



Annual Results 2008

27 January 2009



A large, green, curved decorative shape in the top-left corner of the slide.

Safe harbor

Certain statements contained in this presentation constitute forward-looking statements. These statements may include, without limitation, statements concerning future results of operations, the impact of regulatory initiatives on KPN's operations, its and its joint ventures' share of new and existing markets, general industry and macro-economic trends and KPN's performance relative thereto, and statements preceded by, followed by or including the words "believes", "expects", "anticipates" or similar expressions. These forward-looking statements rely on a number of assumptions concerning future events and are subject to uncertainties and other factors, many of which are outside our control that could cause actual results to differ materially from such statements. A number of these factors are described (not exhaustively) in the 2007 Annual Report.

All figures in this presentation are unaudited and based on IFRS. This presentation contains a number of non-GAAP figures, such as EBITDA and free cash flow. These non-GAAP figures should not be viewed as a substitute for KPN's GAAP figures.

All market share information in this presentation is based on management estimates based on externally available information, unless indicated otherwise.

Disclaimer

We define EBITDA as operating result before depreciation and impairments of PP&E and amortization and impairments of intangible assets. Note that our definition of EBITDA deviates from the literal definition of earnings before interest, taxes, depreciation and amortization and should not be considered in isolation or as a substitute for analyses of the results as reported under IFRS. In all cases, a reconciliation of EBITDA and the nearest GAAP measure (operating result) is provided. In the net debt/EBITDA ratio, we define EBITDA as a 12 month rolling average excluding book gains, release of pension provisions and restructuring costs, when over EUR 20m. For 2008 and subsequent years, free cash flow is defined as cash flow from operating activities plus proceeds from real estate, minus capital expenditures (Capex), being expenditures on PP&E and software, and excluding tax recapture at E-Plus.

Agenda

Chairman's review	Ad Scheepbouwer, Chairman and CEO
Financial review	Marcel Smits, CFO
Operating review The Netherlands	Baptiest Coopmans, MD Consumer
	Eelco Blok, MD Business / W&O
Operating review Mobile Int'l	Stan Miller, MD Mobile International
Concluding remarks	Ad Scheepbouwer, Chairman and CEO



A large, curved green shape with a gradient, located in the top-left corner of the slide.

Highlights 2008

- Solid FY 2008 results, guidance met on all metrics, dividend up 11%
- EBITDA inflection in the Netherlands
- Continued profitable growth at Mobile International
- Getronics on track, iBasis goodwill impaired
- 2010 outlook confirmed

Financial highlights 2008

- Guidance for 2008 met on all metrics
 - EBITDA of € 5.06 bn
 - Capex of € 1.93 bn
 - Free cash flow of € 2.60 bn¹
 - EBITDA inflection reached in the Netherlands²
- Working capital improvement of € 418 mn ahead of plan
- Solid financial profile following € 1.8 bn bond issues in 2008
 - Net debt / EBITDA ratio improved to 2.2x per Q4 '08, vs. 2.4x per Q3 '08
- Maintaining high level of shareholder returns
 - € 1 bn share repurchase program for 2008 completed in September 2008
 - € 1 bn program for 2009 started in November 2008, 19% completed to date
 - Dividend per share proposed of € 0.60 for FY 2008, up 11%

¹ Defined as cash flow from operating activities, plus proceeds from real estate, minus Capex and excluding tax recapture at E-Plus

² The Netherlands excluding Getronics, iBasis/iBasis the Netherlands, restructuring charges (until Q2 '08) and book gains on sale of real estate

Impact of economic downturn

- Limited impact from economic downturn in 2008
 - No significant impact on FY '08 results, except for real estate disposals
 - Small increase in average interest paid on bonds during 2008
 - Early warning indicators being tracked continuously, no material issues yet

- Pre-emptive measures taken in Q4, in order to be prepared if conditions worsen
 - Reduced number of external staff and tariffs for freelance workers
 - Renegotiation of large supplier contracts
 - Efficiency improvements across the group

- Risks and opportunities further detailed
 - € 120 mn additional cash contribution for pensions in 2009
 - Well positioned as incumbent in the Netherlands and challenger abroad
 - Possible revenue pressure to be compensated by additional cost reductions and selective price increases

Outlook

Confirming outlook for 2010, as announced with 'Back to Growth' strategy

	Reported 2008	Outlook 2010
Revenues and other income	€ 14.60 bn	> € 15 bn
EBITDA	€ 5.06 bn	> € 5.5 bn
Capex	€ 1.93 bn	~ € 2 bn
Free cash flow ¹	€ 2.60 bn	> € 2.4 bn
Dividend per share	€ 0.60	€ 0.80

Outlook 2009

- Meaningful progress towards EBITDA target for 2010
- Free cash flow of ~€ 2.4 bn in 2009
 - Despite expected € 120 mn cash impact from pensions and regulatory developments
 - Despite reversal of € 150 mn non-structural working capital improvements of Q4 '08
 - Anticipating proceeds from real estate disposals of similar magnitude to that of 2008
 - Negative impact from seasonality in Q1 '09

1 Free cash flow defined as cash flow from operating activities, plus proceeds from real estate, minus Capex and excluding tax recapture at E-Plus

Agenda

Chairman's review	Ad Scheepbouwer, Chairman and CEO
Financial review	Marcel Smits, CFO
Operating review The Netherlands	Baptiest Coopmans, MD Consumer
	Eelco Blok, MD Business / W&O
Operating review Mobile Int'l	Stan Miller, MD Mobile International
Concluding remarks	Ad Scheepbouwer, Chairman and CEO



Group results

Solid full-year results

€ mn	Q4 '08	Q4 '07	%	FY '08	FY '07	%
Revenues and other income	3,718	3,659	1.6%	14,602	12,632	16%
– of which Revenues	3,615	3,579	1.0%	14,427	12,461	16%
Operating expenses	3,126	3,025	3.3%	12,005	10,132	19%
– of which Depreciation ¹	397	405	-2.0%	1,614	1,640	-1.6%
– of which Amortization ¹	292	177	65%	847	760	11%
Operating result	592	634	-6.6%	2,597	2,500	3.9%
Financial income/(expense)	-188	-153	23%	-704	-560	26%
Share of profit of associates	-	-1	-	-6	1	-
Profit/(Loss) before taxes	404	480	-16%	1,887	1,941	-2.8%
Taxes	-107	1,101	-	-550	708	-
Profit/(Loss) after taxes	297	1,581	-81%	1,337	2,649	-50%
Earnings per share (€)²	0.18	0.85	-79%	0.77	1.42	-46%
EBITDA³	1,281	1,216	5.3%	5,058	4,900	3.2%

- Revenues and EBITDA for FY '08 containing € 132 mn book gains on real estate, of which € 94 mn in Q4 '08
- Amortization up in Q4 '08 due to goodwill impairment of € 67 mn for iBasis and € 36 mn for Getronics
- High net profit and EPS in Q4 '07 as a result of recognition of € 1.2 bn deferred tax asset at E-Plus

1 Including impairments, if any

2 Defined as Profit after taxes per ordinary share / ADS on a non-diluted basis (in €)

3 Defined as Operating result plus depreciation, amortization & impairments

Group cash flow FY '08

Free cash flow of € 2.6 bn ahead of full-year guidance

€ mn	FY '08	FY '07	%
Operating result	2,597	2,500	3.9%
Depreciation and amortization ¹	2,461	2,400	2.5%
Interest paid/received	-597	-471	27%
Tax paid/received	-522	-251	>100%
Change in provisions	-208	-288	-28%
Change in working capital ²	418	163	>100%
Other movements	-119	-163	-27%
Net cash flow from operating activities	4,030	3,890	3.6%
Capex³	1,925	1,688	14%
Proceeds from real estate	180	143	26%
Tax recapture E-Plus	313	-	-
Free cash flow⁴	2,598	2,345	11%
Dividend paid	981	982	-0.1%
Share repurchases	1,103	1,569	-30%
Cash return to shareholders	2,084	2,551	-18%

- Free cash flow of € 2.6 bn for FY '08 ahead of full-year guidance
 - € 180 mn proceeds from real estate
 - Improvement in working capital of € 418 mn
 - Increase in interest payments
- Capex of € 1.9 bn for FY '08, up 14% y-on-y
 - Step-up in investments in All-IP and Cybercenters in the Netherlands and 3G in Germany
- € 2.1 bn shareholder returns for FY '08
 - € 1.0 bn dividend
 - € 1.1 bn share repurchases, including € 0.1 bn of 2009 program

1 Including impairments, if any

2 Excluding changes in deferred taxes

3 Including Property, Plant & Equipment and software

4 Defined as cash flow from operating activities plus proceeds from real estate minus Capital expenditures and excluding tax recapture at E-Plus

