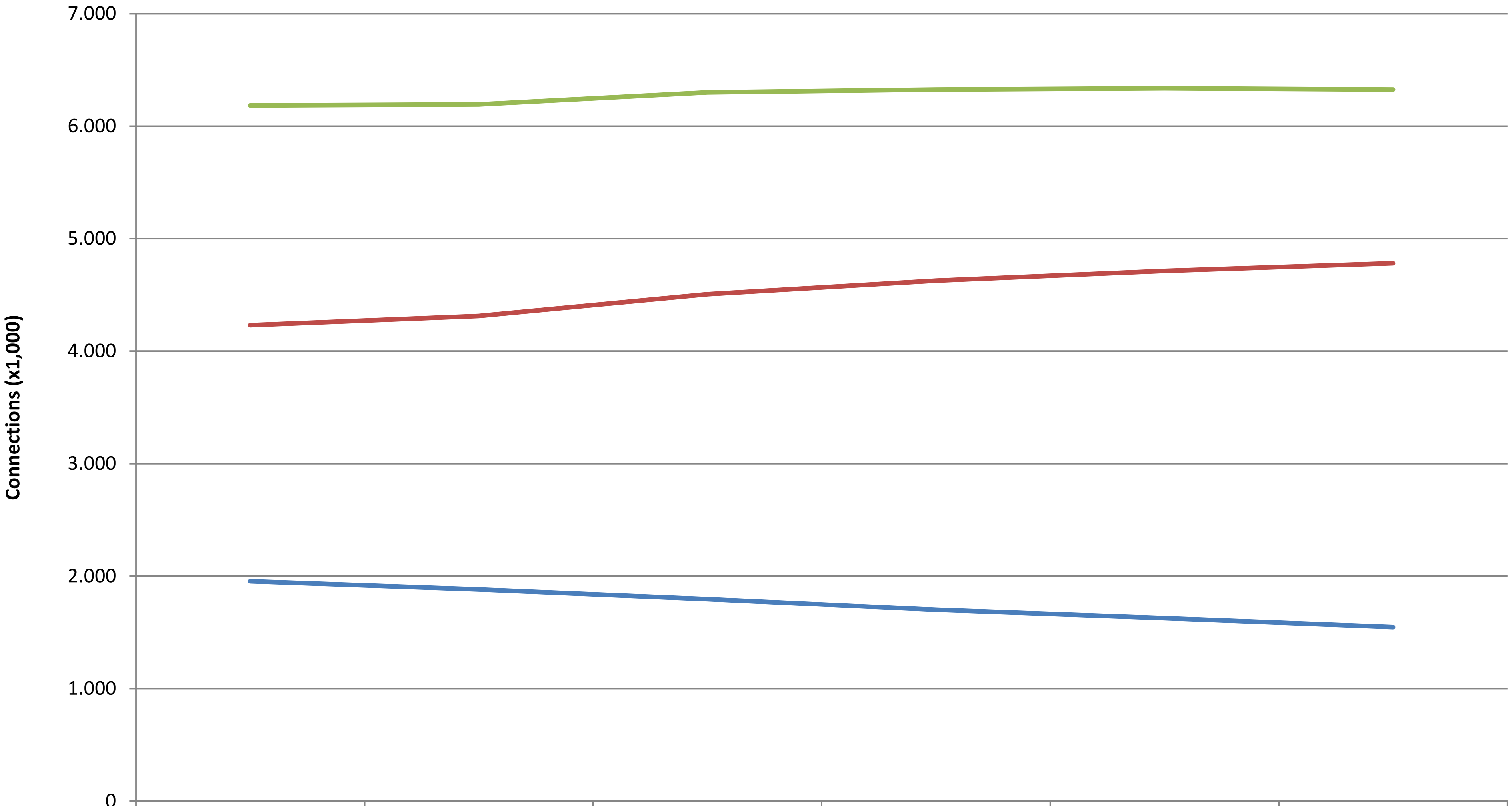
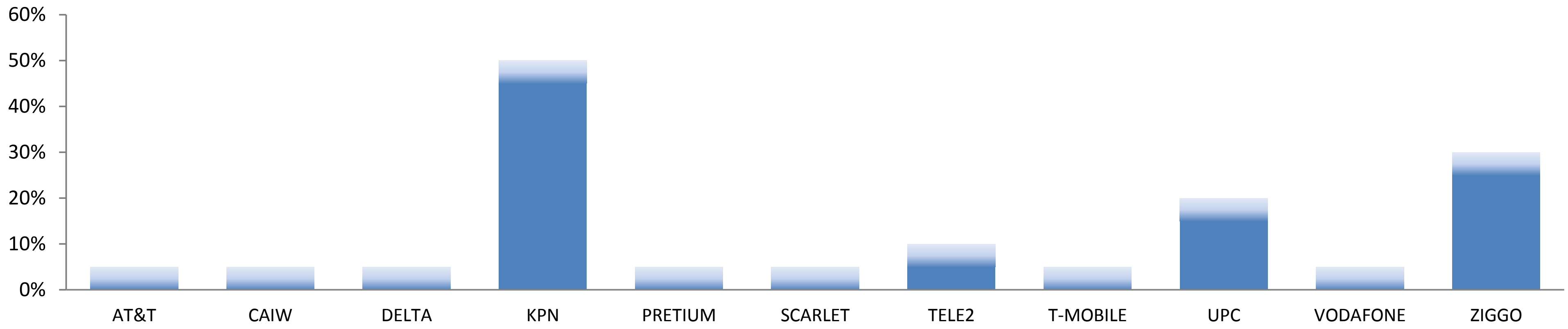
Fixed telephony: Number of retail singular connections



	30-6-2012	30-9-2012	31-12-2012	31-3-2013	30-6-2013	30-9-2013
PSTN	1.955	1.881	1.795	1.700	1.625	1.545
VoB1	4.230	4.312	4.505	4.626	4.713	4.781
Singular	6.184	6.193	6.300	6.326	6.338	6.326

Based on figures of AT T, BT, CAIW, COLT, DELTA, ESPRIT, KPN, PRETIUM, SCARLET, TELE2, T-MOBILE, UPC, VERIZON, VODAFONE and ZIGGO. Based on questions 2_A2_1_1 and 2_A2_7_1 of the SMM.

