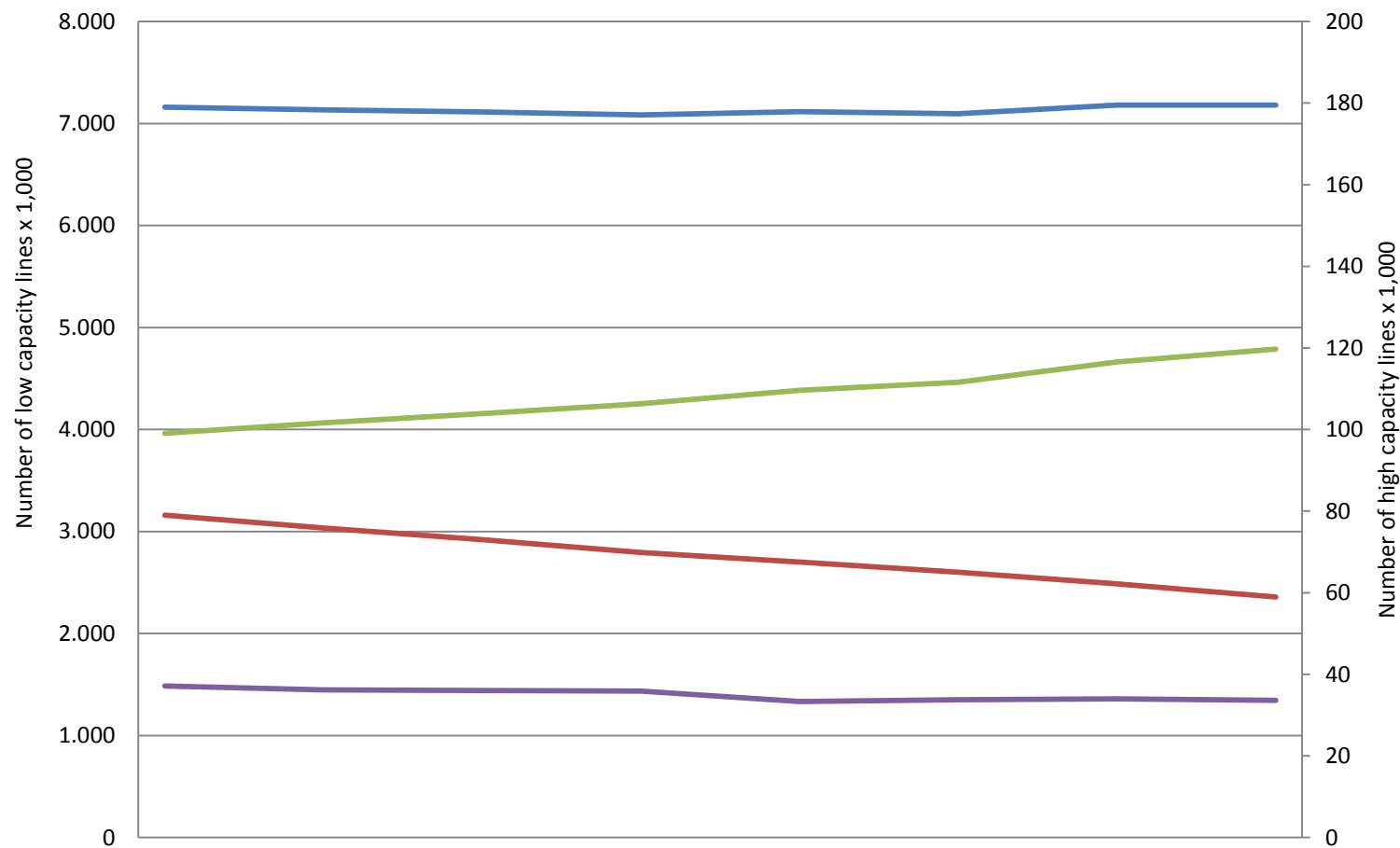




Fixed telephony: Number of retail connections PSTN + VoB

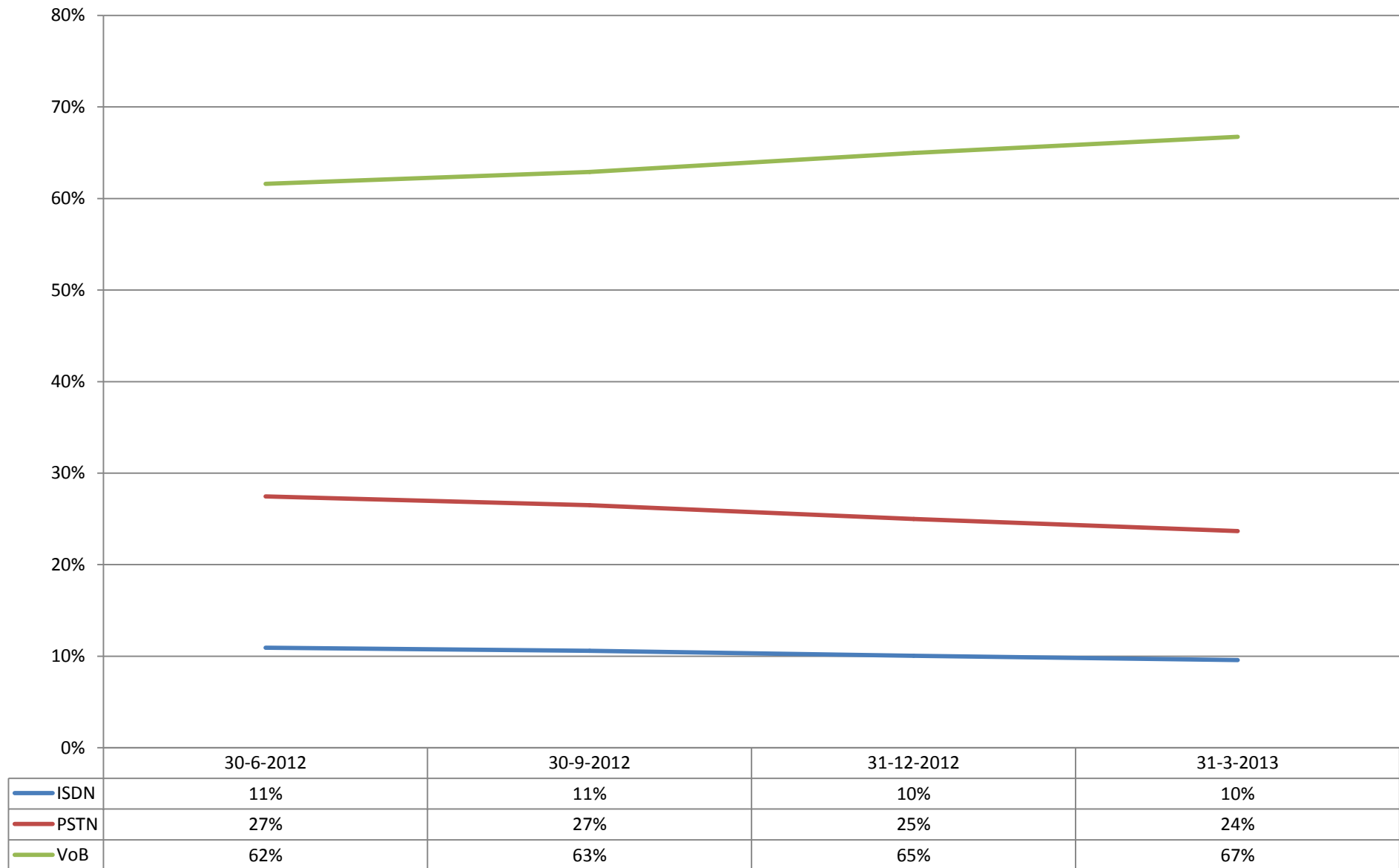


	30-6-2011	30-9-2011	31-12-2011	31-3-2012	30-6-2012	30-9-2012	31-12-2012	31-3-2013
— Total number of retail fixed voice lines	7.162	7.135	7.113	7.084	7.118	7.096	7.182	7.181
— Number of low capacity lines PSTN	3.161	3.033	2.919	2.795	2.701	2.600	2.485	2.358
— Number of low capacity lines VoB	3.964	4.065	4.157	4.253	4.383	4.462	4.662	4.790
