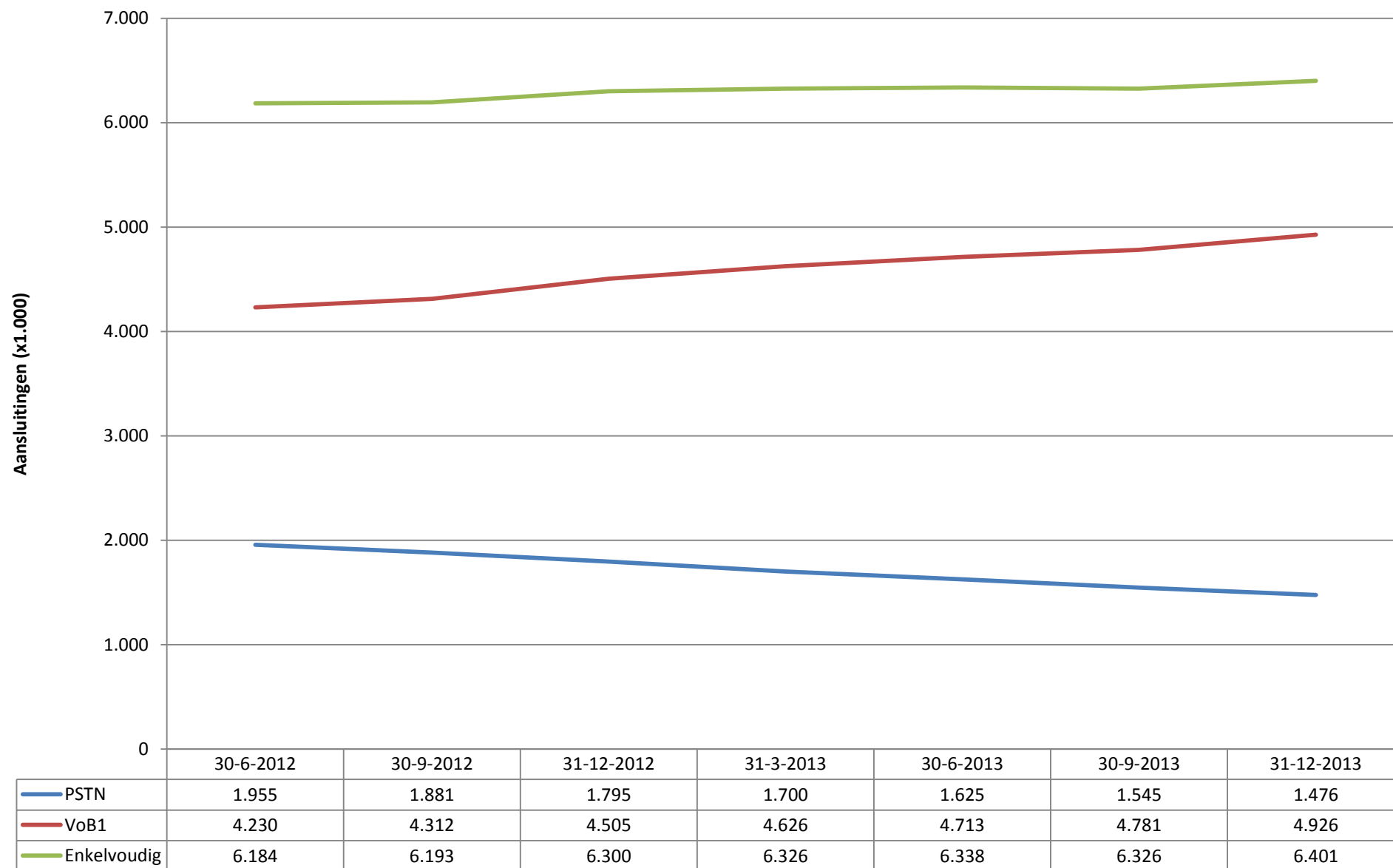




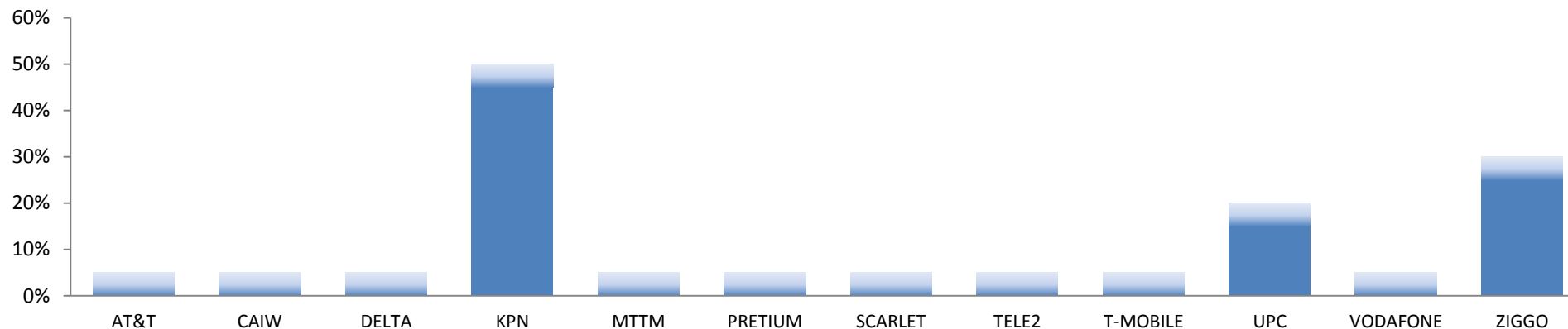
Vaste telefonie: Aantal retail enkelvoudige aansluitingen



Op basis van gegevens van AT T, BT, CAIW, COLT, ESPRIT, KPN, MTTM, PRETIUM, SCARLET, TELE2, T-MOBILE, UPC, VERIZON, VODAFONE en ZIGGO. Op basis van vragen 2_A2_3_1 en 2_A2_3_7 van de SMM.