Group cash flow Q4 '08

Free cash flow of € 1.0 bn, driven by working capital and real estate

€ mn	Q4 '08	Q4 '07	%
Operating result	592	634	-6.6%
Depreciation and amortization ¹	689	582	18%
Interest paid/received	-217	-123	76%
Tax paid/received	-193	-171	13%
Change in provisions	-58	-90	-36%
Change in working capital ²	603	459	31%
Other movements	-87	-79	10%
Net cash flow from operating activities	1,329	1,212	9.7%
Capex³	613	707	-13%
Proceeds from real estate	140	19	>100%
Tax recapture E-Plus	128	-	-
Free cash flow⁴	984	524	88%
Dividend paid	-	-	-
Share repurchases	103	395	-74%
Cash return to shareholders	103	395	-74%

- Free cash flow of € 1.0 bn in Q4 '08
 - Working capital improvement of € 603 mn, as a result of improvement program and seasonality
 - € 140 mn proceeds from real estate in Q4 '08, vs. € 19 mn in Q4 '07
- Expecting y-on-y decline in FCF for Q1 '09
 - Normal seasonality effects, e.g. working capital effect from Capex in Q4 '08 and annual prepayments at E-Plus and BASE
 - Reversal of € 150 mn non-structural working capital improvements
- Capex down 13% in Q4 '08 to € 613 mn
 - Strong seasonality in 2007, 42% of annual Capex in Q4 '07

1 Including impairments, if any

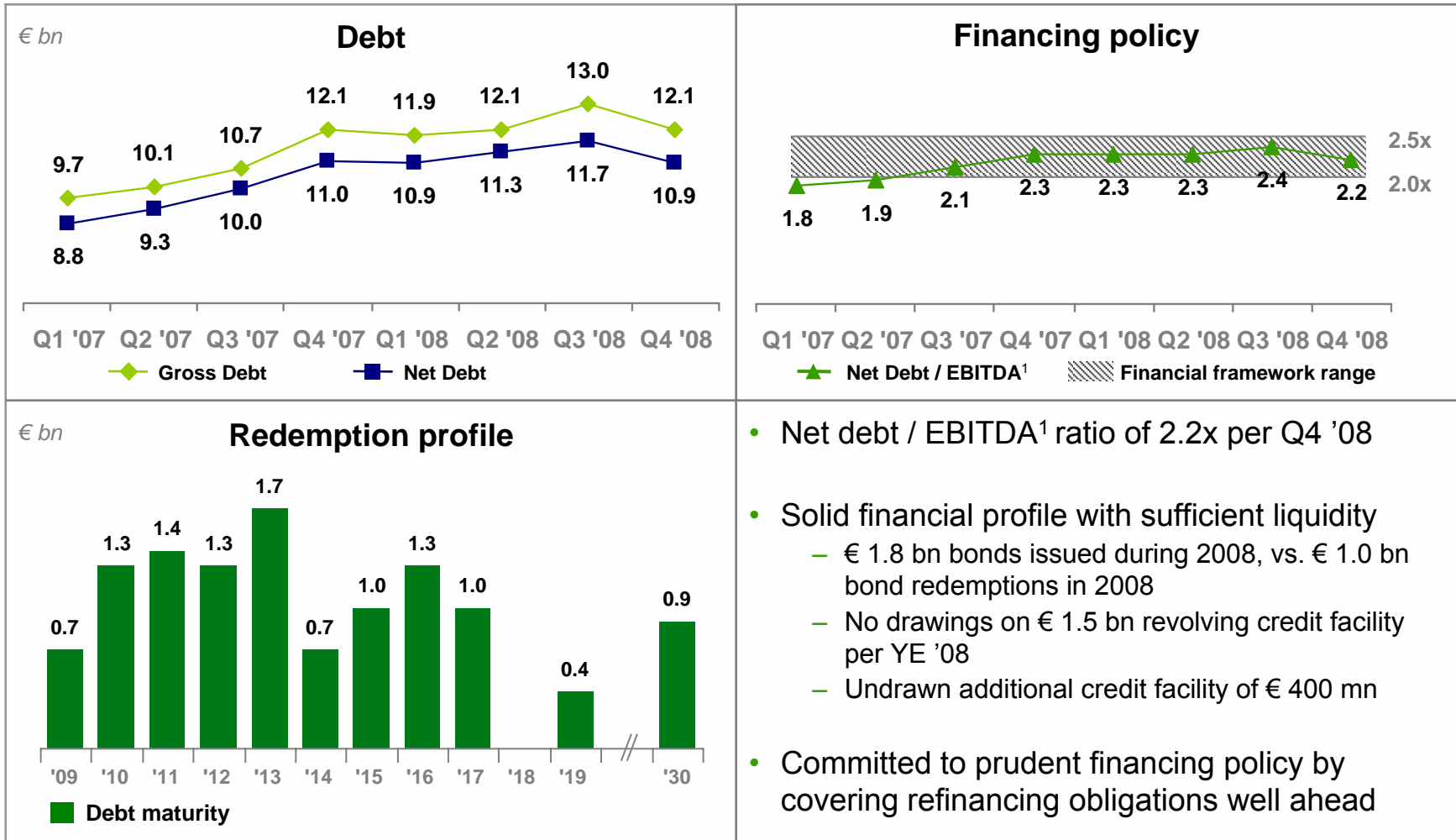
2 Excluding changes in deferred taxes

3 Including Property, Plant & Equipment and software

4 Defined as cash flow from operating activities plus proceeds from real estate minus Capital expenditures and excluding tax recapture at E-Plus

Group financial profile

Solid liquidity position and net debt / EBITDA ratio improved to 2.2x



¹ Based on 12 months rolling EBITDA excluding book gains/losses, release of pension provisions and restructuring costs, all over € 20 mn

Pension plans

Pension plans impacted by deterioration of financial markets

IFRS impact from pensions plans¹

(€ bn)	FY '07	FY '08	FY '09
Pension obligations	6.7	5.8	
Pension plan assets	6.2	5.2	
Deficit	0.5	0.6	
Corridor gains/(losses)	0.4	0.04	
(€ mn)			
P&L charge		~140	~165

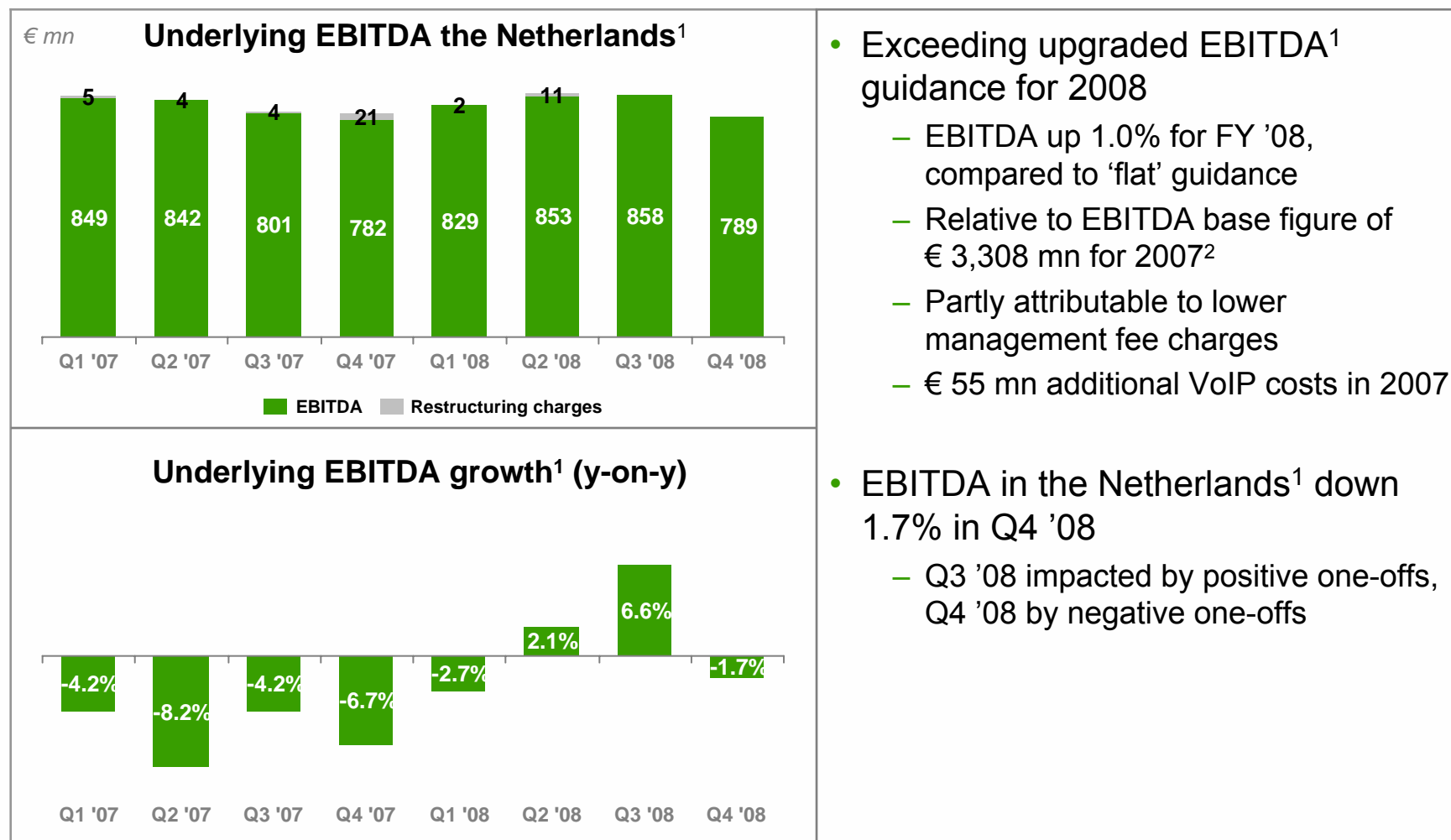
- Pension plans impacted by declining interest rates and deterioration of financial markets
- Average coverage ratio of KPN pension funds at 94% per YE '08 (vs. 105% per 17 October)
- Additional cash funding in 2009 of ~€ 120 mn
 - Payments expected to start per Q2 '09
 - Short term recovery period of 12 quarters²
- Ongoing discussions with Dutch Central Bank on timing and duration of recovery plan
- IFRS pension charge up ~€ 25 mn in 2009
 - Lower indexation estimates, higher discount rates and lower return on assets
- No indexation of benefits in 2009

