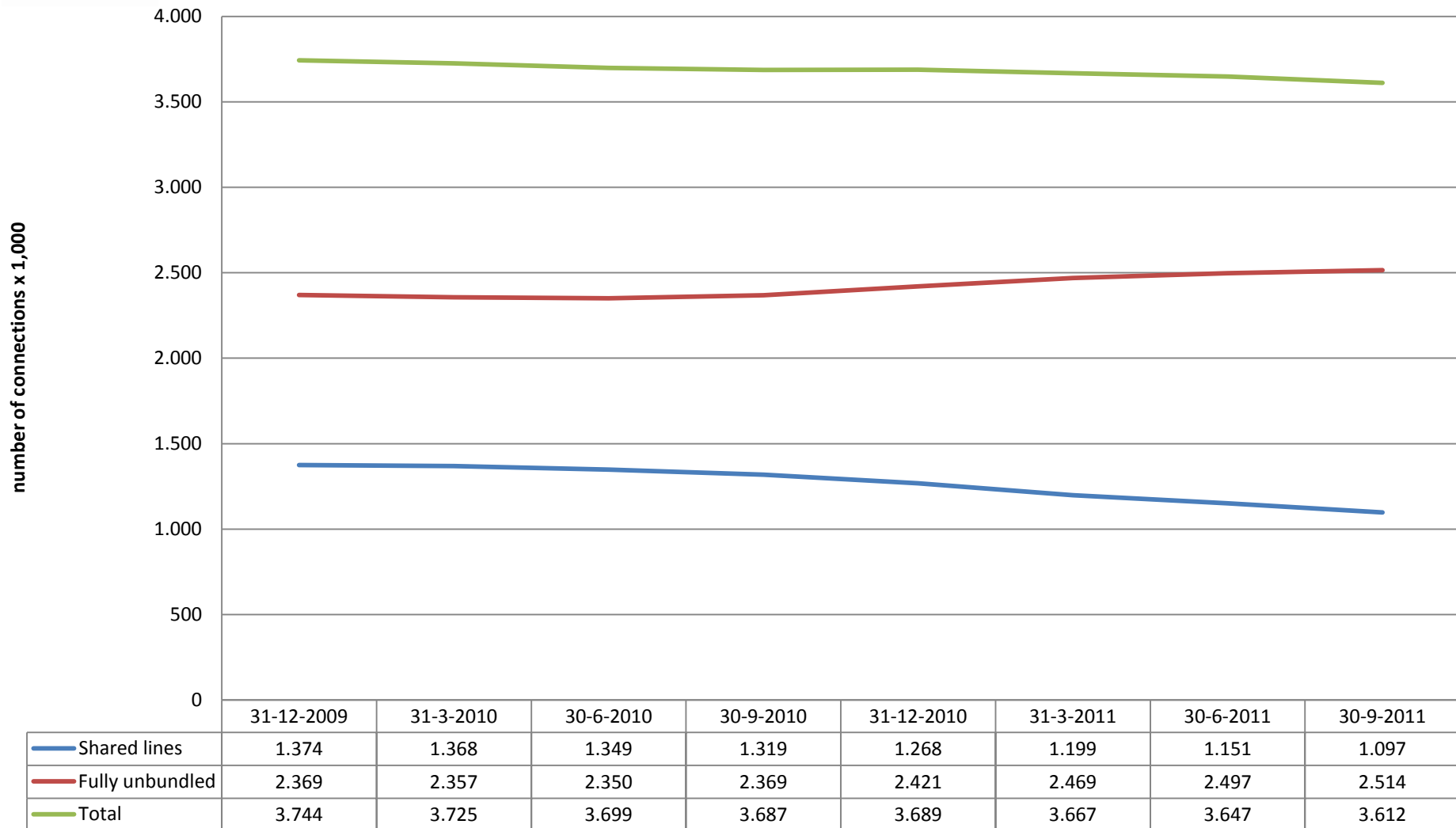




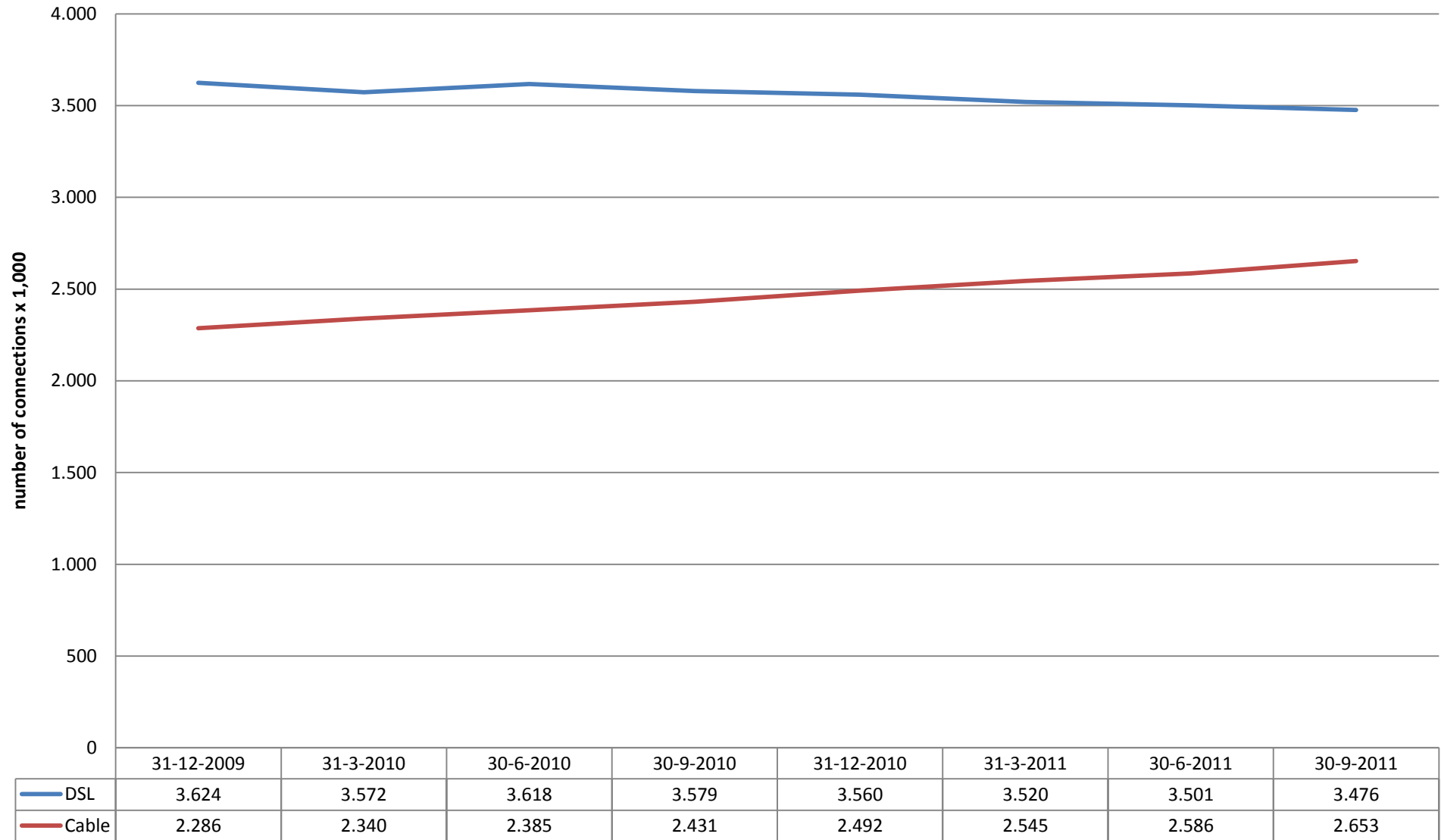
## Broadband: unbundled MDF connections per type



Based on figures from KPN. Based on questions 3\_A1\_1\_1, 3\_A1\_1\_2 and 3\_A1\_1\_3 of the SMM.



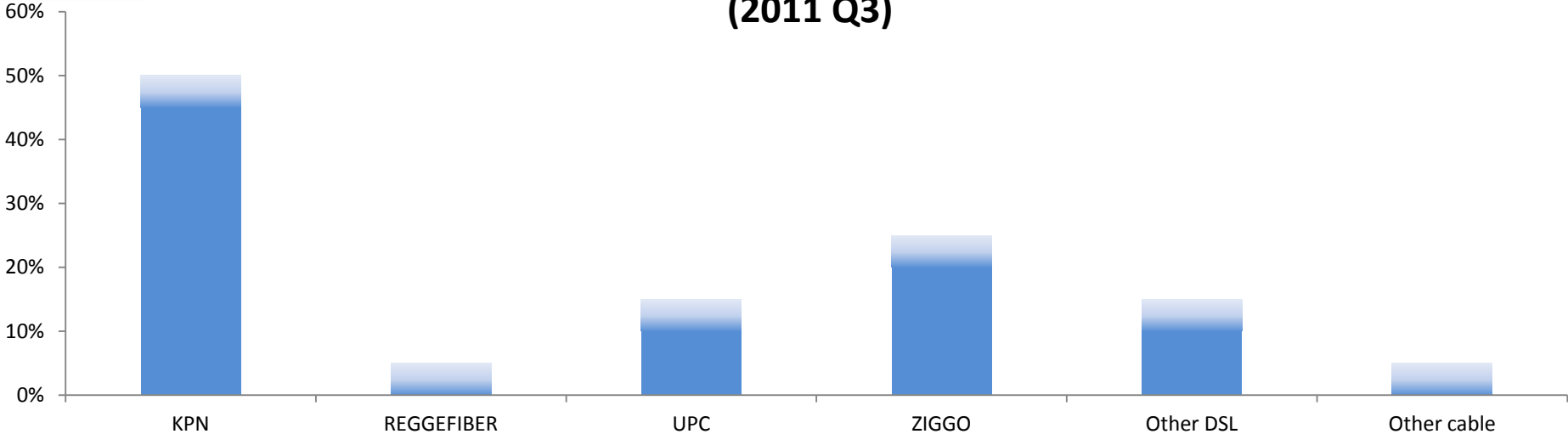
## Broadband: WBT low quality connections per type of infrastructure - including self supply



Based on figures from BBNED, CAIW, DELTA, EASYNET, KPN, ONLINE, REGGEFIBER, TELE2, T-MOBILE, UPC, VERIZON, VERSATEL, ZIGGO. Based on questions 3\_A3\_5\_1-2-3-4-5 and 3\_A3\_6\_1-2-3-4 of the SMM.