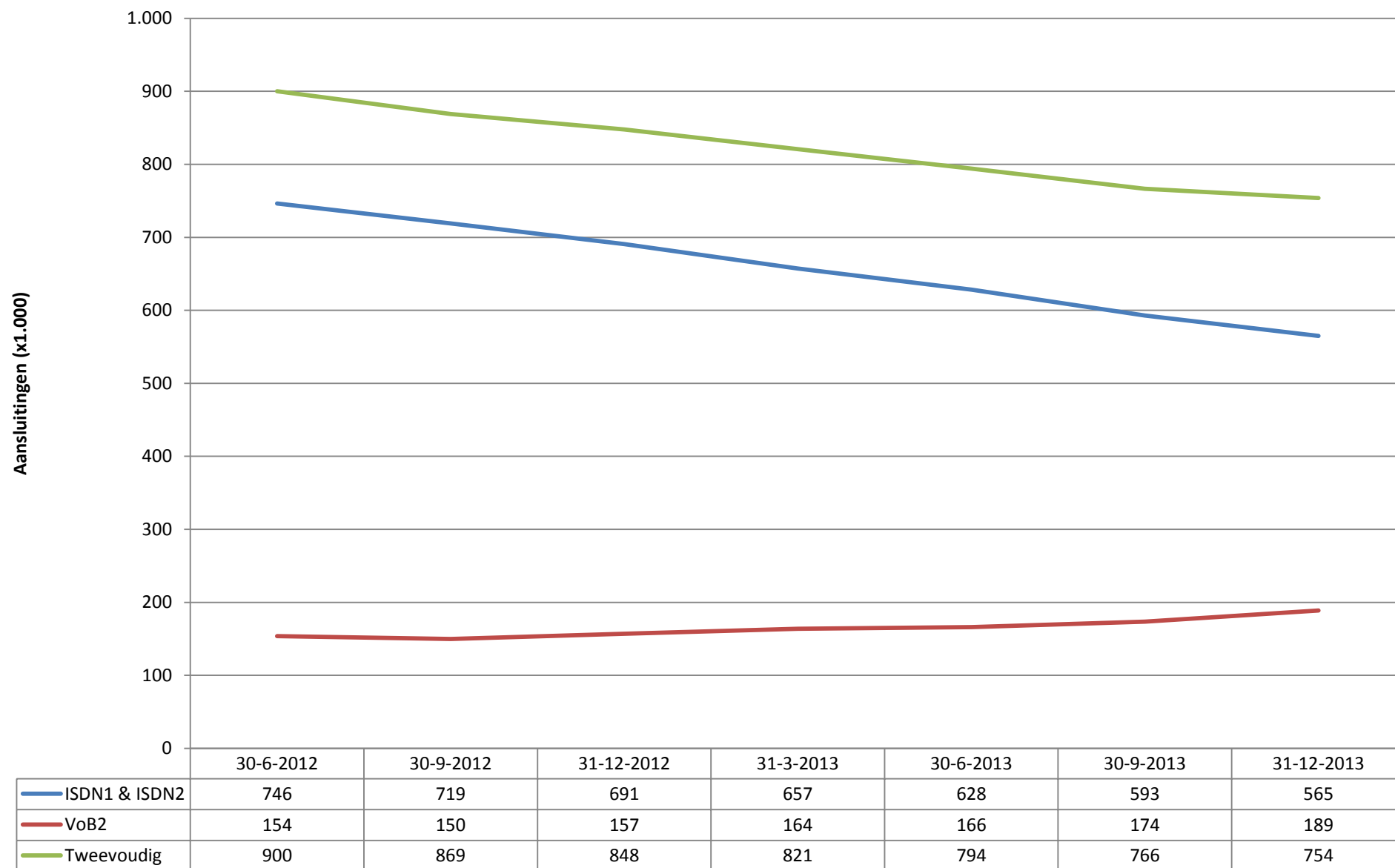
Vaste telefonie: Marktaandelen enkelvoudige retail aansluitingen (2013Q4)



	30-6-2012	30-9-2012	31-12-2012	31-3-2013	30-6-2013	30-9-2013	31-12-2013
AT&T	[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%]
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%]	-	-
KPN	[45-50%]	[45-50%]	[45-50%]	[45-50%]	[45-50%]	[45-50%]	[45-50%]
MTTM	-	-	-	-	-	-	[0-5%]
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%]	[0-5%]
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%]	[15-20%]	[15-20%]	[15-20%]
VODAFONE	-	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
ZIGGO	[20-25%]	[20-25%]	[20-25%]	[20-25%]	[25-30%]	[25-30%]	[25-30%]



