Virtual participation
AGM
Manual and Frequently Asked Questions
13 April 2022
kpn. The network of the Netherlands
Login procedures pre close of registration: 6 April 2022, 17:30h (CEST)

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: 6 April 2022, 17:30h (CEST)

Fill in all the details of registration for this meeting

Key in phone number which will be used for 2 factor authentication
Login procedures pre close of registration: 6 April 2022, 17:30h (CEST)

Notification will be displayed with highlighted risks and terms of use (including reference to KPN’s policy)

Enter the one-time-passcode as received on your mobile phone

Register for virtual participation

Important Information

You are about to confirm that you want to virtually participate in the General Meeting.

In case you wish to proceed, please acknowledge and accept the terms and conditions related to the virtual attendance and participation in the General Meeting by checking the relevant checkboxes and clicking the “Accept and Proceed” button to gain access to the Virtual Participation section.

The terms and conditions include, amongst others, any risks related to virtual meetings, equipment, software, network infrastructure, servers, internet or telephone connectivity, video or audio equipment, and the use of one-time passcodes which may include any unauthorized use, handling, or denial of services arising from the theft or unauthorized interception of a password or network access code and any other actions caused by any type of mechanical failure such as any electrical power damage during the General Meeting as well as any other unforeseen technical difficulties or disruptions whether relating to the website in general, the Virtual Participation Section, the General Meeting or the equipment/technology used by you, the Securities Holder.

To avoid such risks, the Securities Holder should attend the General Meeting in person or by proxy.

By checking the boxes below, you confirm:

- that you acknowledge and accept the terms and conditions referred to above and to have read and understood and agreed to our terms and conditions applicable to the registration and use of the Virtual Participation Section;
- that you are a person authorized to accept these terms on behalf of the Securities Holder.

The Terms of Use for using the Website and the Virtual Participation Section are posted at www.kpn.com and can be found here: Terms of Use.

Verification of phone number

Mobile phone number:

+31 06410388

Re-enter mobile phone number:

+31 06410388

Terms and Conditions

Phone

The phone number cannot be changed once verified and in

Count

Accept and Proceed

3/4 Verification code

Enter code

A new verification code was sent to your mobile phone.

Code:

67681

Verify
Login procedures: pre close of registration: 6 April 2022, 17:30h (CEST)

Register for virtual participation

You successfully registered to join for virtual participation

Now that you have requested to virtually participate during the meeting, your intermediary will have to provide an approval.

Please confirm your account number and telephone number to your intermediary

ABN AMRO Bank N.V.

as.exchange.services@nl.abnamro.co

In case you have any further questions, please do not hesitate to contact ABN AMRO.

corporate.trading@nl.abnamro.com

Successful registration
Login procedures pre close of registration: 6 April 2022, 17:30h (CEST)

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

Subject: IMPORTANT: Confirmation request to vote virtually at the KPN Demo AGM Meeting of Koninklijke KPN N.V. on 10 Apr 2019 and login instructions

Sent date:

Email body:

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 10 Apr 2019.

How to vote virtually during the meeting?

Please click on this link below:

https://cpip-s005.eu-gb.myk演anix.net/shareholderlogin?goid=eyJYa2UlobzHH4HyXF-
MTk1&opReqId=K30v10vAMBB2JJoOB3jOd4dssj=Iyjisd3lItjvYI1UrhJUeq1Type=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 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.boeking@nl.abnamro.com for all queries.
**Login procedures** at day of the AGM

*Click here* to login to the shareholder portal and click login

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

Enter the one-time-passcode as received on your mobile phone

Upon successful one-time-passcode validation, a notification will be shown. Please accept to proceed
Login procedures at day of the AGM

13:00 - 14:00: Registration open

AGM 13 April 2022
Mr A.B. Online Vote 1
Welkom bij de AVA van KPN
U bent succesvol ingelogd
De vergadering start om 14:00uur, vanaf die tijd start ook de webcast.
Stempunten zullen automatisch in beeld verschijnen zolang u in de app zit.
Bekijk hier de agenda
Bekijk hier het jaarverslag

14:00: Follow the webcast

AGM 13 April 2022
Mr A.B. Online Vote 1
Welkom bij de AVA van KPN
U bent succesvol ingelogd
De vergadering is begonnen, klik op de Broadcast knop om de webcast te volgen.
De stemming is reeds geopend, klik op de stem knop om uw stem uit te brengen.
Bekijk hier de agenda
Click here for webcast
Login procedures at day of the AGM

14:00: Voting is open

Please vote on all agenda items

Click here to vote

Voting will be possible during the AGM
Frequently asked questions: registration process

How can I register to participate as a virtual shareholder at the KPN Virtual Meeting?
- As a KPN shareholder, you will first need to create a profile via www.abnamro.com/shareholder, where you are requested to provide your mobile phone number and custody account number.

Where can I login to participate in the Virtual Meeting as a virtual shareholder?
- You can vote via the ABN AMRO platform and login via www.abnamro.com/shareholder. Virtual participation (questions and remarks) will be facilitated through a virtual link, which you will receive from KPN by e-mail in the days prior to the AGM.

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

Why do I need to login via the ABN AMRO platform and not via a KPN website?
- 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

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

Can I test if I can get into the virtual environment ahead of the Virtual Meeting?
- 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

How do I know if my bank has approved my registration for the Virtual Meeting?
- 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 Virtual Meeting to test your access to the platform

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

I have already registered for online participation at the Virtual Meeting, but now I would like to participate in-person or through a proxy. Is that possible?