Fixed telephony: Market shares retail singular connections (2013Q3)

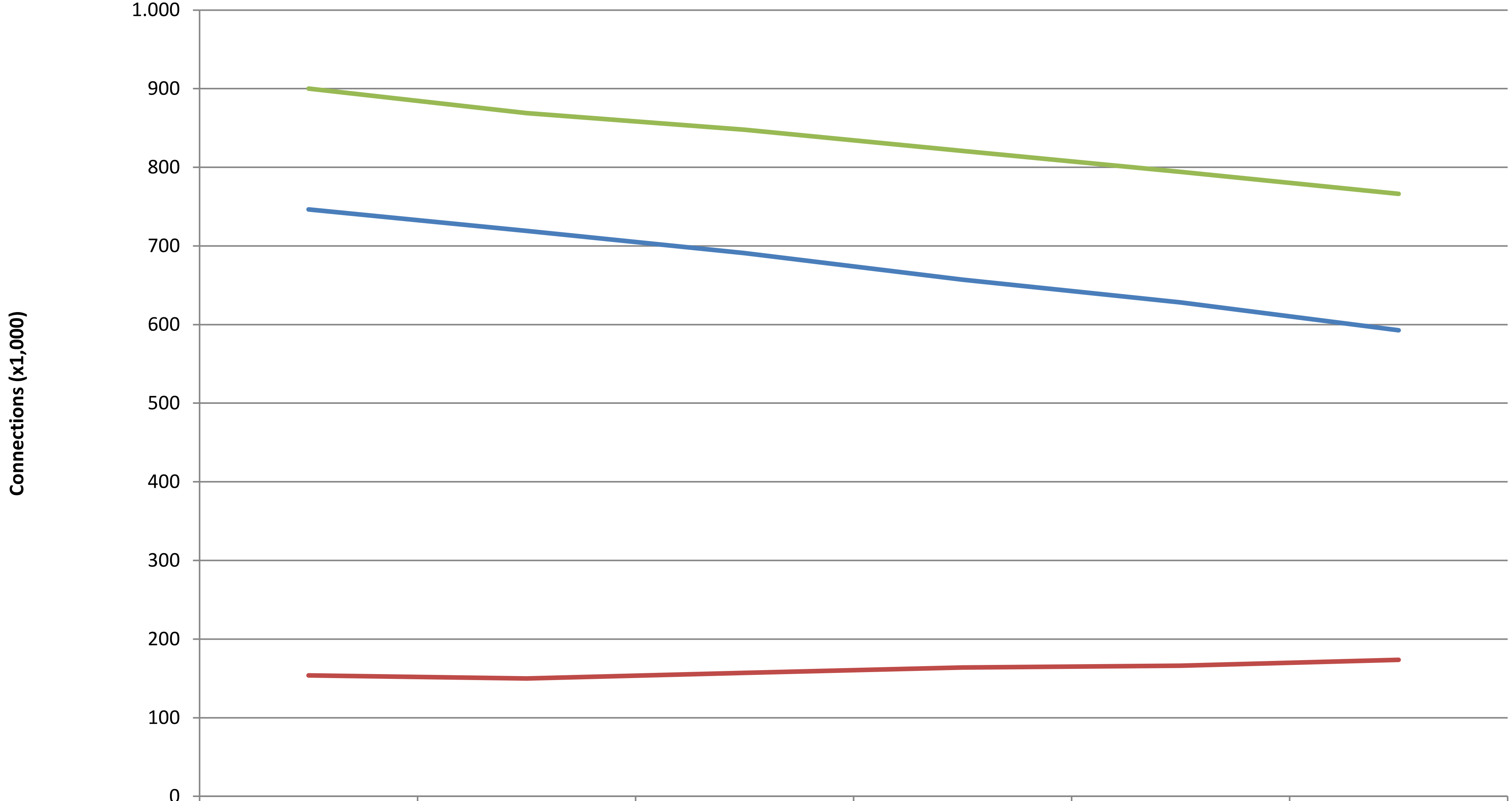


	30-6-2012	30-9-2012	31-12-2012	31-3-2013	30-6-2013	30-9-2013
AT&T	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
CAIW	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
DELTA	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
ESPRIT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	-
KPN	[45-50%]	[45-50%]	[45-50%]	[45-50%]	[45-50%]	[45-50%]
PRETIUM	[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%]
TELE2	[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	[10-15%]	[10-15%]	[10-15%]	[10-15%]	[15-20%]	[15-20%]
VODAFONE	-	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
ZIGGO	[20-25%]	[20-25%]	[20-25%]	[20-25%]	[25-30%]	[25-30%]

Based on figures of AT T, BT, CAIW, COLT, DELTA, ESPRIT, KPN, PRETIUM, SCARLET, TELE2, T-MOBILE, UPC, VERIZON, VODAFONE and ZIGGO. Based on questions 2_A2_1_1 and 2_A2_7_1 of the SMM.

Authority for Consumers & Markets

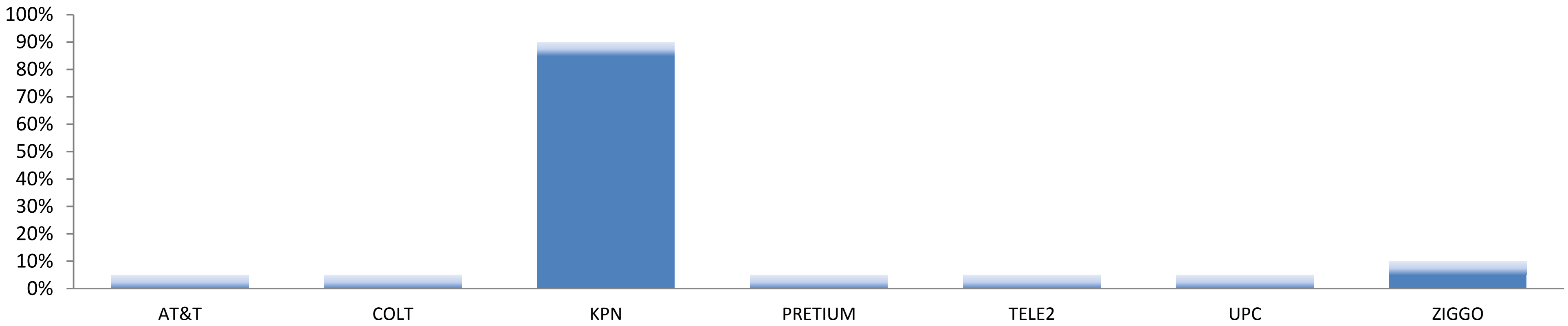
Fixed telephony: Number of retail dual connections



