HYBRID SHAREHOLDERS MEETING

Manual and Frequently Asked Questions

15 April 2020
Login procedures pre Close of Registration

before Wednesday 8 April 2020, at 17:30 (CET)

Click here to login to the shareholder portal and click login

Select the recent meeting of KPN and select “Attend meeting virtually”
## Login procedures pre Close of Registration

before Wednesday 8 April 2020, at 17:30 (CET)

<table>
<thead>
<tr>
<th>Securities</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Security class</td>
<td>Ordinary shares</td>
</tr>
<tr>
<td>Intermediary</td>
<td>ABN AMRO Bank N.V.</td>
</tr>
<tr>
<td>ISIN</td>
<td>NL0000000002</td>
</tr>
<tr>
<td>Number of securities</td>
<td>Entire holding</td>
</tr>
<tr>
<td>Entire number of securities</td>
<td>200</td>
</tr>
</tbody>
</table>

### Fill in all the details of registration for this meeting

![Login interface for Koninklijke KPN N.V.](Koninklijke-KPN-N.V.-Login-interface.png)
Login procedures pre Close of Registration
before Wednesday 8 April 2020, at 17:30 (CET)

Key in phone number which will be used for 2 factor authentication
Login procedures pre Close of Registration
before Wednesday 8 April 2020, at 17:30 (CET)

Notification will be displayed with highlighted risks and terms of use (including reference to KPN’s policy)
Login procedures pre Close of Registration
before Wednesday 8 April 2020, at 17:30 (CET)

Key in the one-time-passcode as received on your mobile phone
Login procedures pre Close of Registration
before Wednesday 8 April 2020, at 17:30 (CET)

Successful registration
Login procedures pre Close of Registration
before Wednesday 8 April 2020, at 17:30 (CET)

A created requests can be seen in My Events
(observe pending state)
Once approved by the intermediary, a shareholder will receive a confirmation mail.

Dear Mr. Shareholder,

Your request to vote virtually during the meeting has been successfully processed.

We hereby inform you that your intermediary has confirmed your entitlement to vote virtually during the KPN Demo AGM Meeting of Koninklijke KPN N.V. on 15 April 2020.

How to vote virtually during the meeting?

Please click on this link below:

https://ctp-st05.europa.maplusem.net/shareholderlogin?gmid=mYuQ1y0bH-f4P0F-MTk1&xplReceipt=W3QvV2loaXM5G5J.xXoQs7&y=jynsM6ivvyVY-1UNj&xerqType=VP

Note:
The virtual meeting environment will be made available shortly before the start of the meeting as set out in the convocation note of Koninklijke KPN N.V. Please check the meeting date and time and log in to www.abnamro.com/shareholder before the meeting starts. Make sure you can join on time if you join after the meeting starts, you will not be entitled to vote. Voting virtually will be enabled after the meeting is opened by the chairperson.

Please note that you will receive login information necessary to vote virtually at the phone number you provided during your registration. You will need this phone number to vote virtually throughout the meeting.

Please email corporate.broking@nl.abnamro.com for any queries.
Login procedures
at day of AGM

Click here to login to the shareholder portal and click login
Login procedures
at day of AGM

Join the meeting in My events
Login procedures at day of AGM

Key in the one-time-passcode as received on your mobile phone
Login procedures at day of AGM

Successful one-time-passcode validation, notification will be shown please accept to proceed
Login procedures
at day of AGM

12:00-14:00
Registration open

14:00
Follow the webcast

Click here for webcast
Virtual voting procedures

at day of AGM

14:00
Voting is open

Click here to vote

Please vote on all agenda items

This feature will be open during the AGM
Q: How can I register to participate as a virtual shareholder at the KPN Hybrid Meeting?
A: As a KPN shareholder, you will first need to create a profile via [www.abnamro.com/shareholder](http://www.abnamro.com/shareholder), where you are requested to provide your mobile phone number and custody account number.