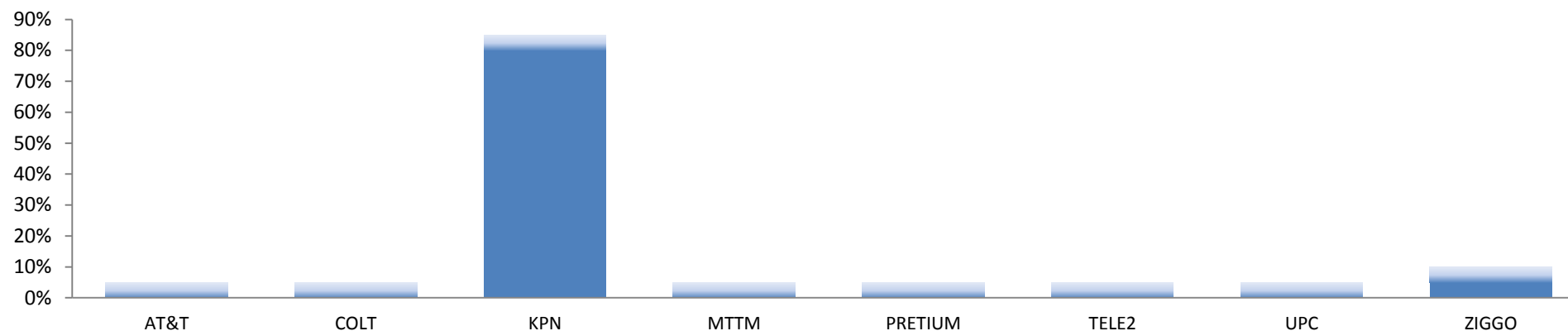
Vaste telefonie: Aantal tweevoudige retail aansluitingen



Op basis van gegevens van AT T, BT, CAIW, COLT, ESPRIT, KPN, MTTM, PRETIUM, SCARLET, TELE2, T-MOBILE, UPC, VERIZON, VODAFONE en ZIGGO. Op basis van vragen 2_A2_3_2, 2_A2_3_3 en 2_A2_3_8 van de SMM.



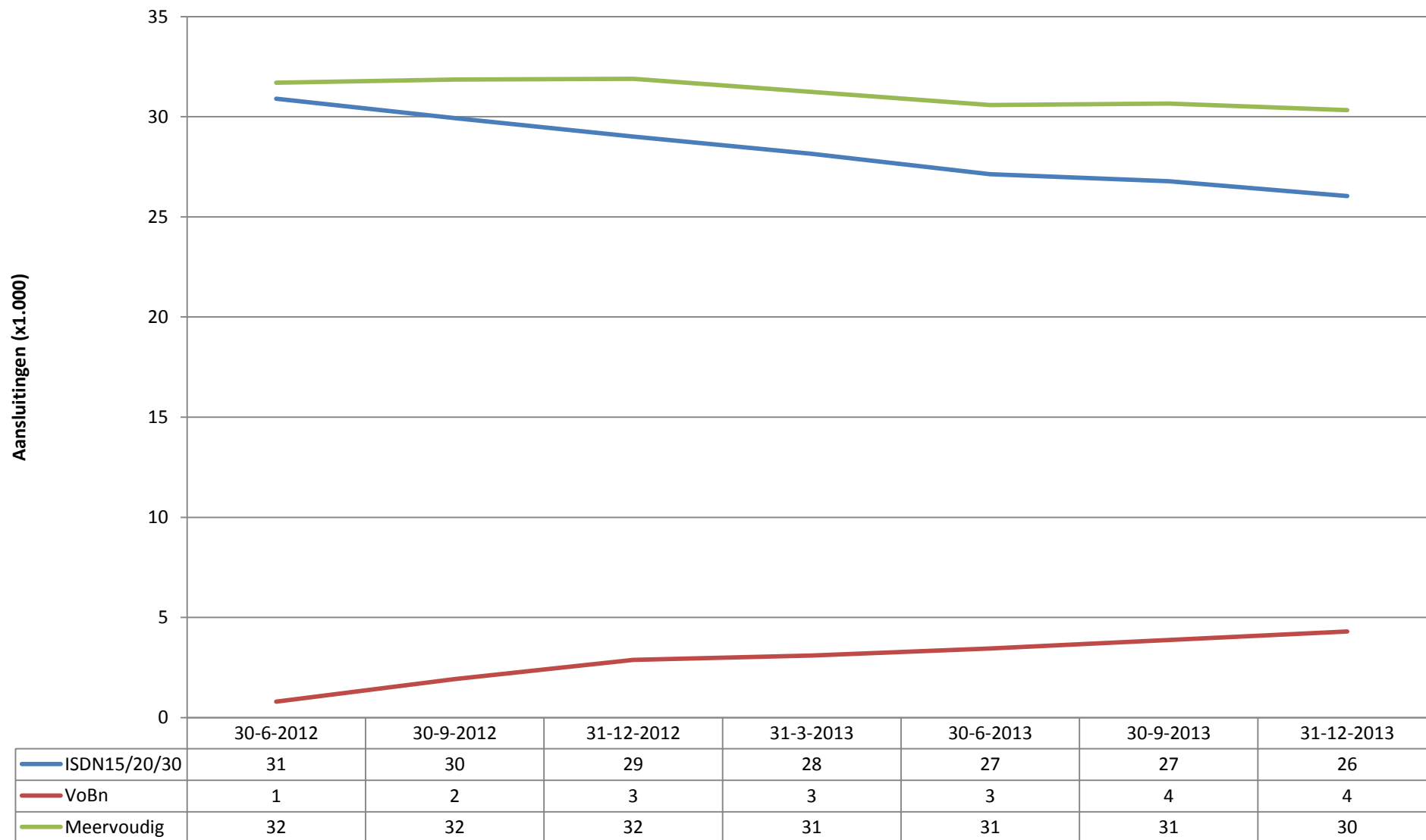
Vaste telefonie: Marktaandelen tweevoudige retail aansluitingen (2013Q3)