	30-6-2012	30-9-2012	31-12-2012	31-3-2013	30-6-2013	30-9-2013
ISDN1 & ISDN2	746	719	691	657	628	593
VoB2	154	150	157	164	166	174
Dual	900	869	848	821	794	766

Based on figures of AT T, BT, CAIW, COLT, DELTA, ESPRIT, KPN, PRETIUM, SCARLET, TELE2, T-MOBILE, UPC, VERIZON, VODAFONE and ZIGGO. Based on questions 2_A2_2_1, 2_A2_3_1 and 2_A2_8_1 of the SMM.

Fixed telephony: Market shares retail dual connections (2013Q3)

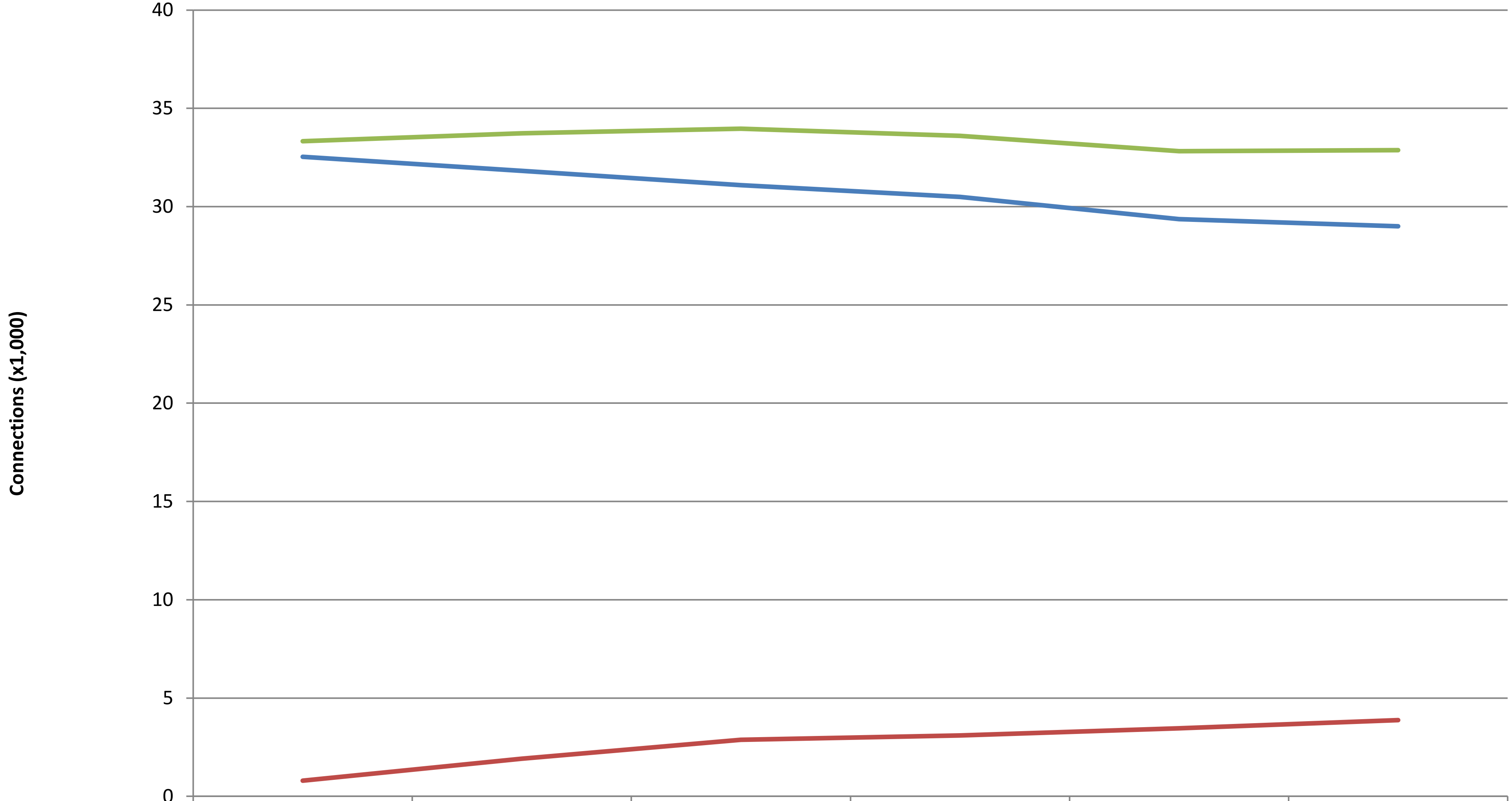


	30-6-2012	30-9-2012	31-12-2012	31-3-2013	30-6-2013	30-9-2013
AT&T	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
COLT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
ESPRIT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	-
KPN	[85-90%]	[85-90%]	[85-90%]	[85-90%]	[85-90%]	[85-90%]
PRETIUM	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
TELE2	[0-5%]	[0-5%]	[0-5%]	[5-10%]	[5-10%]	[0-5%]
UPC	[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%]

Based on figures of AT T, BT, CAIW, COLT, DELTA, ESPRIT, KPN, PRETIUM, SCARLET, TELE2, T-MOBILE, UPC, VERIZON, VODAFONE and ZIGGO. Based on questions 2_A2_2_1, 2_A2_3_1 and 2_A2_8_1 of the SMM.