— Number of high capacity lines	37	36	36	36	33	34	34	34

Based on figures of AT T, ATLANTIC, BBNEB, BT, CAIW, COLT, ESPRIT, KPN, PRETIUM, SCARLET, TELE2, T-MOBILE, UPC, UPC BUSINESS, VERIZON, VODAFONE and ZIGGO. Based on questions 2_A2_2_1 till 2_A2_2_4 2_A2_3_1 till 2_A2_3_9 of the SMM.

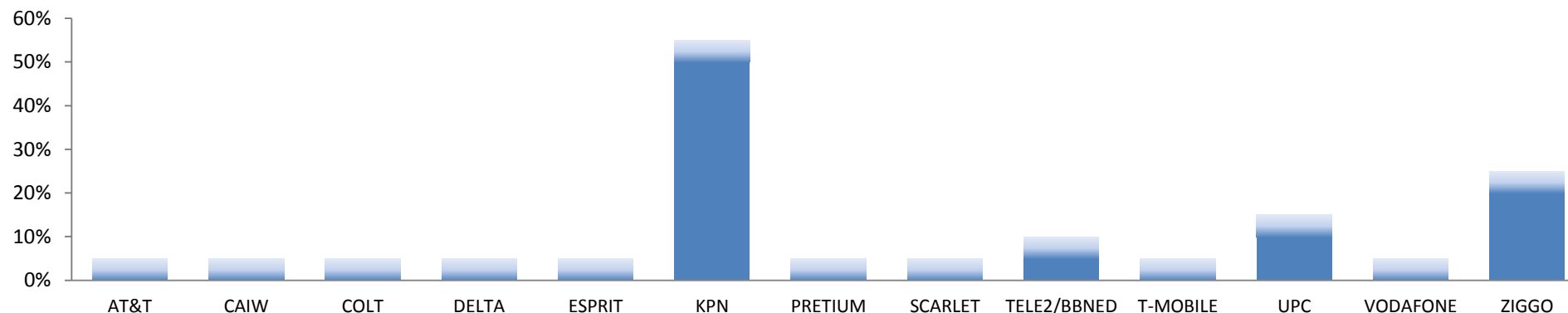


Fixed telephony: Share of retail connections per type





Fixed telephony: Market shares retail low capacity lines PSTN + VoB (2013Q1)

