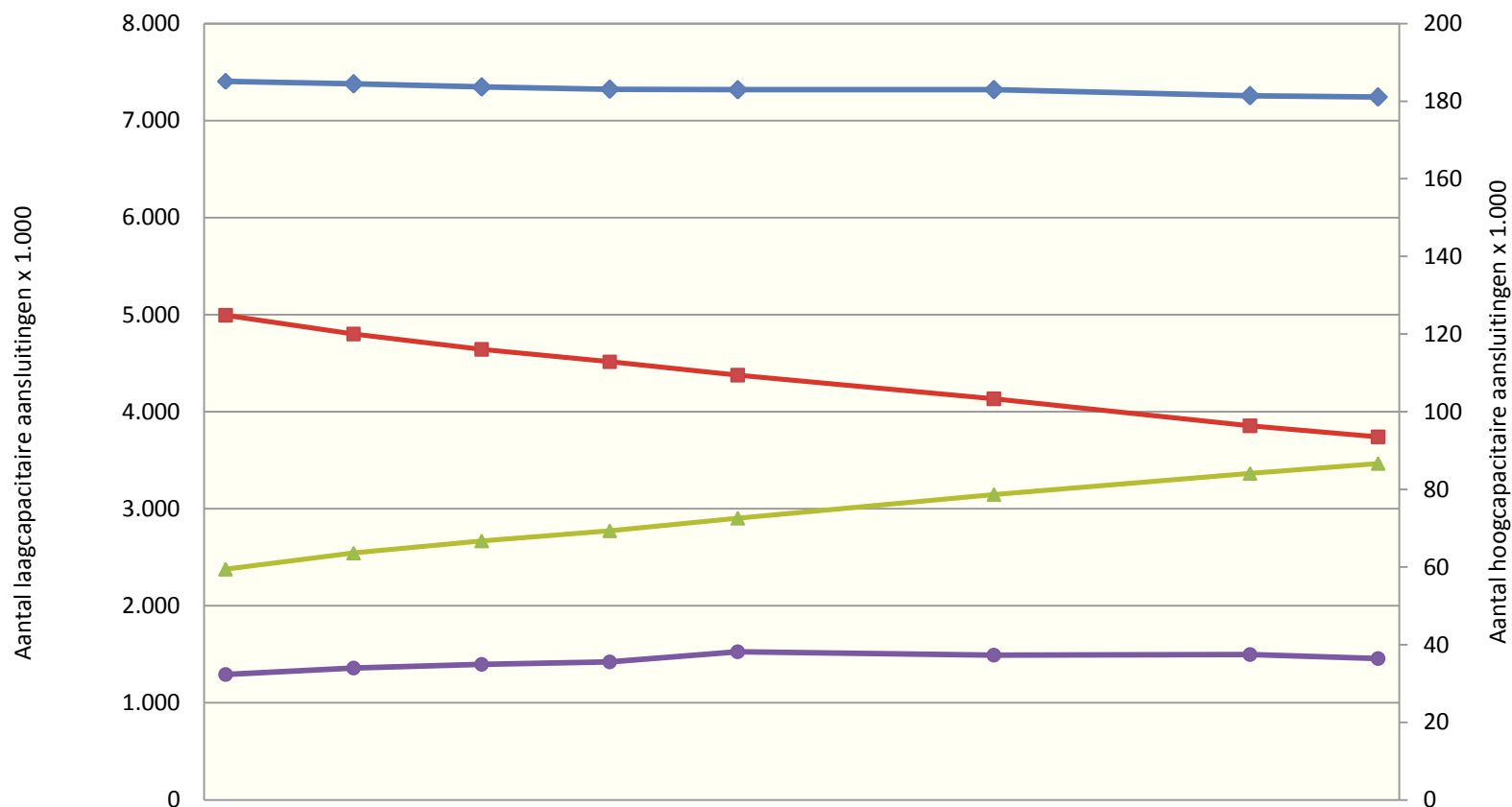




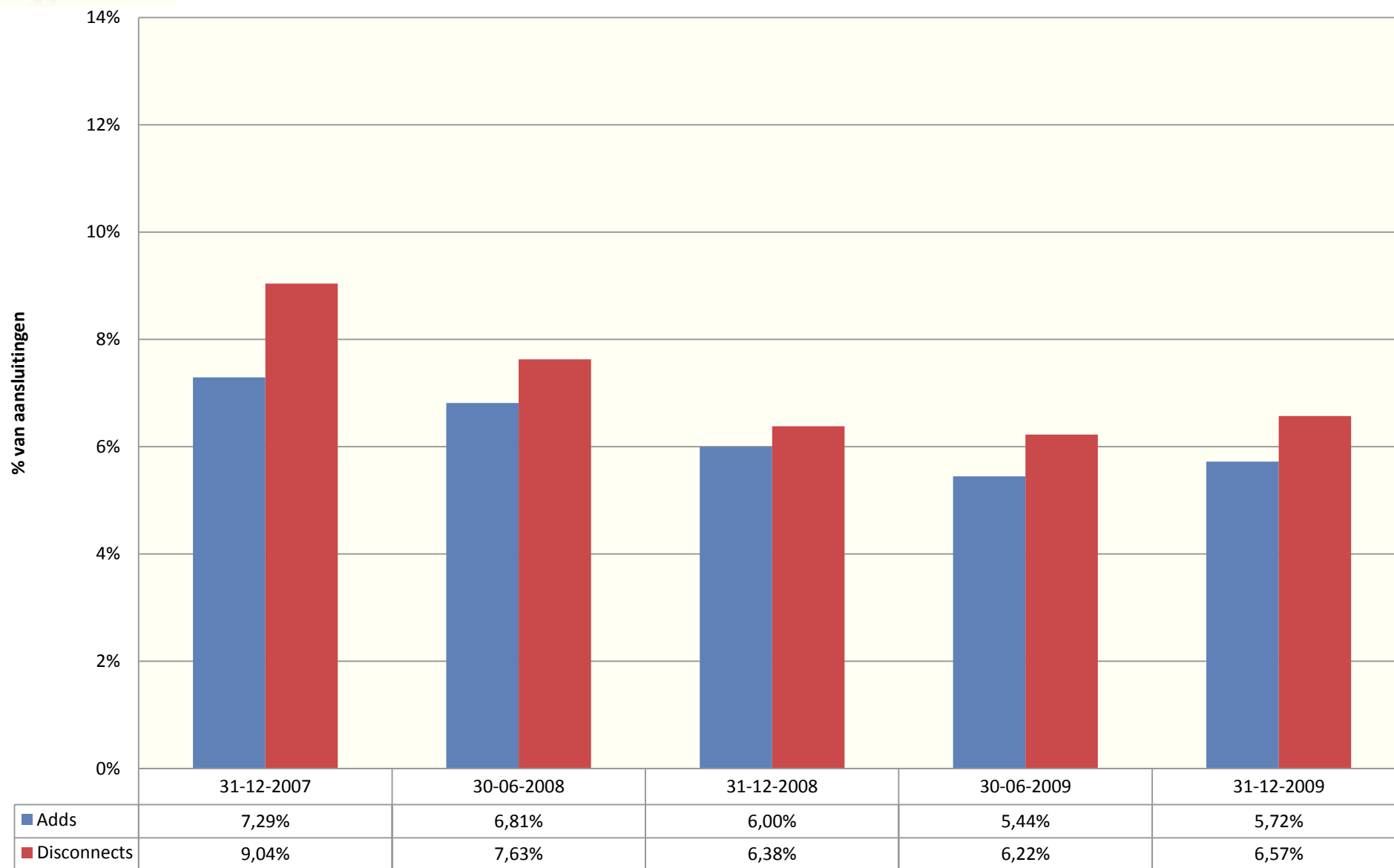
Vaste telefonie: Aantal retail aansluitingen PSTN + VoB



