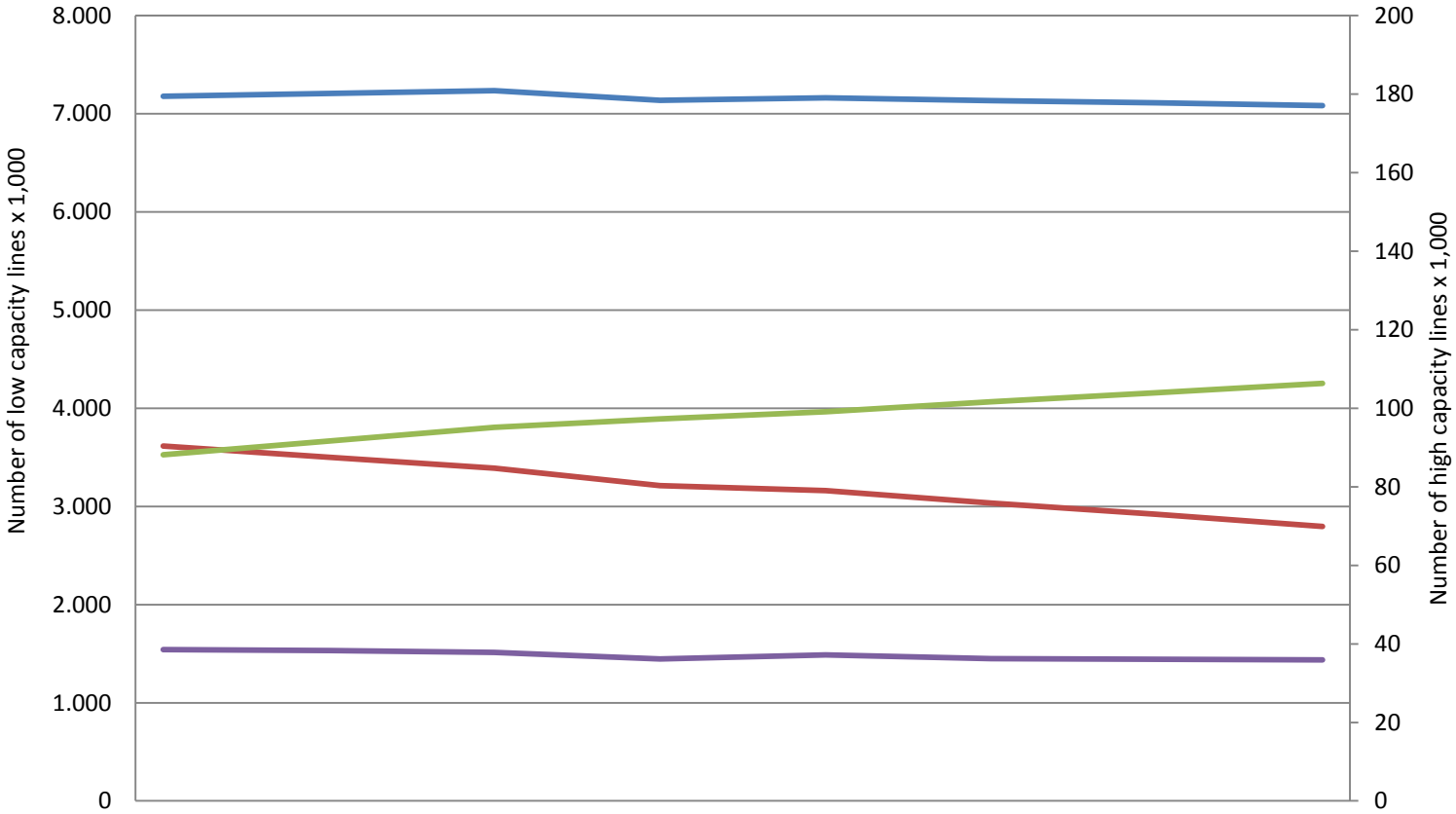
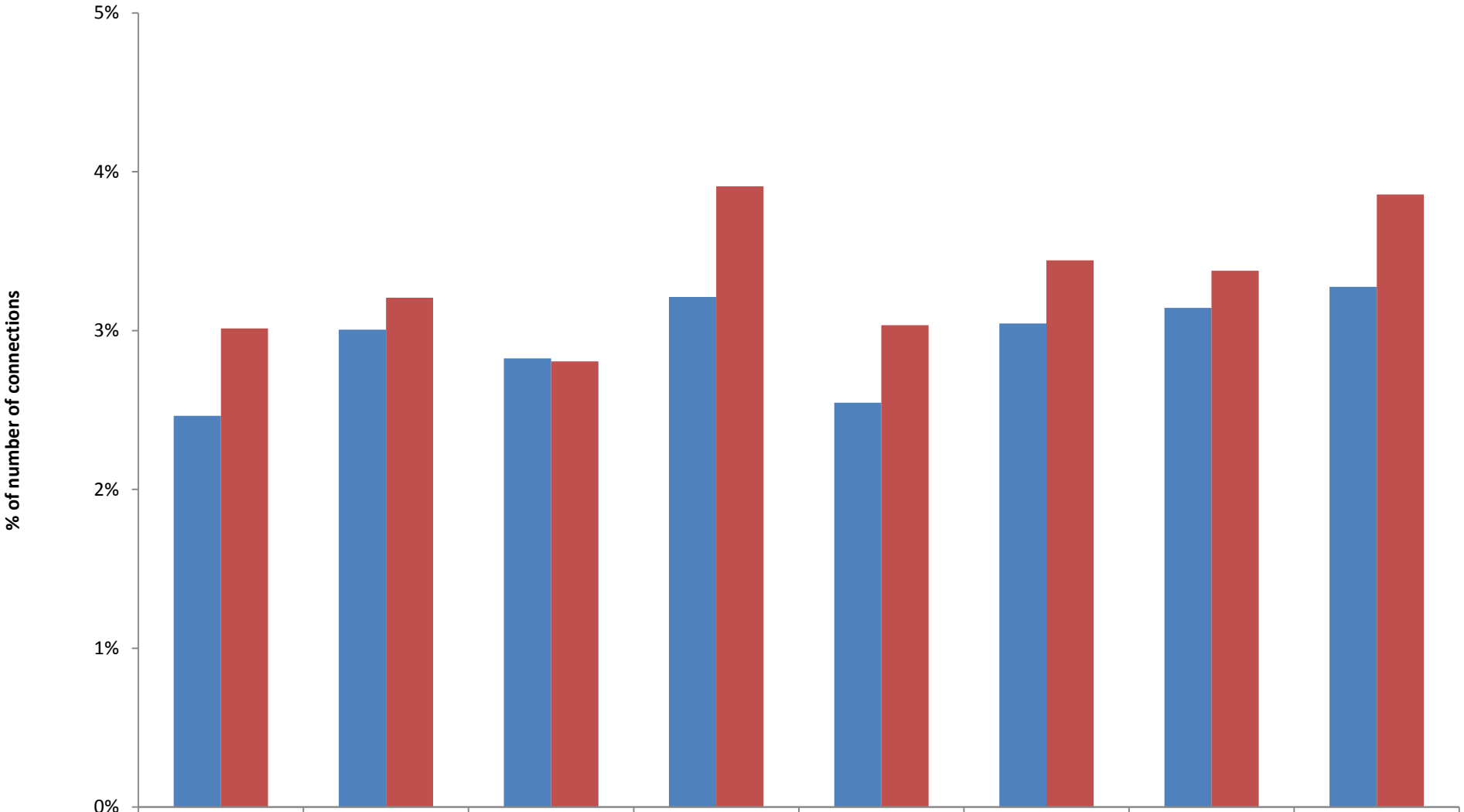
Fixed telephony: Number of retail connections PSTN + VoB