¹ Please see Annex for detailed calculation

² If coverage ratio is below 105%: additional cash funding to be paid in the course of 12 quarters until minimum coverage ratio of 105% is reached

EBITDA¹ trend in the Netherlands

Inflection point reached by exceeding 'flat' guidance for 2008



¹ The Netherlands excluding Getronics, iBasis/iBasis the Netherlands, restructuring charges (until Q2 '08) and book gains on sale of real estate

² Revised base figure announced in Q2 '08, restructuring provision in Q2 '08 accounts for future restructuring charges in the Netherlands

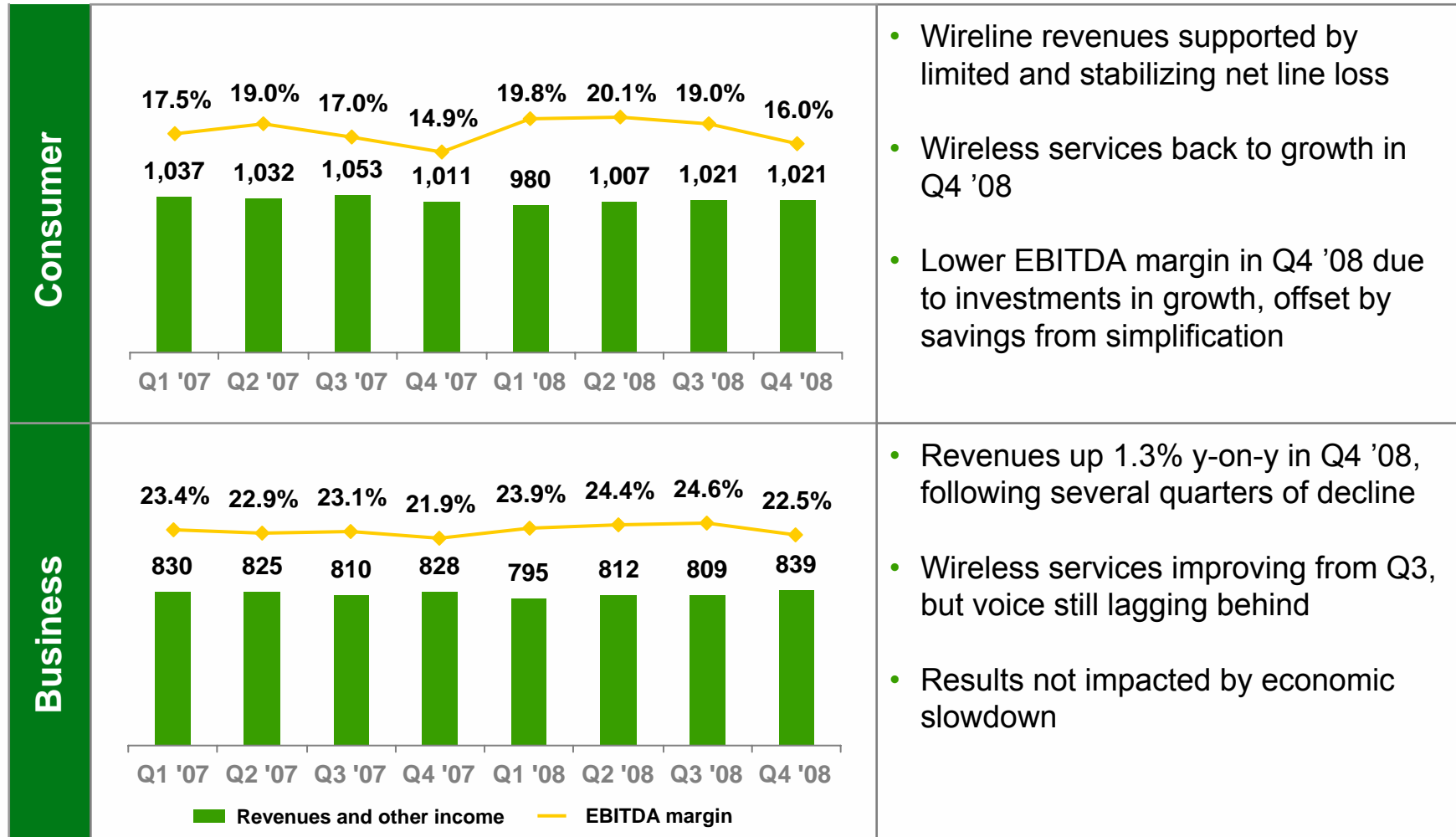
Performance vs. guidance

Guidance for 2008 met on all metrics

	Guidance 2008	Reported 2008	Comments
EBITDA	€ 5.0 bn	€ 5.06 bn	<ul style="list-style-type: none"> • High single-digit growth at Mobile International • EBITDA growth in the Netherlands excluding acquisitions and book gains on real estate • € 132 mn book gains on real estate
Capex	~ € 2.0 bn	€ 1.93 bn	<ul style="list-style-type: none"> • Step-up from 2007, related to higher investments in All-IP and Cybercenters in the Netherlands and 3G in Germany
Free cash flow	> € 2.4 bn	€ 2.60 bn	<ul style="list-style-type: none"> • € 418 mn improvement in working capital • € 180 mn proceeds from real estate • € 126 mn increase in interest payments

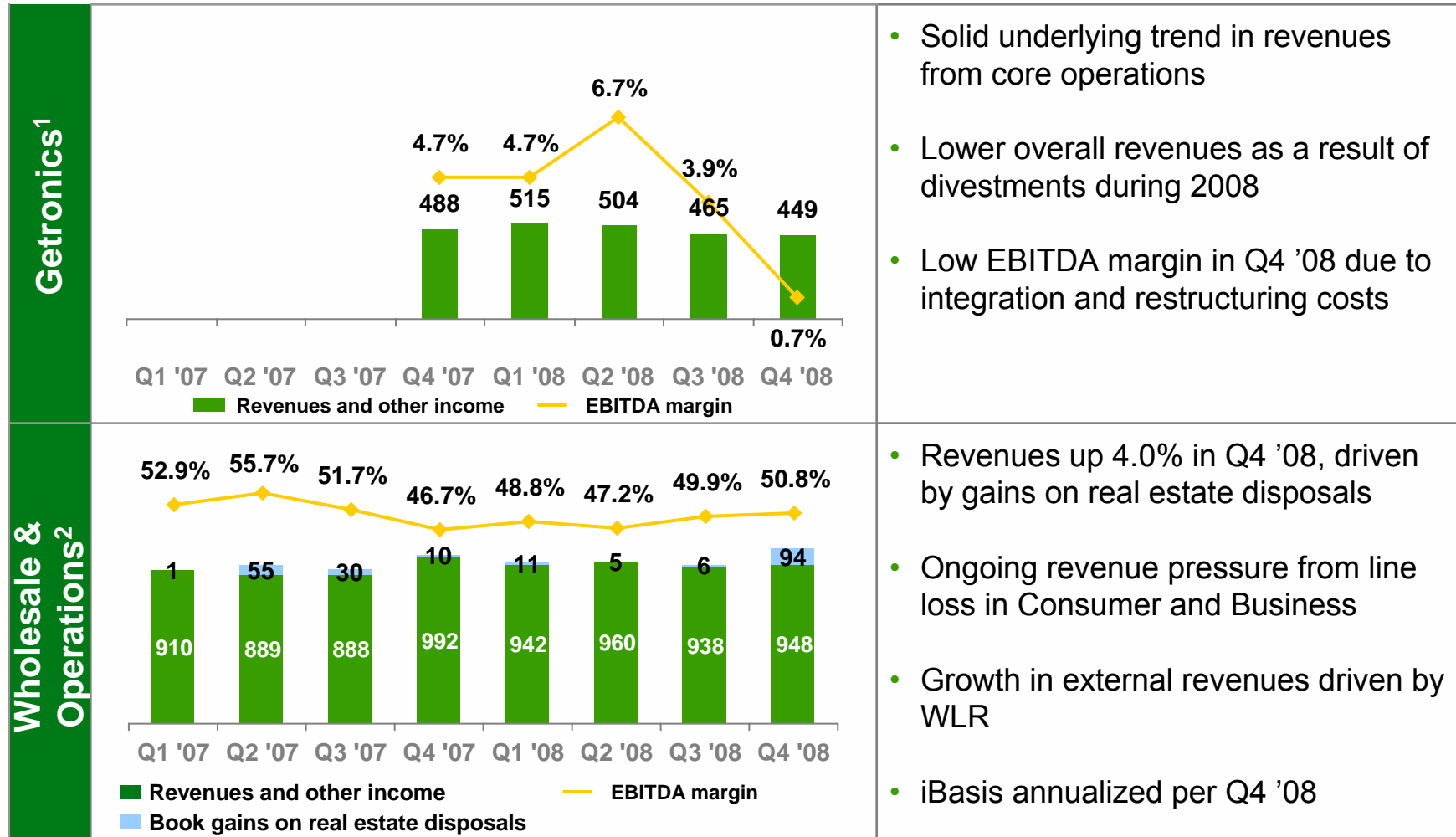
Financial review the Netherlands by segment