### Broadband: marketshare WBT low quality per party - including self supply (2011 Q3)

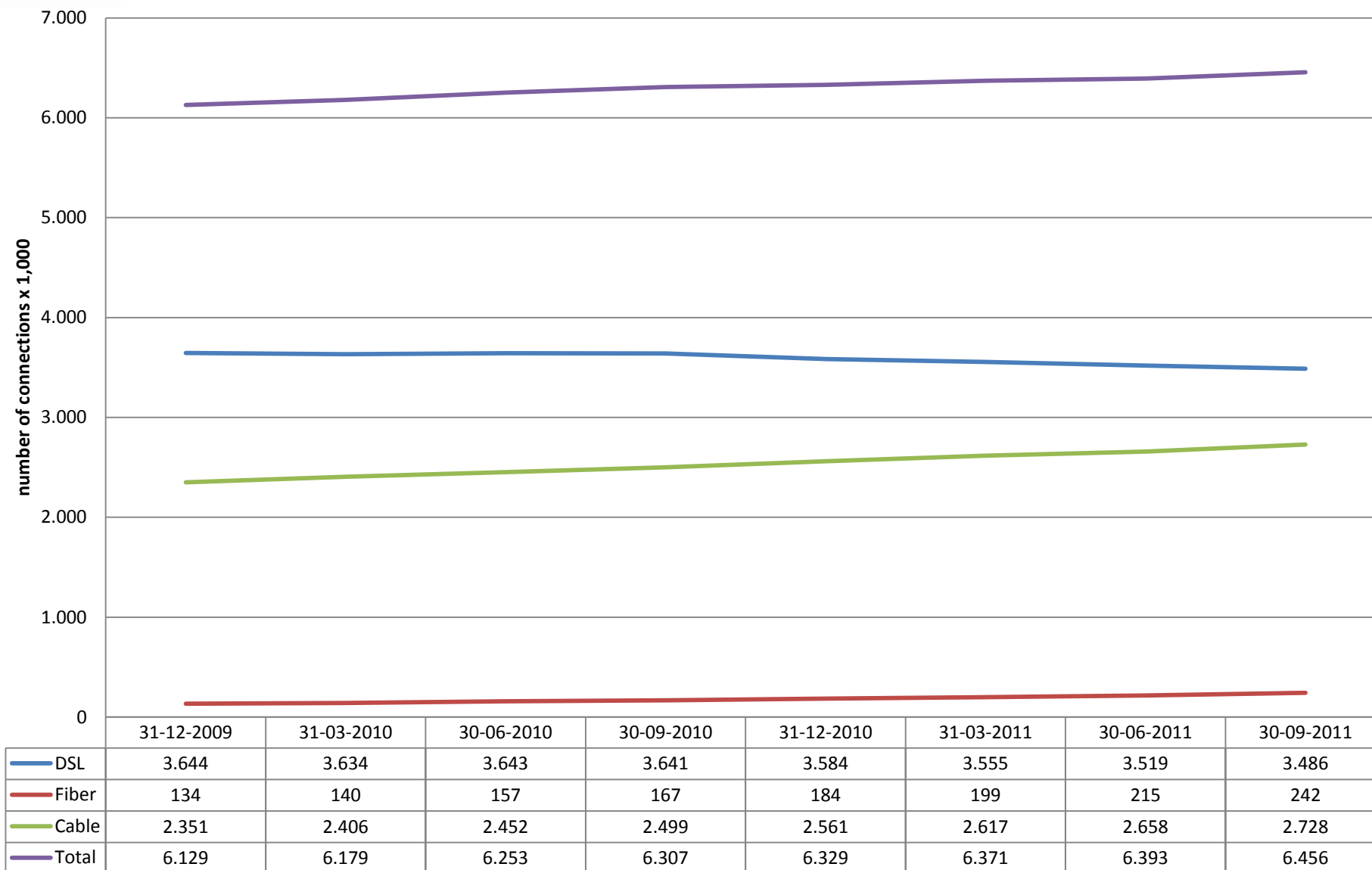


	KPN	REGGEFIBER	UPC	ZIGGO	Other DSL	Other cable
31-12-2009	[45 - 50%]	[0 - 5%]	[10 - 15%]	[20 - 25%]	[10 - 15%]	[0 - 5%]
31-3-2010	[45 - 50%]	[0 - 5%]	[10 - 15%]	[20 - 25%]	[10 - 15%]	[0 - 5%]
30-6-2010	[45 - 50%]	[0 - 5%]	[10 - 15%]	[20 - 25%]	[10 - 15%]	[0 - 5%]
30-9-2010	[45 - 50%]	[0 - 5%]	[10 - 15%]	[20 - 25%]	[10 - 15%]	[0 - 5%]
31-12-2010	[45 - 50%]	[0 - 5%]	[10 - 15%]	[20 - 25%]	[10 - 15%]	[0 - 5%]
31-3-2011	[45 - 50%]	[0 - 5%]	[10 - 15%]	[20 - 25%]	[10 - 15%]	[0 - 5%]
30-6-2011	[45 - 50%]	[0 - 5%]	[10 - 15%]	[20 - 25%]	[10 - 15%]	[0 - 5%]
30-9-2011	[45 - 50%]	[0 - 5%]	[10 - 15%]	[25 - 30%]	[5 - 10%]	[0 - 5%]

Based on figures from BBNET, CAIW, DELTA, EASYNET, KPN, ONLINE, REGGEFIBER, TELE2, T-MOBILE, UPC, VERIZON, ZIGGO. Based on questions 3\_A3\_5\_1-2-3-4-5 and 3\_A3\_6\_1-2-3-4 of the SMM.