	30-6-2010	30-9-2010	31-12-2010	31-3-2011	30-6-2011	30-9-2011	31-12-2011	31-3-2012
Total number of retail fixed voice lines	7.179	7.207	7.234	7.138	7.162	7.135	7.113	7.084
Number of low capacity lines PSTN	3.615	3.502	3.391	3.210	3.161	3.033	2.919	2.795
Number of low capacity lines VoB	3.525	3.667	3.806	3.891	3.964	4.065	4.157	4.253
Number of high capacity lines	39	38	38	36	37	36	36	36

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_A2_2_1 till 2_A2_2_4 of the SMM.

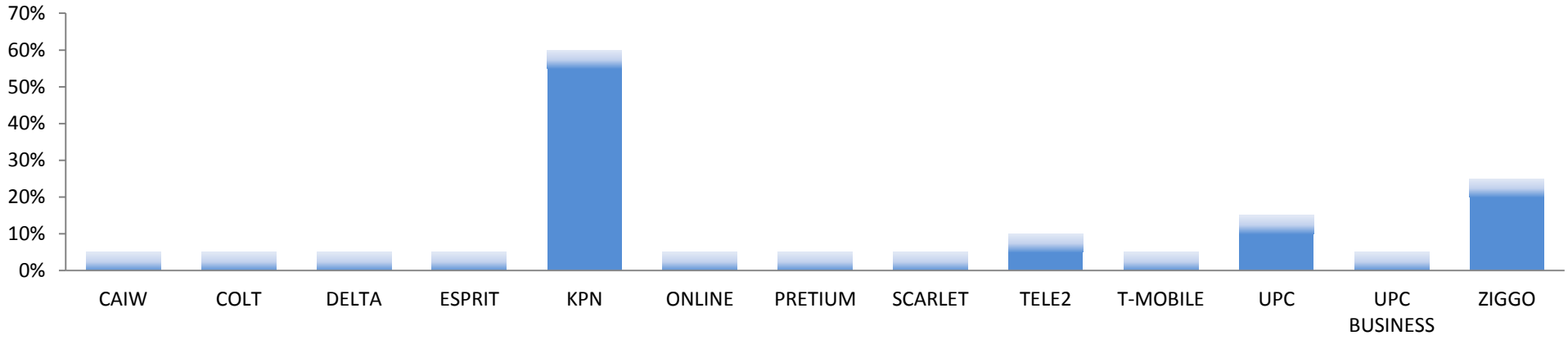
Fixed telephony: Churn based on number of retail connections PSTN + VoB



	30-6-2010	30-9-2010	31-12-2010	31-3-2011	30-6-2011	30-9-2011	31-12-2011	31-3-2012
Adds	2,5%	3,0%	2,8%	3,2%	2,5%	3,0%	3,1%	3,3%
Disconnects	3,0%	3,2%	2,8%	3,9%	3,0%	3,4%	3,4%	3,9%

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.