	31-12-2007	31-03-2008	30-06-2008	30-09-2008	31-12-2008	30-06-2009	31-12-2009	31-03-2010
◆ Totaal aantal retail aansluitingen VT	7.405	7.379	7.346	7.323	7.317	7.318	7.256	7.243
■ Aantal laagcapacitaire aansluitingen PSTN	4.994	4.801	4.642	4.515	4.376	4.133	3.855	3.740
▲ Aantal laagcapacitaire aansluitingen VoB	2.378	2.544	2.669	2.773	2.903	3.148	3.364	3.466
● Aantal hoogcapacitaire aansluitingen	32	34	35	36	38	37	37	36



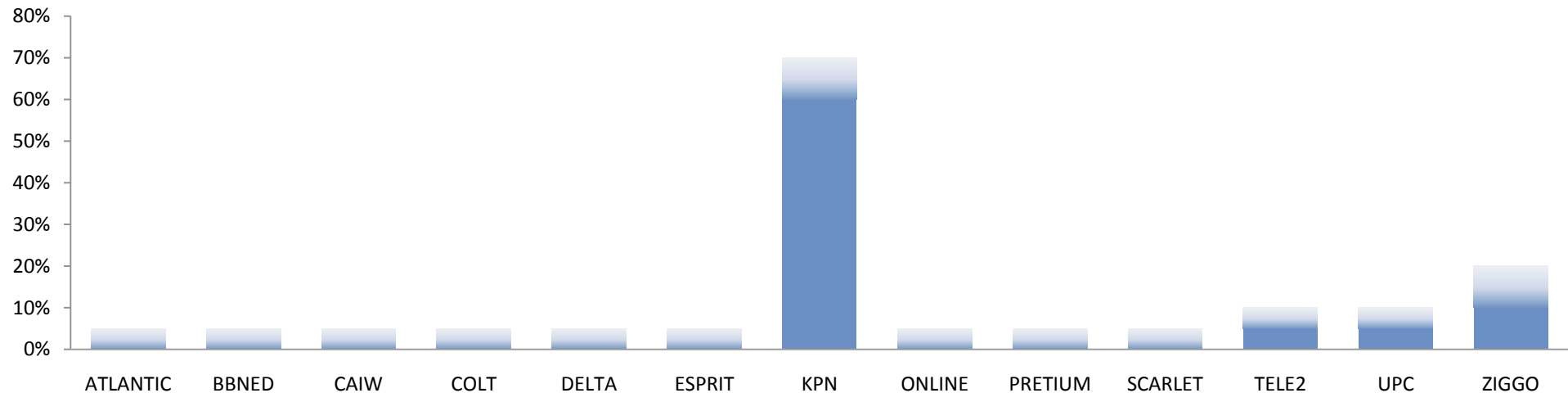
Vaste telefonie: Churn op basis van aantal retail aansluitingen PSTN + VoB



Op basis van gegevens van ACN, ATLANTIC, BBNED, BT, CAIW, COLT, DELTA, ESPRIT, KPN, ONLINE, PRETIUM, SCARLET, TELE2, UPC, UPC BUSINESS, VERIZON en ZIGGO. Op basis van vragen 2_A3_5, -6, -7, -8_1, -2 van de SMM.



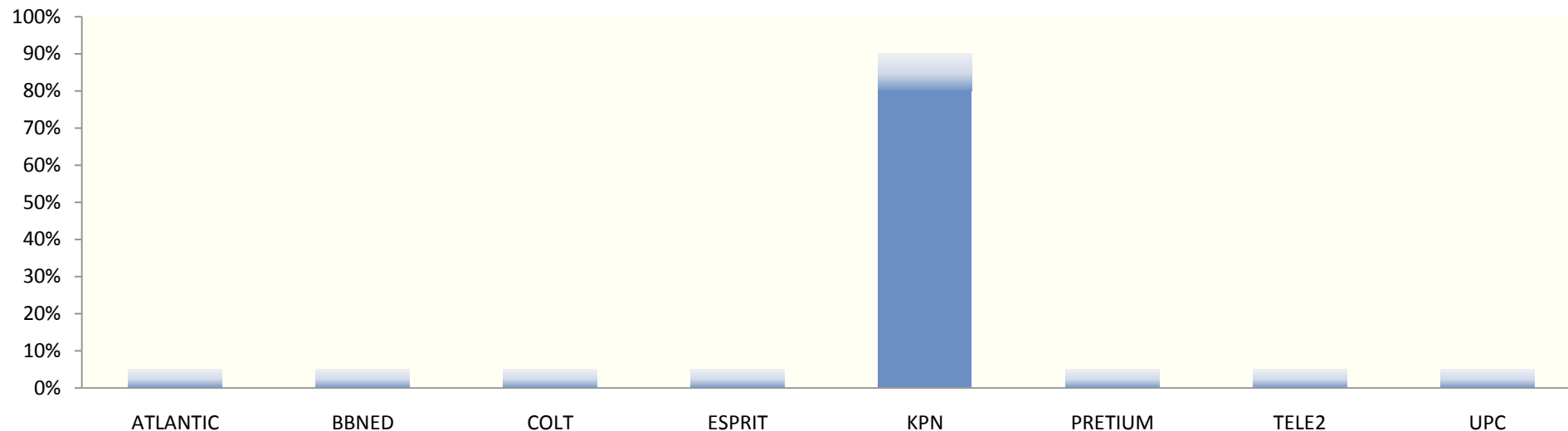
Vaste telefonie: Marktaandelen retail laagcapacitaire aansluitingen PSTN + VoB (2010Q1)



