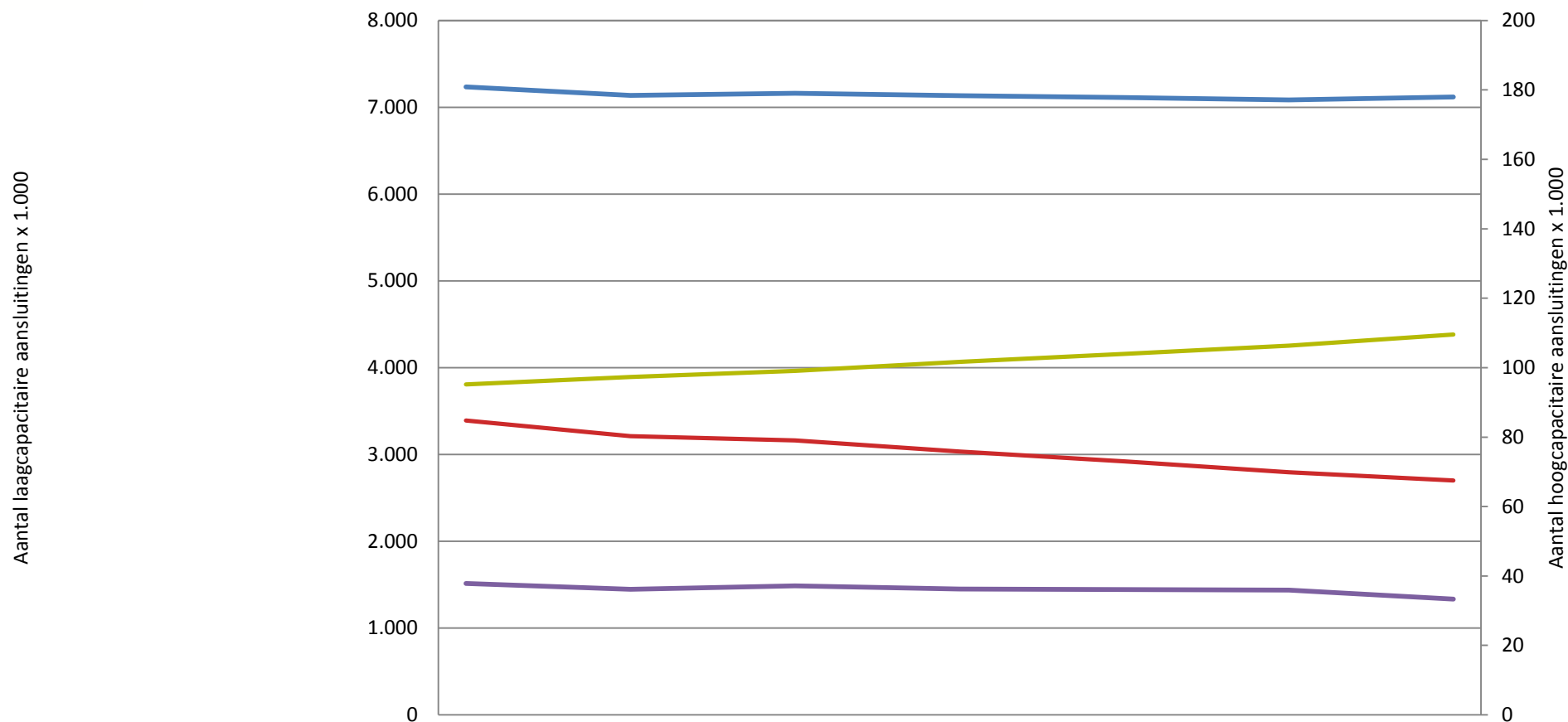




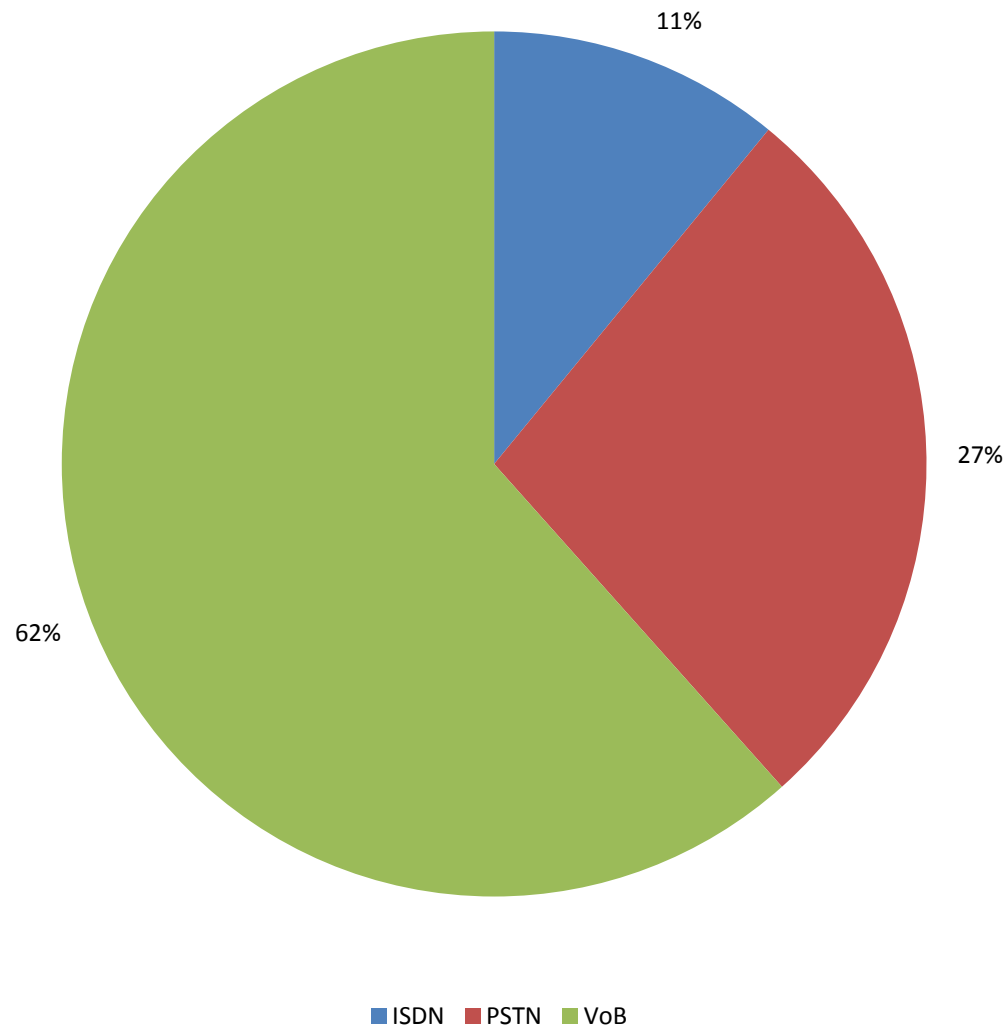
## Vaste telefonie: Aantal retail aansluitingen PSTN + VoB