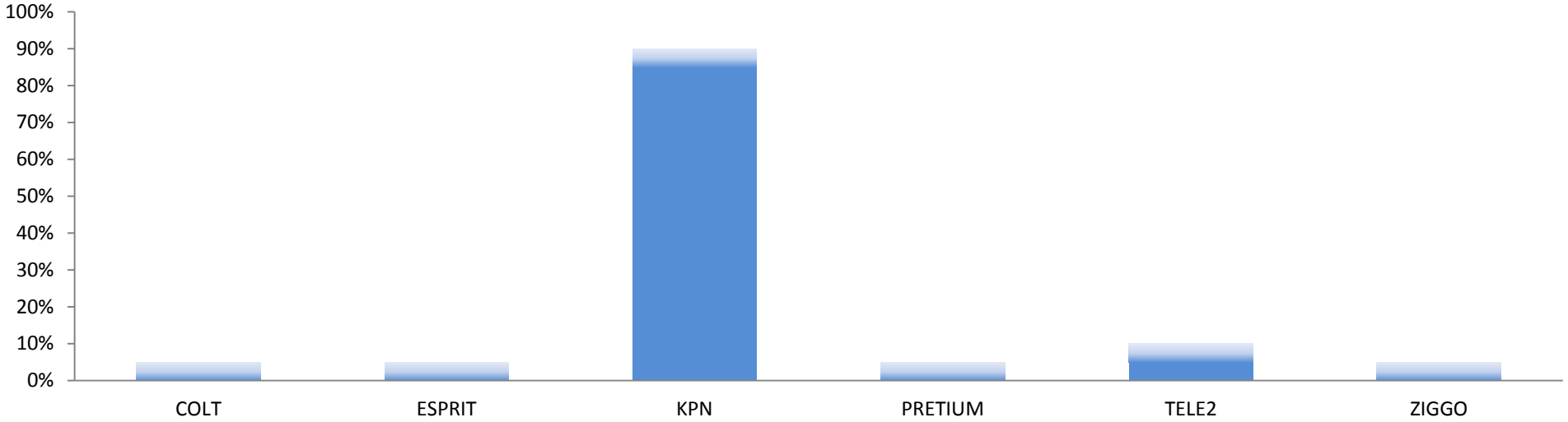
Fixed telephony: Market shares retail low capacity lines PSTN + VoB (2012Q1)



	30-6-2010	30-9-2010	31-12-2010	31-3-2011	30-6-2011	30-9-2011	31-12-2011	31-3-2012
ATLANTIC	[0-5%]	[0-5%]	[0-5%]	-	-	-	-	-
BBNED	[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%]	[60-65%]	[55-60%]	[55-60%]	[55-60%]	[55-60%]	[55-60%]
ONLINE	[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%]	[0-5%]	[0-5%]
UPC	[5-10%]	[5-10%]	[10-15%]	[10-15%]	[10-15%]	[10-15%]	[10-15%]	[10-15%]
UPC BUSINESS	-	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
ZIGGO	[15-20%]	[15-20%]	[15-20%]	[15-20%]	[15-20%]	[15-20%]	[15-20%]	[20-25%]

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.

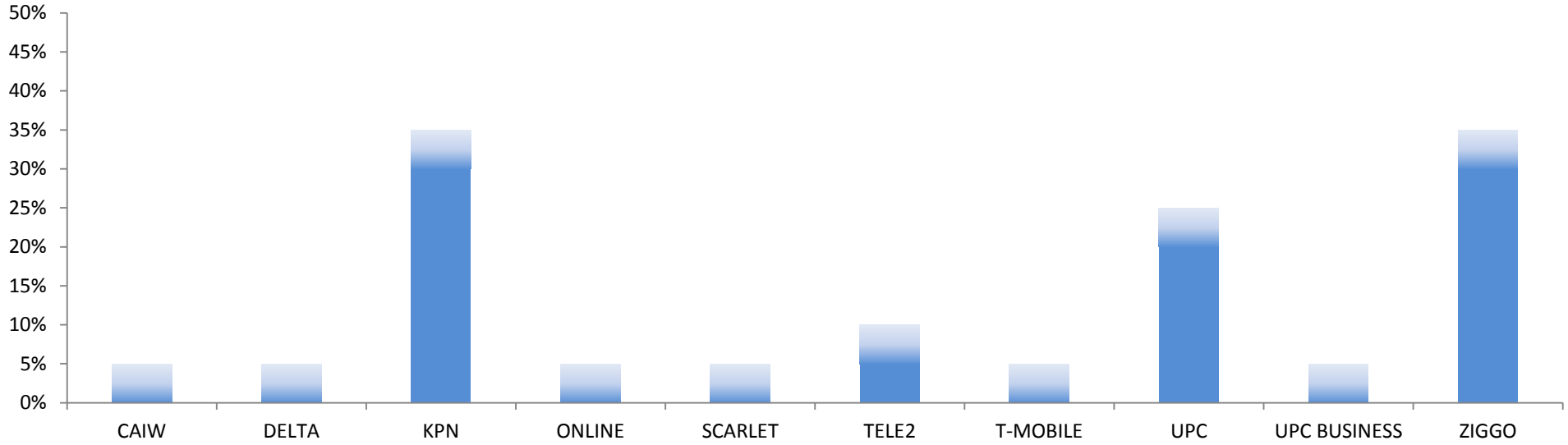
Fixed telephony: Ratios of low capacity lines PSTN (2012Q1)



	30-6-2010	30-9-2010	31-12-2010	31-3-2011	30-6-2011	30-9-2011	31-12-2011	31-3-2012
ATLANTIC	[0-5%]	[0-5%]	[0-5%]	-	-	-	-	-
BBNED	[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	[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%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]
UPC	[0-5%]	[0-5%]	[0-5%]	-	-	-	-	-
ZIGGO	-	-	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]

Based on figures of ATLANTIC, BBNED, COLT, ESPRIT, KPN, PRETIUM, TELE2 AND UPC. Based on question 2_A2_2_1 of the SMM.

