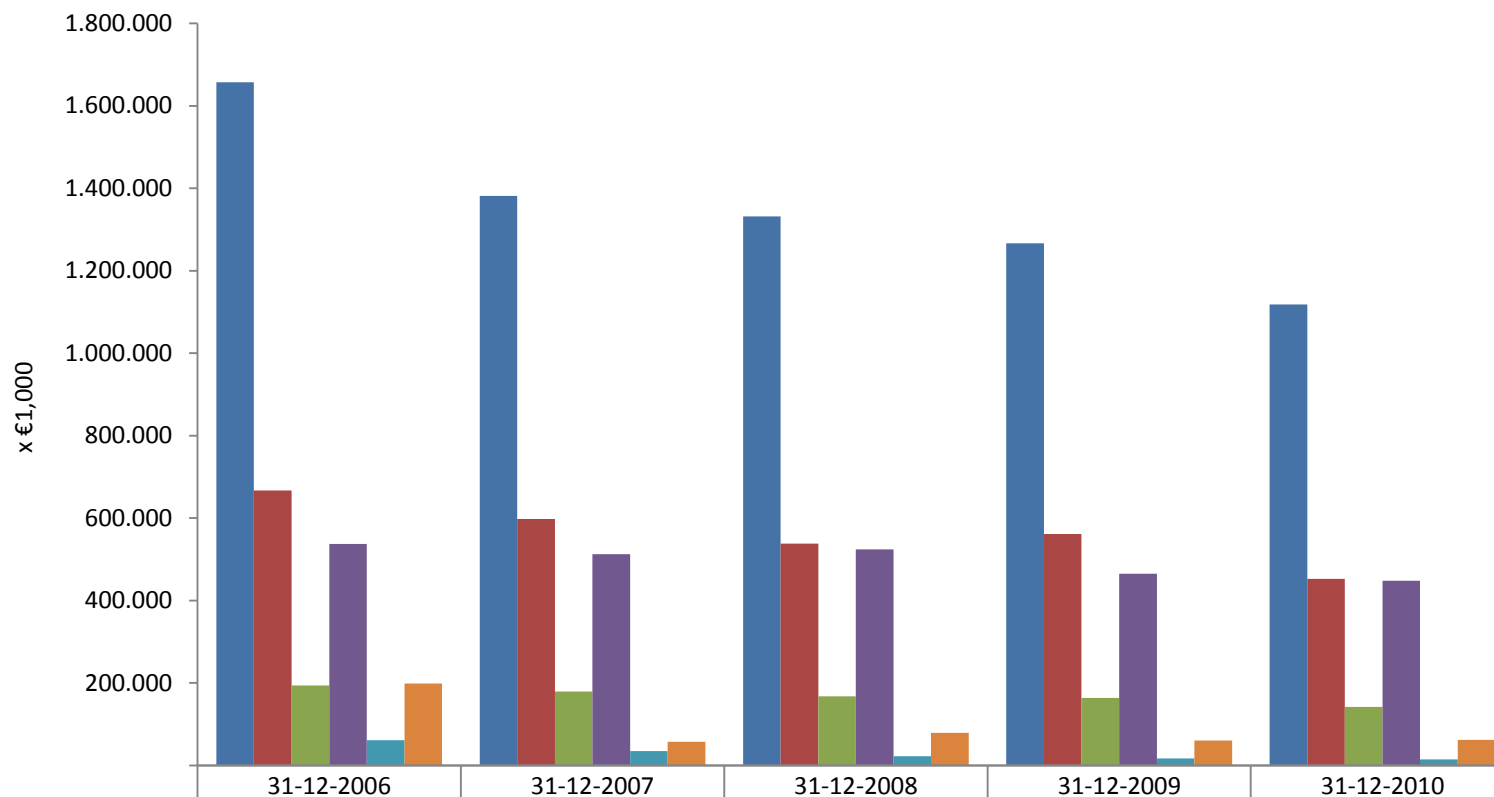


	31-12-2009	31-3-2010	30-6-2010	30-9-2010	31-12-2010	31-3-2011	30-6-2011	30-9-2011
ATLANTIC	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	-	-	-
BBNED	-	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
BT	[5-10%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
CAIW	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
COLT	[5-10%]	[5-10%]	[5-10%]	[0-5%]	[0-5%]	[5-10%]	[5-10%]	[5-10%]
DELTA	[0-5%]	[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%]	[0-5%]
KPN	[50-55%]	[45-50%]	[45-50%]	[45-50%]	[40-45%]	[40-45%]	[40-45%]	[40-45%]
ONLINE	[0-0%]	[0-5%]	[0-5%]	[0-5%]	-	-	-	-
PRETIUM	[0-5%]	[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%]	[0-5%]
TELE2	[0-5%]	[5-10%]	[5-10%]	[10-15%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]
T-MOBILE	-	-	-	-	[0-5%]	[0-5%]	[0-5%]	[0-5%]
UPC	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[10-15%]	[10-15%]	[10-15%]
UPC BUSINESS	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
VERIZON	[5-10%]	[5-10%]	[5-10%]	[10-15%]	[10-15%]	[10-15%]	[10-15%]	[10-15%]
ZIGGO	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]

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\_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