	31-12-2010	31-3-2011	30-6-2011	30-9-2011	31-12-2011	31-3-2012	30-6-2012
— Totaal aantal retail aansluitingen VT	7.234	7.138	7.162	7.135	7.113	7.084	7.118
— Aantal laagcapacitaire aansluitingen PSTN	3.391	3.210	3.161	3.033	2.919	2.795	2.701
— Aantal laagcapacitaire aansluitingen VoB	3.806	3.891	3.964	4.065	4.157	4.253	4.383
— Aantal hoogcapacitaire aansluitingen	38	36	37	36	36	36	33

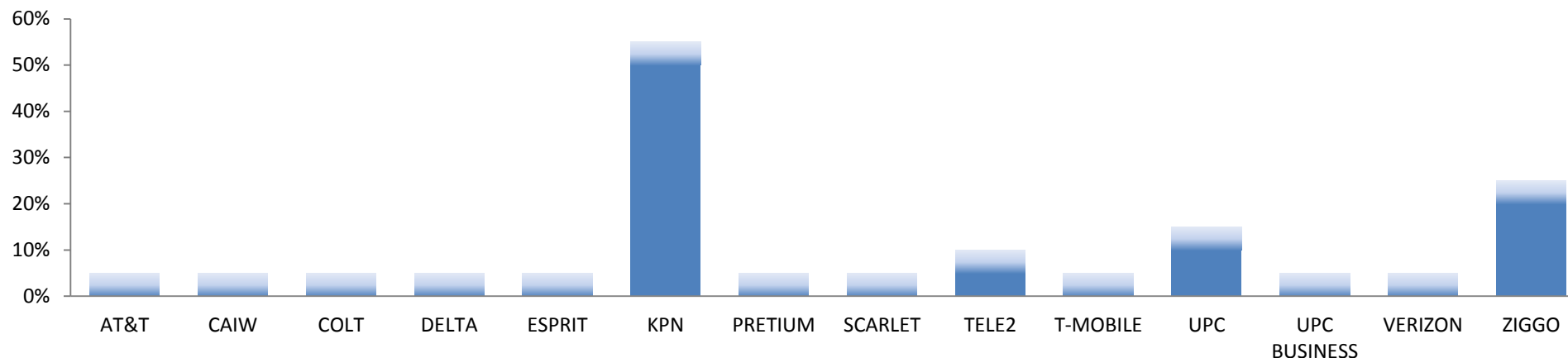


## Vaste telefonie: Retail aansluitingen naar type (2012Q2)





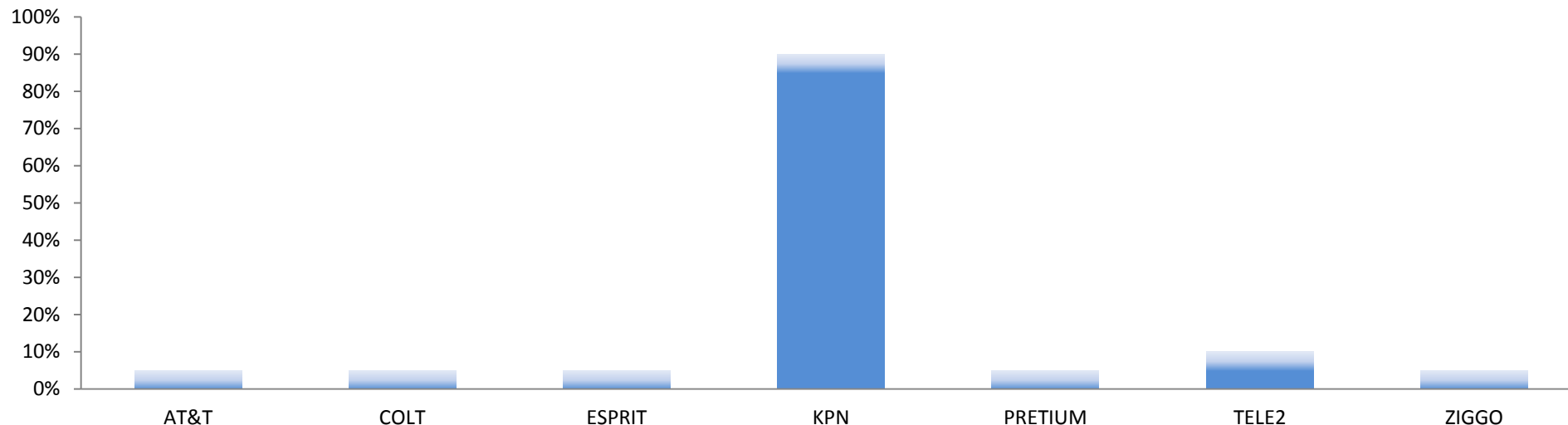
## Vaste telefonie: Marktaandelen retail laagcapacitaire aansluitingen PSTN + VoB (2012Q2)