Revenue decline in Consumer stopped, solid trends in Business



Financial review the Netherlands by segment (cont'd)

Getronics results impacted by restructuring costs, W&O resilient



- Solid underlying trend in revenues from core operations
- Lower overall revenues as a result of divestments during 2008
- Low EBITDA margin in Q4 '08 due to integration and restructuring costs

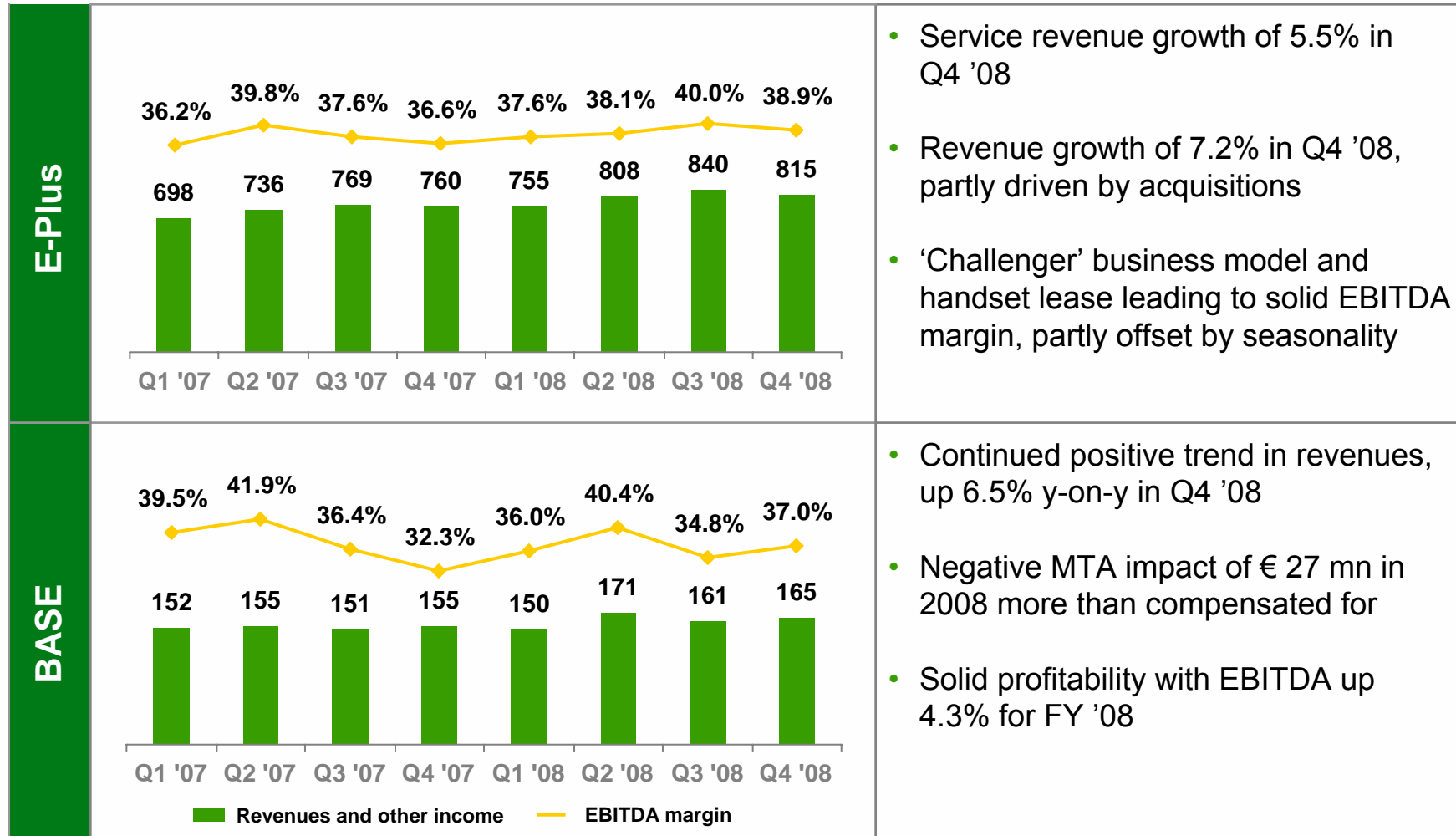
- Revenues up 4.0% in Q4 '08, driven by gains on real estate disposals
- Ongoing revenue pressure from line loss in Consumer and Business
- Growth in external revenues driven by WLR
- iBasis annualized per Q4 '08

1 Consolidated per 23 October 2007

2 iBasis consolidated per 1 October 2007, revenues and other income and EBITDA in Q4 '07 excluding € 66 mn book gain

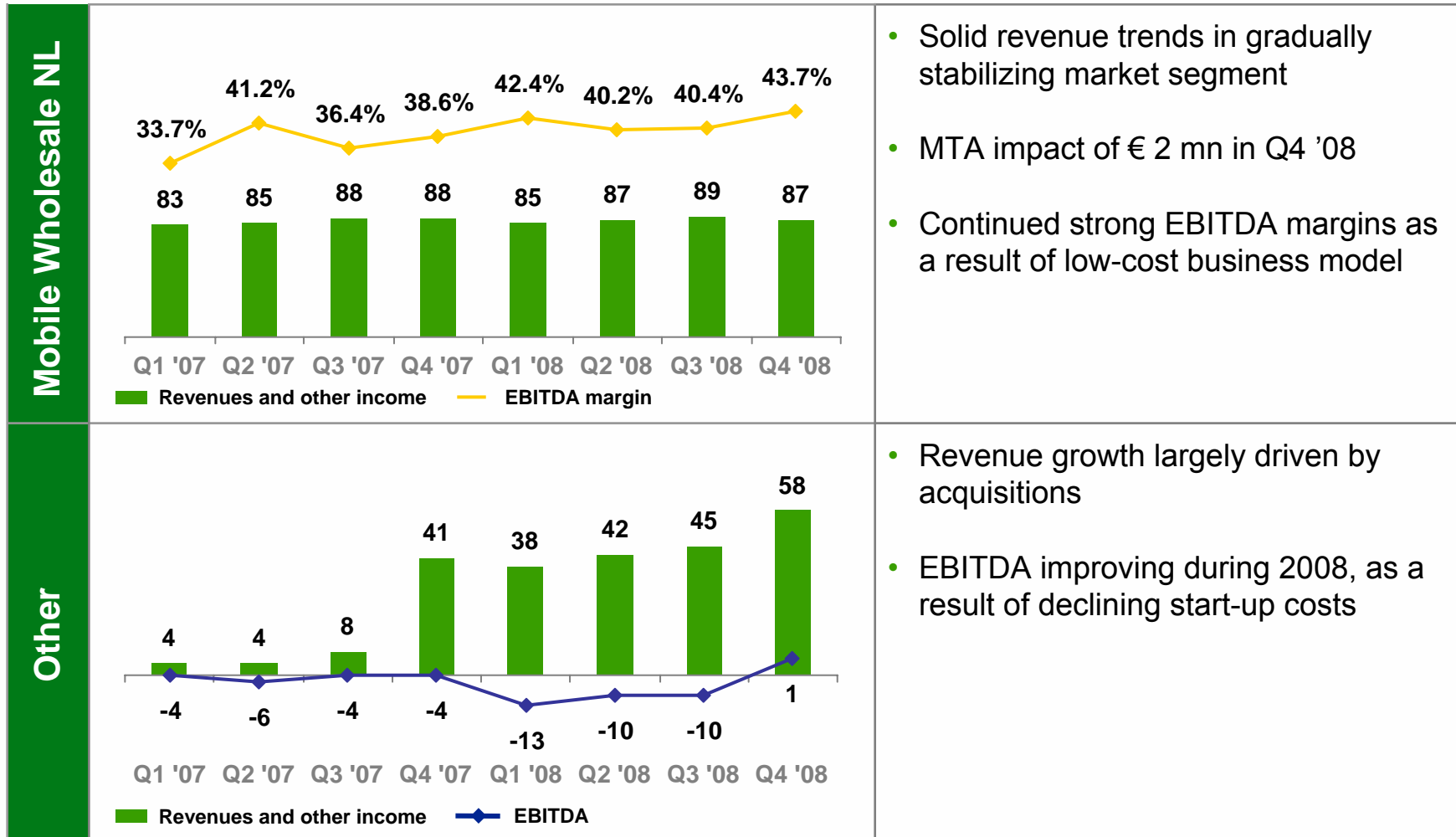
Financial review Mobile International by segment