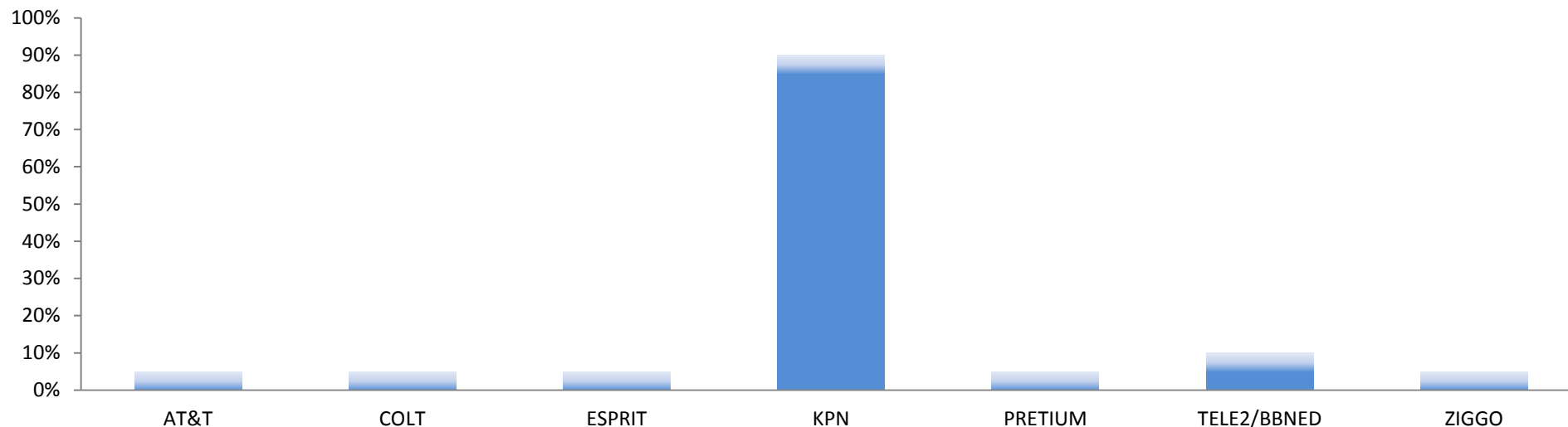


	30-6-2011	30-9-2011	31-12-2011	31-3-2012	30-6-2012	30-9-2012	31-12-2012	31-3-2013
AT&T	-	-	-	-	[0-5%]	[0-5%]	[0-5%]	[0-5%]
CAIW	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
COLT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
DELTA	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
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%]	[50-55%]	[50-55%]	[50-55%]	[50-55%]
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/BBNED	[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%]	[0-5%]	[0-5%]
UPC	[10-15%]	[10-15%]	[10-15%]	[10-15%]	[10-15%]	[10-15%]	[10-15%]	[10-15%]
VODAFONE	-	-	-	-	-	[0-5%]	[0-5%]	[0-5%]
ZIGGO	[15-20%]	[15-20%]	[15-20%]	[20-25%]	[20-25%]	[20-25%]	[20-25%]	[20-25%]

Based on figures of AT T, ATLANTIC, BBNED, CAIW, COLT, DELTA, ESPRIT, KPN, PRETIUM, SCARLET, TELE2, T-MOBILE, UPC, UPC BUSINESS, VODAFONE and ZIGGO. Based on questions 2_A2_2_1, 2_A2_2_2 and 2_A2_3_1,2,3,7,8,9 of the SMM.



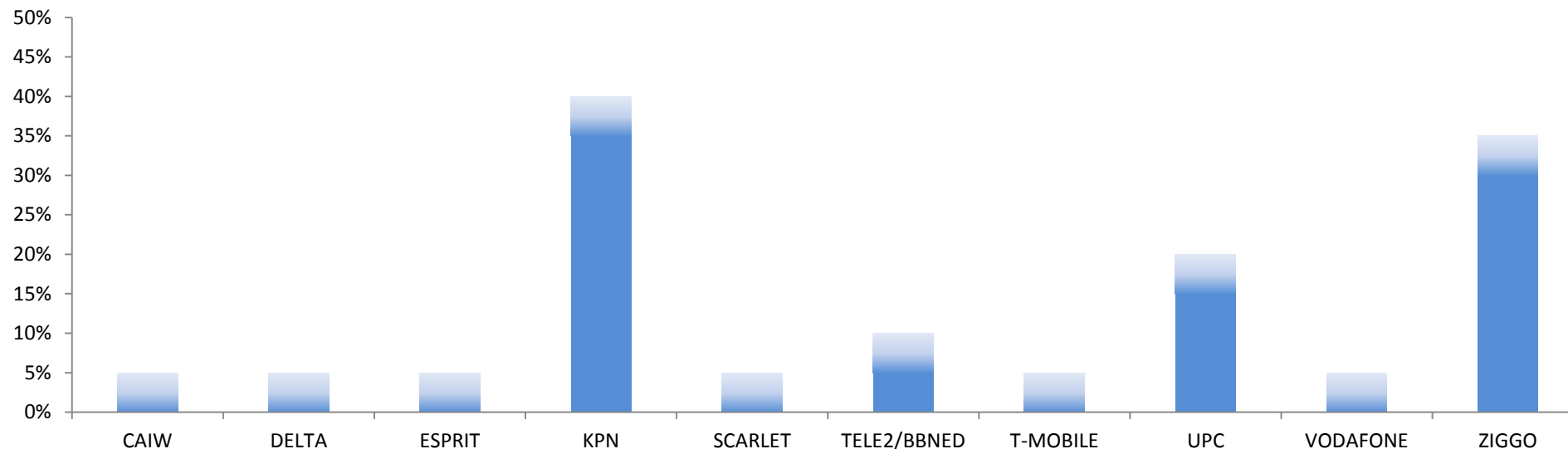
Fixed telephony: Ratios of low capacity lines PSTN (2013Q1)



	30-6-2011	30-9-2011	31-12-2011	31-3-2012	30-6-2012	30-9-2012	31-12-2012	31-3-2013
AT&T	-	-	-	-	[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/BBNED	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]
ZIGGO	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]



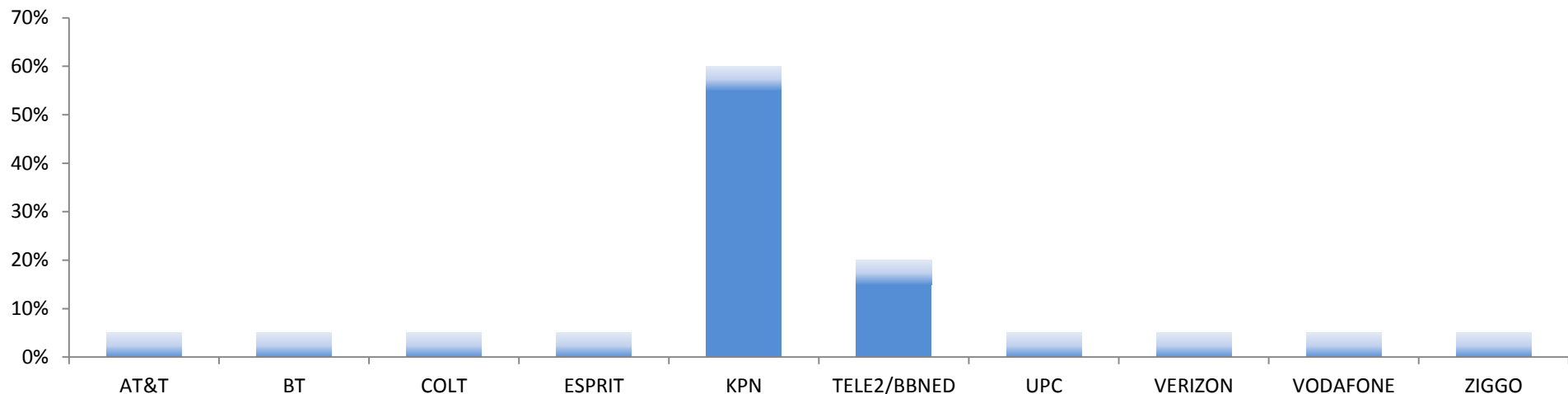
Fixed telephony: Ratios of low capacity lines VoB (2013Q1)