Q: Where can I login to participate in the Hybrid Meeting as a virtual shareholder?
A: You can participate via the ABN AMRO platform and login via [www.abnamro.com/shareholder](http://www.abnamro.com/shareholder).

Q: I don’t know my login details for the ABN AMRO platform?
A: You can easily request a new password via the website [www.abnamro.com/shareholder](http://www.abnamro.com/shareholder) or contact ABN AMRO via: corporate.broking@nl.abnamro.com.

Q: Why do I need to login via the ABN AMRO platform and not via a KPN website?
A: KPN cannot confirm your actual holding in KPN shares. This needs to be confirmed by your bank or broker, which generally has a relationship with ABN AMRO.
Frequently asked questions
registration process

Q: I registered myself to attend the Hybrid Meeting in person, can I also participate online in case I can’t attend the meeting physically?
A: Changing your attendance is possible until the Close of Registration, Wednesday 8 April 2020, at 17:30 (CET) as stated on www.abnamro.com/shareholder. After the registration deadline you can’t change your attendance.

Q: The ABN AMRO platform isn’t allowing me to login, what should I do?
A: Please contact ABN AMRO at corporate.broking@nl.abnamro.com or by telephone +31 (0)20 344 2000.

Q: Can I test if I can get into the virtual environment ahead of the Hybrid Meeting?
A: Yes, you can do so after the Close of Registration, following the guidelines on www.abnamro.com/shareholder. Should you face difficulties, please contact corporate.broking@nl.abnamro.com or by telephone +31 (0)20 344 2000.

Q: How do I know if my bank has approved my registration for the Hybrid Meeting?
A: You will receive a confirmation from ABN AMRO by email. This might take a few minutes. In case the confirmation takes longer than that, please do not hesitate to contact ABN AMRO via corporate.broking@nl.abnamro.com or by telephone +31 (0)20 344 2000. We advise that you already use the testing period before the day of the Hybrid Meeting to test your access to the platform.
Frequently asked questions
registration process

Q: I haven’t received an email from ABN AMRO, what should I do?
A: Please contact ABN AMRO via corporate.broking@nl.abnamro.com or by telephone +31 (0)20 344 2000.

Q: I have already registered for online participation at the Hybrid Meeting, but now I would like to participate in-person or through a proxy. Is that possible?
A: Yes, as long as you make this change before the Close of Registration, Wednesday 8 April 2020, at 17:30 (CET). As further specified in the convocation of the Hybrid Meeting and as stated on www.abnamro.com/shareholder.

Q: As of which moment can I login to the Hybrid Meeting?
A: You can login within a time frame of two hours before the start of the Hybrid Meeting. Once you have done so you are counted as a shareholder attending the Hybrid Meeting, even if you leave before the start of or any time during the Hybrid Meeting (whether or not due to an internet connection failure).
Frequently asked questions
shareholder meeting

Q: How can I follow the Hybrid Meeting?
A: You will be able to follow the meeting via webcast via ir.kpn.com or in the virtual environment via www.abnamro.com/shareholder, or attend in person.

Q: Can I follow/participate the Hybrid Meeting if I’m not a shareholder?
A: Yes, to follow the webcast please visit ir.kpn.com, but you cannot vote.

Q: What do I need to do to participate at the Hybrid Meeting?
A: You can submit your votes via proxy through ABN AMRO, attend the virtual meeting online, or attend in person. You can register via www.abnamro.com/shareholder.

Q: When do I need to login when I want to attend and vote the Hybrid Meeting virtually?
A: You will be able to login from two hours prior to the meeting until the meeting starts. The meeting will start at 14:00 CET on 15 April 2020.

Q: How do I know that I can vote during the Hybrid Meeting?
A: Once the Chairman has opened the shareholder meeting, you will be able to vote until the Chairman declares that the voting will be closed after the last voting item.
**Frequently asked questions**

**shareholder meeting**

Q: How do I know that I have voted at the Hybrid Meeting?
A: The application will confirm that your vote(s) has/have been received.