Profitable growth at both E-Plus and BASE



Financial review Mobile International by segment (cont'd)

Solid performance in mobile wholesale, acquisitions and recent initiatives



- Solid revenue trends in gradually stabilizing market segment
- MTA impact of € 2 mn in Q4 '08
- Continued strong EBITDA margins as a result of low-cost business model

- Revenue growth largely driven by acquisitions
- EBITDA improving during 2008, as a result of declining start-up costs

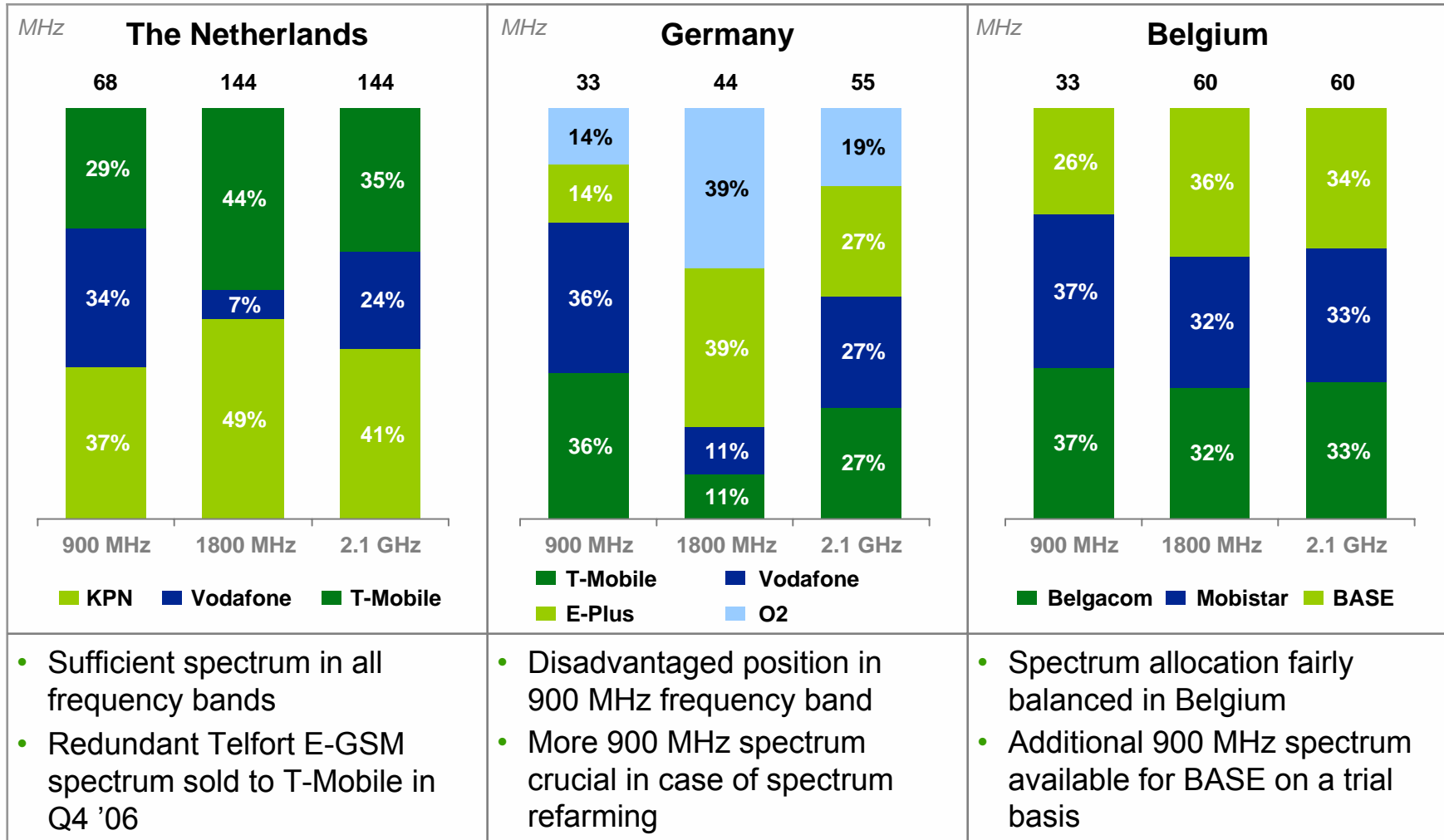
Regulation

Increased regulatory clarity, especially in the Netherlands

	Status	Impact
Market analyses OPTA	<ul style="list-style-type: none"> Final decisions published in December 2008 Deregulation fixed telephony in retail markets, additional regulation for Business market 	<ul style="list-style-type: none"> Overall limited impact
MTA in the Netherlands	<ul style="list-style-type: none"> MTA framework successfully appealed by UPC, new OPTA decision in December 2008 MTA tariffs in the Netherlands until 2010 unaffected 	<ul style="list-style-type: none"> No additional impact from MTA reductions
FttH in the Netherlands	<ul style="list-style-type: none"> Regulation on tariffs and other conditions of access to passive fiber No regulation on WBA or retail pricing 	<ul style="list-style-type: none"> Approval Reggefiber JV Regulatory clarity for at least three years
EU roaming	<ul style="list-style-type: none"> EU roaming proposals on voice, SMS and wholesale data expected to pass 	<ul style="list-style-type: none"> Significant impact, mitigating actions defined
Spectrum auctions	<ul style="list-style-type: none"> Belgian 2.6 GHz auction planned for 2009 Several auctions planned in Germany in H2 '09 Dutch 2.6 GHz auction possibly postponed to Q1 '10 	<ul style="list-style-type: none"> No clarity yet on auction processes

Spectrum

Sufficient in the Netherlands and Belgium, disadvantage in 900 MHz in Germany



Agenda

Chairman's review	Ad Scheepbouwer, Chairman and CEO
Financial review	Marcel Smits, CFO
Operating review The Netherlands	Baptiest Coopmans, MD Consumer
	Eelco Blok, MD Business / W&O
Operating review Mobile Int'l	Stan Miller, MD Mobile International
Concluding remarks	Ad Scheepbouwer, Chairman and CEO



Strategic progress Consumer

Strong improvement in Consumer segment, strategy delivering results

'Back to Growth' strategy

**Strengthen position as
leading consumer
service provider**

**Market share growth in
broadband and
strengthening wireless**

**Reach inflection in
EBITDA**

Achievements 2008

- Consumer strategy delivering results
 - Revenue decline stopped per Q4 '08
 - Shift to customer value
 - Investments for growth (wireless, TV, fiber)
 - Supported by simplification program
- Net line loss improved to low levels
- 11% market share in TV
- Position in wireless improving during 2008
 - Higher quality net adds
 - Service revenues back to growth in Q4 '08

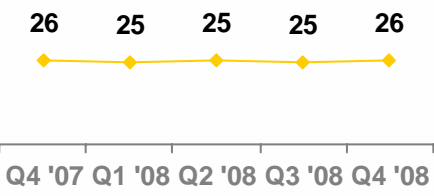
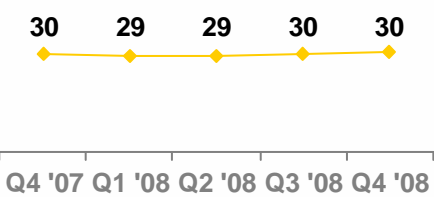
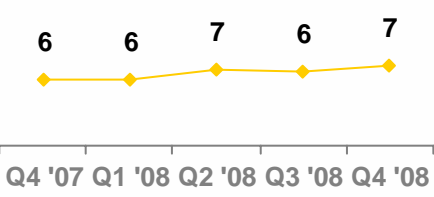
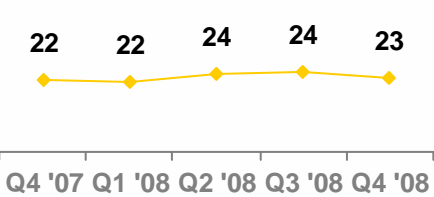
Simplification