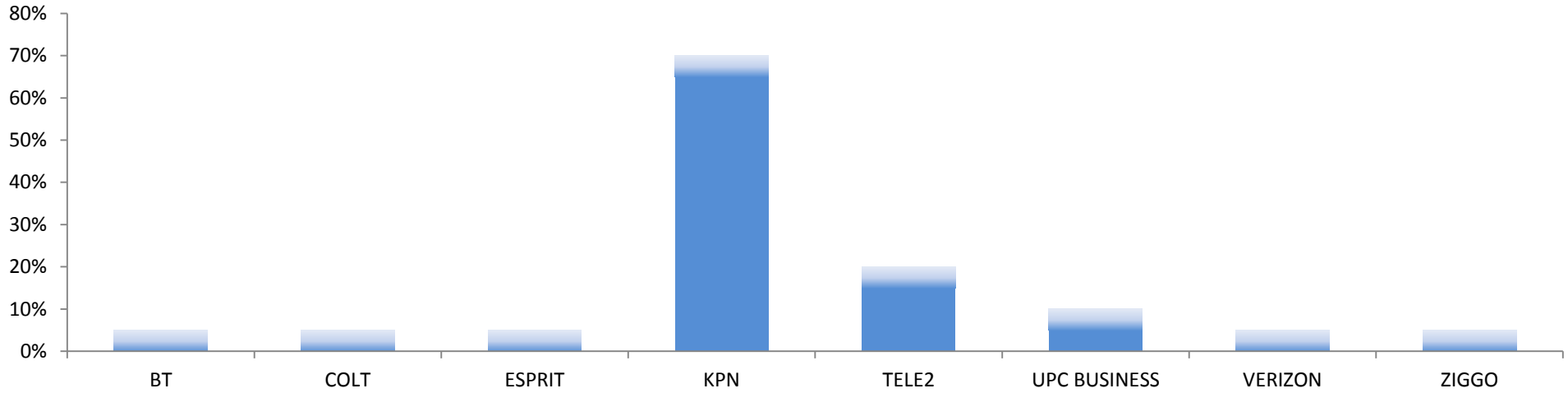
Fixed telephony: Ratios of low capacity lines VoB (2012Q1)



	30-6-2010	30-9-2010	31-12-2010	31-3-2011	30-6-2011	30-9-2011	31-12-2011	31-3-2012
BBNED	[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	[30-35%]	[35-40%]	[30-35%]	[30-35%]	[30-35%]	[30-35%]	[30-35%]	[30-35%]
ONLINE	[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%]	[0-5%]	[0-5%]
UPC	[15-20%]	[15-20%]	[15-20%]	[15-20%]	[15-20%]	[15-20%]	[20-25%]	[20-25%]
UPC BUSINESS	-	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
ZIGGO	[30-35%]	[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.

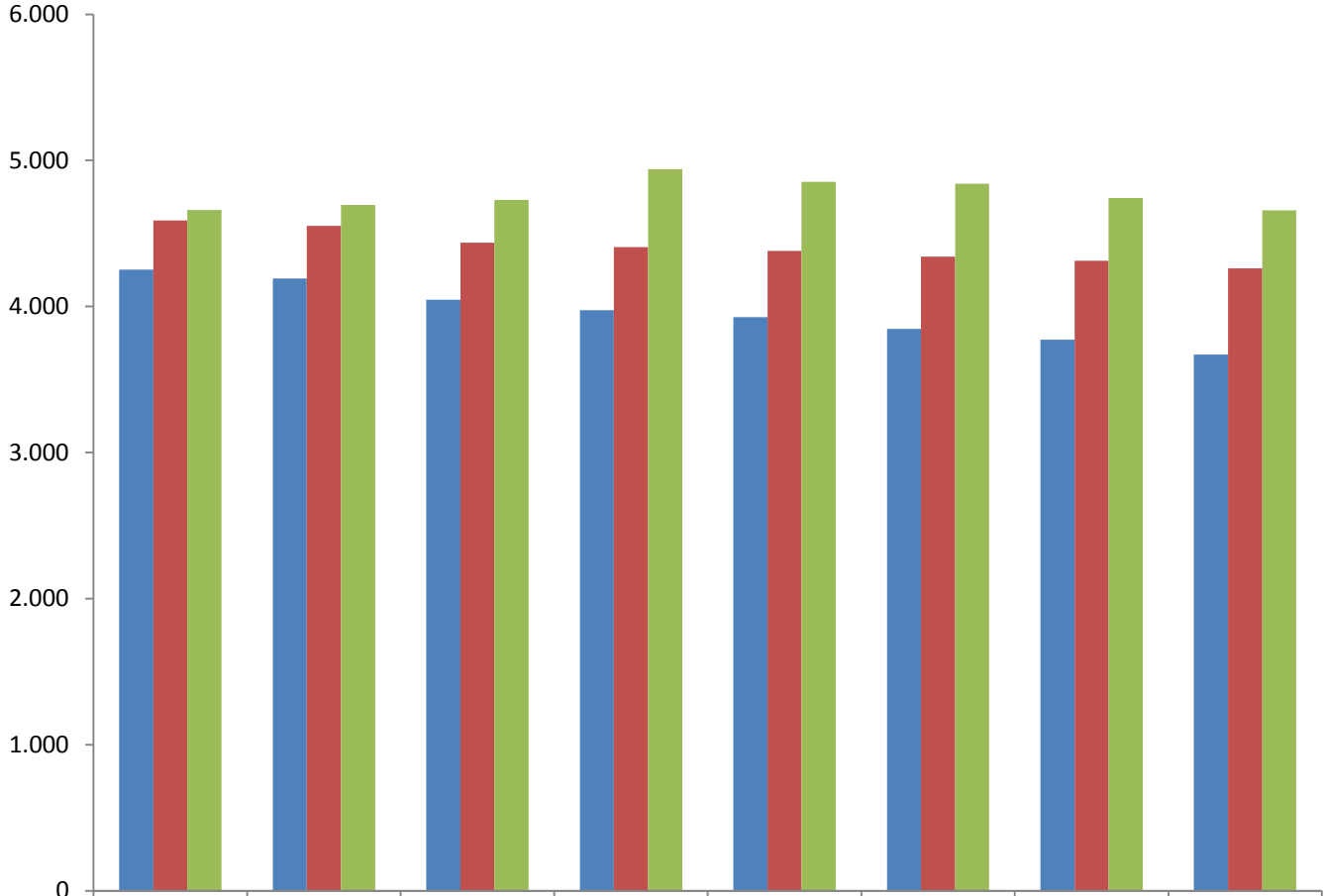
Fixed telephony: Market shares based on retail high capacity lines PSTN + Vob (2012Q1)



	30-6-2010	30-9-2010	31-12-2010	31-3-2011	30-6-2011	30-9-2011	31-12-2011	31-3-2012
ATLANTIC	[0-5%]	[0-5%]	[0-5%]	-	-	-	-	-
BBNED	[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%]	[15-20%]	[15-20%]
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	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[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.