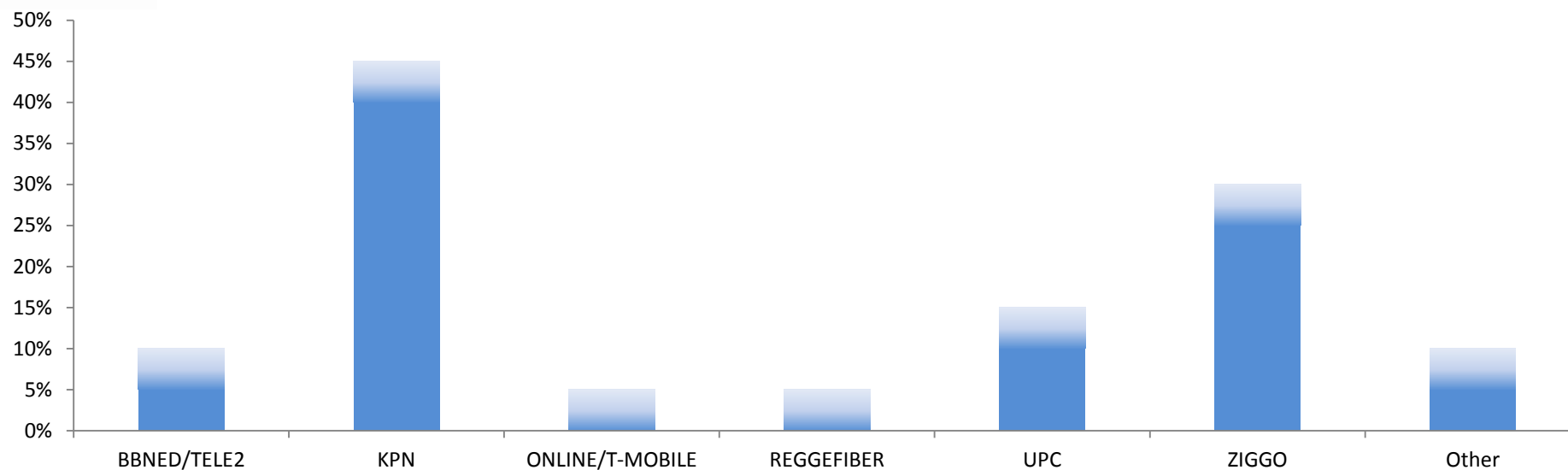
## Broadband: retail connections per type



Based on figures from BBNEED, CAIW, DELTA, EASYNET, KPN, ONLINE, REGGEFIBER, SCARLET, TELE2, T-MOBILE, UPC, UPC BUSINESS, VERIZON, VERSATEL, VODAFONE and ZIGGO. Based on questions 3\_A1\_3\_1-3, 3\_A3\_5\_1-2-3-4 and 3\_B\_8\_1-2-3-5 of the SMM.



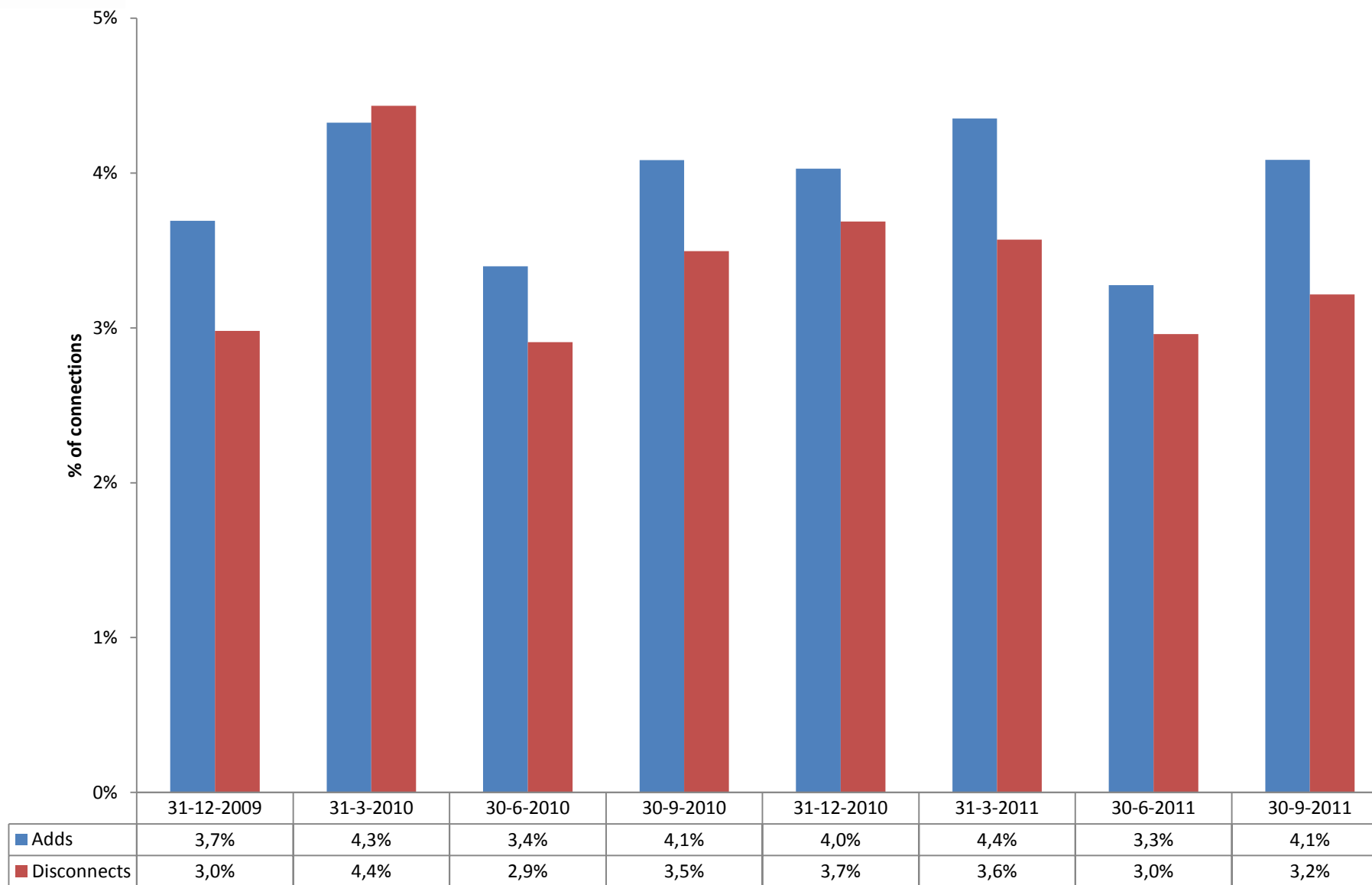
## Broadband: marketshare retail per party (2011 Q3)



