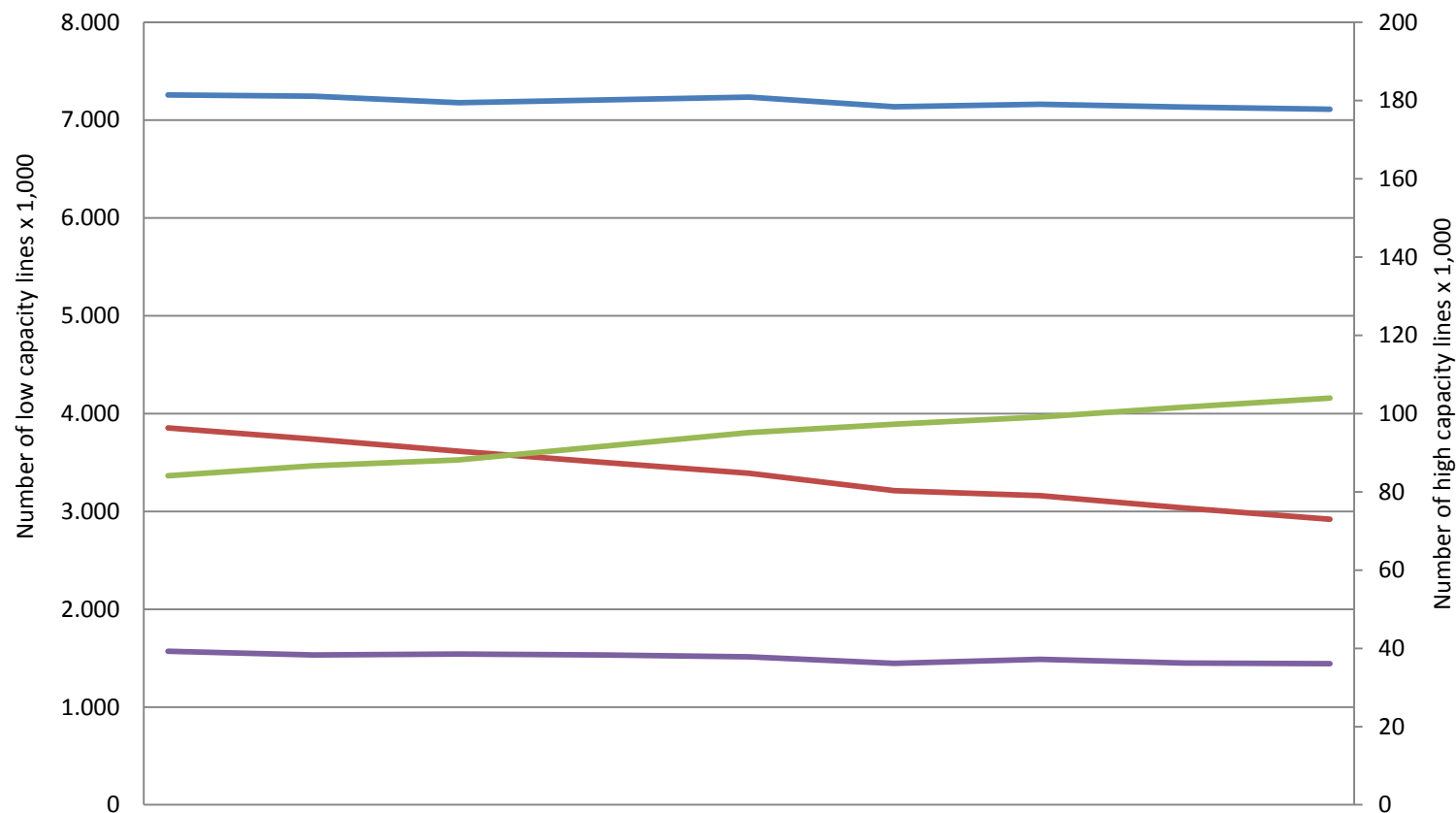




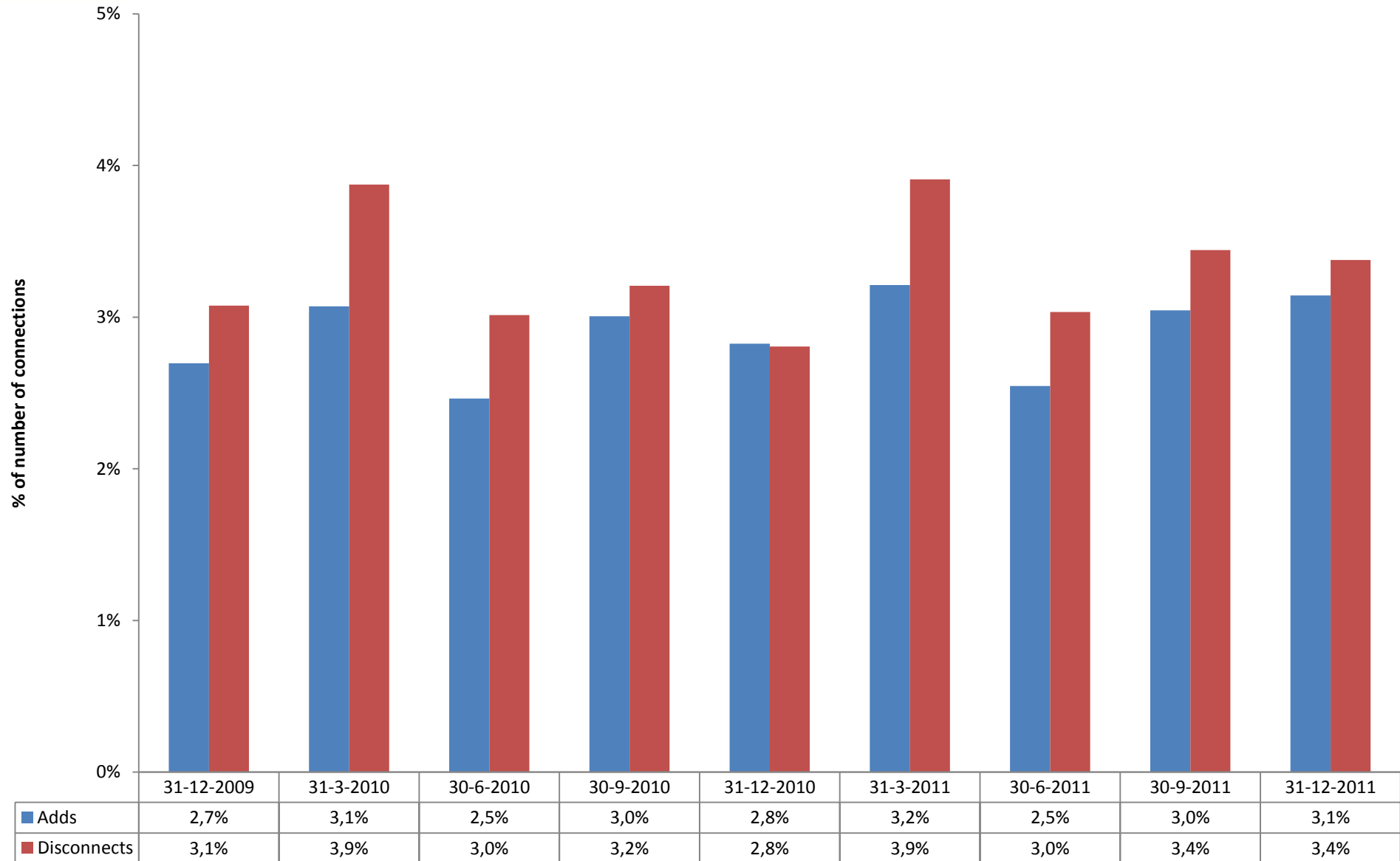
Fixed telephony: Number of retail connections PSTN + VoB



	31-12-2009	31-3-2010	30-6-2010	30-9-2010	31-12-2010	31-3-2011	30-6-2011	30-9-2011	31-12-2011
— Total number of retail fixed voice lines	7.258	7.245	7.179	7.207	7.234	7.138	7.162	7.135	7.113
— Number of low capacity lines PSTN	3.855	3.740	3.615	3.502	3.391	3.210	3.161	3.033	2.919