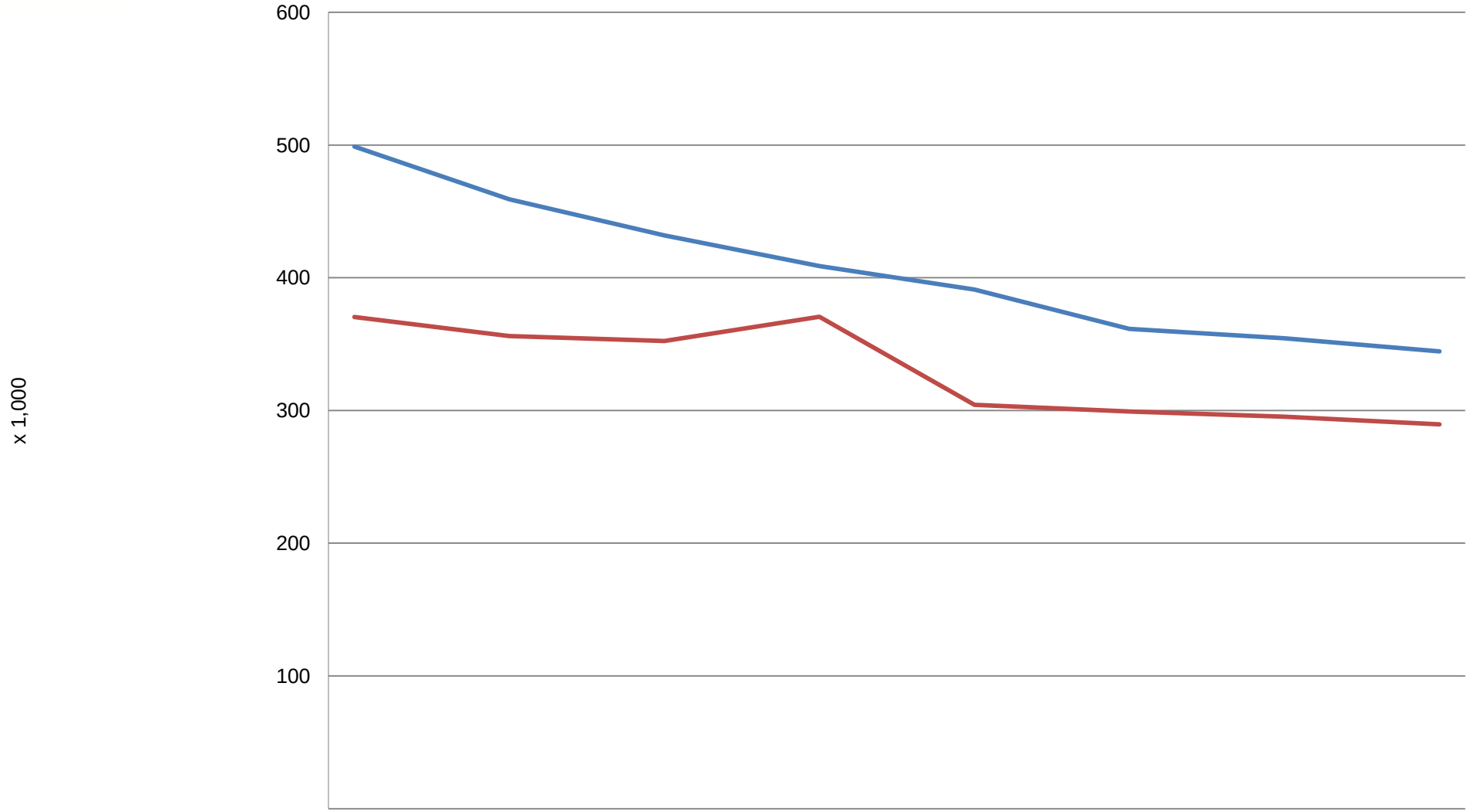
Fixed telephony: Herfindahl-Hirschman Index of retail lines PSTN+VoB



	30-6-2010	30-9-2010	31-12-2010	31-3-2011	30-6-2011	30-9-2011	31-12-2011	31-3-2012
HHI low capacity lines PSTN + VoB	4.252	4.192	4.047	3.976	3.928	3.846	3.773	3.671
HHI low capacity lines PSTN + VoB, when regional cable providers are seen as one provider	4.589	4.552	4.437	4.407	4.380	4.341	4.314	4.261
HHI high capacity lines PSTN + VoB	4.660	4.695	4.730	4.939	4.854	4.840	4.743	4.657

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.