	BBNED/TELE2	KPN	ONLINE/T-MOBILE	REGGEFIBER	UPC	ZIGGO	Other
31-12-2009	[5 - 10%]	[45 - 50%]	[0 - 5%]	[0 - 5%]	[10 - 15%]	[20 - 25%]	[5 - 10%]
31-3-2010	[5 - 10%]	[40 - 45%]	[0 - 5%]	[0 - 5%]	[10 - 15%]	[20 - 25%]	[5 - 10%]
30-6-2010	[5 - 10%]	[40 - 45%]	[0 - 5%]	[0 - 5%]	[10 - 15%]	[20 - 25%]	[5 - 10%]
30-9-2010	[5 - 10%]	[40 - 45%]	[0 - 5%]	[0 - 5%]	[10 - 15%]	[20 - 25%]	[5 - 10%]
31-12-2010	[5 - 10%]	[40 - 45%]	[0 - 5%]	[0 - 5%]	[10 - 15%]	[20 - 25%]	[5 - 10%]
31-3-2011	[5 - 10%]	[40 - 45%]	[0 - 5%]	[0 - 5%]	[10 - 15%]	[20 - 25%]	[5 - 10%]
30-6-2011	[5 - 10%]	[40 - 45%]	[0 - 5%]	[0 - 5%]	[10 - 15%]	[25 - 30%]	[5 - 10%]
30-9-2011	[5 - 10%]	[40 - 45%]	[0 - 5%]	[0 - 5%]	[10 - 15%]	[25 - 30%]	[5 - 10%]



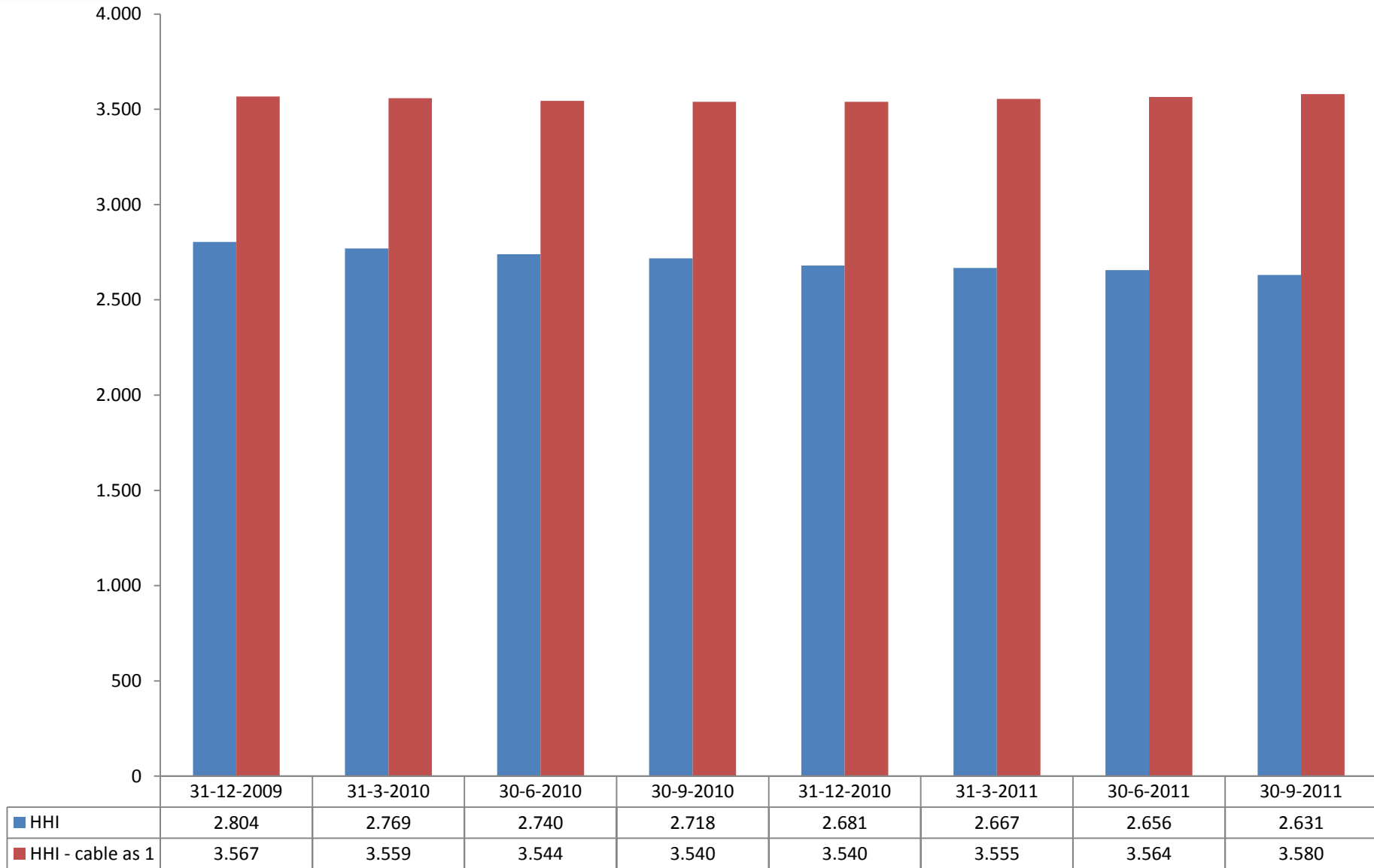
## Broadband: Churn based on retail connections