	30-6-2012	30-9-2012	31-12-2012	31-3-2013	30-6-2013	30-9-2013	31-12-2013
AT&T	[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%]	-	-
KPN	[85-90%]	[85-90%]	[85-90%]	[85-90%]	[85-90%]	[85-90%]	[80-85%]
MTTM	-	-	-	-	-	-	[0-5%]
PRETIUM	[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%]	[0-5%]	[0-5%]
UPC	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
ZIGGO	[0-5%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]



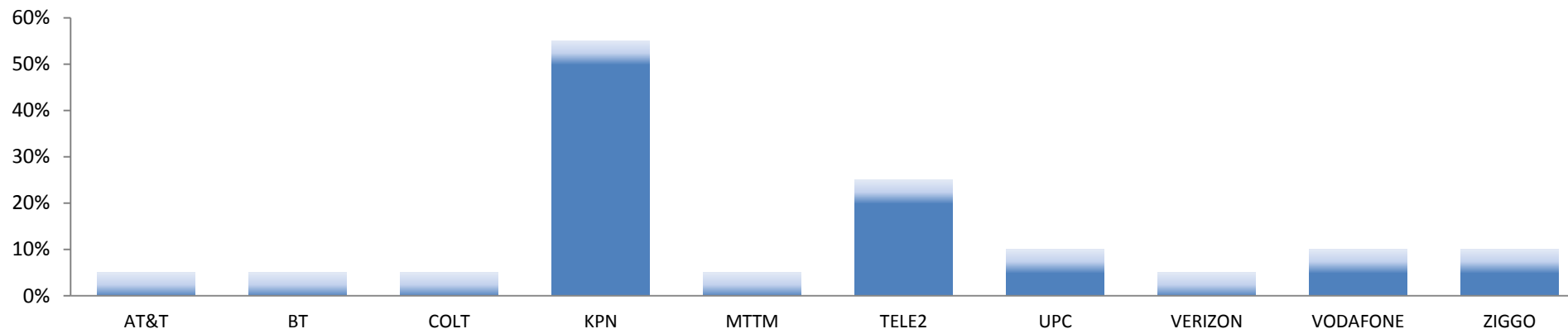
Vaste telefonie: Aantal meervoudige retail aansluitingen (incl. VoB meervoudig)



Op basis van gegevens van AT T, BT, CAIW, COLT, ESPRIT, KPN, MTTM, PRETIUM, SCARLET, TELE2, T-MOBILE, UPC, VERIZON, VODAFONE en ZIGGO. Op basis van vragen 2_A2_3_4, 2_A2_3_5, 2_A2_3_6 en 2_A2_3_9 van de SMM.



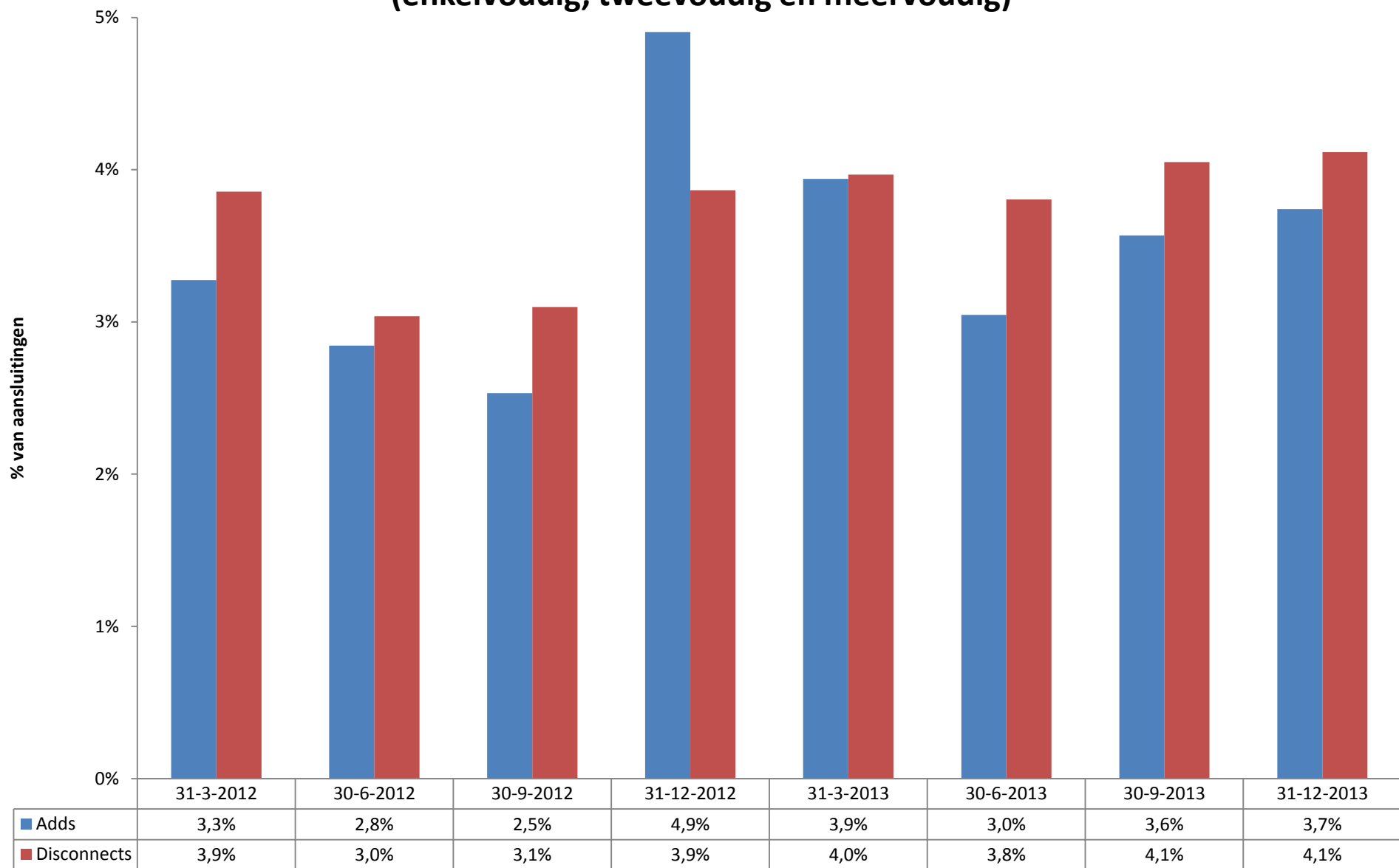
Vaste telefonie: Marktaandelen meervoudige retail aansluitingen (2013Q4)