	31-12-2010	31-3-2011	30-6-2011	30-9-2011	31-12-2011	31-3-2012	30-6-2012
AT&T	-	-	-	-	-	-	[0-5%]
ATLANTIC	[0-5%]	-	-	-	-	-	-
BBNED	[0-5%]	[0-5%]	[0-5%]	[0-5%]	-	-	-
CAIW	[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%]
DELTA	[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%]
KPN	[60-65%]	[55-60%]	[55-60%]	[55-60%]	[55-60%]	[55-60%]	[50-55%]
PRETIUM	[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%]
TELE2	[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%]	[0-5%]
UPC	[10-15%]	[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%]
VERIZON	-	-	-	-	-	-	[0-5%]
ZIGGO	[15-20%]	[15-20%]	[15-20%]	[15-20%]	[15-20%]	[20-25%]	[20-25%]



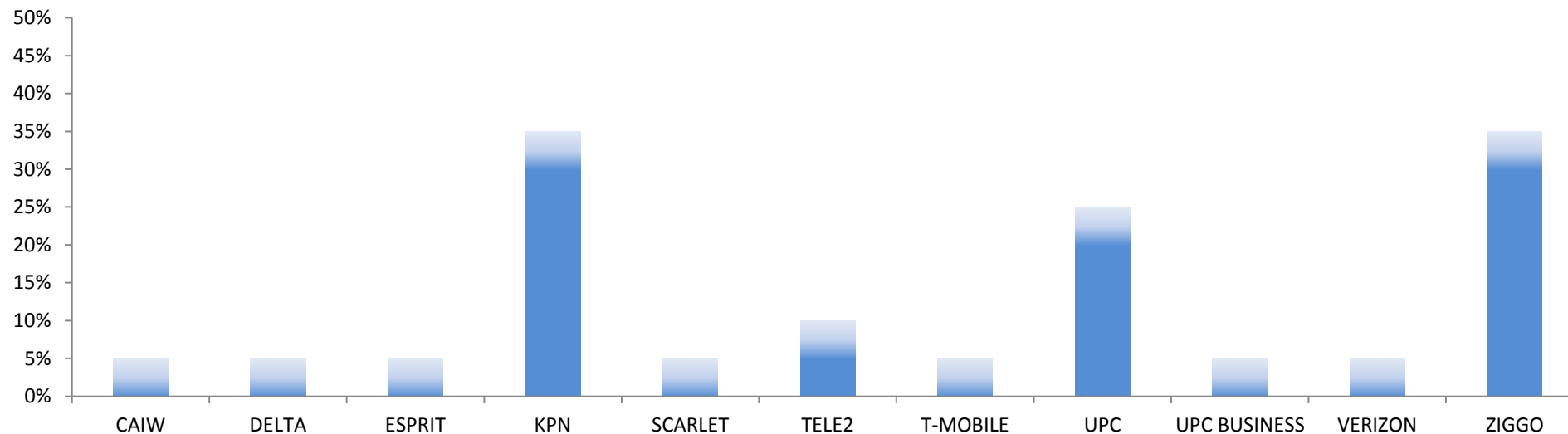
## Vaste telefonie: Verhoudingen retail laagcapacitaire aansluitingen PSTN (2012Q2)



	31-12-2010	31-3-2011	30-6-2011	30-9-2011	31-12-2011	31-3-2012	30-6-2012
AT&T	-	-	-	-	-	-	[0-5%]
ATLANTIC	[0-5%]	-	-	-	-	-	-
BBNED	[0-5%]	[0-5%]	[0-5%]	[0-5%]	-	-	-
COLT	[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%]
KPN	[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%]
TELE2	[0-5%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]
UPC	[0-5%]	-	-	-	-	-	-
ZIGGO	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]



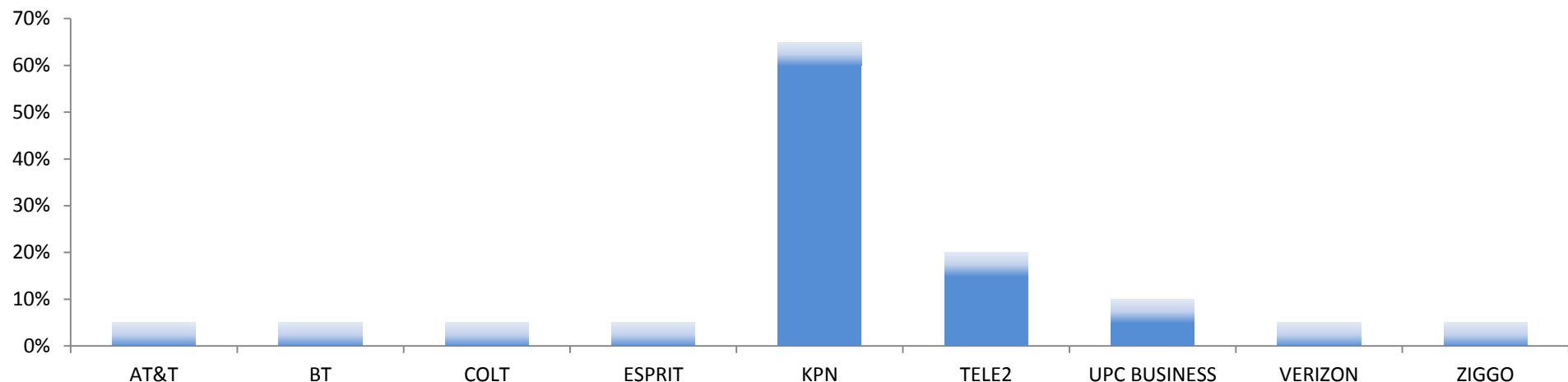
## Vaste telefonie: Verhoudingen retail laagcapacitaire aansluitingen VoB (2012Q2)