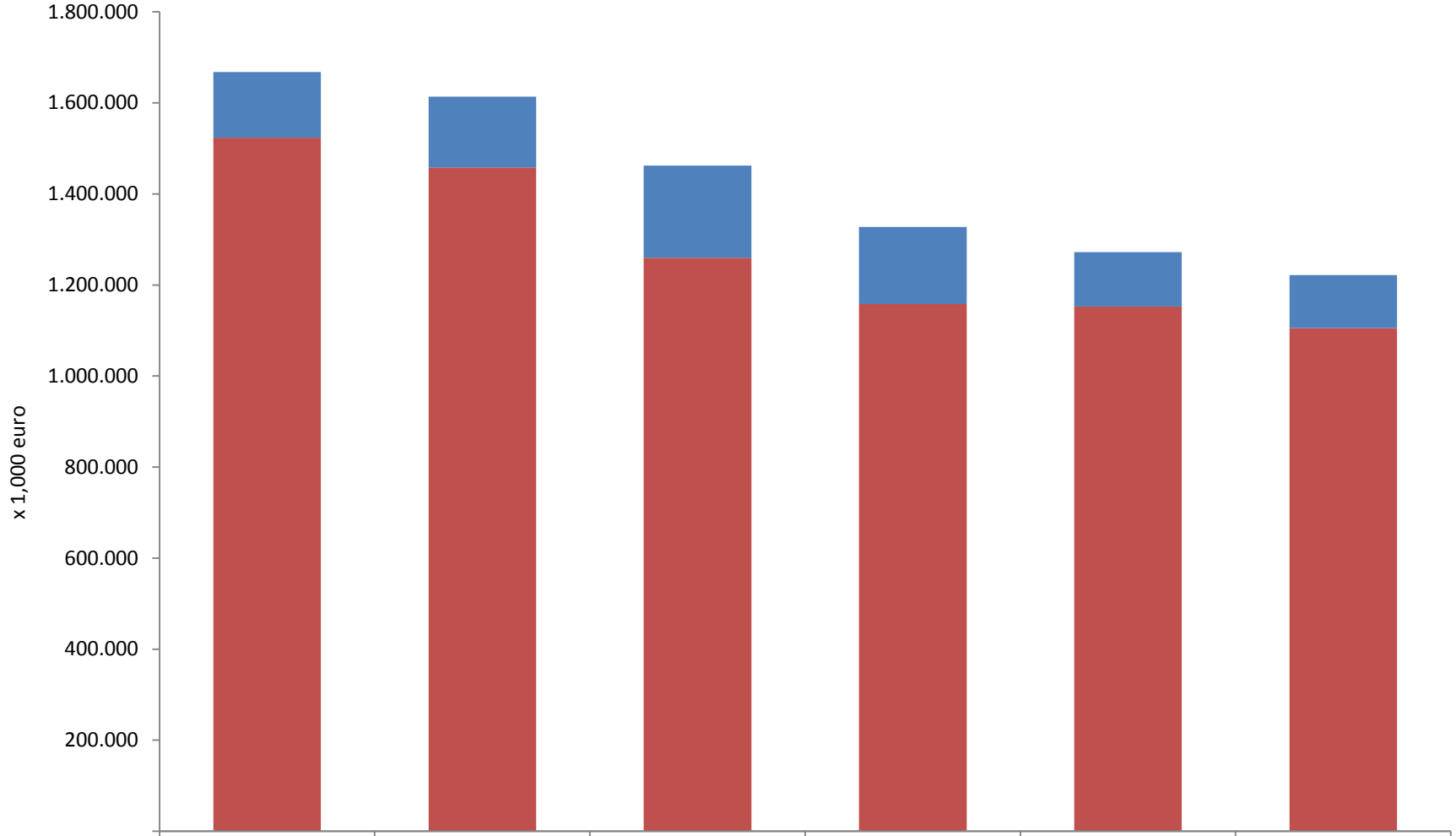
Fixed telephony: Number of WLR lines and CPS subscribers



	30-6-2010	30-9-2010	31-12-2010	31-3-2011	30-6-2011	30-9-2011	31-12-2011	31-3-2012
Number of CPS subscribers	499	459	432	409	391	361	354	344
Number of wholesale line rental lines	370	356	352	371	304	299	295	290

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.

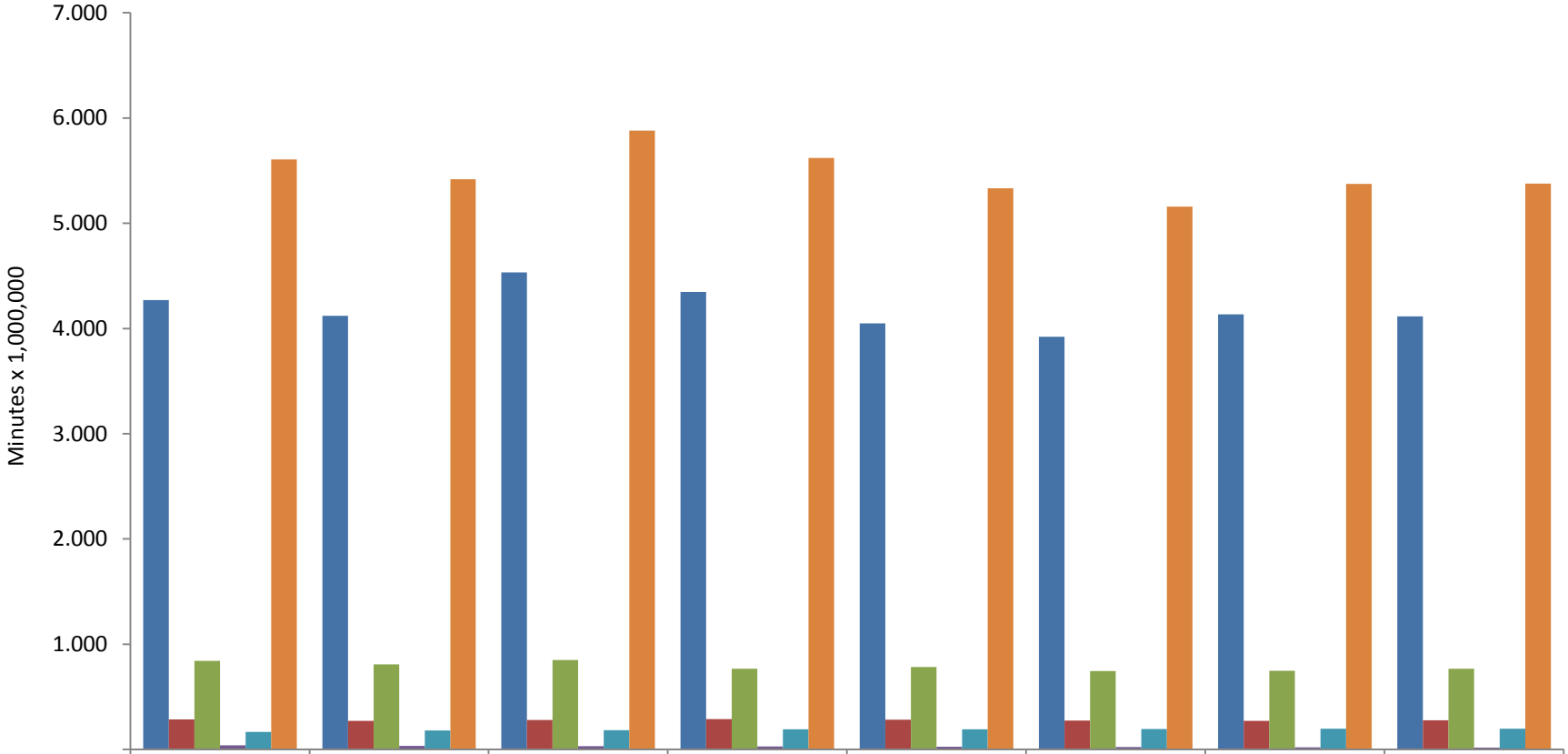
Fixed telephony: Annual retail revenues PSTN + VoB lines