— Number of low capacity lines VoB	3.364	3.466	3.525	3.667	3.806	3.891	3.964	4.065	4.157
— Number of high capacity lines	39	38	39	38	38	36	37	36	36



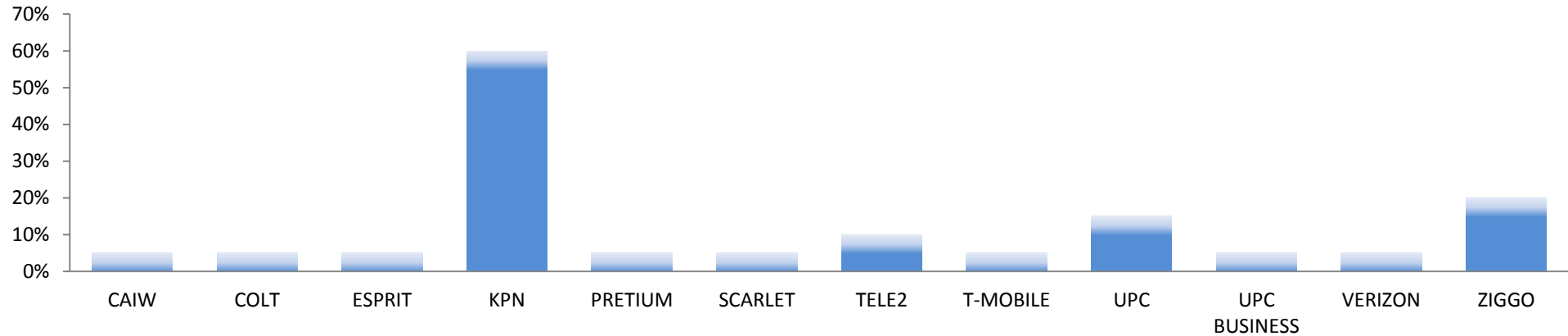
Fixed telephony: Churn based on number of retail connections PSTN + VoB



Based on figures of 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 (2011Q4)