- It’s not possible to participate in person. You can hand in a proxy before the Close of Registration, Wednesday 6 April 2022, at 17:30h (CEST). As further specified in the convocation of the Virtual Meeting and as stated on www.abnamro.com/shareholder

As of which moment can I login to the Virtual Meeting?

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

How can I follow the Virtual Meeting?
- You will be able to follow the meeting via webcast via ir.kpn.com or vote in the virtual environment via www.abnamro.com/shareholder, or attend in person. In case you opt for virtual participation, you will receive a personal link by e-mail from KPN in the days prior to the AGM.

Can I follow/participate the Virtual Meeting if I'm not a shareholder?
- Yes, to follow the webcast please visit ir.kpn.com, but you cannot vote or speak.

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

When do I need to login when I want to attend and vote the Virtual Meeting virtually?
- You will be able to login from two hours prior to the meeting until the meeting starts. The meeting will start at 14:00h CEST on 13 April 2022.
Frequently asked questions: shareholder meeting

How do I know that I can vote during the Virtual Meeting?
- 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

How do I know that I have voted at the Virtual Meeting?
- The application will confirm that your vote(s) has/have been received

Can I ask questions as a virtual participant of the Virtual Meeting?
- Yes, you will receive a separate e-mail from KPN with a link to the video system. You will subsequently need to select the ‘raise your hand’ button within the video system to raise a question. You will subsequently be connected to one of KPN’s operators that will provide further assistance. Questions about items on the agenda may also be submitted prior to the Virtual Meeting as described in the invitation.

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

I have already voted through proxy on the ABN AMRO Website, do I need to vote again?
- No, your proxy voting instruction will remain valid
Frequently asked questions: shareholder meeting

I have already voted through proxy on the ABN AMRO Website, can I change my vote during the Virtual Meeting?
- 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 6 April 2022, at 17:30h (CEST)

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

I am unable to vote.
- 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

How can I submit a vote?
- 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

How can I change my vote?
- 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

I appreciate the possibility to participate online at the Virtual Meeting, I wonder how KPN ensures that online participation will be without issues?

- 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.

Why should I choose for online participation when I can grant a proxy voting instruction as I did before?

- 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 6 April 2022, at 17:30 (CEST).

What will be done with all my personal data which I am asked to provide when opting for online participation?

- KPN adheres to its GDPR policy, which can be found on ir.kpn.com.
Frequently asked questions: general questions

Are there any rules and conditions set by KPN that apply to the Virtual Meeting?
- Yes, we would like to refer you to the terms and conditions relating to the virtual meeting of shareholders that apply and which can be found under “Policy Virual AGM” at [ir.kpn.com](http://ir.kpn.com). If you participate online, you must read these terms.

I don’t have a smartphone, tablet or pc. Will I be able to participate the Virtual meeting?
- Unfortunately, in that case the shareholder can’t join the AGM virtually.

My internet connection isn’t working properly. Will I be able to participate the Virtual meeting?
- You will need a working internet connection during the meeting. On your phone you can also use a mobile (3G/4G/5G) signal if available or use WiFi.

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

What are the terms of use?
- You can find the policy regarding the virtual meeting of shareholders under “Policy Virual AGM” on [ir.kpn.com](http://ir.kpn.com). If you participate online, these terms are applicable.
Frequently asked questions: general questions

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

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

Which device should I use to participate online at the Virtual Meeting?
- You can participate at the Virtual 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, or Safari
The device that I will use for online participation has a camera installed: will, or can, I be made visible in the Virtual Meeting to other participants or anyone else?

- No, that will not be the case.

When I participate online, will other shareholders be informed that I am participating, or do they have the possibility to know that?

- No. You will be registered on the registration list of all shareholders attending the Virtual Meeting, in accordance with the provisions of KPN’s articles of association. However, this information will not be provided to other shareholders of KPN.

Who can I contact if my question is not above?

- 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

Are my votes valid when leaving early? Can I re-join after I have left?

Yes, assuming you have logged in successfully prior to the start of the Virtual Meeting this will not affect the votes casted until the moment you left. Re-joining the Virtual 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 Virtual Meeting and closed after the last voting item on the agenda has been discussed.

When there’s a failure in my network connection, or my device stops working during the Virtual Meeting will I be able to login and continue to participate in the Virtual Meeting once the connection has been restored?

Yes, assuming you have logged in successfully prior to the start of the Virtual Meeting, you will be able to continue participating in the Virtual 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 Virtual Meeting and closed after the last voting item on the agenda has been discussed.

Will I be able to ask questions or make any comments to the meeting during the Virtual Meeting when I participate online?

Yes, you will receive a separate e-mail from KPN with a link to the video system. You will subsequently need to select the 'raise your hand' button within the video system to raise a question. You will subsequently be connected to one of KPN’s operators that will provide further assistance.
Frequently asked questions: exercise of rights

Are there any voting restrictions when participating online?

- When participating online split-voting is not possible as it is not supported by the platform yet. Holders of ADRs will not be able to participate in online voting.

I have registered for online participation but have sold my shares after that. Can I still vote on these shares?

- Yes, according to The Dutch law the 28th day before the day of the Virtual Meeting is decisive for who will be able to vote at the Virtual 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.

Will the possibility of online participation affect the proceedings at the general meeting?

- At the Virtual Meeting the usual proceedings for general meetings of KPN will be followed. However, the polls for all items are open during the Virtual Meeting and closed after the last voting item on the agenda has been discussed.