	31-12-2010	31-3-2011	30-6-2011	30-9-2011	31-12-2011	31-3-2012	30-6-2012
BBNED	[0-5%]	[0-5%]	[0-5%]	[0-5%]	-	-	-
CAIW	[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%]
ESPRIT	-	-	[0-5%]	-	-	-	[0-5%]
KPN	[30-35%]	[30-35%]	[30-35%]	[30-35%]	[30-35%]	[30-35%]	[30-35%]
SCARLET	[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%]
T-MOBILE	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
UPC	[15-20%]	[15-20%]	[15-20%]	[15-20%]	[20-25%]	[20-25%]	[20-25%]
UPC BUSINESS	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
VERIZON	-	-	-	-	-	-	[0-5%]
ZIGGO	[30-35%]	[30-35%]	[30-35%]	[30-35%]	[30-35%]	[30-35%]	[30-35%]



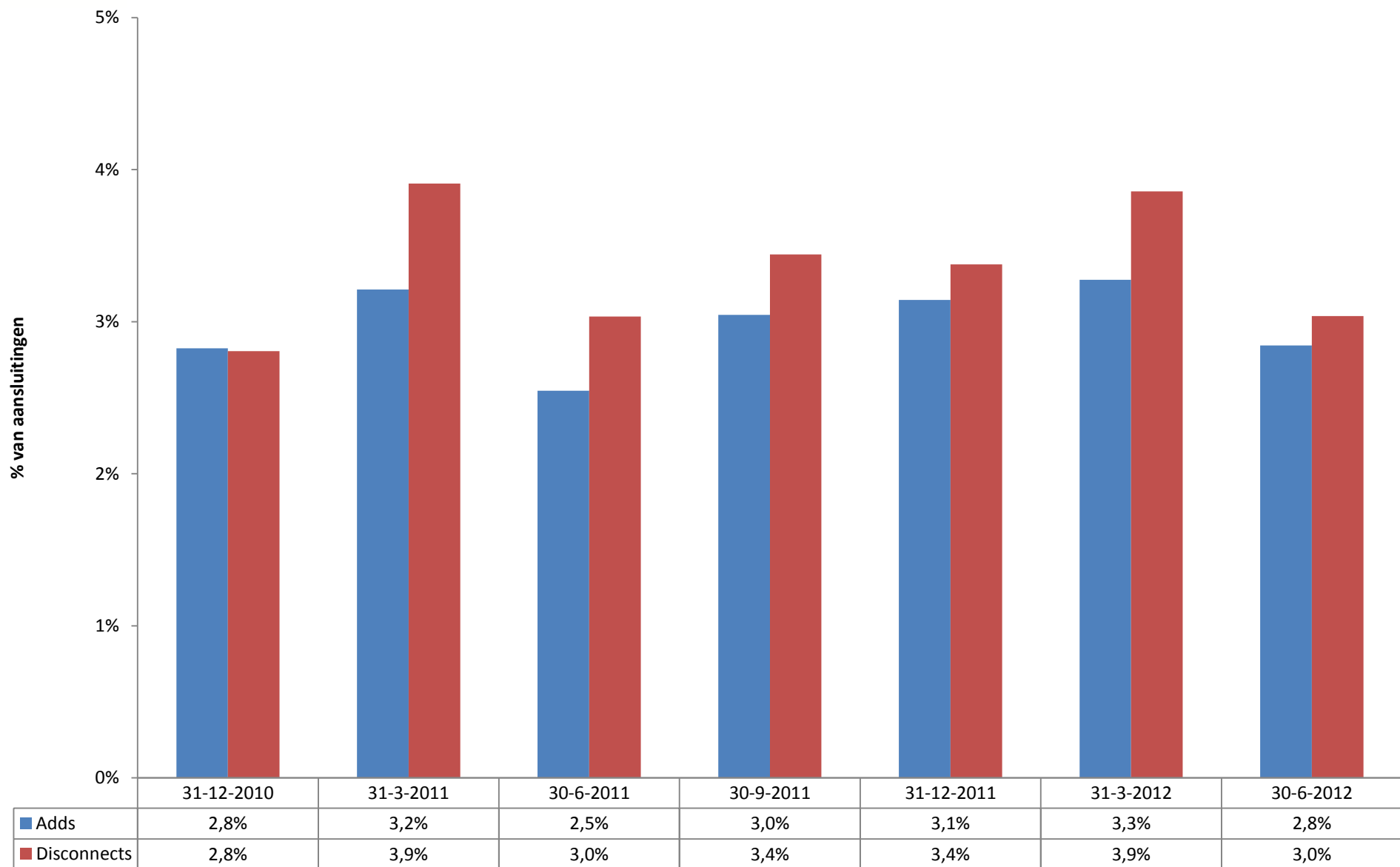
## Vaste telefonie: Marktaandelen retail hoogcapacitaire aansluitingen PSTN + VoB (2012Q2)



	31-12-2010	31-3-2011	30-6-2011	30-9-2011	31-12-2011	31-3-2012	30-6-2012
AT&T	-	-	-	-	-	-	[0-5%]
ATLANTIC	[0-5%]	-	-	-	-	-	-
BBNED	[0-5%]	[0-5%]	[0-5%]	[0-5%]	-	-	-
BT	[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%]
ESPRIT	[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%]	[60-65%]
TELE2	[10-15%]	[10-15%]	[10-15%]	[10-15%]	[15-20%]	[15-20%]	[15-20%]
UPC BUSINESS	[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%]
ZIGGO	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]