	30-09-2007	31-12-2007	31-03-2008	30-06-2008	30-09-2008	31-12-2008	30-06-2009	31-12-2009	31-03-2010
ACN	-	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	-	-	-
ATLANTIC	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
BBNED	-	-	-	-	-	-	-	-	[0-5%]
CAIW	-	-	-	-	-	-	[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%]
ESPRIT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
KPN	[70-80%]	[70-80%]	[70-80%]	[70-80%]	[70-80%]	[60-70%]	[60-70%]	[60-70%]	[60-70%]
ONLINE	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[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%]
UPC	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]
ZIGGO	-	-	[10-20%]	[10-20%]	[10-20%]	[10-20%]	[10-20%]	[10-20%]	[10-20%]



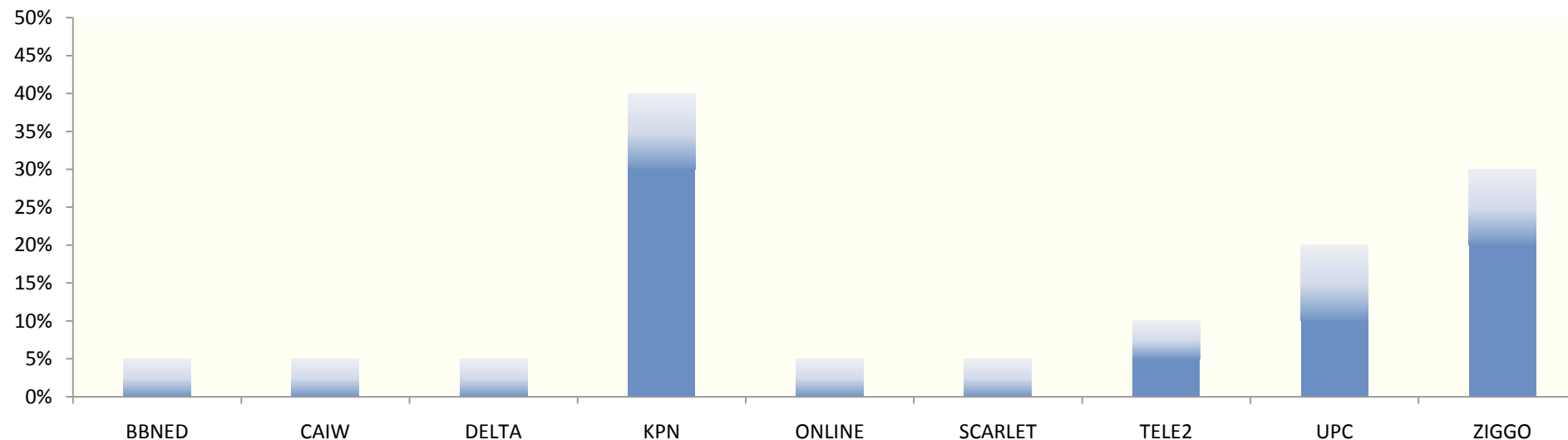
Vaste telefonie: Verhoudingen retail laagcapacitaire aansluitingen PSTN (2010Q1)



	31-12-2007	31-03-2008	30-06-2008	30-09-2008	31-12-2008	30-06-2009	31-12-2009	31-03-2010
ACN	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	-	-	-
ATLANTIC	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
BBNED	-	-	-	-	-	-	-	[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	[90-95%]	[90-95%]	[90-95%]	[80-90%]	[80-90%]	[80-90%]	[80-90%]	[80-90%]
PRETIUM	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
TELE2	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
UPC	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]



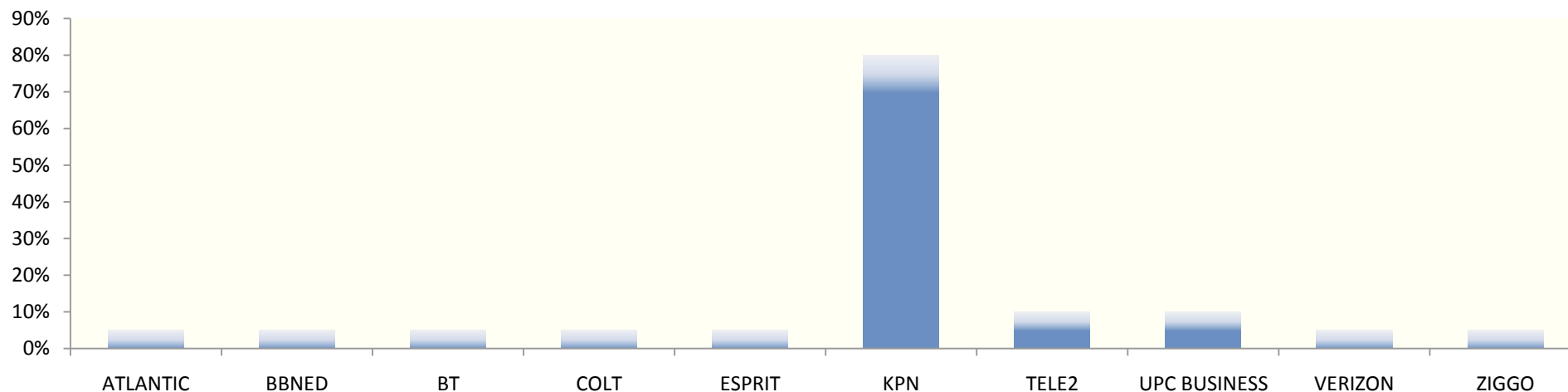
Vaste telefonie: Verhoudingen retail laagcapacitaire aansluitingen VoB (2010Q1)