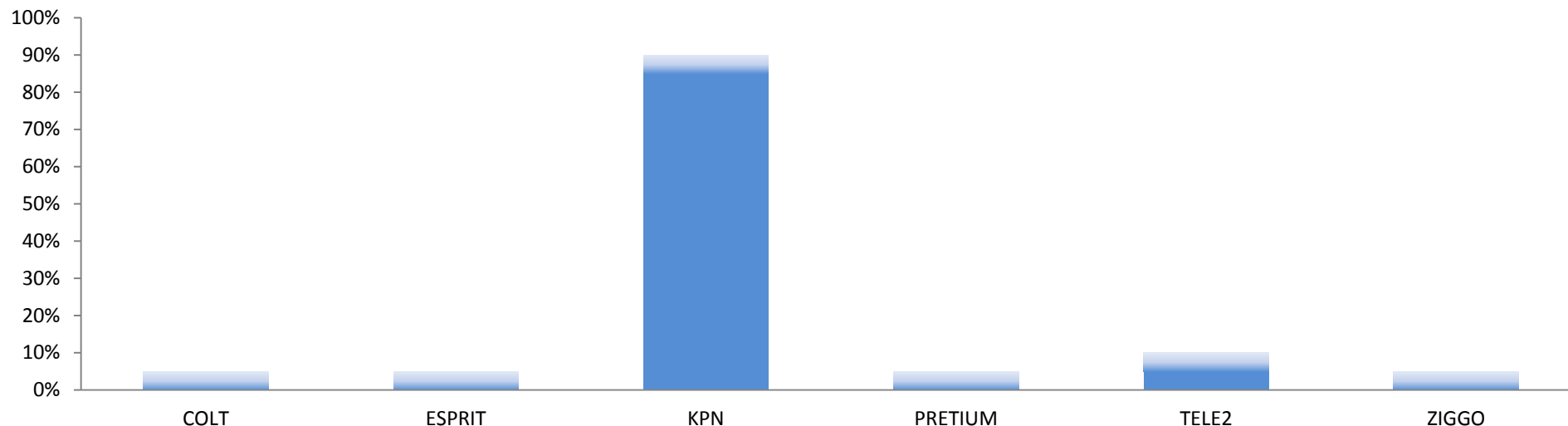


	31-12-2009	31-3-2010	30-6-2010	30-9-2010	31-12-2010	31-3-2011	30-6-2011	30-9-2011	31-12-2011
ATLANTIC	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	-	-	-	-
BBNED	-	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	-
CAIW	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
COLT	[0-5%]	[0-5%]	[0-5%]	[0-5%]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

Based on figures of 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.



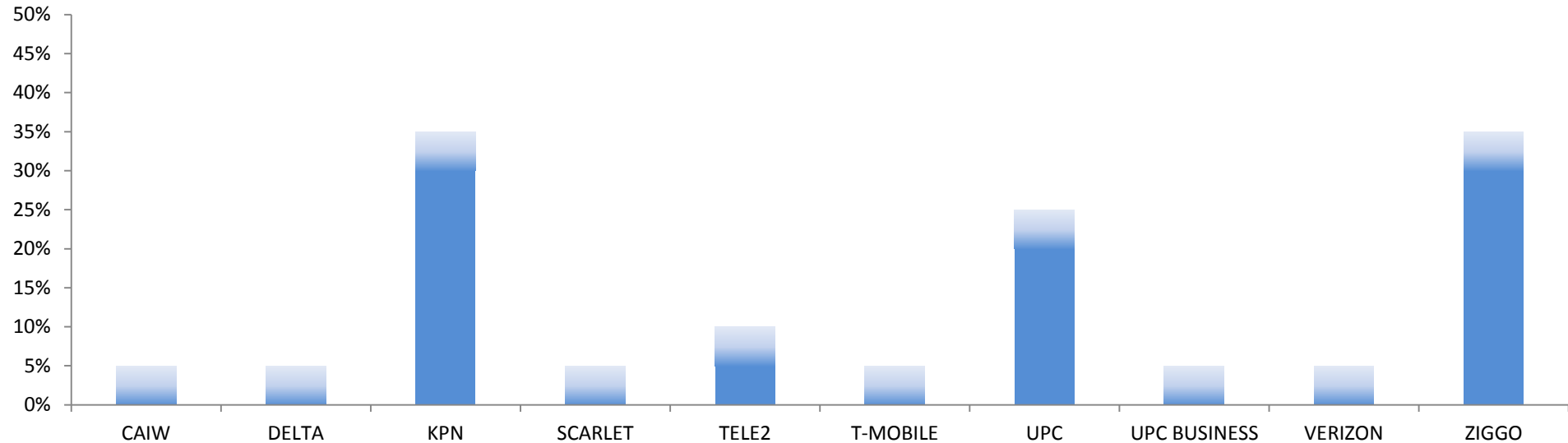
Fixed telephony: Ratios of low capacity lines PSTN (2011Q4)



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



Fixed telephony: Ratios of low capacity lines VoB (2011Q4)