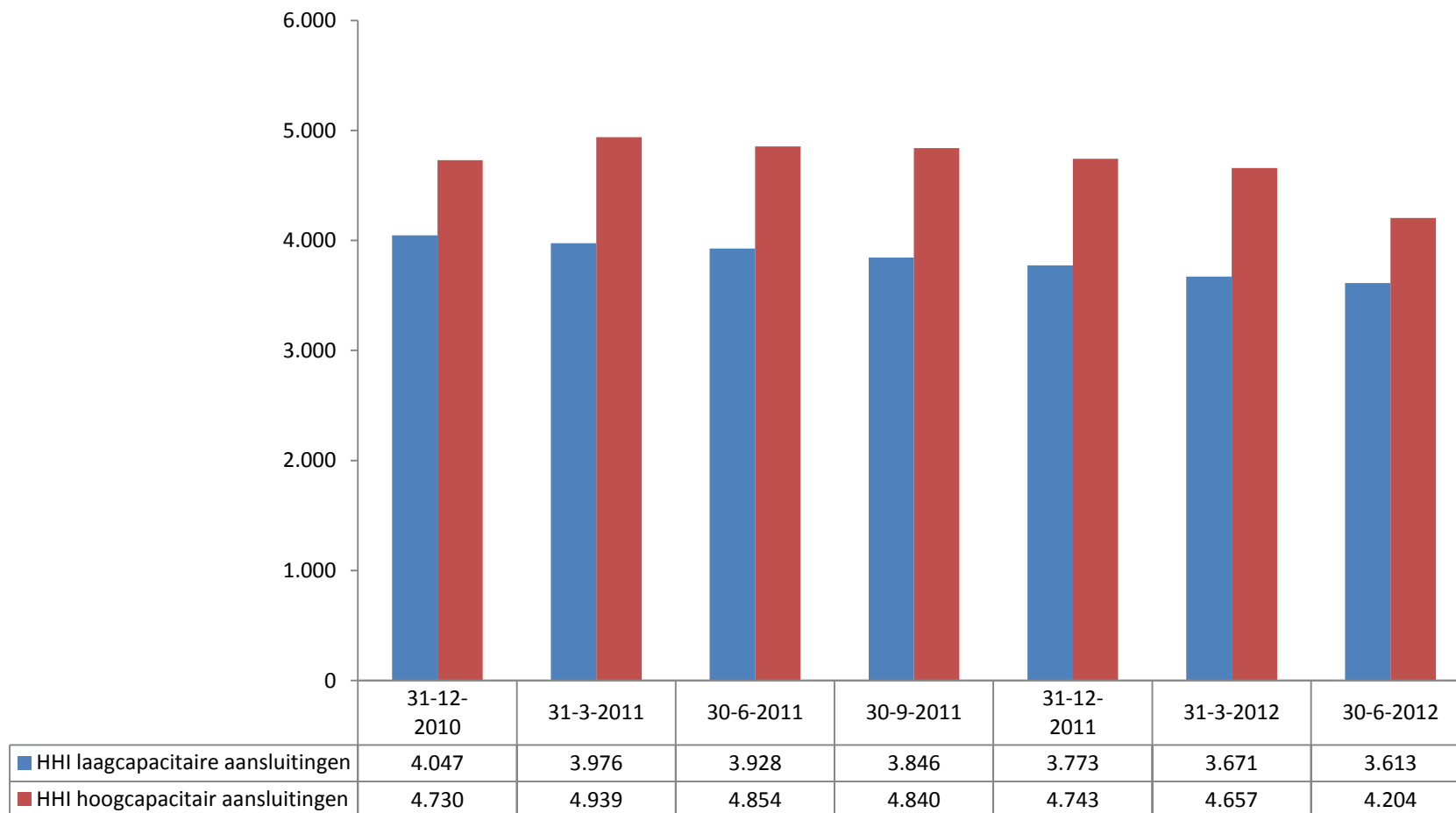


## Vaste telefonie: Churn op basis van aantal retail aansluitingen PSTN + VoB



Op basis van gegevens van AT T, ATLANTIC, BBNED, 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 en 2\_A4\_1-9\_1-2 van de SMM.