	30-6-2011	30-9-2011	31-12-2011	31-3-2012	30-6-2012	30-9-2012	31-12-2012	31-3-2013
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%]	-	-	-	[0-5%]	[0-5%]	[0-5%]	[0-5%]
KPN	[30-35%]	[30-35%]	[30-35%]	[30-35%]	[30-35%]	[30-35%]	[35-40%]	[35-40%]
SCARLET	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
TELE2/BBNED	[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%]	[0-5%]	[0-5%]
UPC	[15-20%]	[15-20%]	[20-25%]	[20-25%]	[20-25%]	[20-25%]	[15-20%]	[15-20%]
VODAFONE	-	-	-	-	-	[0-5%]	[0-5%]	[0-5%]
ZIGGO	[30-35%]	[30-35%]	[30-35%]	[30-35%]	[30-35%]	[30-35%]	[30-35%]	[30-35%]



Fixed telephony: Market shares based on retail high capacity lines PSTN + VoB (2013Q1)

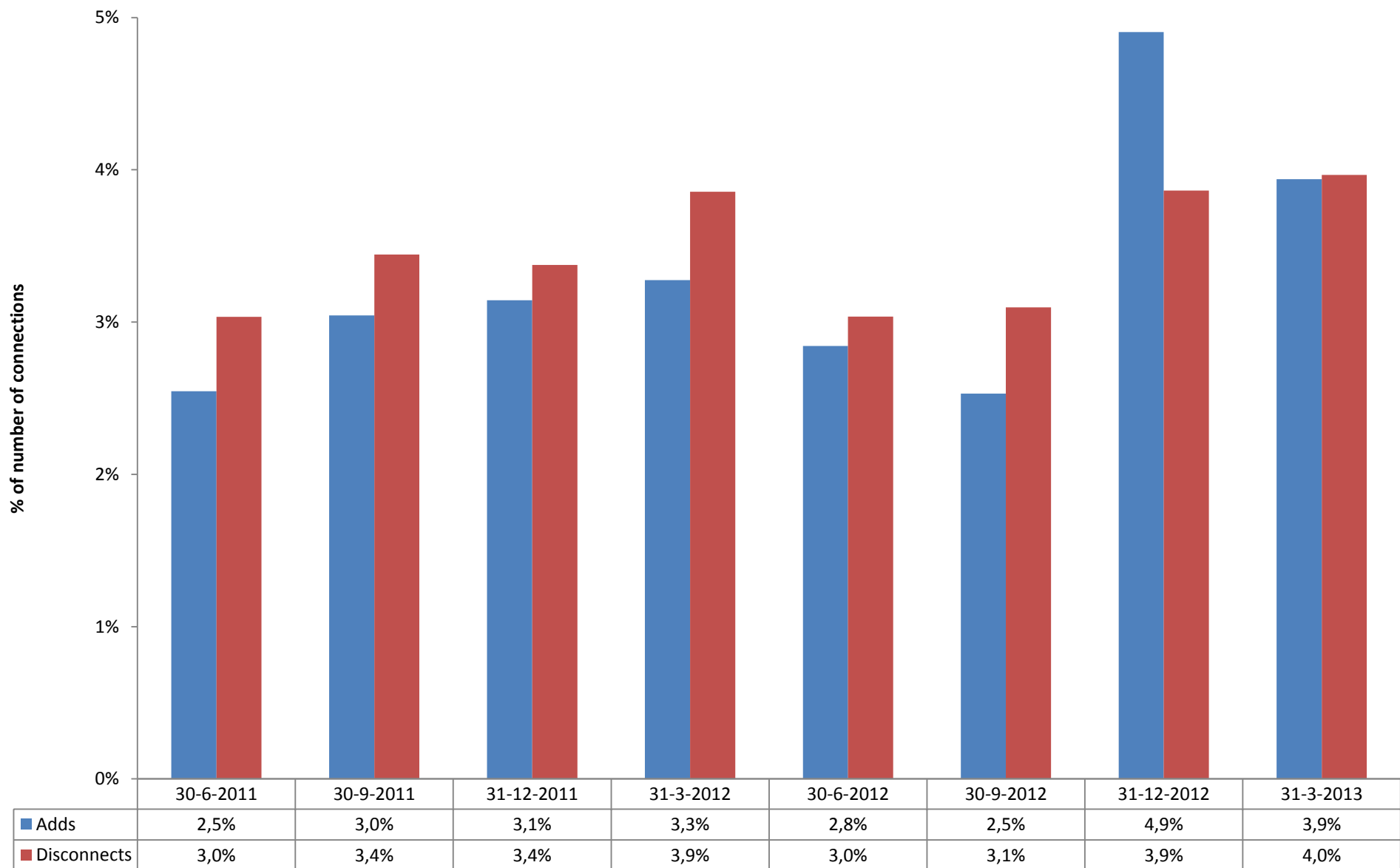


	30-6-2011	30-9-2011	31-12-2011	31-3-2012	30-6-2012	30-9-2012	31-12-2012	31-3-2013
AT&T	-	-	-	-	[0-5%]	[0-5%]	[0-5%]	[0-5%]
BT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
COLT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
ESPRIT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
KPN	[65-70%]	[65-70%]	[65-70%]	[65-70%]	[60-65%]	[55-60%]	[55-60%]	[55-60%]
TELE2/BBNED	[10-15%]	[15-20%]	[15-20%]	[15-20%]	[15-20%]	[15-20%]	[15-20%]	[15-20%]
UPC	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[0-5%]
VERIZON	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
VODAFONE	-	-	-	-	-	[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 AT T, ATLANTIC, BBNED, BT, COLT, ESPRIT, KPN, TELE2, UPC BUSINESS, VERIZON, VODAFONE and ZIGGO. Based on questions 2_A2_2_3, 2_A2_2_4 and 2_A2_3_4,5,6,9 of the SMM.