Authority for Consumers & Markets

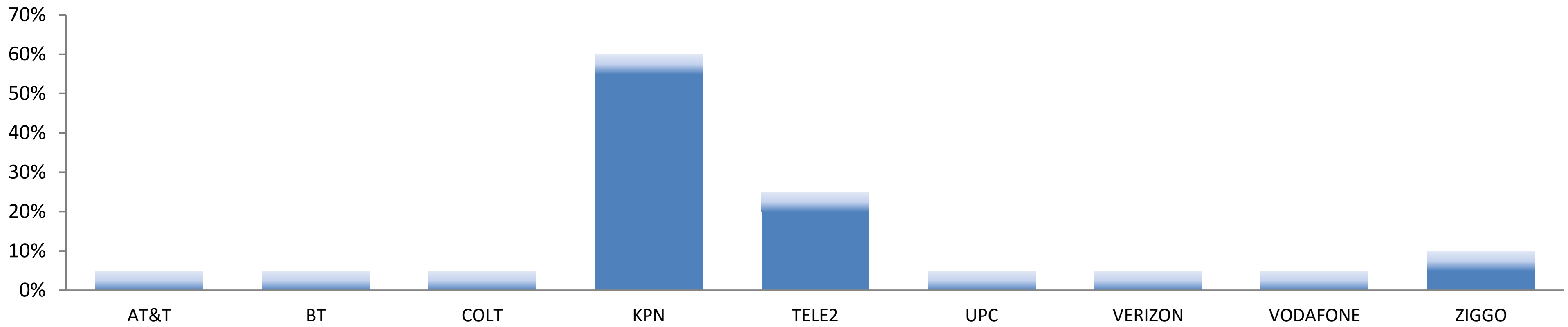
Fixed telephony: Number of retail multiple connections



	30-6-2012	30-9-2012	31-12-2012	31-3-2013	30-6-2013	30-9-2013
ISDN15/20/30	33	32	31	30	29	29
VoBn	1	2	3	3	3	4
Multiple	33	34	34	34	33	33

Based on figures of AT T, BT, CAIW, COLT, DELTA, ESPRIT, KPN, PRETIUM, SCARLET, TELE2, T-MOBILE, UPC, VERIZON, VODAFONE and ZIGGO. Based on questions 2_A2_4_1, 2_A2_5_1, 2_A2_6_1 and 2_A2_9_1 of the SMM.

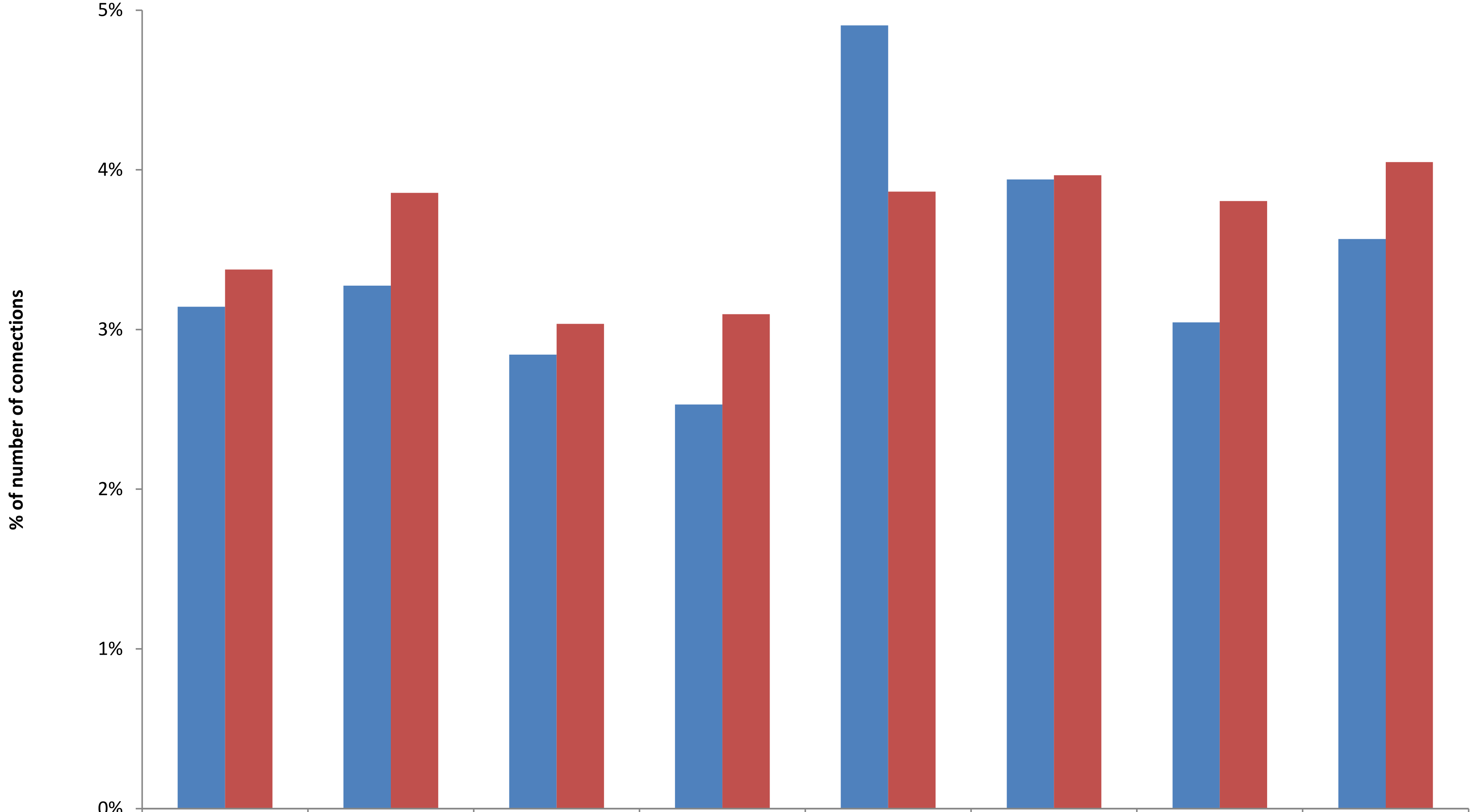
Fixed telephony: Market shares retail multiple connections (2013Q3)



	30-6-2012	30-9-2012	31-12-2012	31-3-2013	30-6-2013	30-9-2013
AT&T	[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%]
COLT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
ESPRIT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	-
KPN	[60-65%]	[55-60%]	[55-60%]	[55-60%]	[55-60%]	[55-60%]
TELE2	[15-20%]	[15-20%]	[15-20%]	[15-20%]	[20-25%]	[20-25%]
UPC	[5-10%]	[5-10%]	[5-10%]	[0-5%]	[0-5%]	[0-5%]
VERIZON	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
VODAFONE	-	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
ZIGGO	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[5-10%]

Based on figures of AT T, BT, CAIW, COLT, DELTA, ESPRIT, KPN, PRETIUM, SCARLET, TELE2, T-MOBILE, UPC, VERIZON, VODAFONE and ZIGGO. Based on questions 2_A2_4_1, 2_A2_5_1, 2_A2_6_1 and 2_A2_9_1 of the SMM.