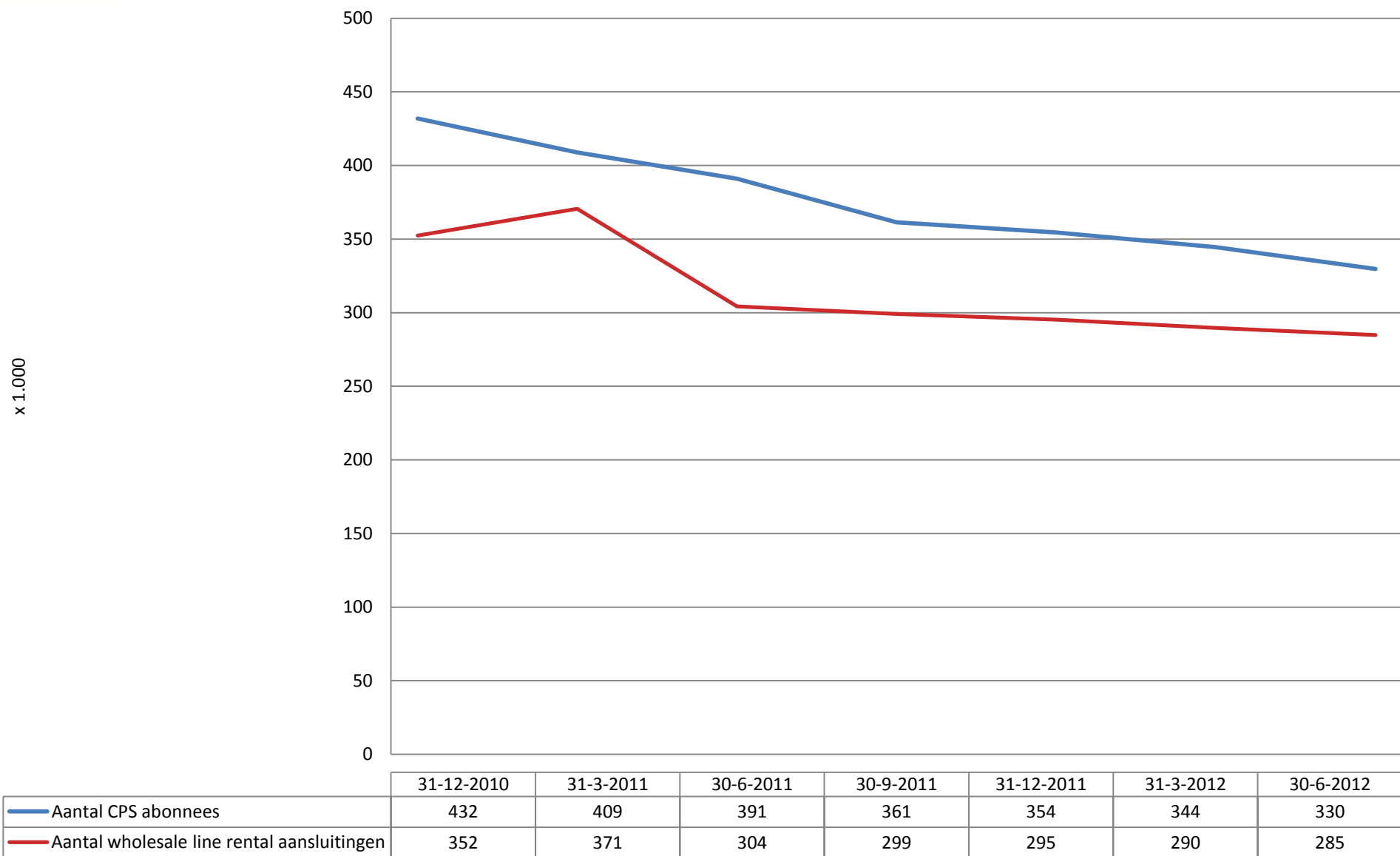
## Vaste telefonie: Herfindahl-Hirschman Index van retail aansluitingen PSTN+VoB