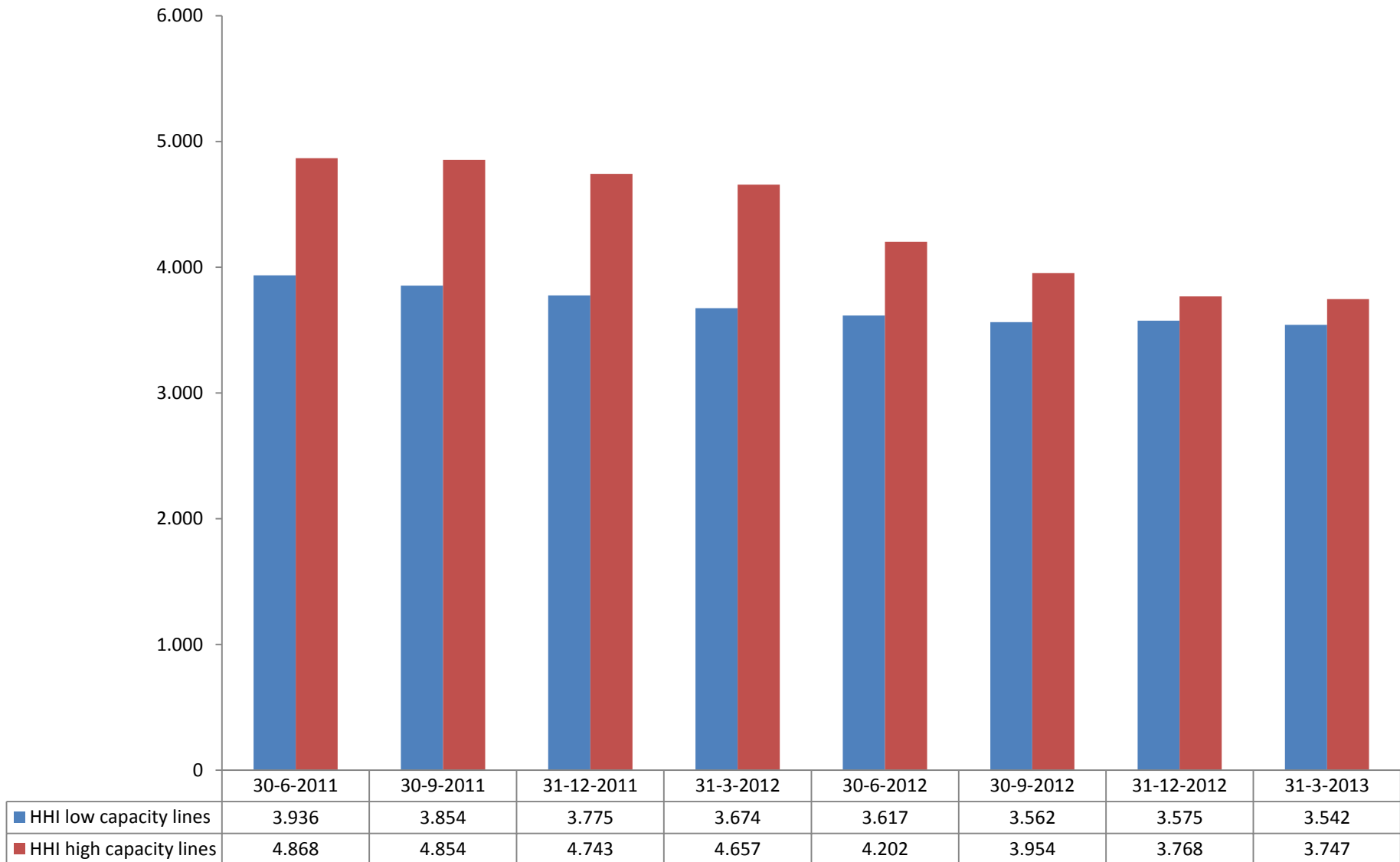
Fixed telephony: Churn based on number of retail connections PSTN + VoB



Based on figures of AT T, ATLANTIC, BBNEED, BT, CAIW, COLT, ESPRIT, KPN, PRETIUM, SCARLET, TELE2, T-MOBILE, UPC, UPC BUSINESS, VERIZON, VODAFONE and ZIGGO. Based on questions 2_A3_5,6,7,8_1,_2 and 2_A4_1-9_1-2 of the SMM.