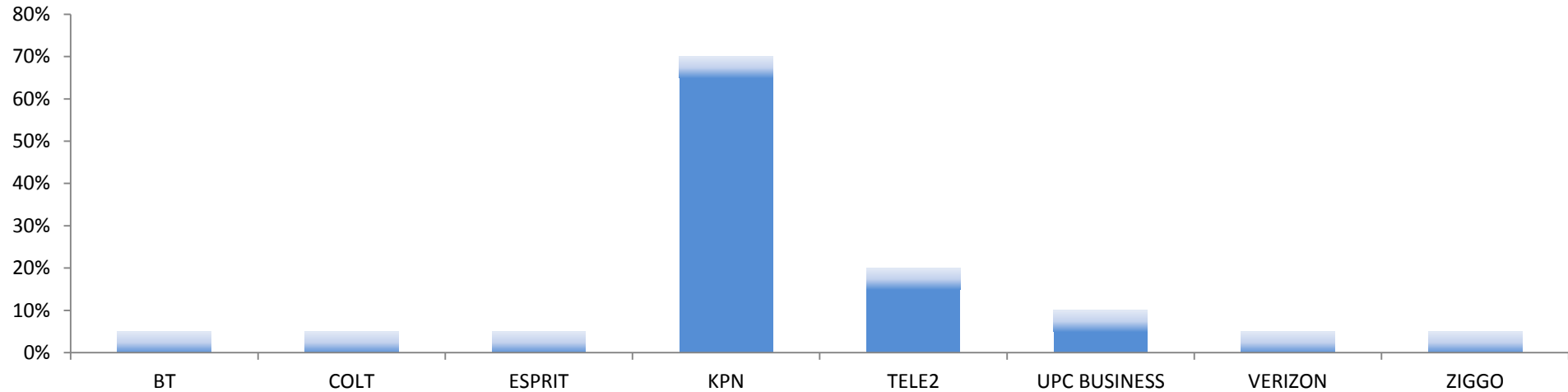


	31-12-2009	31-3-2010	30-6-2010	30-9-2010	31-12-2010	31-3-2011	30-6-2011	30-9-2011	31-12-2011
BBNED	-	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	-
CAIW	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
DELTA	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
ESPRIT	-	-	-	-	-	-	[0-5%]	-	-
KPN	[35-40%]	[35-40%]	[30-35%]	[35-40%]	[30-35%]	[30-35%]	[30-35%]	[30-35%]	[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%]	[0-5%]
TELE2	[5-10%]	[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%]	[0-5%]
UPC	[15-20%]	[15-20%]	[15-20%]	[15-20%]	[15-20%]	[15-20%]	[15-20%]	[15-20%]	[20-25%]
UPC BUSINESS	-	-	-	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
VERIZON	-	-	-	-	-	-	-	-	[0-5%]
ZIGGO	[25-30%]	[25-30%]	[30-35%]	[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.



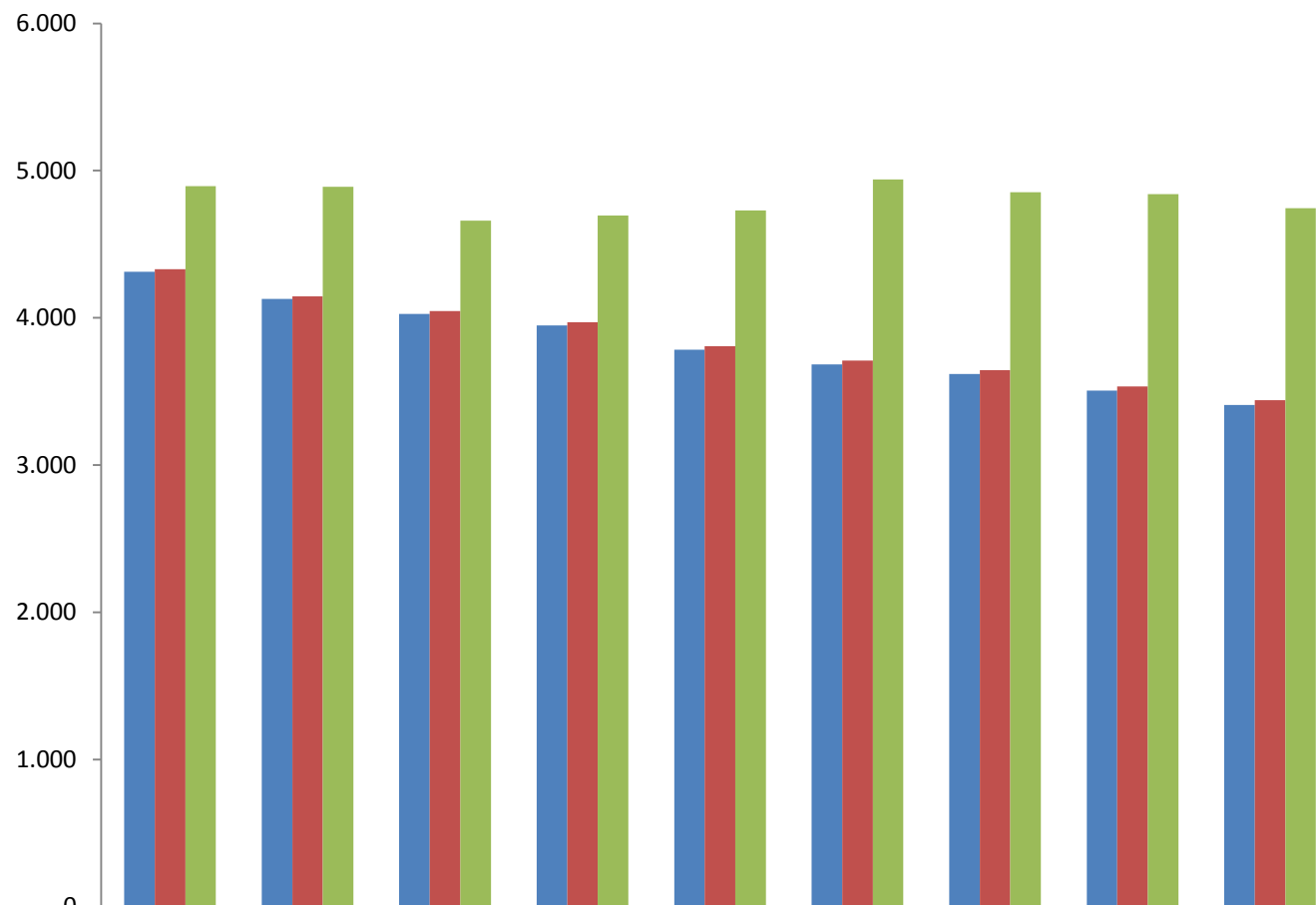
Fixed telephony: Market shares based on retail high capacity lines PSTN + Vob (2011Q4)



	31-12-2009	31-3-2010	30-6-2010	30-9-2010	31-12-2010	31-3-2011	30-6-2011	30-9-2011	31-12-2011
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%]	[0-5%]
COLT	[0-5%]	[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%]	[0-5%]
KPN	[65-70%]	[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%]	[15-20%]
UPC BUSINESS	[5-10%]	[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%]	[0-5%]
ZIGGO	[5-10%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]