Based on figures from BBNED, CAIW, DELTA, EASYNET, KPN, ONLINE, REGGEFIBER, SCARLET, TELE2, T-MOBILE, UPC, UPC BUSINESS, VERIZON, VODAFONE and ZIGGO. Based on questions 3\_E\_13\_1 and 3\_E\_13\_2 of the SMM.



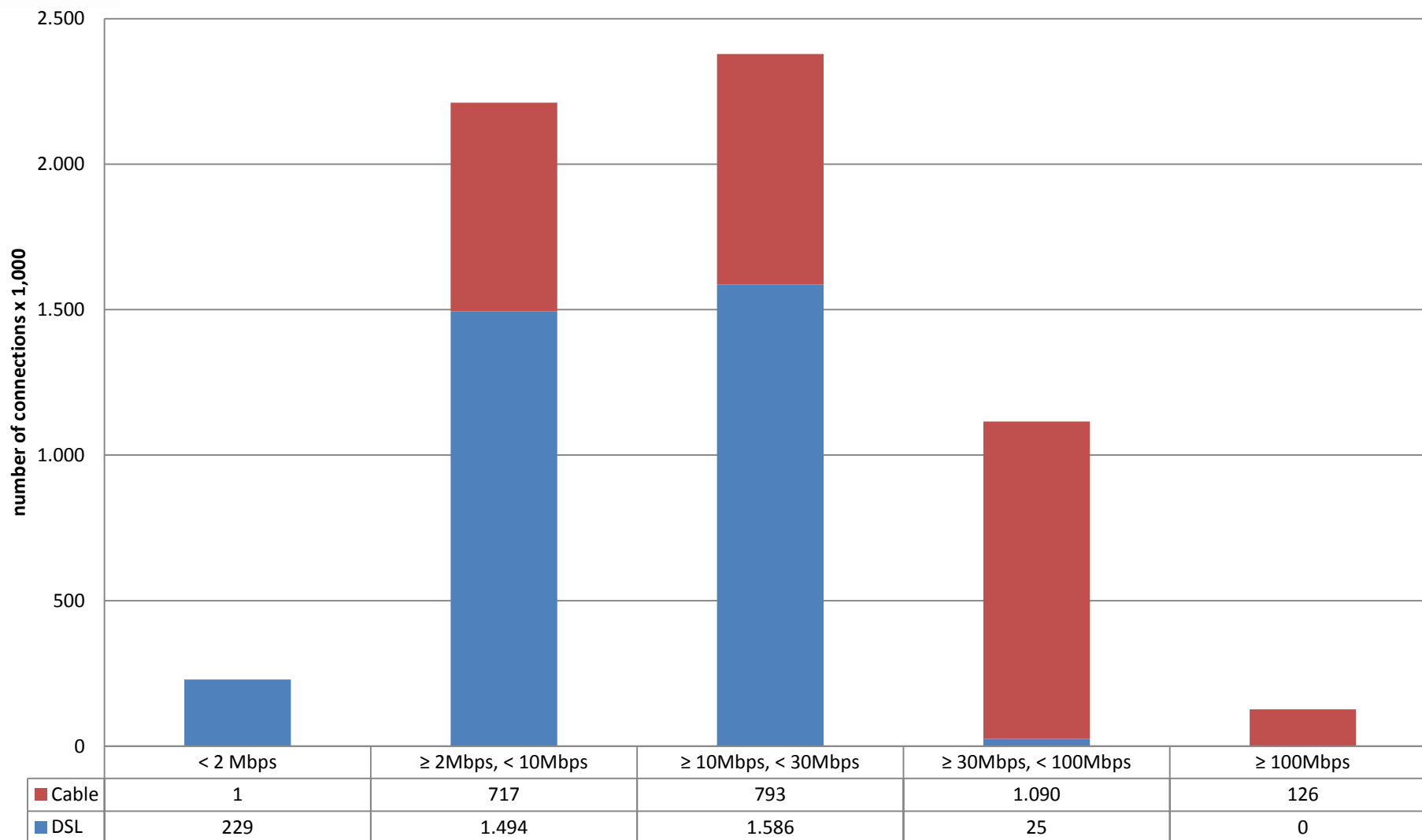
## Broadband: HHI based on retailconnections broadband