Strong progress during 2008

<p>Brand rationalization</p>	<ul style="list-style-type: none"> • Number of brands halved from ten to five • Planet brand migrated to KPN brand in June 2008 • Shops and distribution aligned with brands 	
<p>Simplified portfolio</p>	<ul style="list-style-type: none"> • Portfolio with three broadband and VoIP packages • Number of price bundles in wireless halved • Wireless data propositions aligned with Business market 	
<p>Single modem</p>	<ul style="list-style-type: none"> • New future-proof modem introduced in 2008 • Serving all networks (ADSL, FttC, FttH) and all services (VoIP, broadband, IPTV) 	
<p>Simplified organization</p>	<ul style="list-style-type: none"> • Created one multi-category price brand with Telfort • Staff reductions in innovation, business development and back-office 	
<p>IT & processes</p>	<ul style="list-style-type: none"> • ~€ 65 mn reduction in overall IT costs in the Netherlands • Reduction of 25% in customer transaction cost • Fiber operator developed as greenfield 	

Customer value

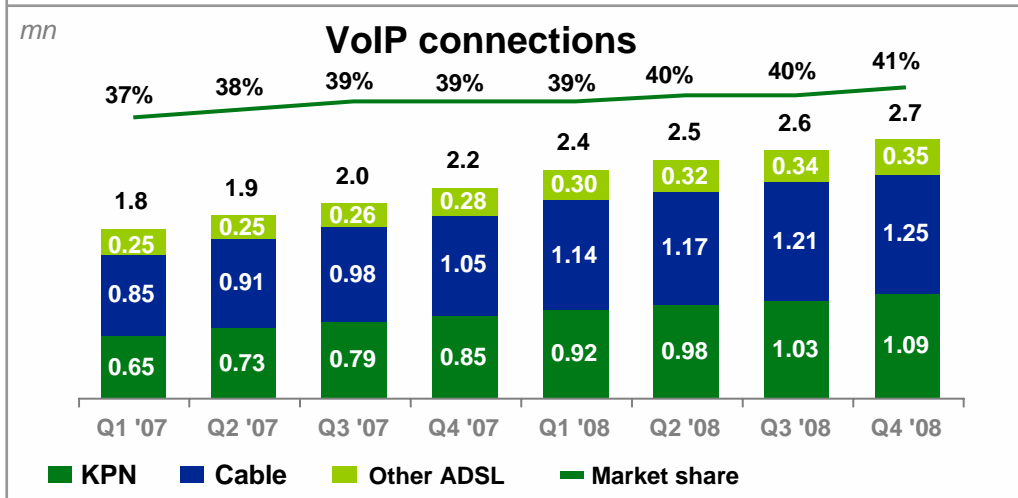
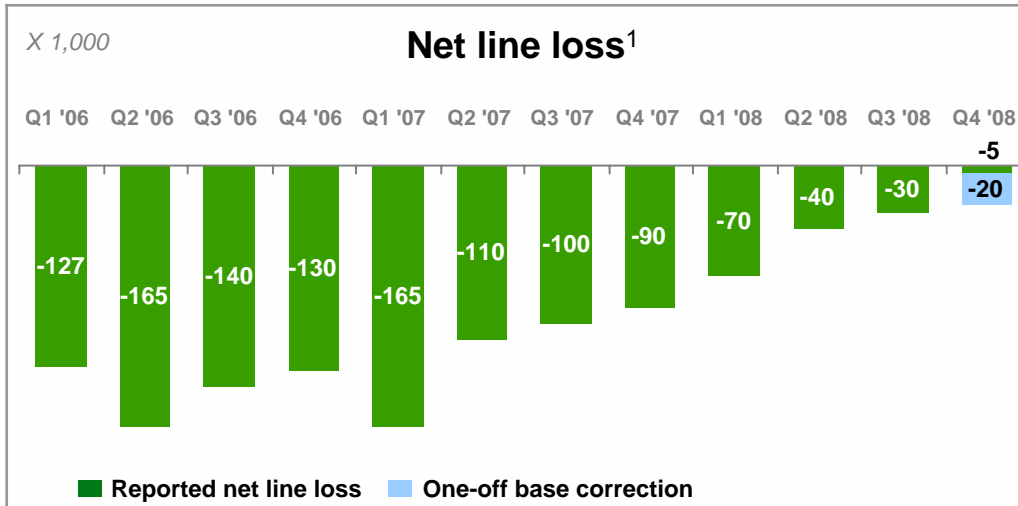
Managing customer base for value in all segments

Service	ARPU trend (€)	Comments
Traditional telephony	 <p>26 25 25 25 26</p> <p>Q4 '07 Q1 '08 Q2 '08 Q3 '08 Q4 '08</p>	<ul style="list-style-type: none"> Retention of customers with highest value
Broadband and VoIP	 <p>30 29 29 30 30</p> <p>Q4 '07 Q1 '08 Q2 '08 Q3 '08 Q4 '08</p>	<ul style="list-style-type: none"> Upselling broadband to VoIP Growth in KPN and Telfort brands
TV	 <p>6 6 7 6 7</p> <p>Q4 '07 Q1 '08 Q2 '08 Q3 '08 Q4 '08</p>	<ul style="list-style-type: none"> Price increase for Digitenne in October 2008 Value-added services
Wireless	 <p>22 22 24 24 23</p> <p>Q4 '07 Q1 '08 Q2 '08 Q3 '08 Q4 '08</p>	<ul style="list-style-type: none"> Growth in Post Paid MTA and roaming impact compensated

- Reporting solid ARPU trends in competitive Dutch market
- ARPU at least flat in all segments
- Focus on high-value customers which take multiple services from KPN

Wireline voice

Maximizing value with low net line loss

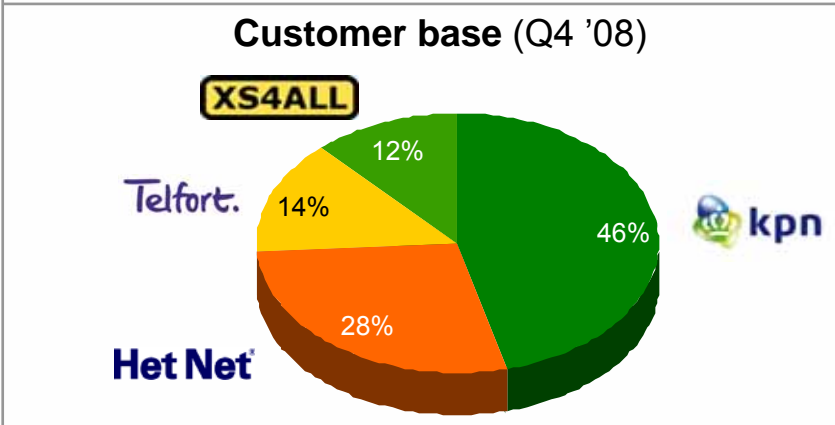
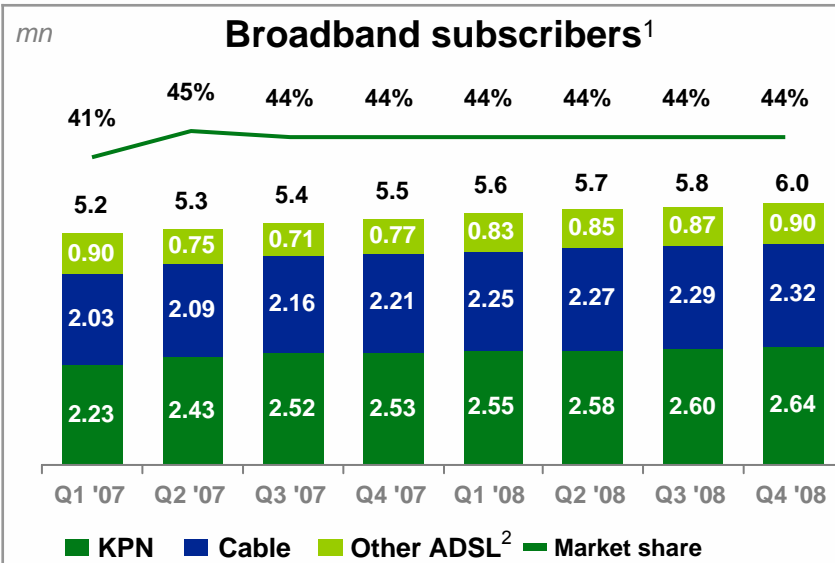


- Limited and stabilizing net line loss
 - Reported line loss 5k in Q4 '08
 - Including one-off base correction of 20k in Q4 '08
- Managed migration to VoIP
 - Maintaining strong position in traditional voice
 - Improvement in PSTN line loss driven by retention programs
- Market leadership in VoIP further strengthened
 - Over 1 mn customers, KPN VoIP market share of 41%
 - Capturing more than fair share of market growth

¹ PSTN / ISDN line loss + growth VoIP Consumer + growth ADSL only + growth WLR; management estimates