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

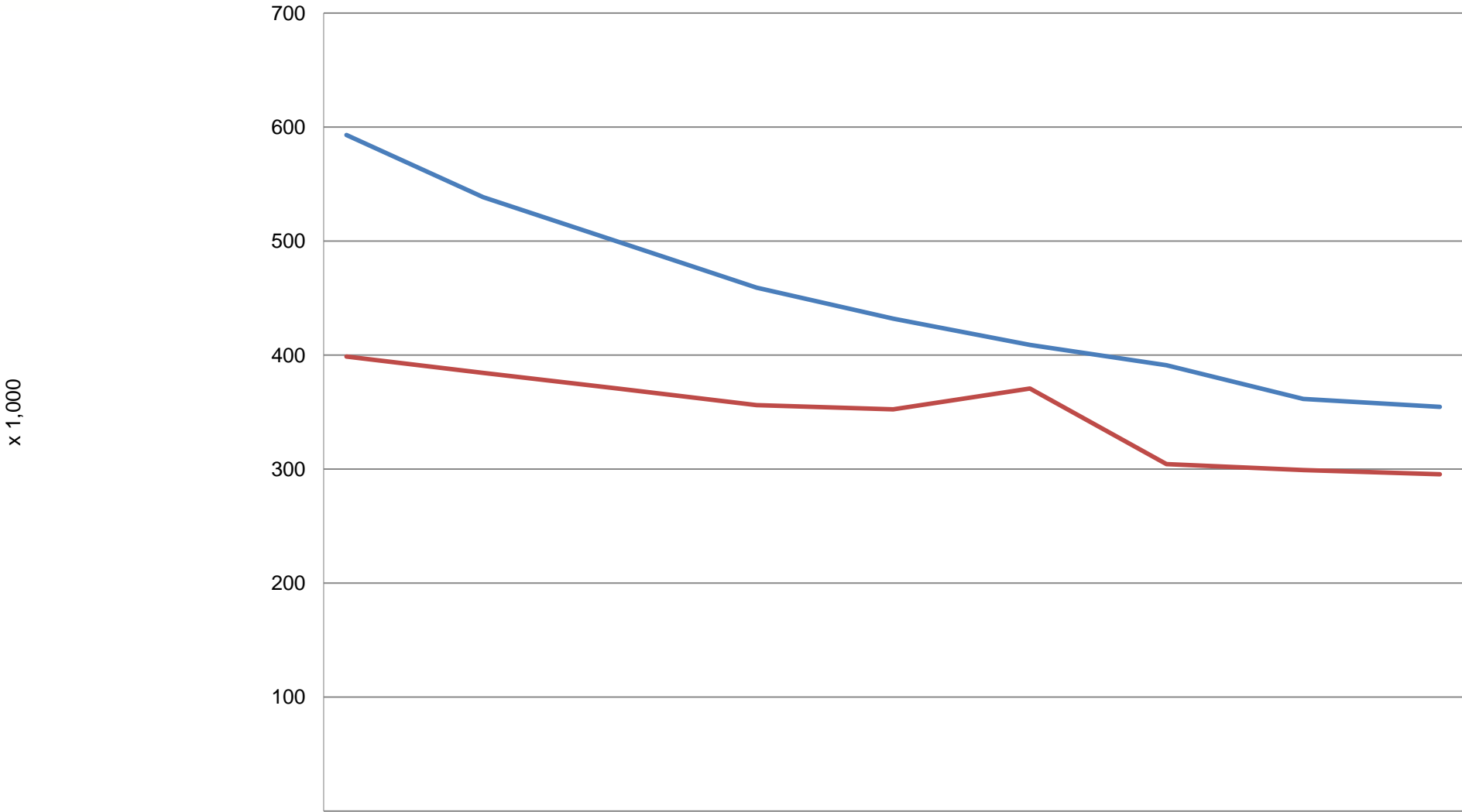


	31-12-2009	31-3-2010	30-6-2010	30-9-2010	31-12-2010	31-3-2011	30-6-2011	30-9-2011	31-12-2011
■ HHI low capacity lines PSTN + VoB	4.313	4.128	4.026	3.949	3.784	3.684	3.619	3.505	3.408
■ HHI low capacity lines PSTN + VoB, when regional cable providers are seen as one provider	4.330	4.147	4.046	3.970	3.807	3.710	3.646	3.534	3.441
■ HHI high capacity lines PSTN + VoB	4.895	4.890	4.660	4.695	4.730	4.939	4.854	4.840	4.745