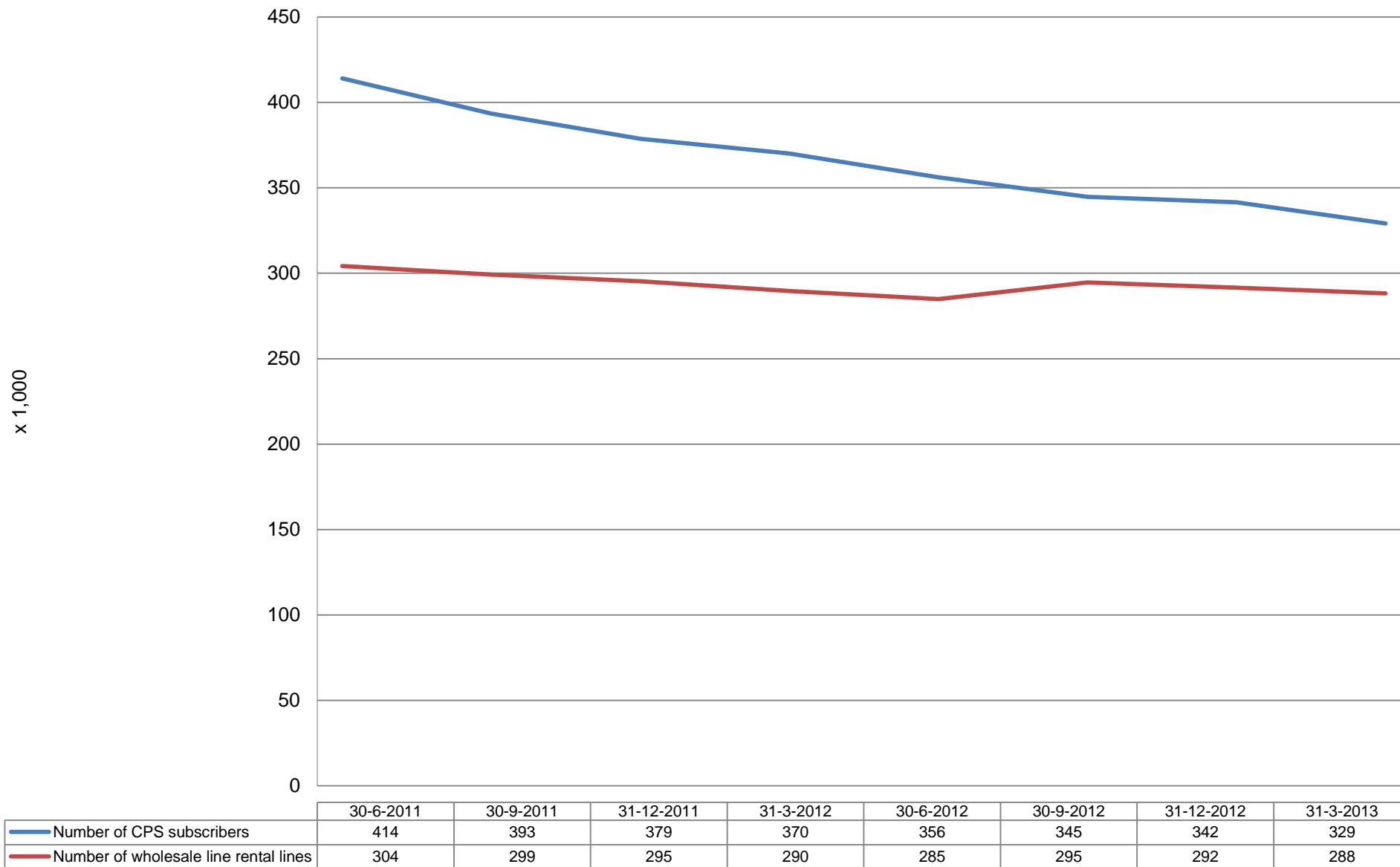
Fixed telephony: Herfindahl-Hirschman Index of retail lines PSTN+VoB



Based on figures of AT T, ATLANTIC, BT, CAIW, COLT, DELTA, ESPRIT, KPN, PRETIUM, SCARLET, TELE2, T-MOBILE, UPC, UPC BUSINESS, VERIZON, VODAFONE and ZIGGO. Based on questions 2_A2_2_1 till 2_A2_2_4 and en 2_A2_3_1 till 2_A2_3_9 of the SMM.



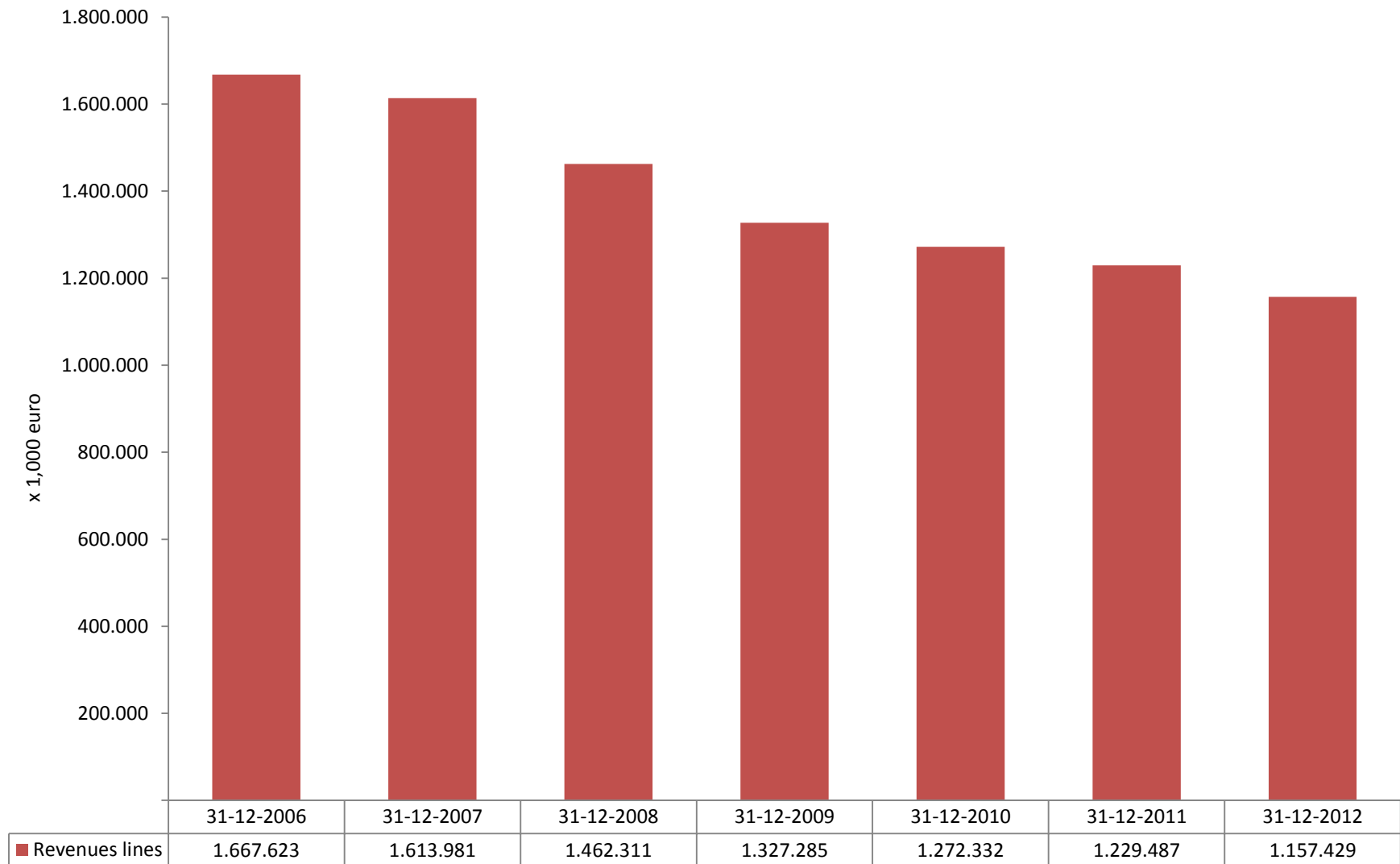
Fixed telephony: Number of WLR lines and CPS subscribers



Based on figures of AT T, ATLANTIC, BT, COLT, ESPRIT, KPN, PRETIUM, SCARLET, TELE2, UPC BUSINESS and VERIZON. Based on questions 2_B_9_1, 2_E_14_1 and en 2_E_15_1 till 2_E_15_6 of the SMM.