	31-12-2007	31-03-2008	30-06-2008	30-09-2008	31-12-2008	30-06-2009	31-12-2009	31-03-2010
BBNED	-	-	-	-	-	-	-	[0-5%]
CAIW	-	-	-	-	-	[0-5%]	[0-5%]	[0-5%]
DELTA	-	-	-	-	-	[0-5%]	[0-5%]	[0-5%]
KPN	[30-40%]	[30-40%]	[30-40%]	[30-40%]	[30-40%]	[30-40%]	[30-40%]	[30-40%]
ONLINE	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[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%]
UPC	[10-20%]	[10-20%]	[10-20%]	[10-20%]	[10-20%]	[10-20%]	[10-20%]	[10-20%]
ZIGGO	-	[20-30%]	[20-30%]	[20-30%]	[20-30%]	[20-30%]	[20-30%]	[20-30%]



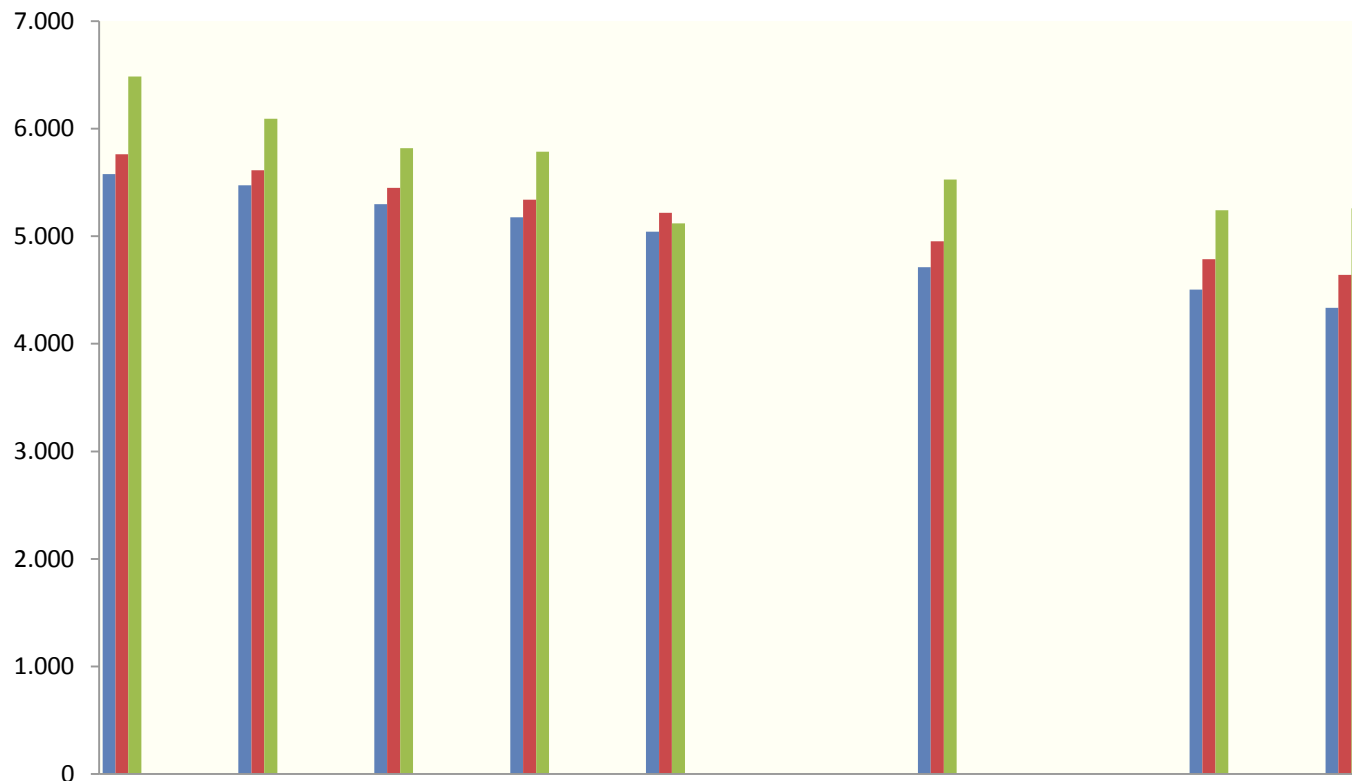
Vaste telefonie: Marktaandelen retail hoogcapacitaire aansluitingen PSTN + VoB (2010Q1)



	31-12-2007	31-03-2008	30-06-2008	30-09-2008	31-12-2008	30-06-2009	31-12-2009	31-03-2010
ATLANTIC	-	-	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
BBNED	-	-	-	-	-	-	-	[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	[70-80%]	[70-80%]	[70-80%]	[70-80%]	[70-80%]	[70-80%]	[70-80%]	[70-80%]
TELE2	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]
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%]	[5-10%]	[5-10%]	[0-5%]