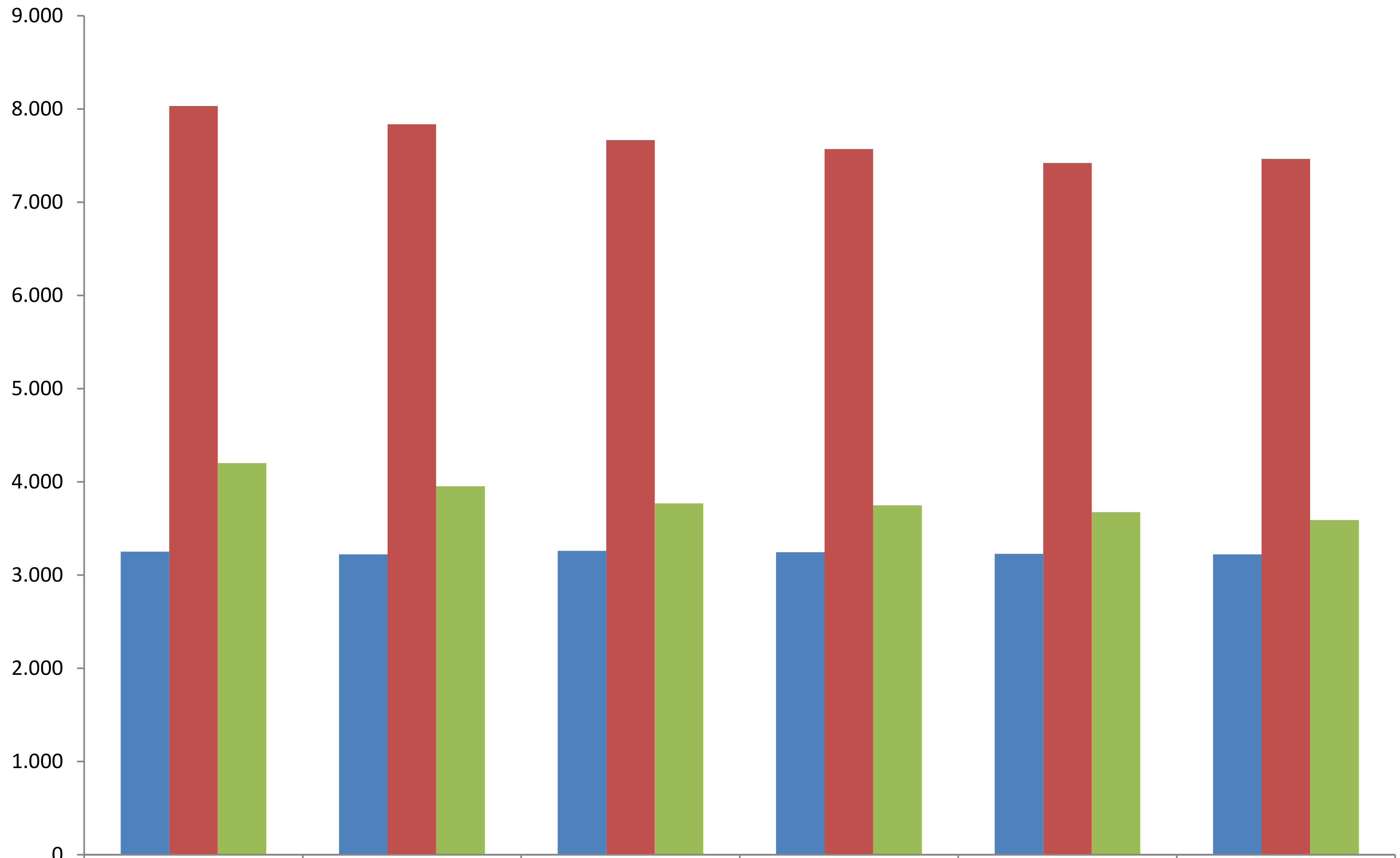
Fixed telephony: Churn based on number of retail connections



	31-12-2011	31-3-2012	30-6-2012	30-9-2012	31-12-2012	31-3-2013	30-6-2013	30-9-2013
Adds	3,1%	3,3%	2,8%	2,5%	4,9%	3,9%	3,0%	3,6%
Disconnects	3,4%	3,9%	3,0%	3,1%	3,9%	4,0%	3,8%	4,0%

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_A3_5,6,7,8_1,_2 and 2_A4_1-9_1-2 of the SMM.