Q: Can I ask questions as a virtual participant of the Hybrid Meeting?
A: No, when participating online you will only be able to follow the proceedings of the Hybrid Meeting and to vote. To submit questions or any comments during the Hybrid Meeting, you should attend the Hybrid Meeting in-person.

Q: Can I also vote in advance of the Hybrid Meeting?
A: Yes, you can by giving a proxy voting instruction via www.abnamro.com/shareholder.

Q: I have already voted through proxy on the ABN AMRO Website, do I need to vote again?
A: No, your proxy voting instruction will remain valid.

Q: I have already voted through proxy on the ABN AMRO Website, can I change my vote during the Hybrid Meeting?
A: If you grant a proxy voting instruction your vote has, in fact, been made before the meeting takes place and you will only be able to change your voting instruction until Close of Registration, Wednesday 8 April 2020, at 17:30 (CET).
Frequently asked questions

shareholder meeting

Q: I have already voted through proxy on the ABN AMRO Website, can I still follow the Hybrid Meeting?
A: Yes, you can via the webcast available on ir.kpn.com.

Q: I am unable to vote.
A: Once the Chairman has opened the shareholder meeting, you will be able to vote until the end of the meeting if you are a registered shareholder. Press the voting button to submit your votes. Please make sure you are connected to the internet.

Q: How can I submit a vote?
A: During the meeting you will be able to vote. Press the voting button to submit your votes. When selecting the button of your choice your vote will be cast automatically. Please submit your votes on all resolutions. You will see a confirmation in your screen.

Q: How can I change my vote?
A: You will be able to amend your votes during the meeting, you will be able to vote until the Chairman declares that the voting will be closed after the last voting item.
**Frequently asked questions**

**general questions**

Q: I appreciate the possibility to participate online at the Hybrid Meeting, I wonder how KPN ensures that online participation will be without issues?
A: KPN offers the application through third parties that have gathered experience with organizing these hybrid and virtual shareholders’ meetings outside the Netherlands. But even though KPN has given its best efforts to ensure that shareholders are offered a best-in-market service, it cannot guarantee that shareholders may experience issues that are common to any first-generation innovative application.

Q: Is the Hybrid Meeting a step that KPN takes in moving towards a virtual-only shareholders’ meeting?
A: Dutch law still prescribes that a physical shareholders’ meeting must be held. As long as this rule has not been changed, which is not likely to happen in the coming years, KPN will not switch to virtual-only shareholders’ meetings. One should be aware, however, that times are changing quickly these days and the development of online tools is an ongoing process.
Q: Will all upcoming shareholders’ meetings of KPN be in hybrid form, i.e. open for online and in-person participation?
A: KPN may decide, at its own discretion, for each shareholders’ meeting separately whether the possibility of online participation will be provided next to in-person access.

Q: Why should I choose for online participation when I can grant a proxy voting instruction as I did before?
A: When you participate online, you will be able to take into account the deliberations (just before and) at the general meeting before you decide how to vote. If you grant a proxy voting instruction your vote has, in fact, been made before the meeting takes place and you will only be able to change your voting instruction until Close of Registration, Wednesday 8 April 2020, at 17:30 (CET).

Q: What will be done with all my personal data which I am asked to provide when opting for online participation?
A: KPN adheres to its GDPR policy, which can be found on ir.kpn.com.

Q: Are there any rules and conditions set by KPN that apply to the Hybrid Meeting?
A: Yes, we refer to the Policy regarding the Hybrid General Meeting of Shareholders which can be found on ir.kpn.com. By participating online, the policy becomes applicable.
Frequently asked questions

general questions

Q: I don’t have a smartphone, tablet or pc. Will I be able to participate the Hybrid meeting?
A: Unfortunately, in that case the shareholder can’t join the AGM virtually. If you are registered for the meeting, you can always attend the Hybrid Meeting in person.