Based on figures of 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

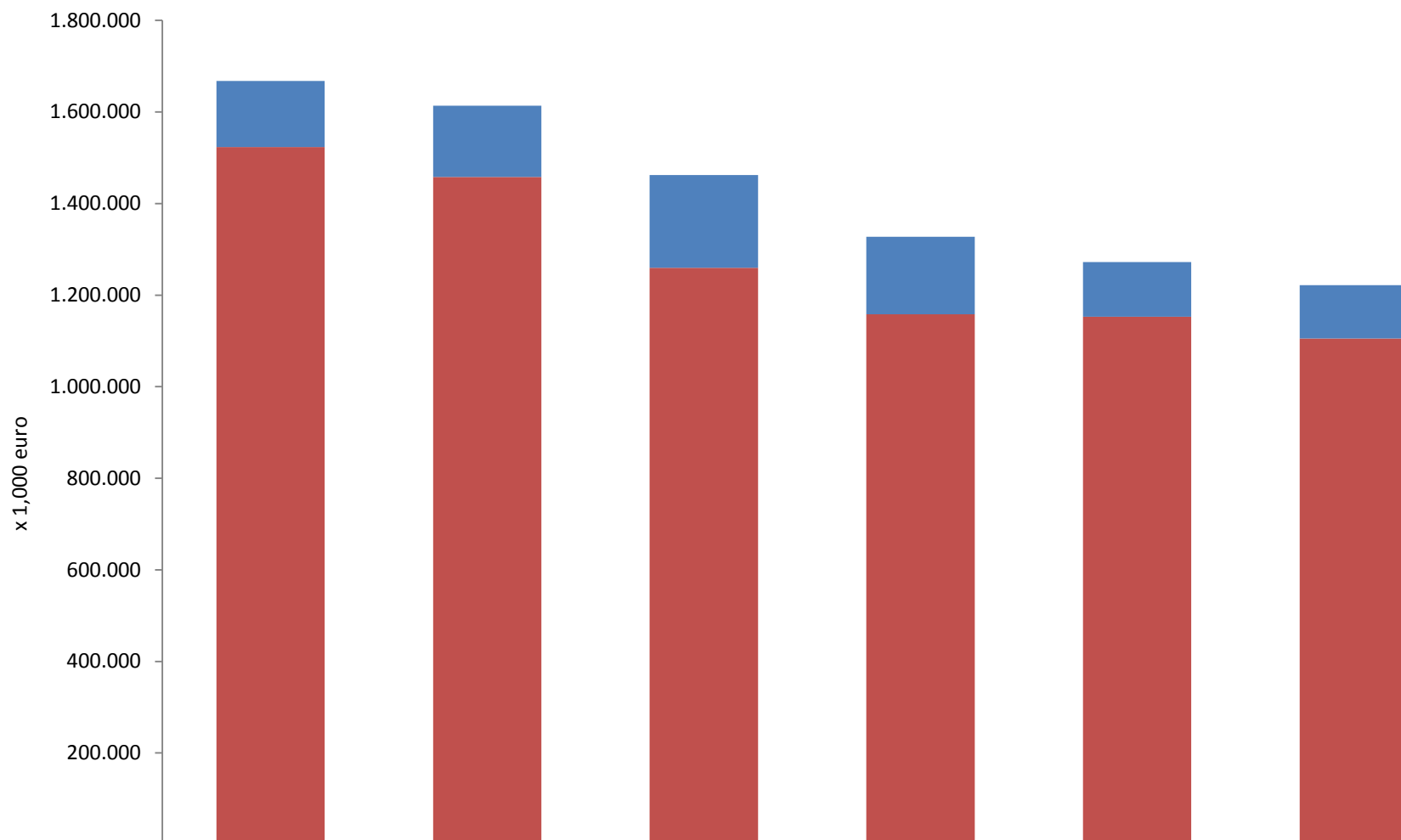


	31-12-2009	31-3-2010	30-6-2010	30-9-2010	31-12-2010	31-3-2011	30-6-2011	30-9-2011	31-12-2011
Number of CPS subscribers	593	539	499	459	432	409	391	361	354
Number of wholesale line rental lines	399	384	370	356	352	371	304	299	295