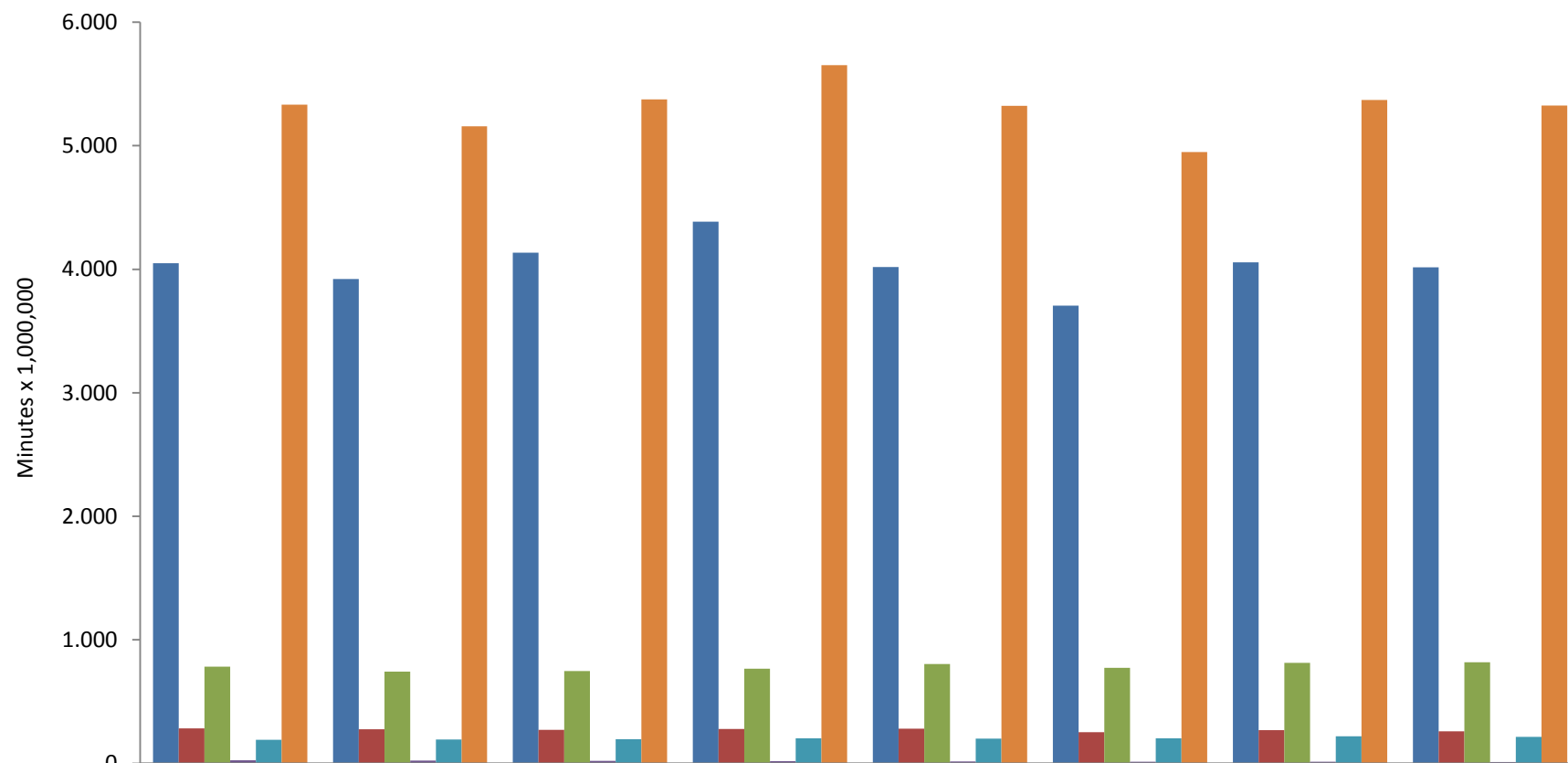
Fixed telephony: Annual retail revenues PSTN + VoB lines



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, 2_A1_1_2 and 2_A1_1_3 of the SMM.



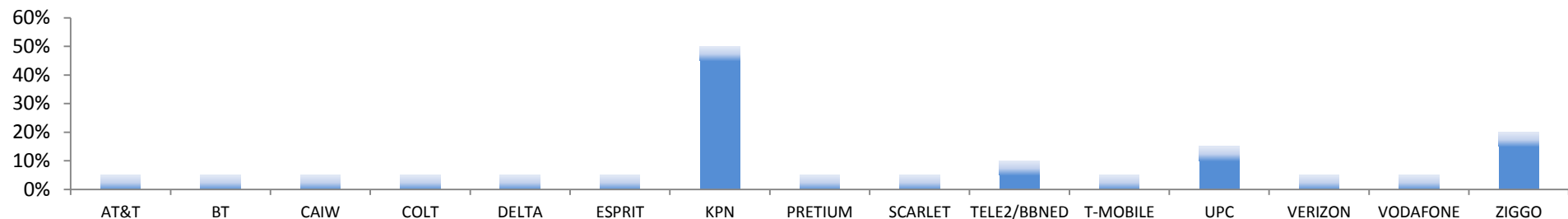
Fixed telephony: Total retail traffic in minutes