	30-6-2012	30-9-2012	31-12-2012	31-3-2013	30-6-2013	30-9-2013	31-12-2013
AT&T	[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%]
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%]	-	-
KPN	[55-60%]	[55-60%]	[50-55%]	[50-55%]	[50-55%]	[50-55%]	[50-55%]
MTTM	-	-	-	-	-	-	[0-5%]
TELE2	[15-20%]	[15-20%]	[20-25%]	[20-25%]	[20-25%]	[20-25%]	[20-25%]
UPC	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]
VERIZON	[0-5%]	[5-10%]	[5-10%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
VODAFONE	-	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[5-10%]
ZIGGO	[5-10%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[5-10%]	[5-10%]



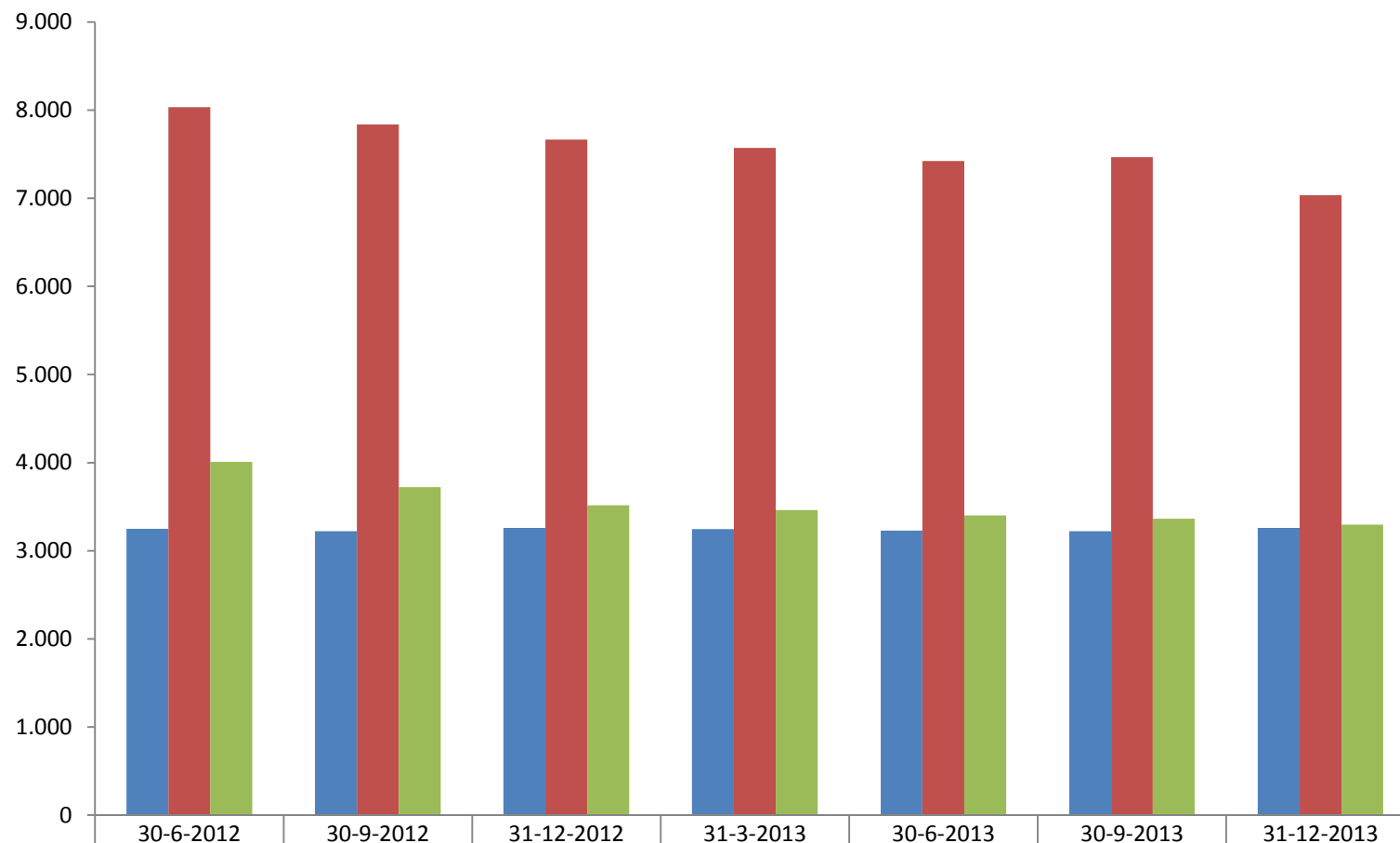
Vaste telefonie: Churn op basis van aantal retail aansluitingen (enkelvoudig, tweevoudig en meervoudig)