Based on figures of 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

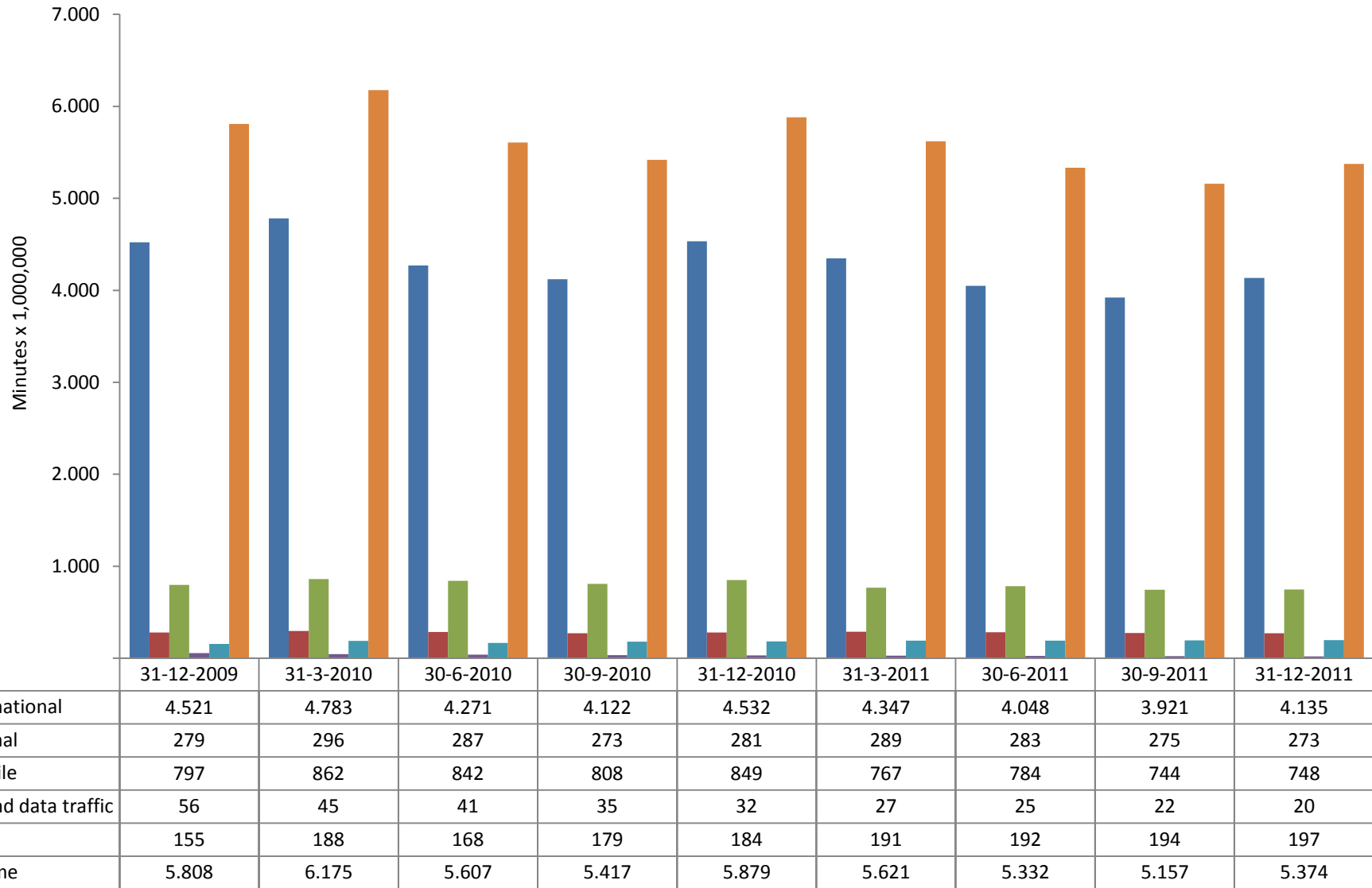


	31-12-2006	31-12-2007	31-12-2008	31-12-2009	31-12-2010	31-12-2011
Revenues high capacity lines	144.439	156.033	202.460	169.264	119.570	116.327
Revenues low capacity lines	1.523.184	1.457.949	1.259.852	1.158.021	1.152.762	1.105.412

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.



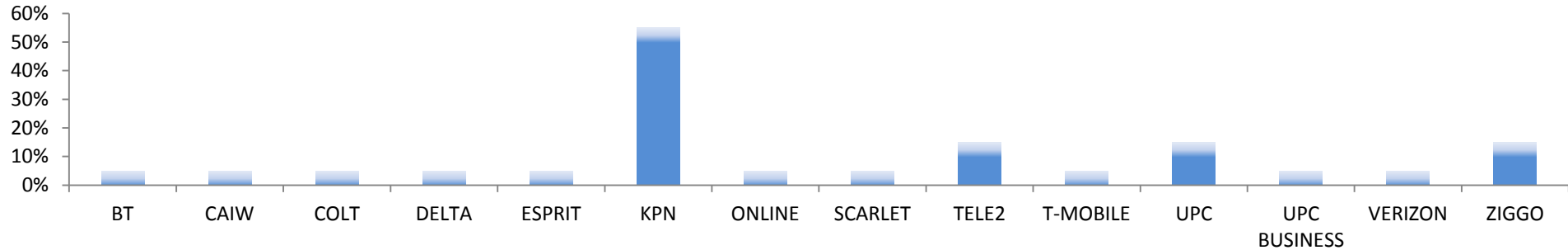
Fixed telephony: Total retail traffic in minutes



Based on figures of 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 (2011Q4)

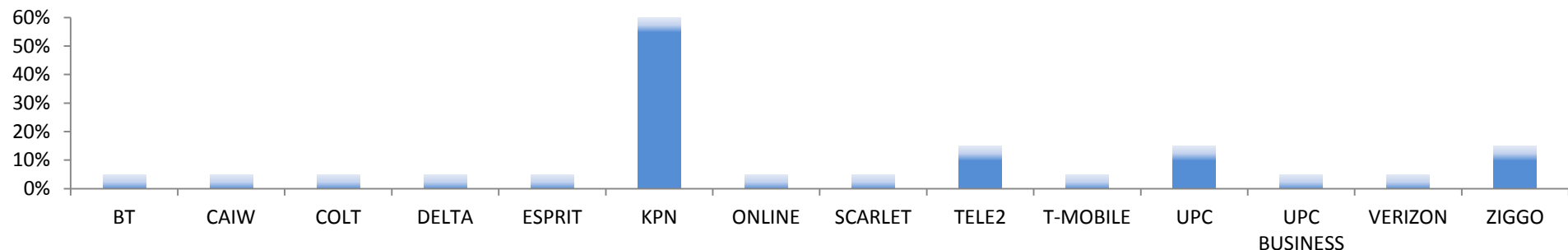


	31-12-2009	31-3-2010	30-6-2010	30-9-2010	31-12-2010	31-3-2011	30-6-2011	30-9-2011	31-12-2011
ATLANTIC	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	-	-	-	-
BBNED	-	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	-
BT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
CAIW	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[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%]	[0-5%]
DELTA	[0-5%]	[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%]	[0-5%]
KPN	[60-65%]	[55-60%]	[55-60%]	[50-55%]	[50-55%]	[50-55%]	[50-55%]	[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%]	[0-5%]	[0-5%]	[0-5%]
SCARLET	[0-5%]	[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%]	[10-15%]
T-MOBILE	-	-	-	-	[0-5%]	[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%]	[10-15%]
UPC BUSINESS	[0-5%]	[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%]	[0-5%]
ZIGGO	[10-15%]	[10-15%]	[10-15%]	[10-15%]	[10-15%]	[10-15%]	[10-15%]	[10-15%]	[10-15%]

Based on figures of 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.



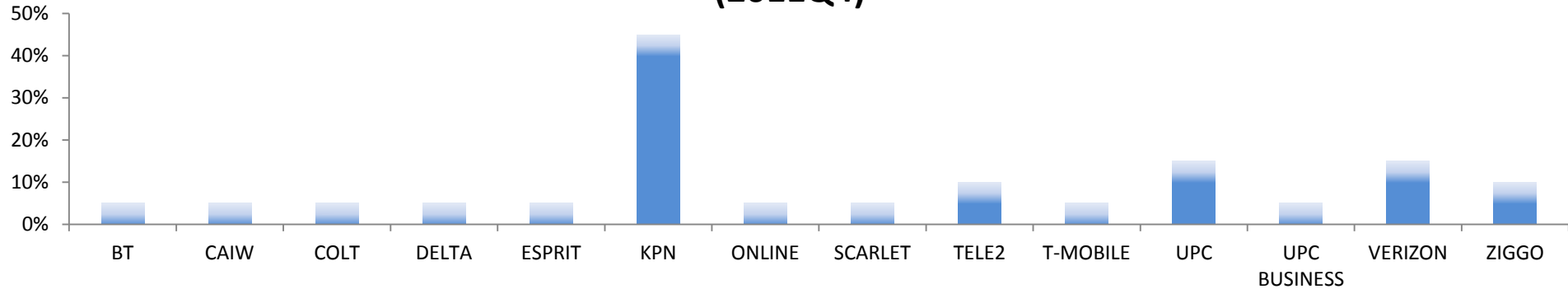
Fixed telephony: Market shares based on national and local traffic (2011Q4)