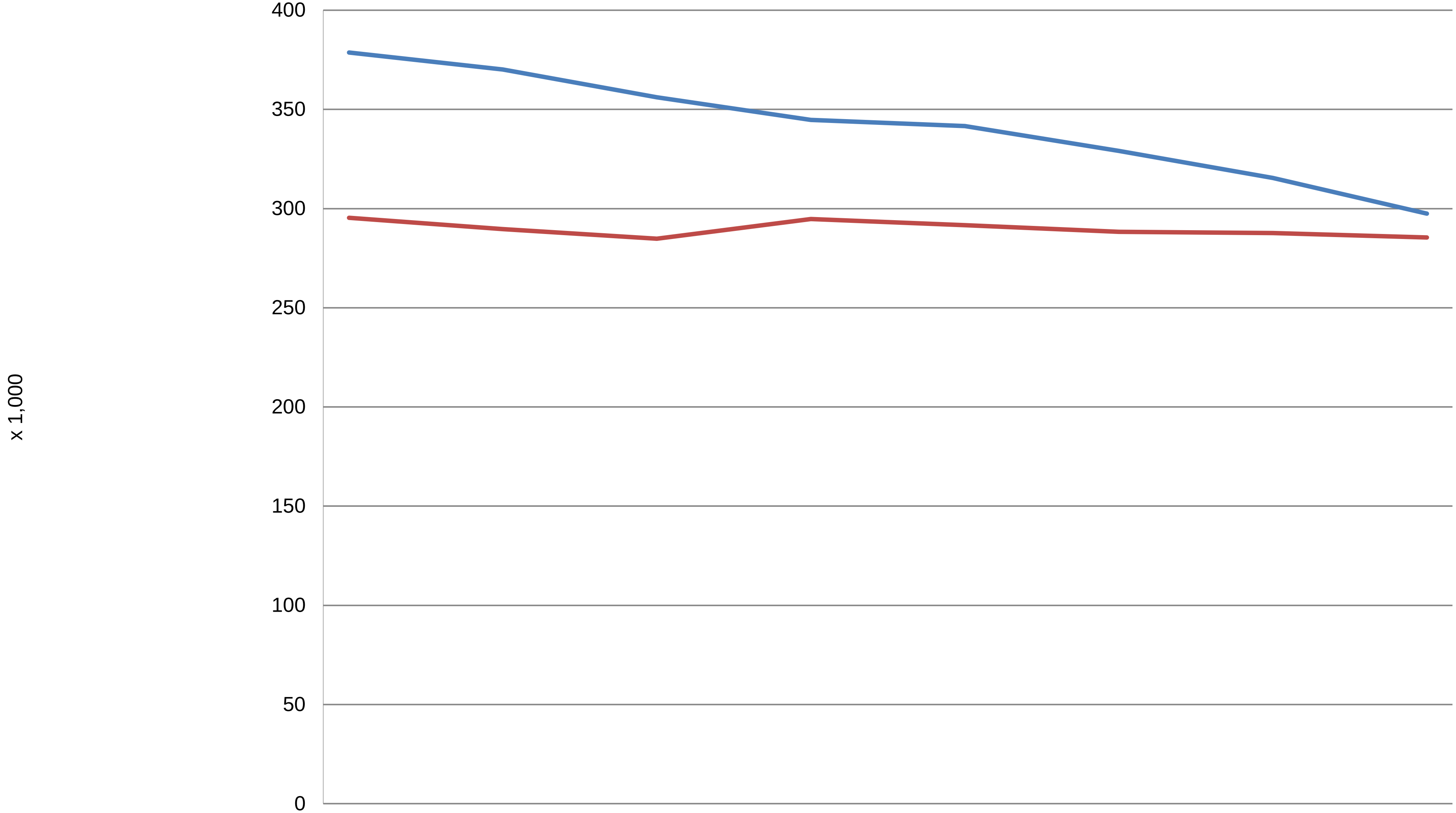
Fixed telephony: Herfindahl-Hirschman Index of retail lines



	30-6-2012	30-9-2012	31-12-2012	31-3-2013	30-6-2013	30-9-2013
HHI single lines	3.250	3.223	3.260	3.246	3.228	3.221
HHI dual lines	8.032	7.837	7.667	7.570	7.423	7.465
HHI multiple lines	4.202	3.954	3.768	3.747	3.676	3.590

Based on figures of AT T, BT, CAIW, COLT, DELTA, ESPRIT, KPN, PRETIUM, SCARLET, TELE2, T-MOBILE, UPC, VERIZON, VODAFONE and ZIGGO. Based on questions 2_A2_1-9_1 of the SMM.

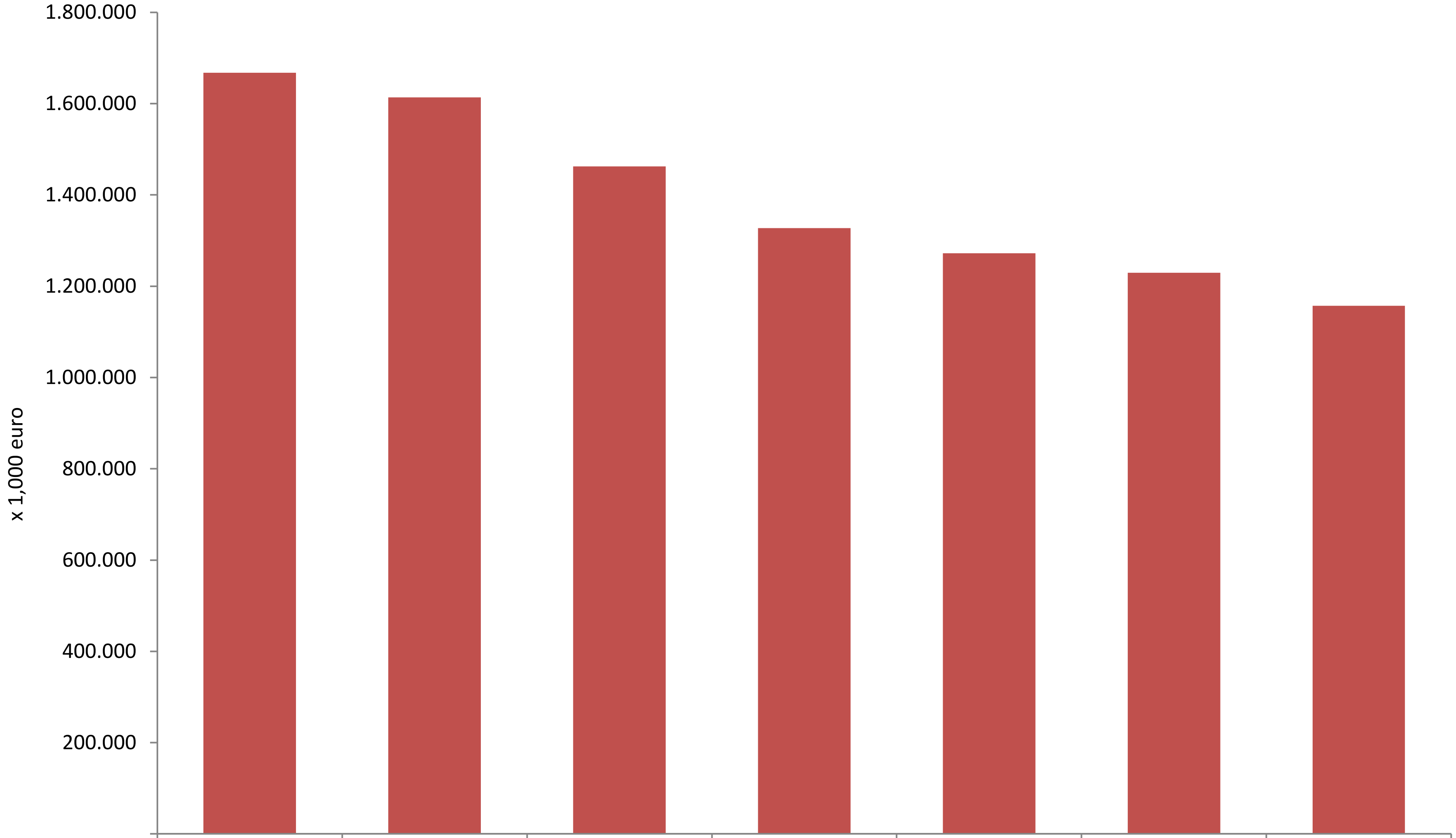
Fixed telephony: Number of WLR lines and CPS subscribers