Op basis van gegevens van AT T, BT, CAIW, COLT, DELTA, ESPRIT, KPN, MTTM, PRETIUM, SCARLET, TELE2, T-MOBILE, UPC, VERIZON, VODAFONE en ZIGGO. Op basis van vragen 2_A2_1-9_1 en 2_A4_1-9_1-2 van de SMM.



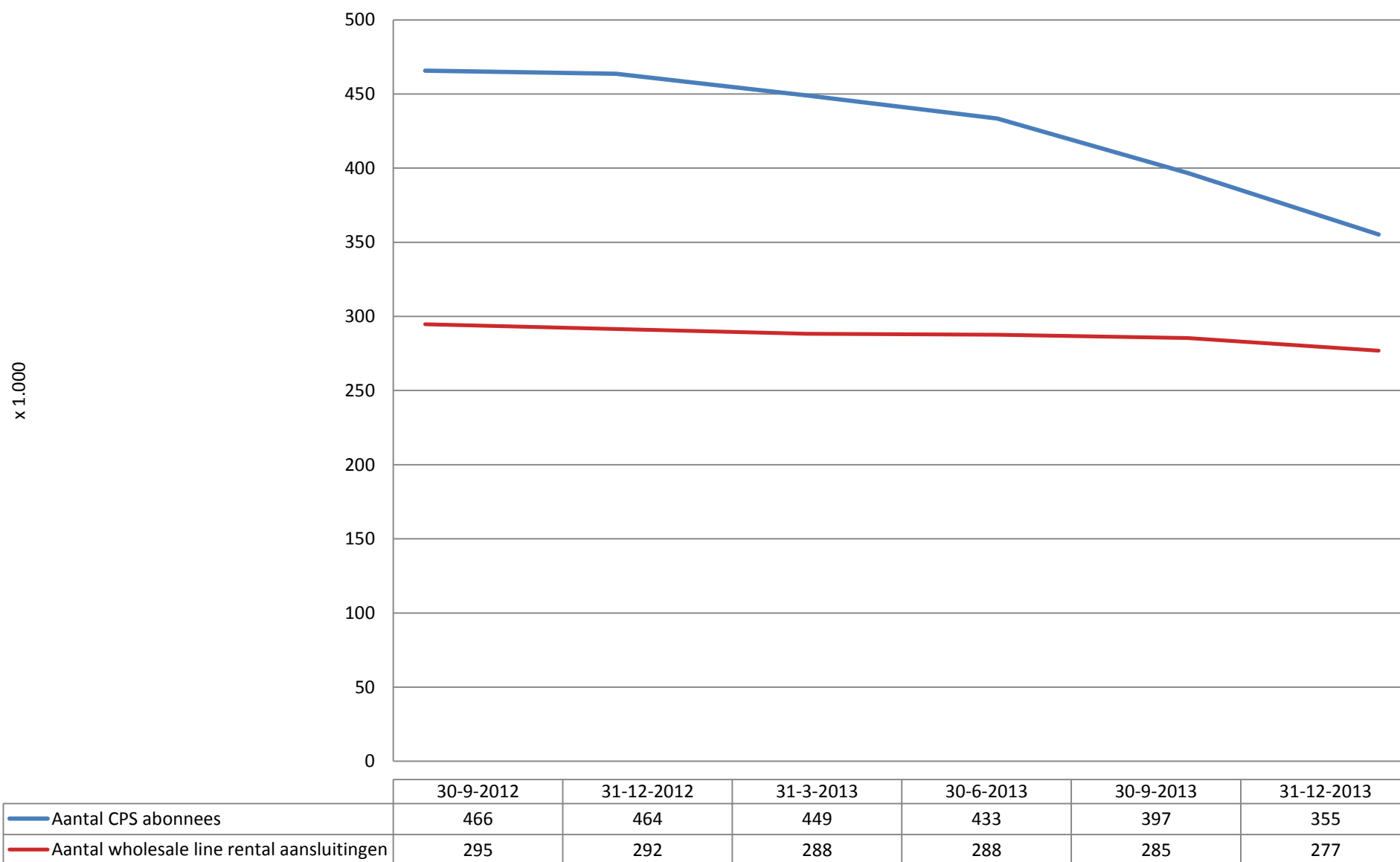
Vaste telefonie: Herfindahl-Hirschman Index van retail aansluitingen