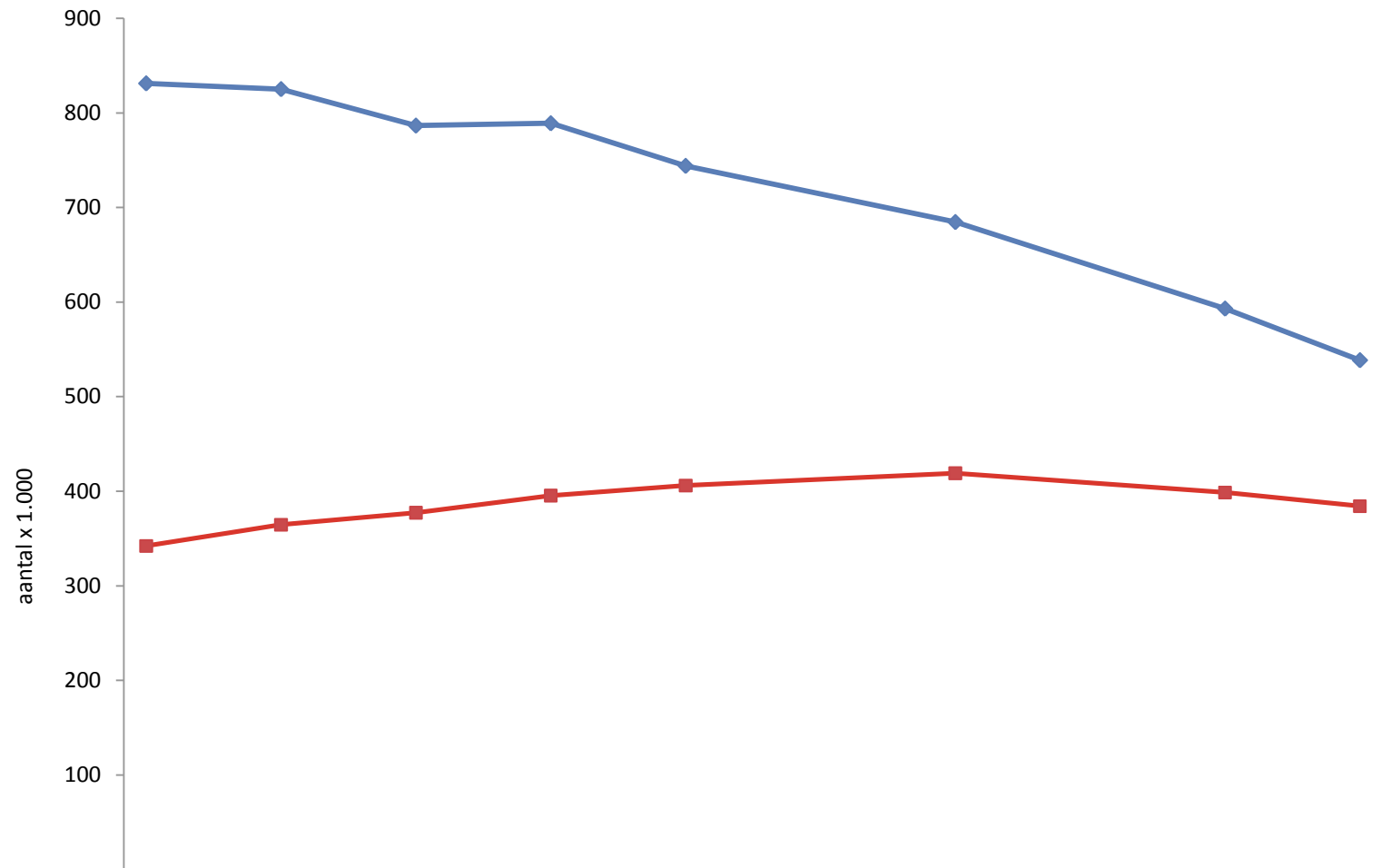
Vaste telefonie: Herfindahl-Hirschman Index van retail aansluitingen PSTN+VoB



	31-12-2007	31-03-2008	30-06-2008	30-09-2008	31-12-2008	30-06-2009	31-12-2009	31-03-2010
■ HHI concentratie-index laagcapacitaire aansluitingen PSTN + VoB	5.579	5.473	5.297	5.177	5.043	4.711	4.504	4.333
■ HHI concentratie-index laagcapacitaire aansluitingen PSTN + VoB, wanneer regionale kabelaanbieders gezamenlijk als één aanbieder worden gezien	5.761	5.613	5.449	5.339	5.218	4.952	4.787	4.641
■ HHI hoogcapacitaire aansluitingen PSTN + VoB	6.486	6.091	5.818	5.787	5.118	5.526	5.242	5.259



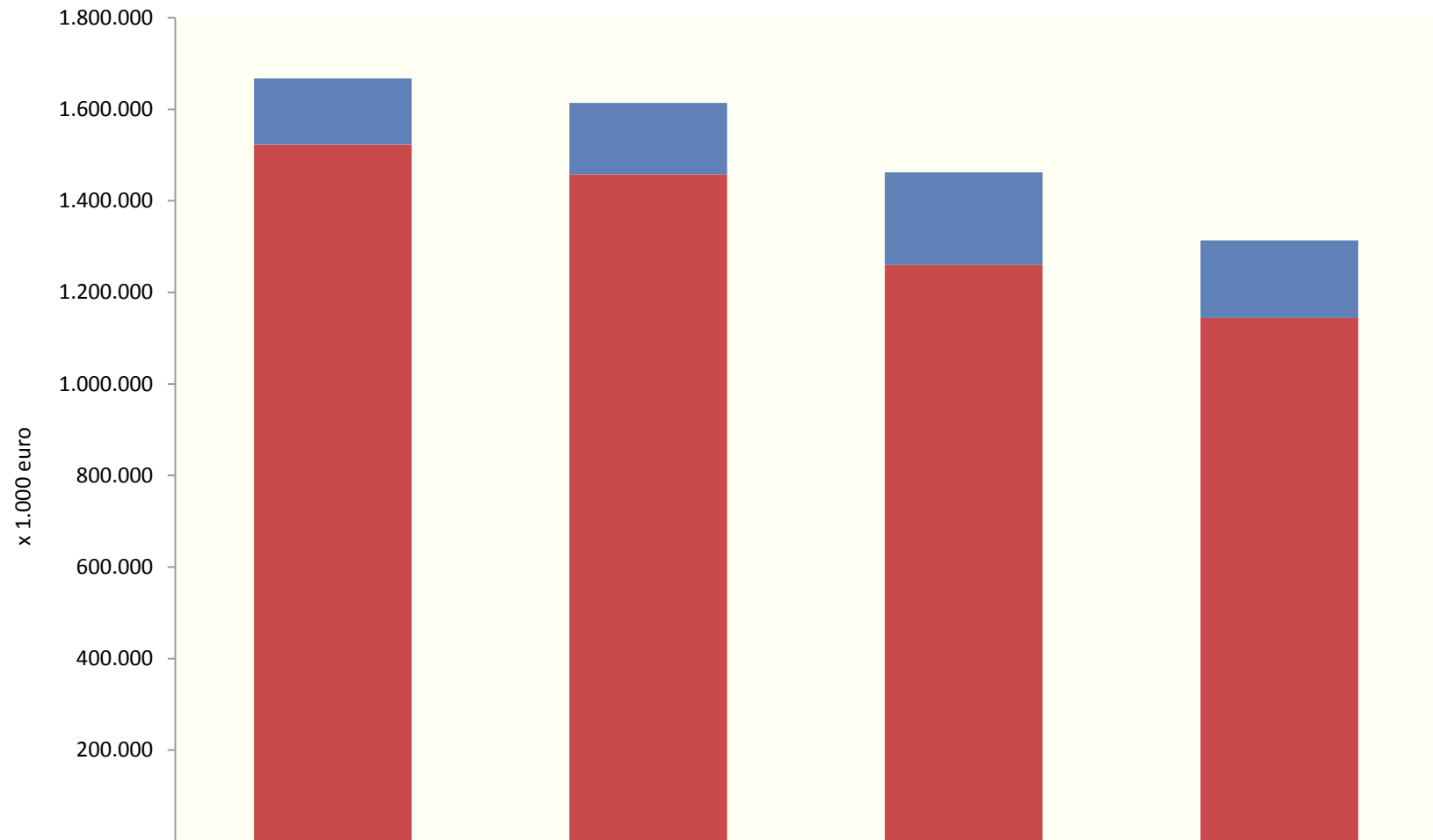
Vaste telefonie: Aantal retail WLR aansluitingen en CPS abonnees