	30-6-2011	30-9-2011	31-12-2011	31-3-2012	30-6-2012	30-9-2012	31-12-2012	31-3-2013
Local and national	4.048	3.921	4.135	4.385	4.019	3.705	4.056	4.017
International	283	275	273	280	281	253	268	261
Fixed-mobile	784	744	748	766	806	774	813	819
Narrowband data traffic	25	22	20	17	16	14	14	12
Other	192	194	197	203	200	202	220	216
Total volume	5.332	5.157	5.374	5.651	5.322	4.949	5.371	5.324



Fixed telephony: Market shares based on retail traffic (2013Q1)

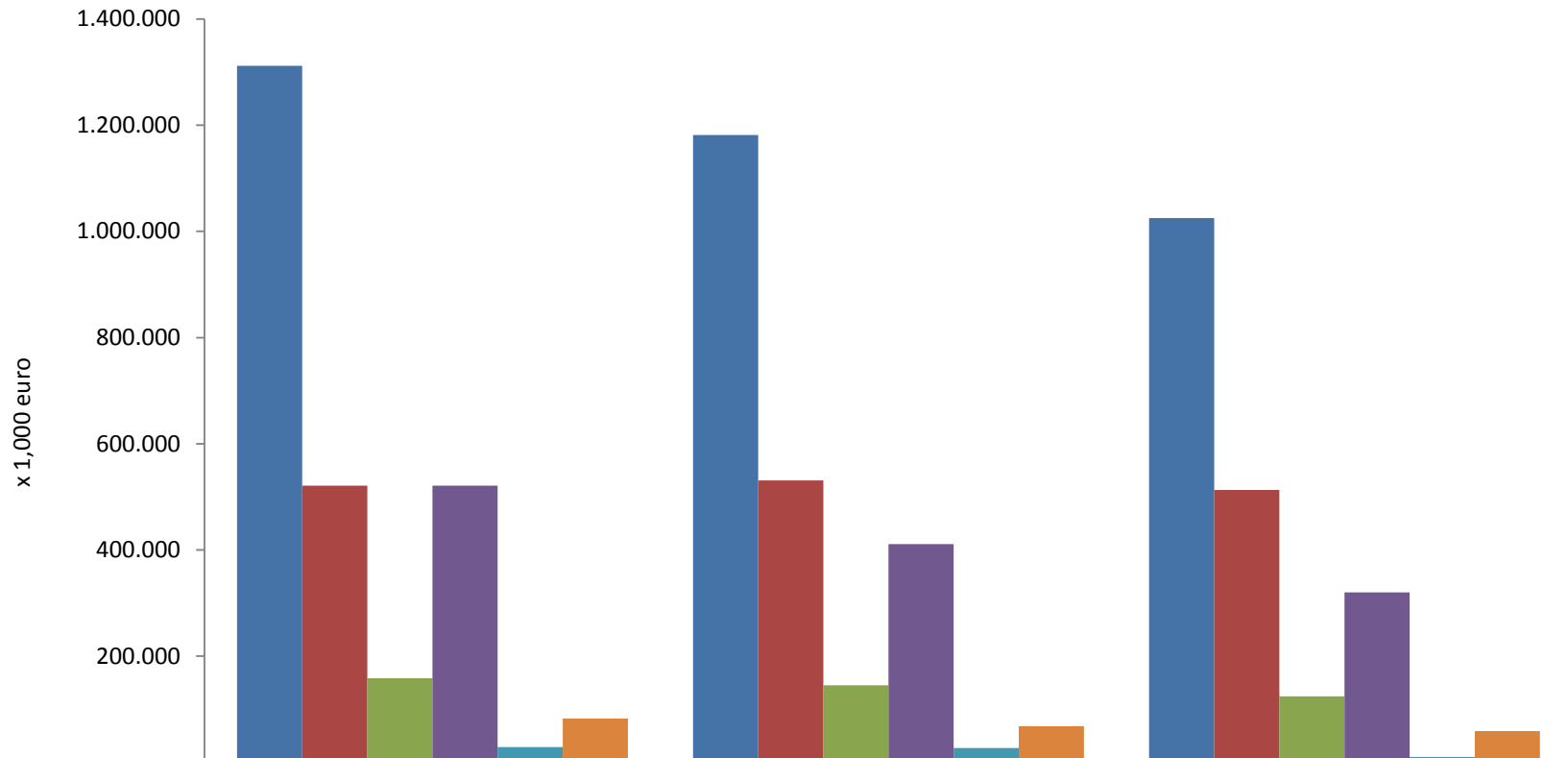


	30-6-2011	30-9-2011	31-12-2011	31-3-2012	30-6-2012	30-9-2012	31-12-2012	31-3-2013
AT&T	-	-	-	-	[0-5%]	[0-5%]	[0-5%]	[0-5%]
BT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
CAIW	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
COLT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
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	[50-55%]	[50-55%]	[50-55%]	[50-55%]	[45-50%]	[45-50%]	[45-50%]	[45-50%]
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/BBNED	[10-15%]	[10-15%]	[10-15%]	[10-15%]	[10-15%]	[10-15%]	[10-15%]	[5-10%]
T-MOBILE	[0-5%]	[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%]	[10-15%]
VERIZON	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
VODAFONE	-	-	-	-	-	[0-5%]	[0-5%]	[0-5%]
ZIGGO	[10-15%]	[10-15%]	[10-15%]	[15-20%]	[15-20%]	[15-20%]	[15-20%]	[15-20%]

Based on figures of AT T, ATLANTIC, BBNED, BT, CAIW, COLT, ESPRIT, KPN, PRETIUM, SCARLET, TELE2, T-MOBILE, UPC, UPC BUSINESS, VERIZON, VODAFONE and ZIGGO. Based on questions 2_C2_11_1 till 2_C2_11_5 of the SMM.



Fixed telephony: Annual revenues retail traffic



	31-12-2010	31-12-2011	31-12-2012
Total revenues traffic	1.312.056	1.181.429	1.024.982
Revenues local and national traffic	520.856	530.935	512.706
Revenues international traffic	158.399	145.061	123.978
Revenues fixed-to-mobile traffic	521.279	410.704	319.829
Revenues narrowband data traffic	28.820	26.626	9.855
Other traffic revenues	82.701	68.103	58.615