Based on figures from BBNET, CAIW, DELTA, EASYNET, KPN, ONLINE, REGGEFIBER, TELE2, T-MOBILE, UPC, VERIZON, VODAFONE and ZIGGO. Based on questions 3\_A1\_3\_1-3, 3\_A3\_5\_1-2-3-4 and 3\_B\_8\_1-2-3-5 from the SMM.



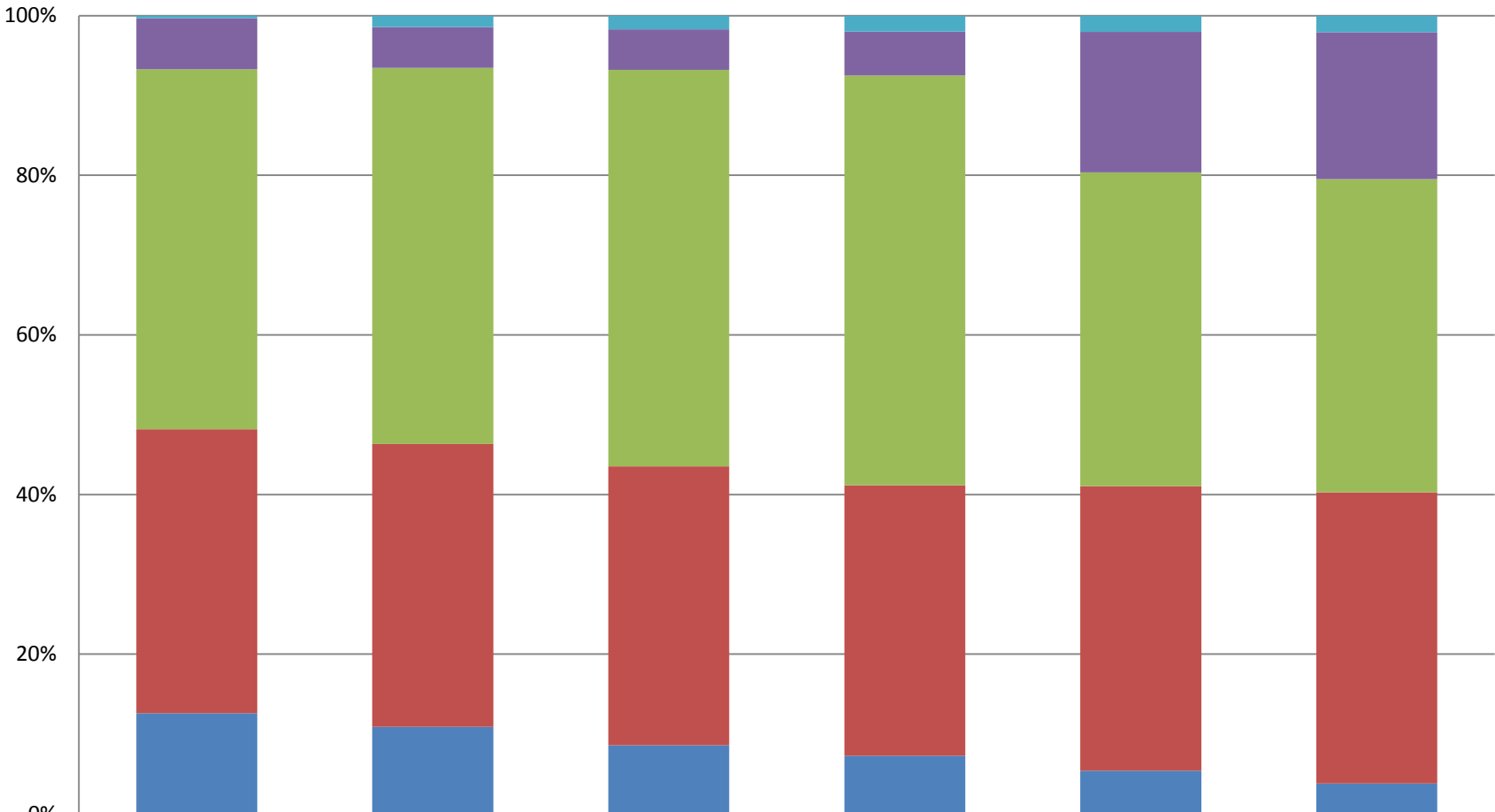
## Broadband: retail connections by speed and infrastructure (2011 Q3)



Based on figures from BBNET, CAIW, DELTA, EASYNET, KPN, REGGEFIBER, TELE2, T-MOBILE, UPC, UPC BUSINESS, VODAFONE and ZIGGO. Based on questions 3\_B1\_8\_1-5, 3\_B2\_8\_1-5 and 3\_B3\_8\_1-5 of the SMM.