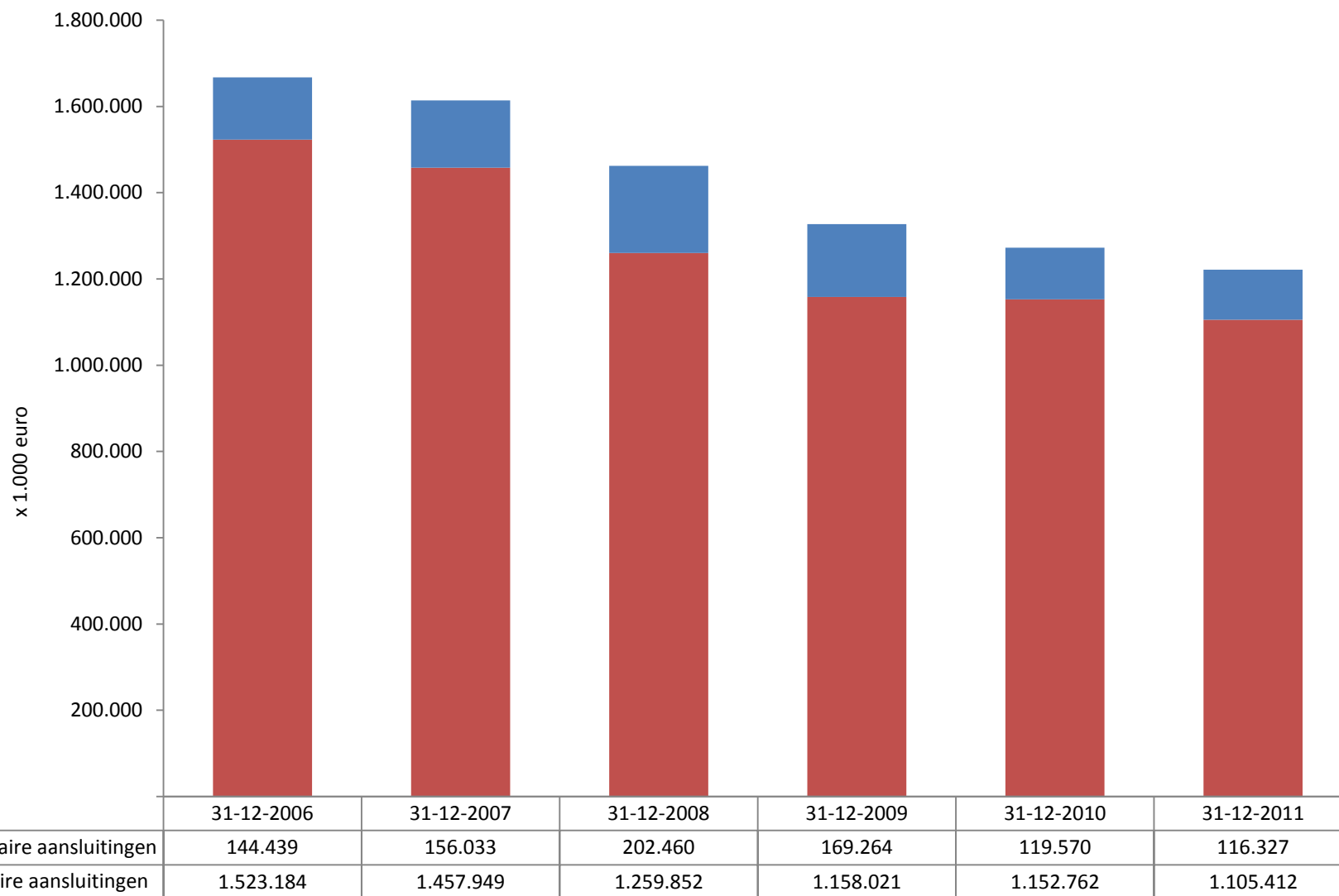


## Vaste telefonie: Aantal retail WLR aansluitingen en CPS abonnees



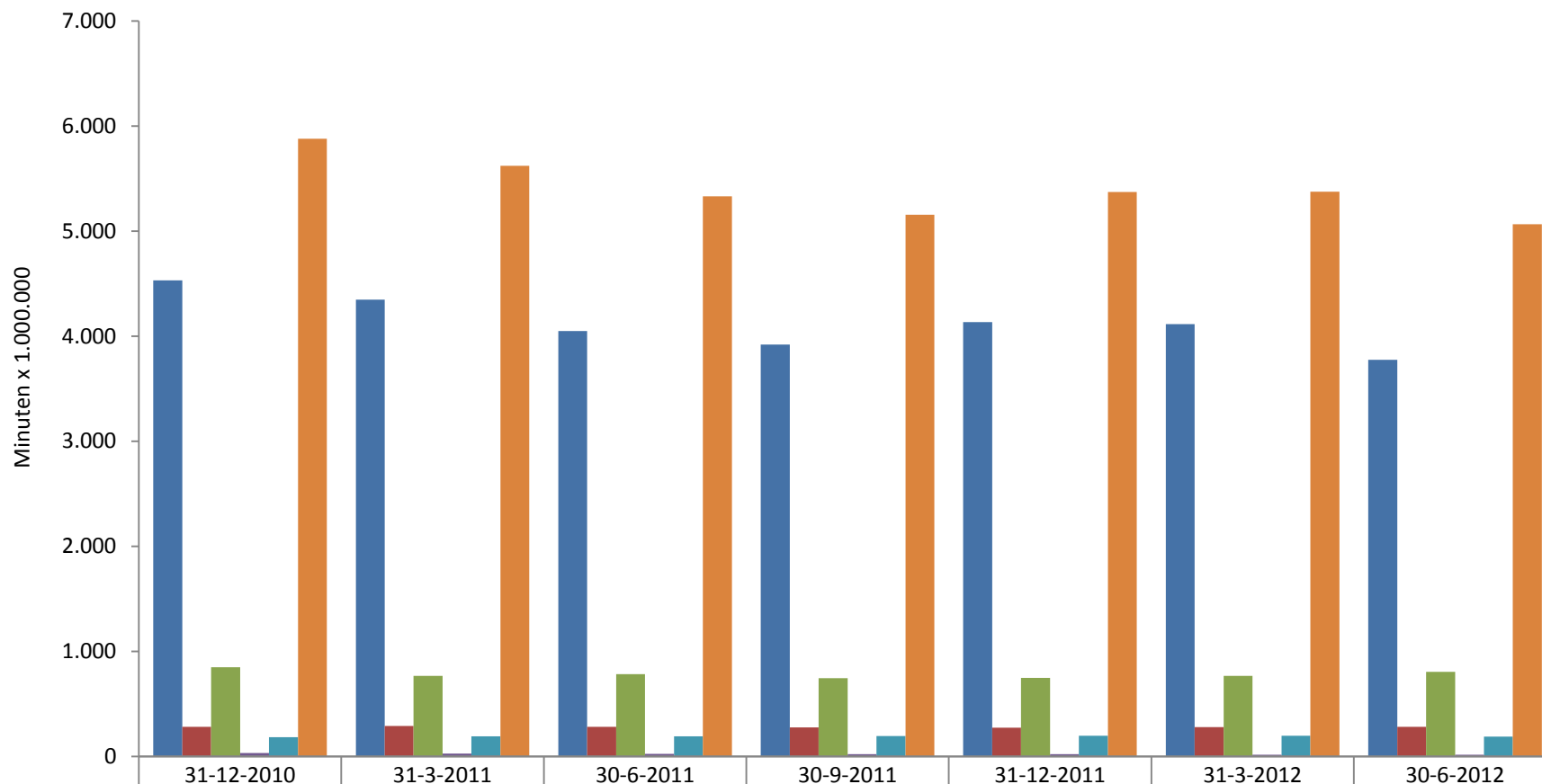


## Vaste telefonie: Jaaromzet retail aansluitingen PSTN + VoB





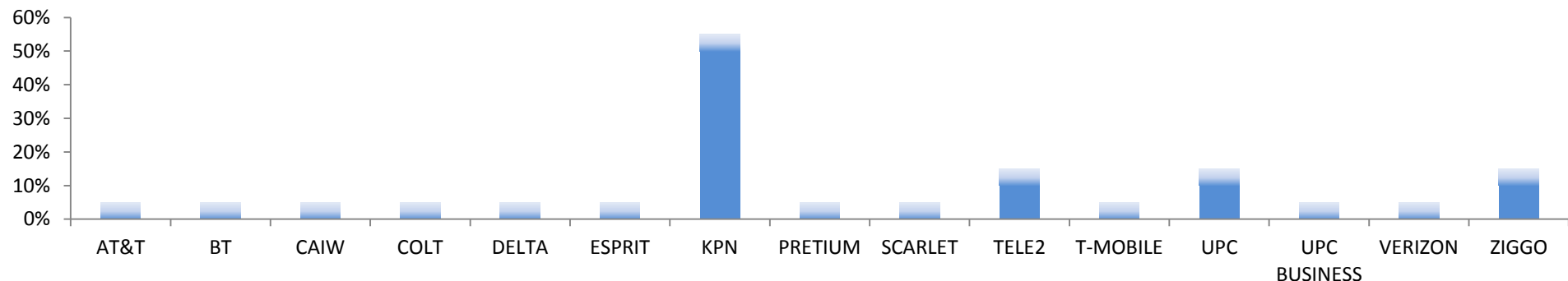
## Vaste telefonie: Totaal volume retail belminuten