Q: My internet connection isn’t working properly. Will I be able to participate the Hybrid meeting?
A: You will need a working internet connection during the meeting. On your phone you can also use a mobile (3G/4G) signal if available or use WiFi.

Q: My battery is almost empty. What do I do?
A: The shareholder is responsible for a properly functioning and charged device.

Q: What are the terms of use?
A: You can find the Policy regarding the Hybrid General Meeting of Shareholders on ir.kpn.com. If you participate online, you should have read this policy.
Frequently asked questions

Q: How do I know my privacy is protected?
A: KPN adheres to its GDPR policy, which can be found on ir.kpn.com.

Q: How do I know this is a safe way to vote?
A: The website of ABN AMRO has been thoroughly tested by various parties.

Q: Which device should I use to participate online at the Hybrid Meeting?
A: You can participate at the Hybrid Meeting with any device that has a working internet connection and successfully logged in to the virtual environment via www.abnamro.com/shareholder. Please make sure to have installed the latest version of your internet browser, Chrome, Firefox, Internet Explorer 11 and 10, Edge and Safari.
Frequently asked questions

general questions

Q: The device that I will use for online participation has a camera installed: will, or can, I be made visible in the Hybrid Meeting to other participants or anyone else?
A: No, that will not be the case.

Q: When I participate online, will other shareholders be informed that I am participating, or do they have the possibility to know that?
A: No. You will be registered on the registration list of all shareholders attending the Hybrid Meeting, in accordance with the provisions of KPN's articles of association. However, this information will not be provided to other shareholders of KPN.

Q: Who can I contact if my question is not above?
A: You can contact ABN Amro via email corporate.broking@nl.abnamro.com or by telephone +31(0)20 344 2000.
Frequently asked questions
exercise of rights

Q: Are my votes valid when leaving early? Can I re-join after I have left?
A: Yes, assuming you have logged in successfully prior to the start of the Hybrid Meeting this will not affect the votes casted until the moment you left. Re-joining the Hybrid Meeting after you’ve left is possible and you will also be able to vote upon items that have been put to vote in the meantime. The polls for all items are open during the Hybrid Meeting and closed after the last voting item on the agenda has been discussed.

Q: When there's a failure in my network connection, or my device stops working during the Hybrid Meeting will I be able to login and continue to participate in the Hybrid Meeting once the connection has been restored?
A: Yes, assuming you have logged in successfully prior to the start of the Hybrid Meeting, you will be able to continue participating in the Hybrid Meeting after the network connection has been restored. You will also be able to vote on items that have been put to vote in the meantime. The polls for all items are open during the Hybrid Meeting and closed after the last voting item on the agenda has been discussed.

Q: Will I be able to ask questions or make any comments to the meeting during the Hybrid Meeting when I participate online?
A: No, when participating online you will only be able to follow the proceedings of the Hybrid Meeting and to vote. To submit questions or any comments during the Hybrid Meeting, you should attend the Hybrid Meeting in person.
Frequently asked questions

exercise of rights

Q: Are there any voting restrictions when participating online?
A: When participating online split-voting is not possible as it is not supported by the platform yet. In order to be able to use split-voting, you should attend the Hybrid Meeting in person or by proxy. Holders of ADRs will not be able to participate in online voting.

Q: I have registered for online participation, but have sold my shares after that. Can I still vote on these shares?
A: Yes, according to The Dutch law the 28th day before the day of the Hybrid Meeting is decisive for who will be able to vote at the Hybrid Meeting. As registration is only possible after that record date, the right to vote remains even if you have already sold your shares in the meantime.

Q: Will the possibility of online participation affect the proceedings at the general meeting?
A: At the Hybrid Meeting the usual proceedings for general meetings of KPN will be followed. However, the polls for all items are open during the Hybrid Meeting and closed after the last voting item on the agenda has been discussed.