	31-12-2007	31-03-2008	30-06-2008	30-09-2008	31-12-2008	30-06-2009	31-12-2009	31-03-2010
—◆— Aantal CPS abonnees	831	825	787	789	744	685	593	539
—■— Aantal wholesale line rental aansluitingen	342	365	377	395	406	419	399	384



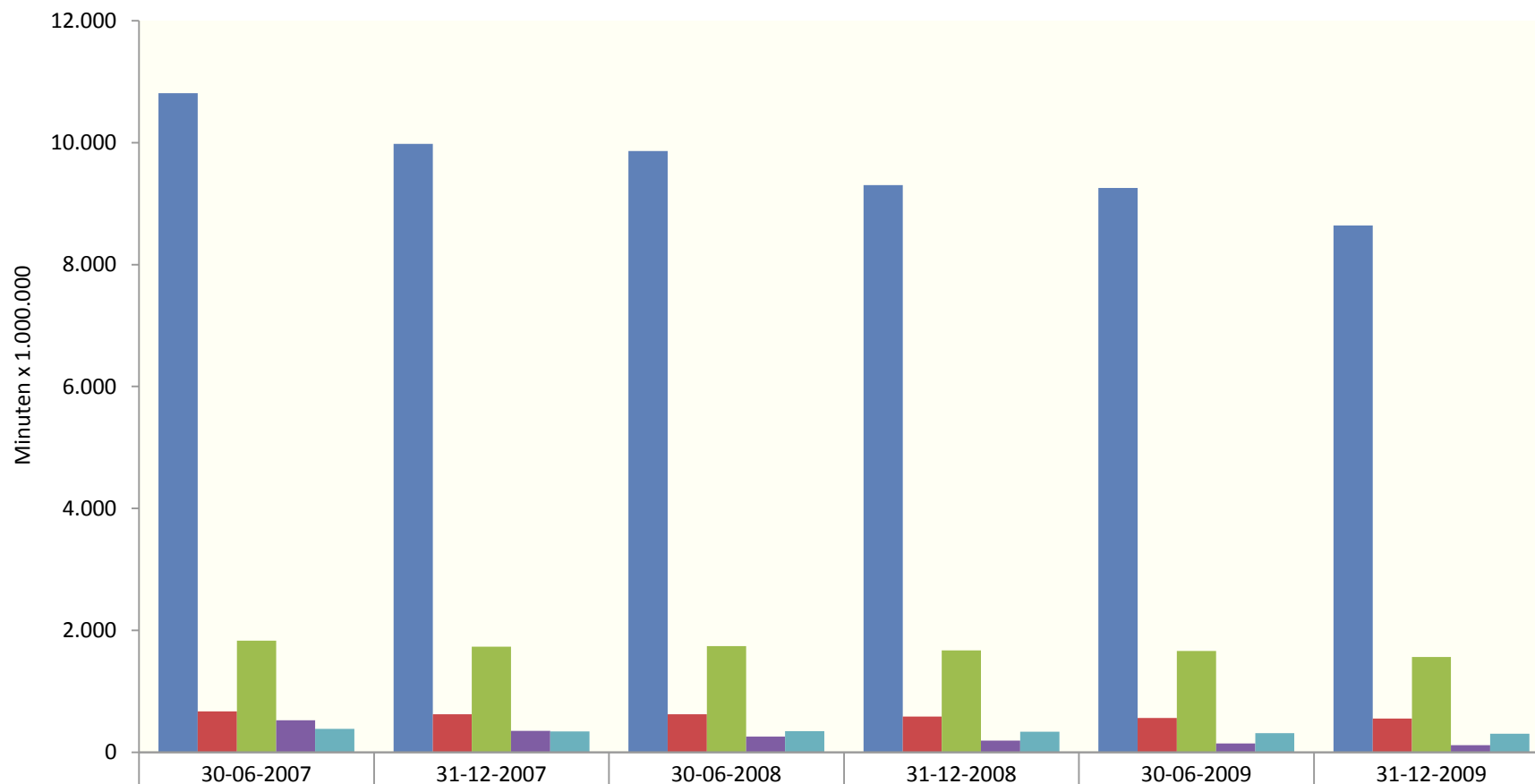
Vaste telefonie: Jaaromzet retail aansluitingen PSTN + VoB



	31-12-2006	31-12-2007	31-12-2008	31-12-2009
■ Omzet hoogcapacitaire aansluitingen	144.439	156.033	202.460	169.264
■ Omzet laagcapacitaire aansluitingen	1.523.184	1.457.949	1.259.852	1.144.337