	31-12-2011	31-3-2012	30-6-2012	30-9-2012	31-12-2012	31-3-2013	30-6-2013	30-9-2013
Number of CPS subscribers	379	370	356	345	342	329	315	297
Number of wholesale line rental lines	295	290	285	295	292	288	288	285

Based on figures of AT T, BT, COLT, ESPRIT, KPN, PRETIUM, SCARLET, TELE2, UPC 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.

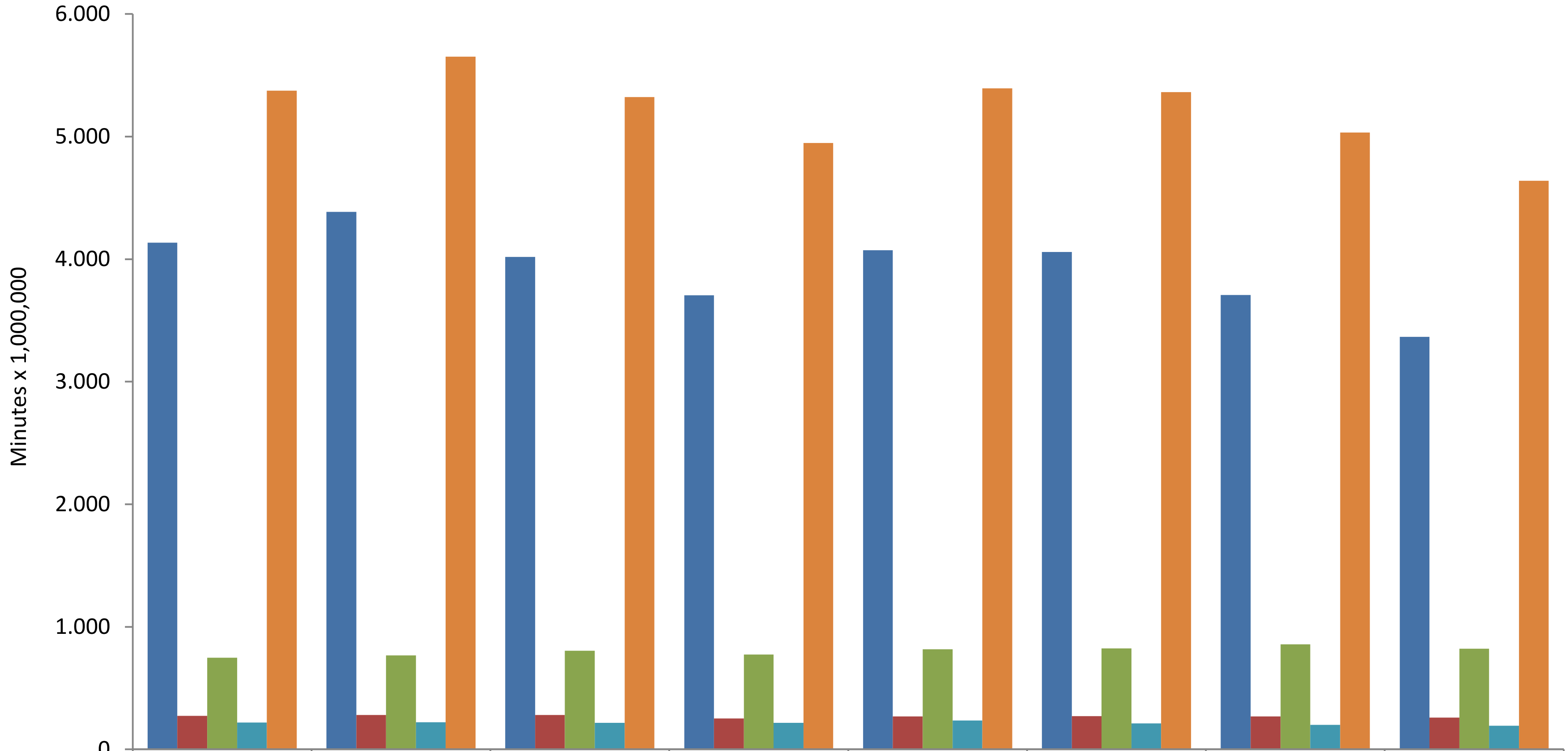
Fixed telephony: Annual retail revenues PSTN + VoB lines



	31-12-2006	31-12-2007	31-12-2008	31-12-2009	31-12-2010	31-12-2011	31-12-2012
Revenues lines	1.667.623	1.613.981	1.462.311	1.327.285	1.272.332	1.229.487	1.157.429

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.