	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.

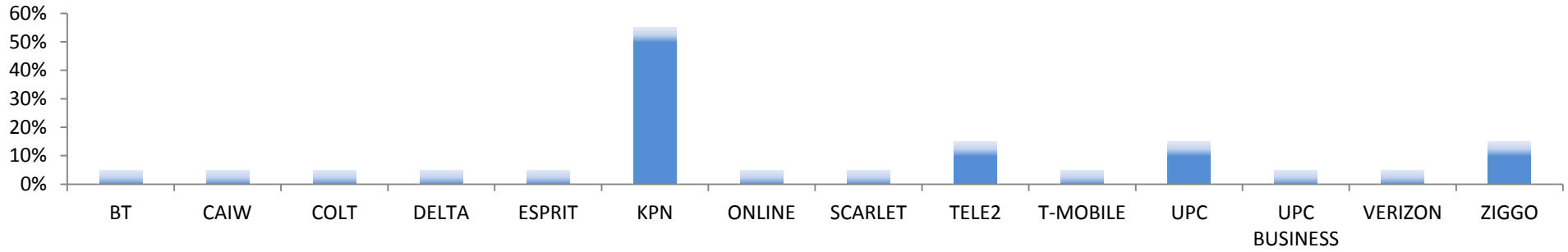
Fixed telephony: Total retail traffic in minutes



	30-6-2010	30-9-2010	31-12-2010	31-3-2011	30-6-2011	30-9-2011	31-12-2011	31-3-2012
Local and national	4.271	4.122	4.532	4.347	4.048	3.921	4.135	4.115
International	287	273	281	289	283	275	273	278
Fixed-mobile	842	808	849	767	784	744	748	767
Narrowband data traffic	41	35	32	27	25	22	20	17
Other	168	179	184	191	192	194	197	198
Total volume	5.607	5.417	5.879	5.621	5.332	5.157	5.374	5.376

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.

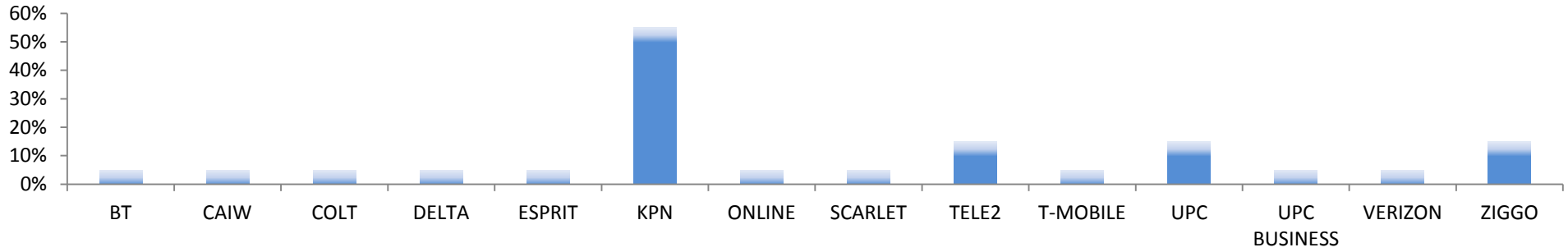
Fixed telephony: Market shares based on retail traffic (2012Q1)



	30-6-2010	30-9-2010	31-12-2010	31-3-2011	30-6-2011	30-9-2011	31-12-2011	31-3-2012
ATLANTIC	[0-5%]	[0-5%]	[0-5%]	-	-	-	-	-
BBNED	[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	[55-60%]	[50-55%]	[50-55%]	[50-55%]	[50-55%]	[50-55%]	[50-55%]	[50-55%]
ONLINE	[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	[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%]	[0-5%]
UPC	[5-10%]	[5-10%]	[5-10%]	[10-15%]	[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	[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.

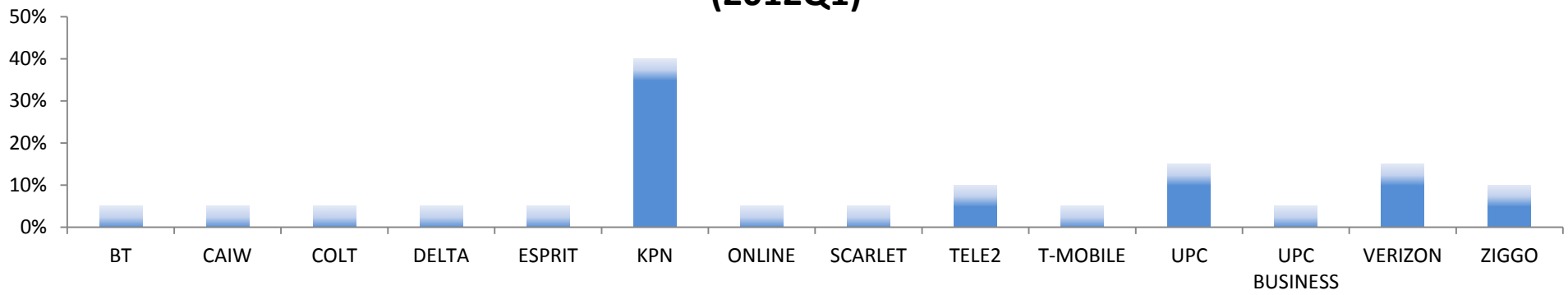
Fixed telephony: Market shares based on national and local traffic (2012Q1)