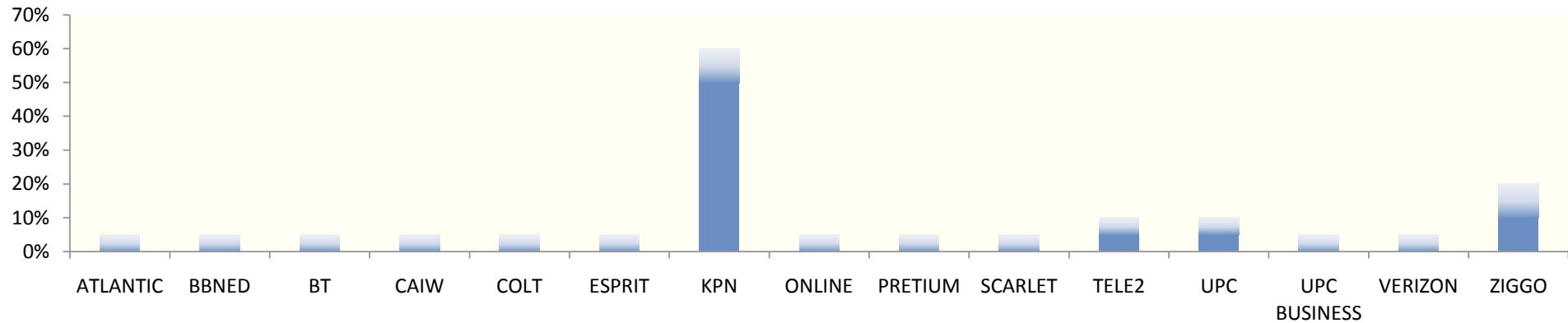
Vaste telefonie: Totaal volume retail belminuten



	30-06-2007	31-12-2007	30-06-2008	31-12-2008	30-06-2009	31-12-2009
Lokaal + nationaal	10.814	9.980	9.862	9.306	9.255	8.643
Internationaal	671	623	623	587	562	552
Vast-mobiel	1.829	1.732	1.740	1.672	1.662	1.561
Smalbandig dataverkeer	526	354	259	193	147	117
Overig verkeer	386	343	347	336	314	306



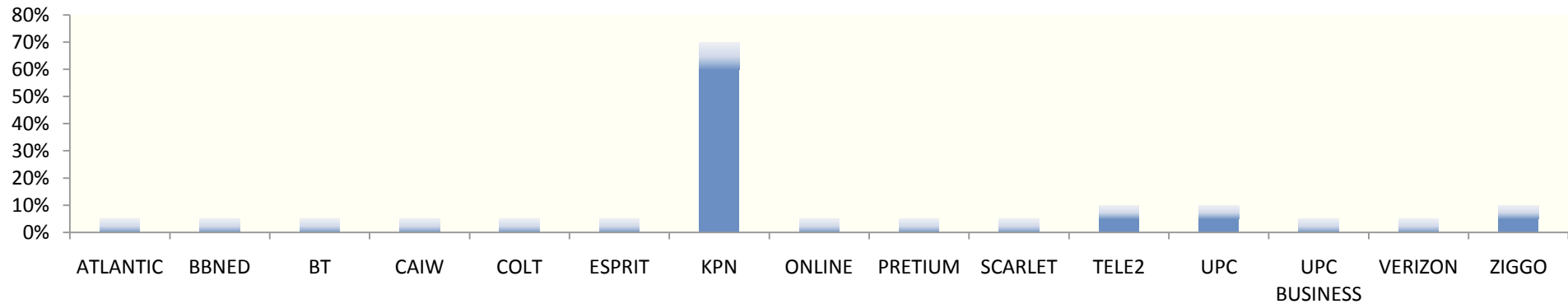
Vaste telefonie: Marktaandelen volume retail belminuten (2010Q1)



	31-12-2007	31-03-2008	30-06-2008	30-09-2008	31-12-2008	30-06-2009	31-12-2009	31-03-2010
@HOME	[0-5%]	-	-	-	-	-	-	-
ACN	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	-	-	-
ATLANTIC	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
BBNED	-	-	-	-	-	-	-	[0-5%]
BT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
CASEMA	[0-5%]	-	-	-	-	-	-	-
CAIW	-	-	-	-	-	[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	[60-70%]	[60-70%]	[60-70%]	[60-70%]	[60-70%]	[60-70%]	[60-70%]	[50-60%]
MULTIKABEL	[0-5%]	-	-	-	-	-	-	-
ONLINE	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[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%]
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%]
UPC	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]
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%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[10-20%]	[10-20%]



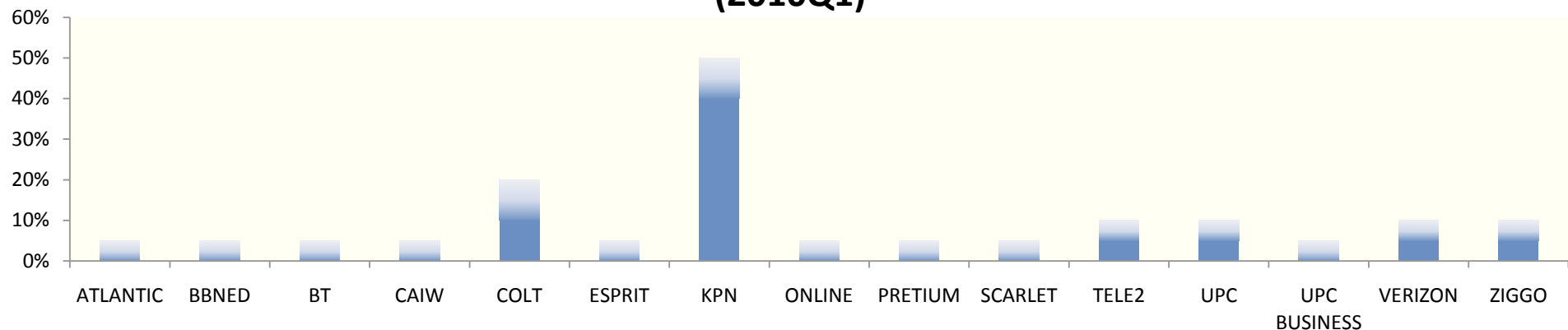
Vaste telefonie: Marktaandelen nationaal + lokaal volume retail belminuten (2010Q1)