■ HHI enkelvoudige aansluitingen	3.250	3.223	3.260	3.246	3.228	3.221	3.260
■ HHI tweevoudige aansluitingen	8.032	7.837	7.667	7.570	7.423	7.465	7.032
■ HHI meervoudige aansluitingen	4.007	3.721	3.517	3.462	3.402	3.364	3.296

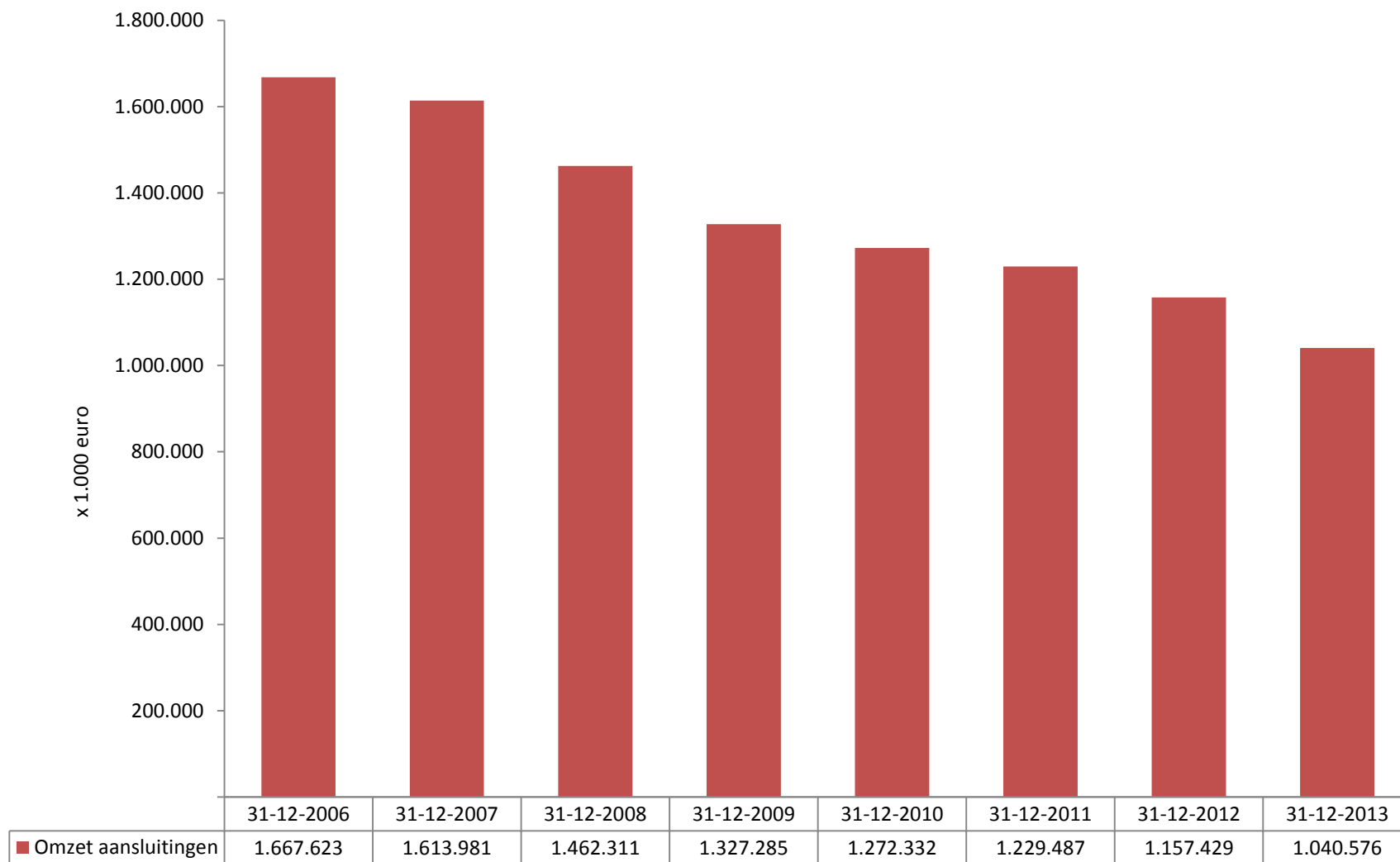


Vaste telefonie: Aantal retail WLR aansluitingen en CPS abonnees





Vaste telefonie: Jaaromzet retail aansluitingen PSTN + VoB



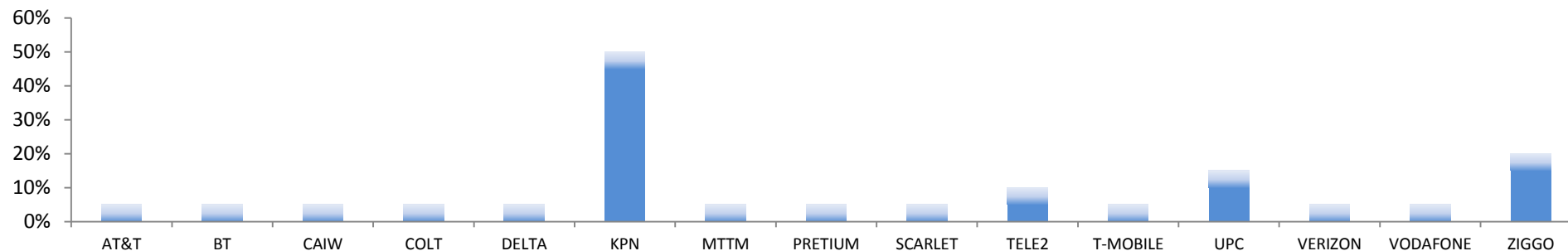


Vaste telefonie: Totaal volume retail belminuten





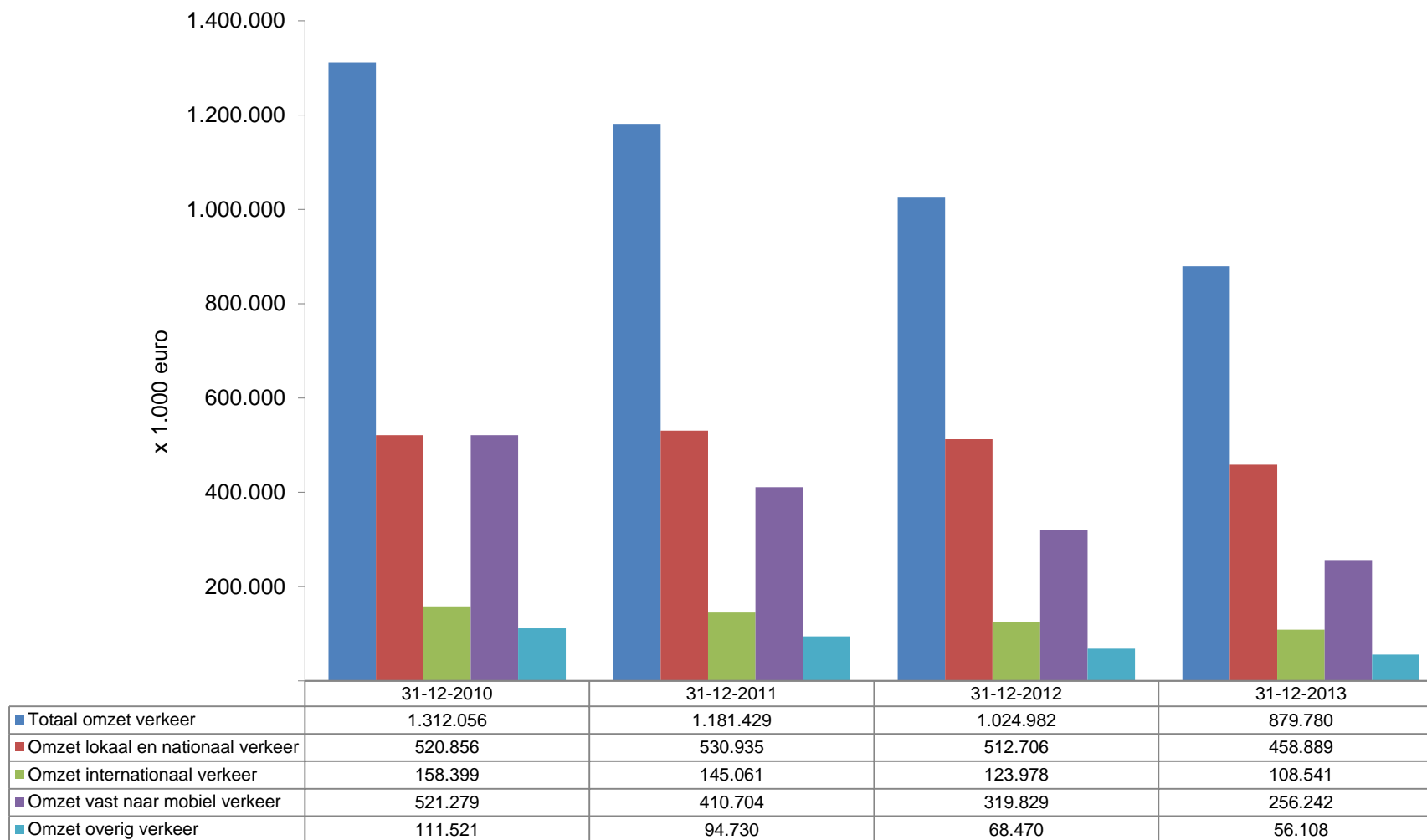
Vaste telefonie: Marktaandelen volume retail belminuten (2013Q4)



	31-3-2012	30-6-2012	30-9-2012	31-12-2012	31-3-2013	30-6-2013	30-9-2013	31-12-2013
AT&T	-	[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%]
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%]	-	-
KPN	[50-55%]	[45-50%]	[45-50%]	[45-50%]	[45-50%]	[45-50%]	[45-50%]	[45-50%]
MTTM	-	-	-	-	-	-	-	[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%]	[5-10%]	[10-15%]	[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%]
VERIZON	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
VODAFONE	-	-	[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%]	[15-20%]



Vaste telefonie: Jaaromzet retail verkeer



Op basis van gegevens van ATLANTIC, BT, COLT, ESPRIT, KPN, MTTM, PRETIUM, SCARLET, TELE2, T-MOBILE, UPC, UPC BUSINESS, VERIZON en ZIGGO. Op basis van vragen 2_C1_10_1 t/m 2_C_10_5 van de SMM.