	30-6-2010	30-9-2010	31-12-2010	31-3-2011	30-6-2011	30-9-2011	31-12-2011	31-3-2012
ATLANTIC	[0-5%]	[0-5%]	[0-5%]	-	-	-	-	-
BBNED	[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	[55-60%]	[55-60%]	[55-60%]	[55-60%]	[55-60%]	[55-60%]	[55-60%]	[50-55%]
ONLINE	[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	[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%]	[0-5%]
UPC	[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%]	[0-5%]	[0-5%]
VERIZON	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
ZIGGO	[5-10%]	[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 question 2_C2_11_1 of the SMM.

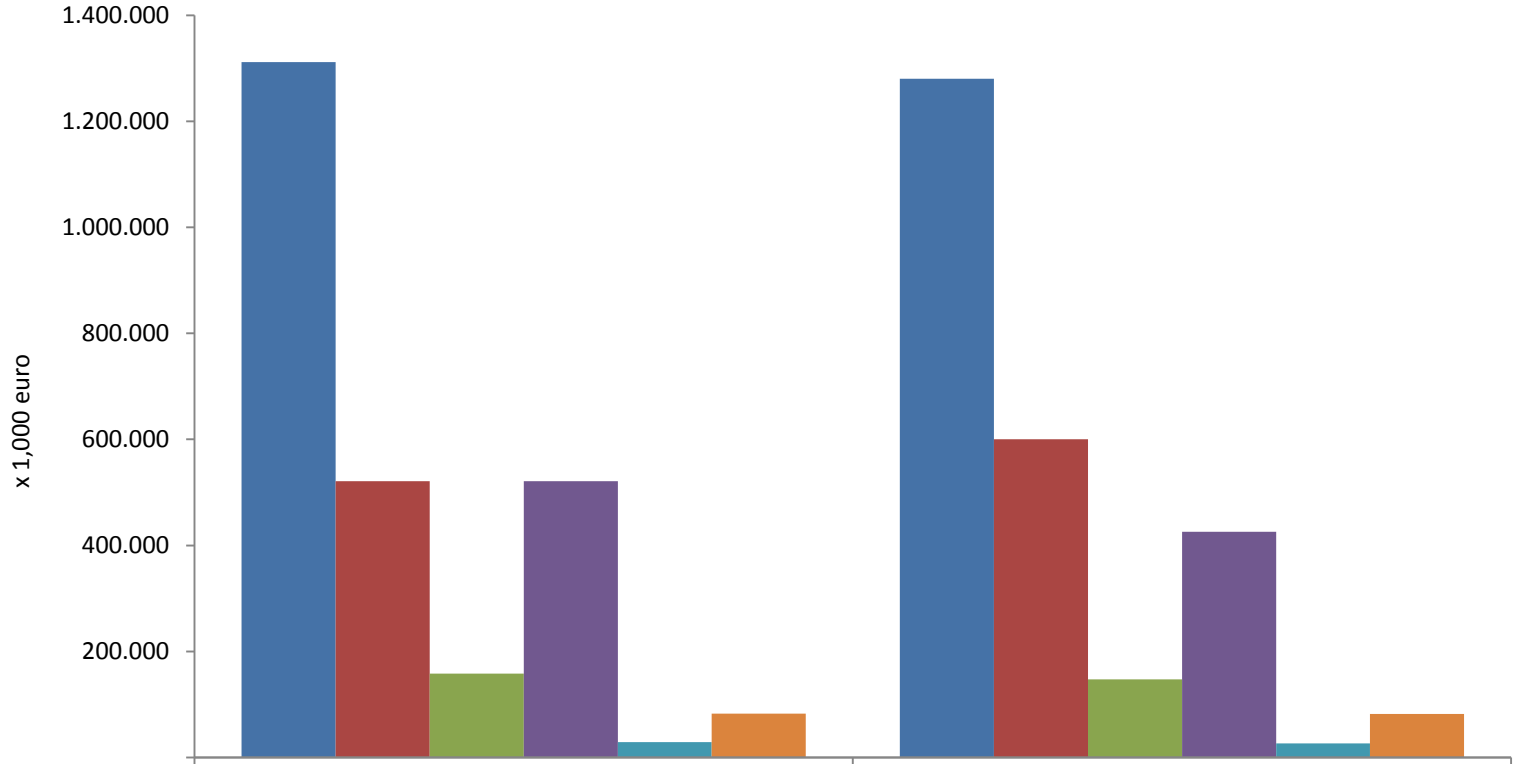
Fixed telephony: Market shares based on international traffic volumes (2012Q1)



	30-6-2010	30-9-2010	31-12-2010	31-3-2011	30-6-2011	30-9-2011	31-12-2011	31-3-2012
ATLANTIC	[0-5%]	[0-5%]	[0-5%]	-	-	-	-	-
BBNED	[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	[5-10%]	[0-5%]	[0-5%]	[5-10%]	[5-10%]	[5-10%]	[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	[45-50%]	[45-50%]	[40-45%]	[40-45%]	[40-45%]	[40-45%]	[40-45%]	[35-40%]
ONLINE	[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%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]
T-MOBILE	-	-	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
UPC	[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%]	[0-5%]	[0-5%]
VERIZON	[5-10%]	[10-15%]	[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%]

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

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_10_1 till 2_C2_10_5 of the SMM.