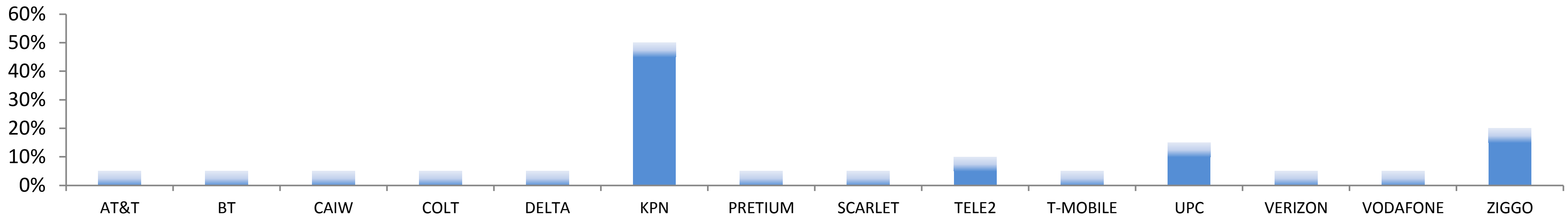
Fixed telephony: Total retail traffic in minutes



	31-12-2011	31-3-2012	30-6-2012	30-9-2012	31-12-2012	31-3-2013	30-6-2013	30-9-2013
Local and national	4.135	4.385	4.019	3.705	4.073	4.059	3.708	3.367
International	273	280	281	253	269	270	269	259
Fixed-mobile	748	766	806	774	817	824	857	820
Other	218	220	217	216	234	211	199	193
Total volume	5.374	5.651	5.322	4.949	5.393	5.364	5.033	4.639

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

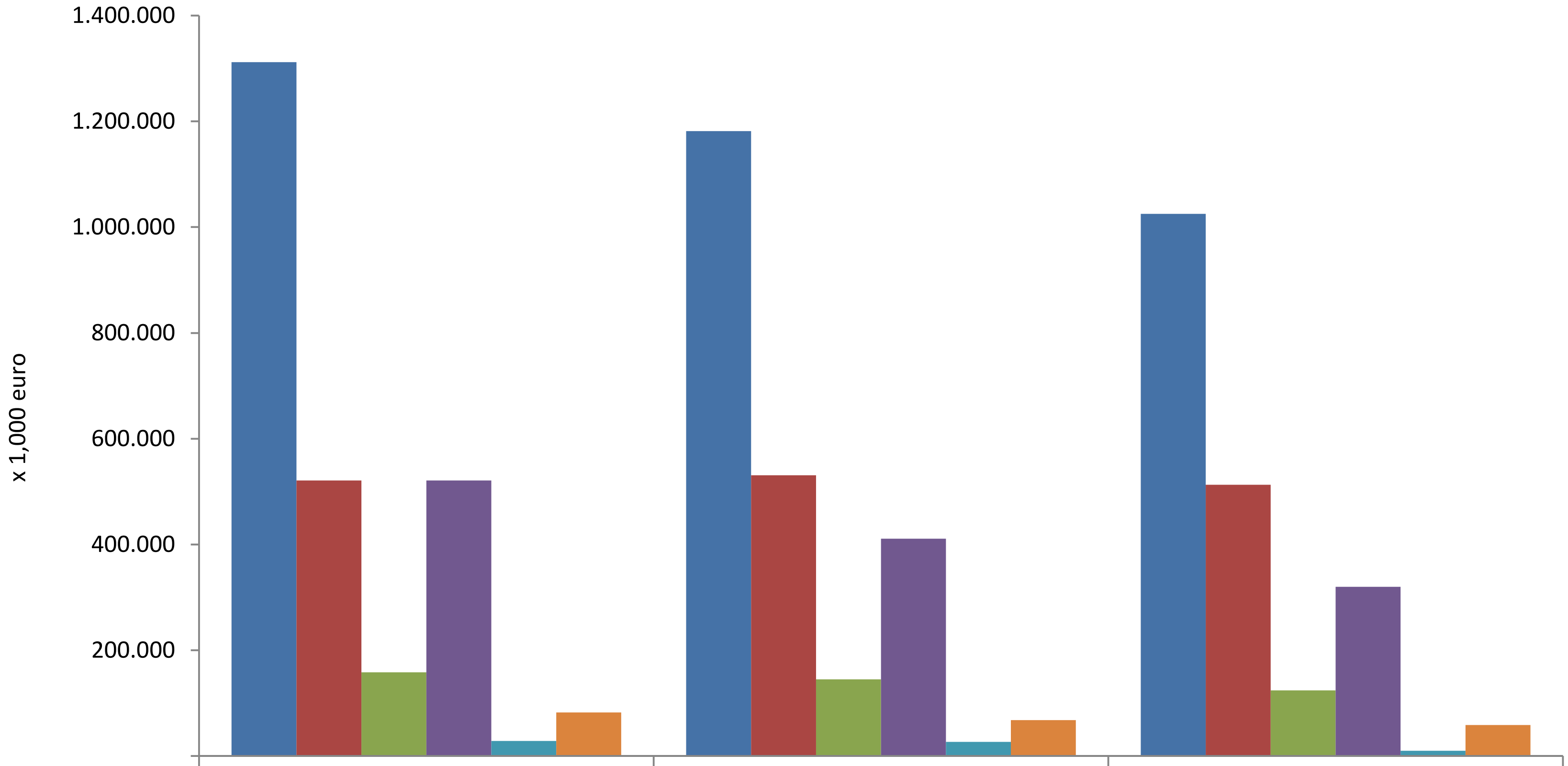
Fixed telephony: Market shares based on retail traffic (2013Q3)



	31-12-2011	31-3-2012	30-6-2012	30-9-2012	31-12-2012	31-3-2013	30-6-2013	30-9-2013
AT&T	-	-	[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%]	-
KPN	[50-55%]	[50-55%]	[45-50%]	[45-50%]	[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	[10-15%]	[10-15%]	[10-15%]	[10-15%]	[10-15%]	[5-10%]	[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%]
VODAFON	-	-	-	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
ZIGGO	[10-15%]	[15-20%]	[15-20%]	[15-20%]	[15-20%]	[15-20%]	[15-20%]	[15-20%]

Based on figures of AT T, BT, CAIW, COLT, ESPRIT, KPN, PRETIUM, SCARLET, TELE2, T-MOBILE, UPC, 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

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.