	31-12-2009	31-3-2010	30-6-2010	30-9-2010	31-12-2010	31-3-2011	30-6-2011	30-9-2011	31-12-2011
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%]	[0-5%]
CAIW	[0-5%]	[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%]	[0-5%]
DELTA	[0-5%]	[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%]	[0-5%]
KPN	[60-65%]	[60-65%]	[55-60%]	[55-60%]	[55-60%]	[55-60%]	[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%]	[0-5%]
SCARLET	[0-5%]	[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%]	[10-15%]
T-MOBILE	-	-	-	-	[0-5%]	[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%]	[10-15%]
UPC BUSINESS	[0-5%]	[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%]	[0-5%]
ZIGGO	[5-10%]	[5-10%]	[5-10%]	[10-15%]	[10-15%]	[10-15%]	[10-15%]	[10-15%]	[10-15%]



Fixed telephony: Market shares based on international traffic volumes (2011Q4)

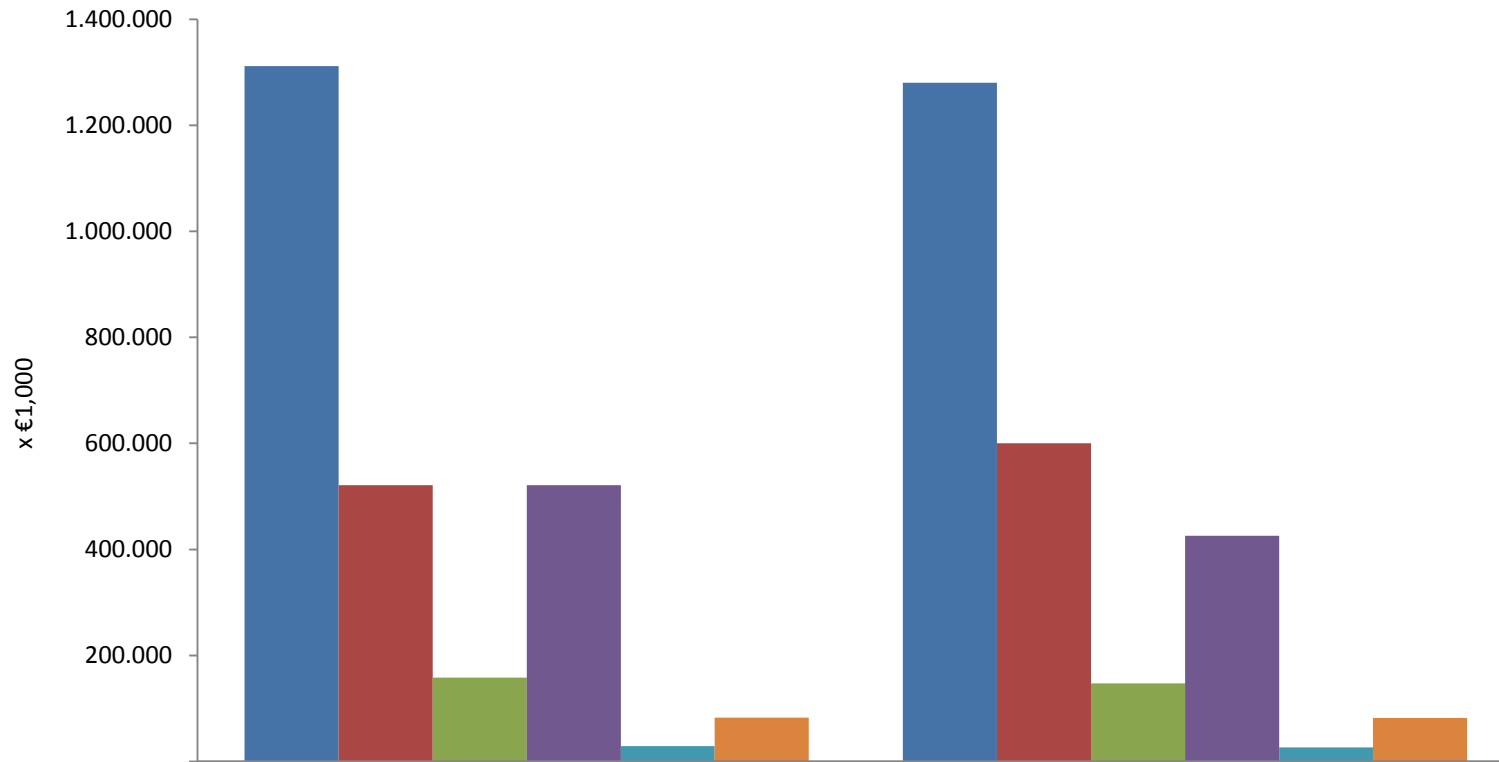


	31-12-2009	31-3-2010	30-6-2010	30-9-2010	31-12-2010	31-3-2011	30-6-2011	30-9-2011	31-12-2011
ATLANTIC	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	-	-	-	-
BBNED	-	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	-
BT	[5-10%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
CAIW	[0-5%]	[0-5%]	[0-5%]	[0-5%]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

Based on figures of 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



	31-12-2010	31-12-2011
Total revenues traffic	1.312.056	1.280.595
Revenues local and national traffic	520.856	600.241
Revenues international traffic	158.399	146.988
Revenues fixed-to-mobile traffic	521.279	425.399
Revenues narrowband data traffic	28.820	26.227
Other traffic revenues	82.701	81.740