Broadband

Improving broadband net adds

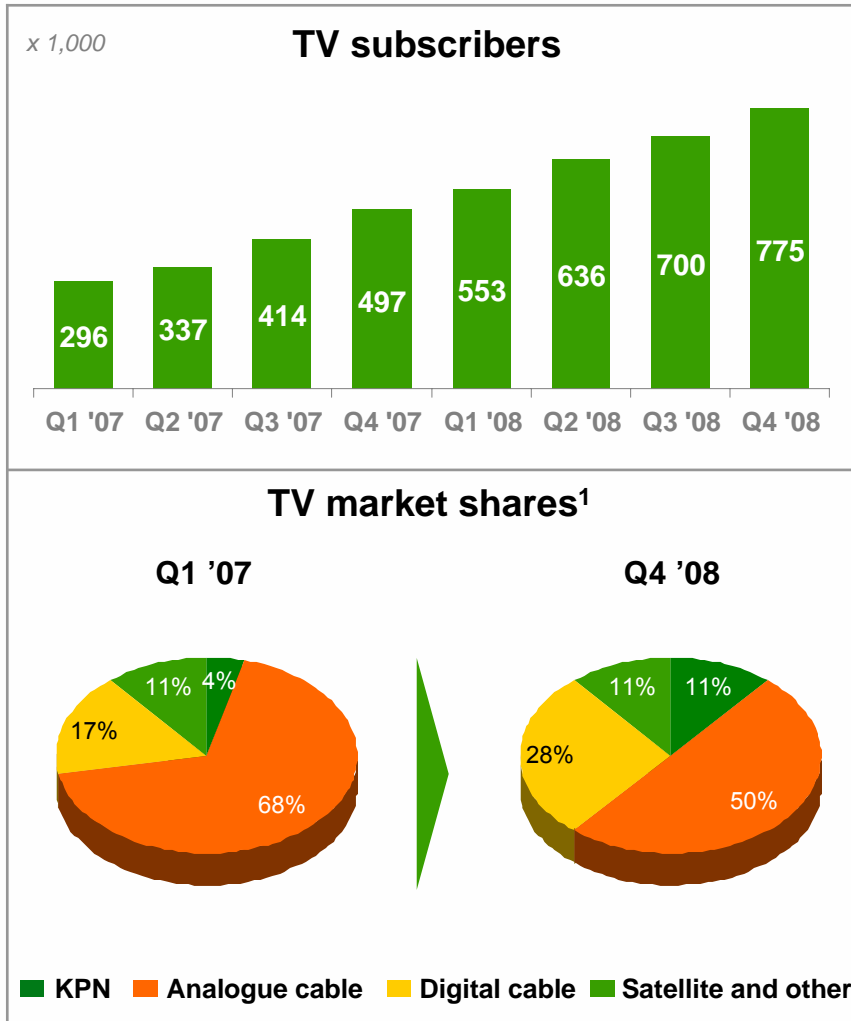


- Solid number of net adds and of high quality
 - Capturing ~45% of market growth in Q4 '08
 - KPN and Telfort fastest growing brands
- Simplification in brands and product portfolio delivering results
 - Clarity for consumer
 - Investments in quality paying off
- Fixed-Mobile offer for KPN brand
 - Free data card, bridging ~4 weeks between ordering and installation of fixed broadband
 - Upsell opportunity: part of customer base willing to pay for both fixed and wireless

1 Based on management estimates, approximately 80% consumers and 20% businesses
 2 Excluding Bitstream

TV

Reaching critical mass



- KPN reaching critical mass in Dutch TV market that is dominated by cable
 - Customer base up 56% y-on-y, driven by Digitenne (DVB-T)
 - ~40k customers in IPTV

- Market share KPN TV more than doubled since Q1 '07
 - 11% market share in overall TV market
 - 22% market share in digital TV

- ARPU increase of ~€ 1 y-on-y
 - Price increase Digitenne in October
 - Value-added services, e.g. live football package

- Satisfied with uptake in DVB-H so far
 - Mobile TV still in start-up phase, ~30k customers per Q4 '08

¹ Management estimates

Fiber

Focus on 5 cities with FttC and 5 cities with FttH, using new delivery process

Propositions



- Simple product portfolio with three distinct propositions
- Focus on superior triple play offers
 - Gold: € 110 / month for up to 100 Mbps
 - Silver: € 80 / month for 50 Mbps
 - Bronze: € 65 / month for 30 Mbps
 - Differentiation on bandwidth, value-added services and content
- Targeting penetration and ARPU uplift
 - Initially 5 cities FttC and 5 cities FttH
 - Decision on rollout speed and direction in H2 '09

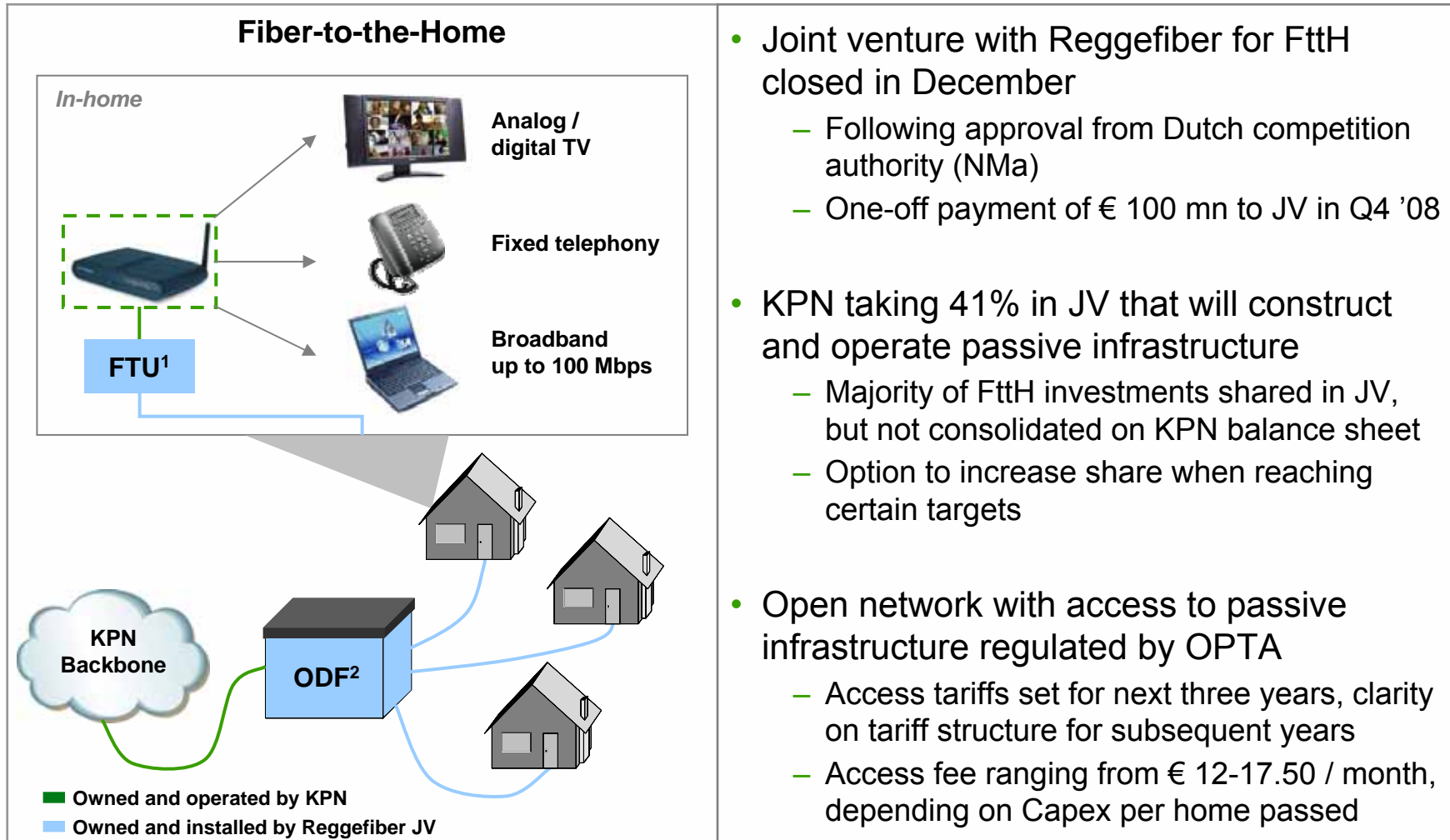
Delivery process



- Local marketing approach for fiber
 - Demonstrating fiber possibilities in 'House of Opportunities'
- First customers activated through new delivery process as from Q1 '09
 - Simplified processes based on new product portfolio
 - Single delivery process, customer database and IT infrastructure
 - Using lessons learned from VoIP issues in 2007