### Broadband: retail connections by speed (excluding fiber)

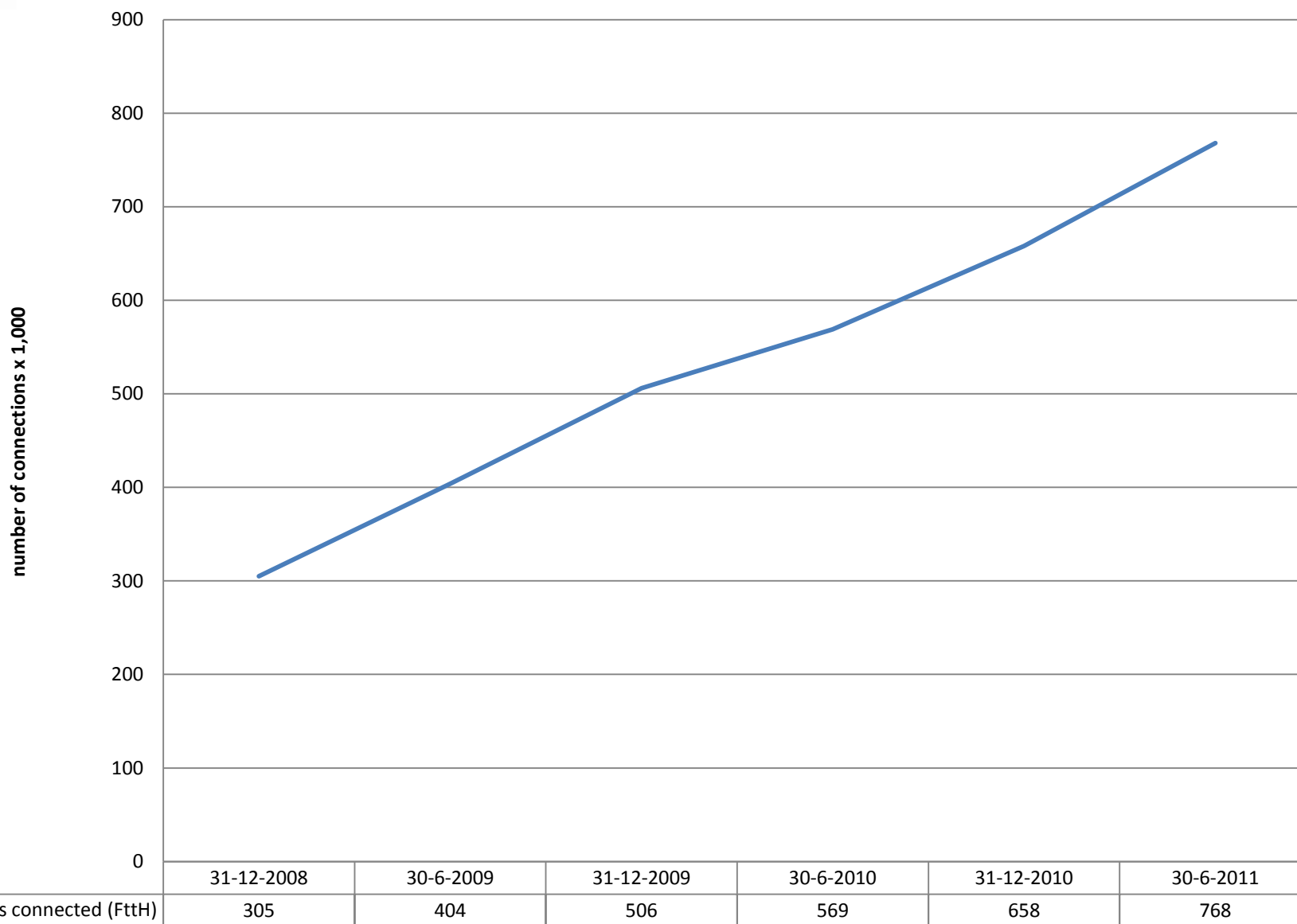


	30-6-2010	30-9-2010	31-12-2010	31-3-2011	30-6-2011	30-9-2011
≥ 100Mbps	0%	1%	2%	2%	2%	2%
≥ 30Mbps, < 100Mbps	6%	5%	5%	6%	18%	18%
≥ 10Mbps, < 30Mbps	45%	47%	50%	51%	39%	39%
≥ 2Mbps, < 10Mbps	36%	35%	35%	34%	36%	36%
< 2 Mbps	13%	11%	9%	7%	5%	4%

Based on figures from BBNET, CAIW, DELTA, EASYNET, KPN, REGGEFIBER, TELE2, T-MOBILE, UPC, UPC BUSINESS, VODAFONE and ZIGGO. Based on questions 3\_B1\_8\_1-5, 3\_B2\_8\_1-5 and 3\_B3\_8\_1-5 of the SMM.



### Broadband: homes connected (FttH)



Based on figures from BBNET, CAIW, DELTA, EASYNET, KPN, ONLINE, REGGEFIBER, SCARLET, TELE2, UPC, VERIZON, VERSATEL and ZIGGO. Based on question 3\_C\_9\_4 from the SMM.