	31-12-2010	31-3-2011	30-6-2011	30-9-2011	31-12-2011	31-3-2012	30-6-2012
■ Lokaal + nationaal	4.532	4.347	4.048	3.921	4.135	4.115	3.774
■ Internationaal	281	289	283	275	273	278	281
■ Vast-mobiel	849	767	784	744	748	767	806
■ Smalbandig dataverkeer	32	27	25	22	20	17	16
■ Overig verkeer	184	191	192	194	197	198	187
■ Totaal verkeer	5.879	5.621	5.332	5.157	5.374	5.376	5.065

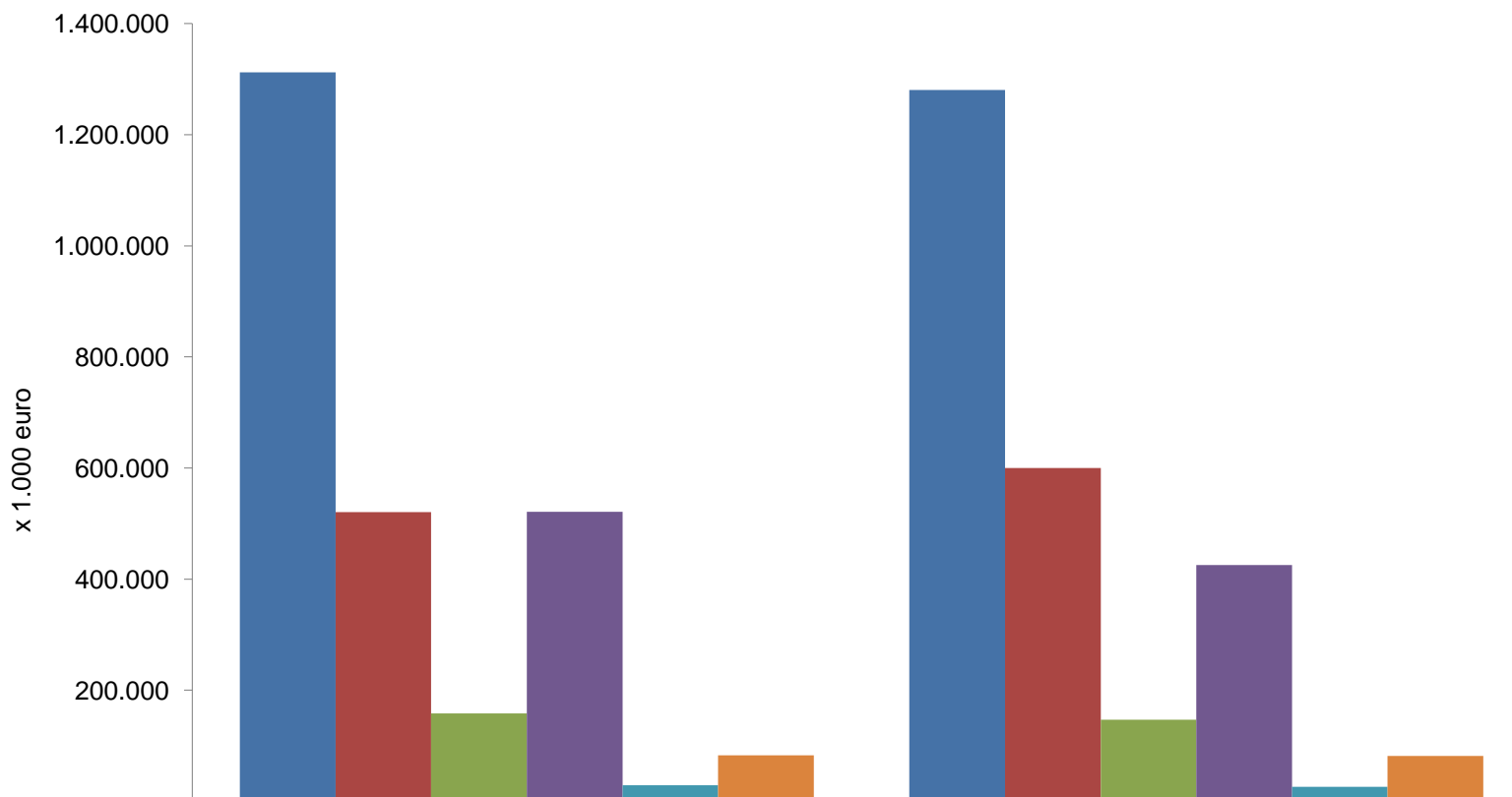


## Vaste telefonie: Marktaandelen volume retail belminuten (2012Q2)



	31-12-2010	31-3-2011	30-6-2011	30-9-2011	31-12-2011	31-3-2012	30-6-2012
AT&T	-	-	-	-	-	-	[0-5%]
ATLANTIC	[0-5%]	-	-	-	-	-	-
BBNED	[0-5%]	[0-5%]	[0-5%]	[0-5%]	-	-	-
BT	[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%]
COLT	[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%]
ESPRIT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
KPN	[50-55%]	[50-55%]	[50-55%]	[50-55%]	[50-55%]	[50-55%]	[50-55%]
PRETIUM	[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%]
TELE2	[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%]	[0-5%]
UPC	[5-10%]	[10-15%]	[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%]
VERIZON	[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%]

### Vaste telefonie: Jaaromzet retail verkeer



	31-12-2010	31-12-2011
■ Totaal omzet verkeer	1.312.056	1.280.595
■ Omzet lokaal en nationaal verkeer	520.856	600.241
■ Omzet internationaal verkeer	158.399	146.988
■ Omzet vast naar mobiel verkeer	521.279	425.399
■ Omzet smalbandig dataverkeer	28.820	26.227
■ Omzet overig verkeer	82.701	81.740