	31-12-2007	31-03-2008	30-06-2008	30-09-2008	31-12-2008	30-06-2009	31-12-2009	31-03-2010
@HOME	[0-5%]	-	-	-	-	-	-	-
ACN	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	-	-	-
ATLANTIC	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
BBNED	-	-	-	-	-	-	-	[0-5%]
BT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
CASEMA	[0-5%]	-	-	-	-	-	-	-
CAIW	-	-	-	-	-	[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	[60-70%]	[60-70%]	[60-70%]	[60-70%]	[60-70%]	[60-70%]	[60-70%]	[60-70%]
MULTIKABEL	[0-5%]	-	-	-	-	-	-	-
ONLINE	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[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%]
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%]
UPC	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]
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%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]



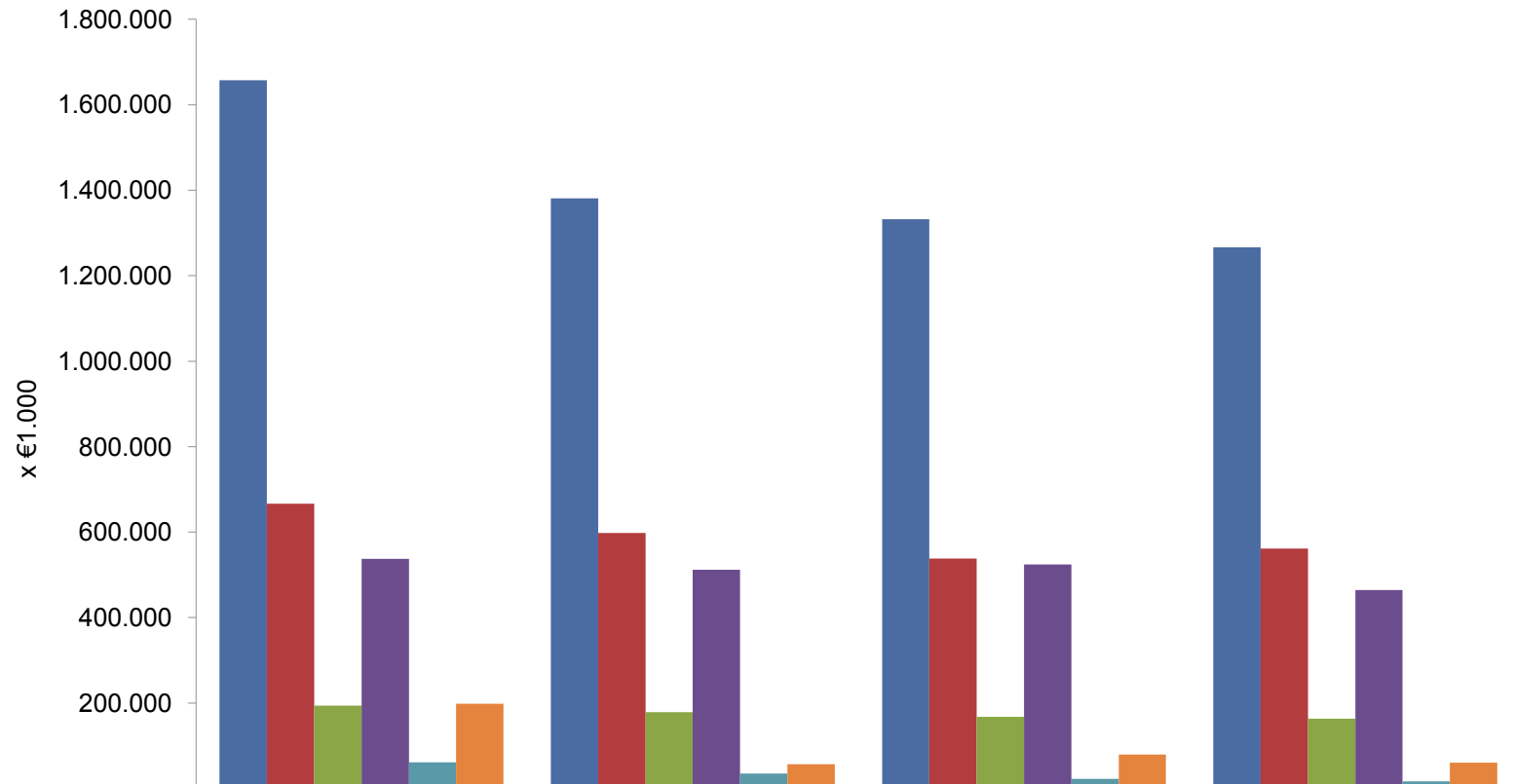
Vaste telefonie: Marktaandelen internationaal volume retail belminuten (2010Q1)



	31-12-2007	31-03-2008	30-06-2008	30-09-2008	31-12-2008	30-06-2009	31-12-2009	31-03-2010
@HOME	[0-5%]	-	-	-	-	-	-	-
ACN	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	-	-	-
ATLANTIC	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
BBNED	-	-	-	-	-	-	-	[0-5%]
BT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[5-10%]	[0-5%]
CASEMA	[0-5%]	-	-	-	-	-	-	-
CAIW	-	-	-	-	-	[0-5%]	[0-5%]	[0-5%]
COLT		[0-5%]	[0-5%]	[5-10%]	[5-10%]	[0-5%]	[5-10%]	[10-20%]
ESPRIT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
KPN	[50-60%]	[50-60%]	[50-60%]	[50-60%]	[50-60%]	[50-60%]	[50-60%]	[40-50%]
MULTIKABEL	[0-5%]	-	-	-	-	-	-	-
ONLINE	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[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%]
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%]	[0-5%]	[5-10%]
UPC	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[5-10%]
UPC BUSINESS	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
VERIZON	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]
ZIGGO	-	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]



Vaste telefonie: Jaaromzet retail verkeer



	31-12-2006	31-12-2007	31-12-2008	31-12-2009
■ Totaal omzet verkeer	1.657.253	1.381.094	1.331.792	1.266.811
■ Omzet lokaal en nationaal verkeer	666.586	598.008	538.135	561.194
■ Omzet internationaal verkeer	193.726	178.974	167.494	163.424
■ Omzet vast naar mobiel verkeer	537.442	512.092	524.255	464.660
■ Omzet smalbandig dataverkeer	61.243	34.917	22.640	16.795
■ Omzet overig verkeer	198.256	57.103	79.268	60.739