FttH approach

Committed to selected FttH rollout following approval of Reggefiber JV

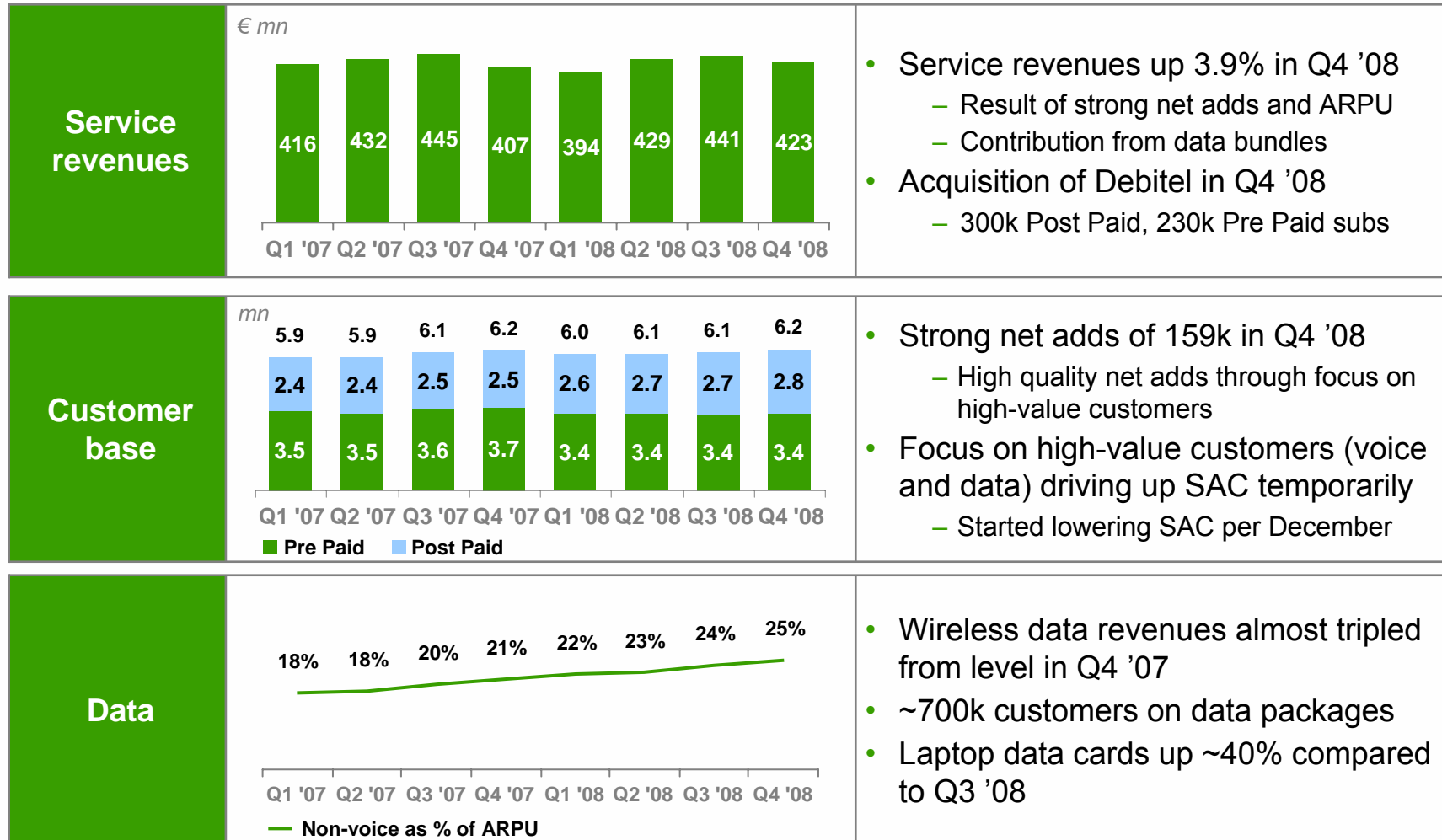


- Joint venture with Reggefiber for FttH closed in December
 - Following approval from Dutch competition authority (NMa)
 - One-off payment of € 100 mn to JV in Q4 '08
- KPN taking 41% in JV that will construct and operate passive infrastructure
 - Majority of FttH investments shared in JV, but not consolidated on KPN balance sheet
 - Option to increase share when reaching certain targets
- Open network with access to passive infrastructure regulated by OPTA
 - Access tariffs set for next three years, clarity on tariff structure for subsequent years
 - Access fee ranging from € 12-17.50 / month, depending on Capex per home passed

1 Fiber Termination Unit
2 Optical Distribution Frame

Wireless

Growth accelerating in net adds, service revenues back to growth in Q4 '08



- Service revenues up 3.9% in Q4 '08
 - Result of strong net adds and ARPU
 - Contribution from data bundles
- Acquisition of Debitel in Q4 '08
 - 300k Post Paid, 230k Pre Paid subs

- Strong net adds of 159k in Q4 '08
 - High quality net adds through focus on high-value customers
- Focus on high-value customers (voice and data) driving up SAC temporarily
 - Started lowering SAC per December

- Wireless data revenues almost tripled from level in Q4 '07
- ~700k customers on data packages
- Laptop data cards up ~40% compared to Q3 '08

Agenda

Chairman's review	Ad Scheepbouwer, Chairman and CEO
Financial review	Marcel Smits, CFO
Operating review The Netherlands	Baptiest Coopmans, MD Consumer
	Eelco Blok, MD Business / W&O
Operating review Mobile Int'l	Stan Miller, MD Mobile International
Concluding remarks	Ad Scheepbouwer, Chairman and CEO



Strategic progress Business

Leading managed ICT service provider, upside from Getronics integration

'Back to Growth' strategy

Leading managed ICT
service provider

Preferred supplier for
business market

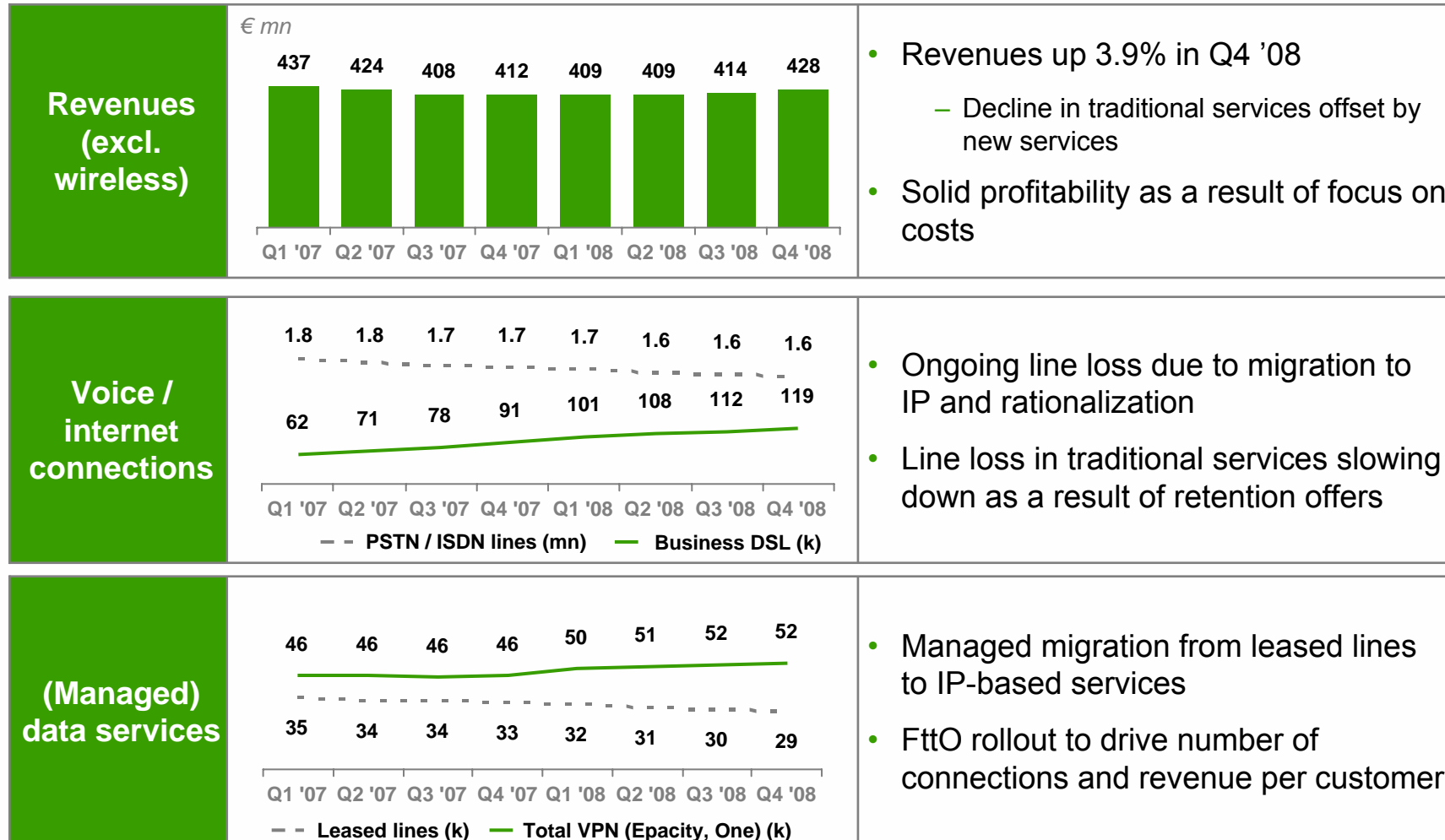
Revenue growth with
'best-in-class' margins

Achievements 2008

- Solid revenue and profitability trends
- Stable market shares in most segments
- Tapping growth potential in wireless data and housing & hosting
- Fully prepared for integration with Getronics in 2009

Infrastructure services – wireline

Share of new services continues to increase



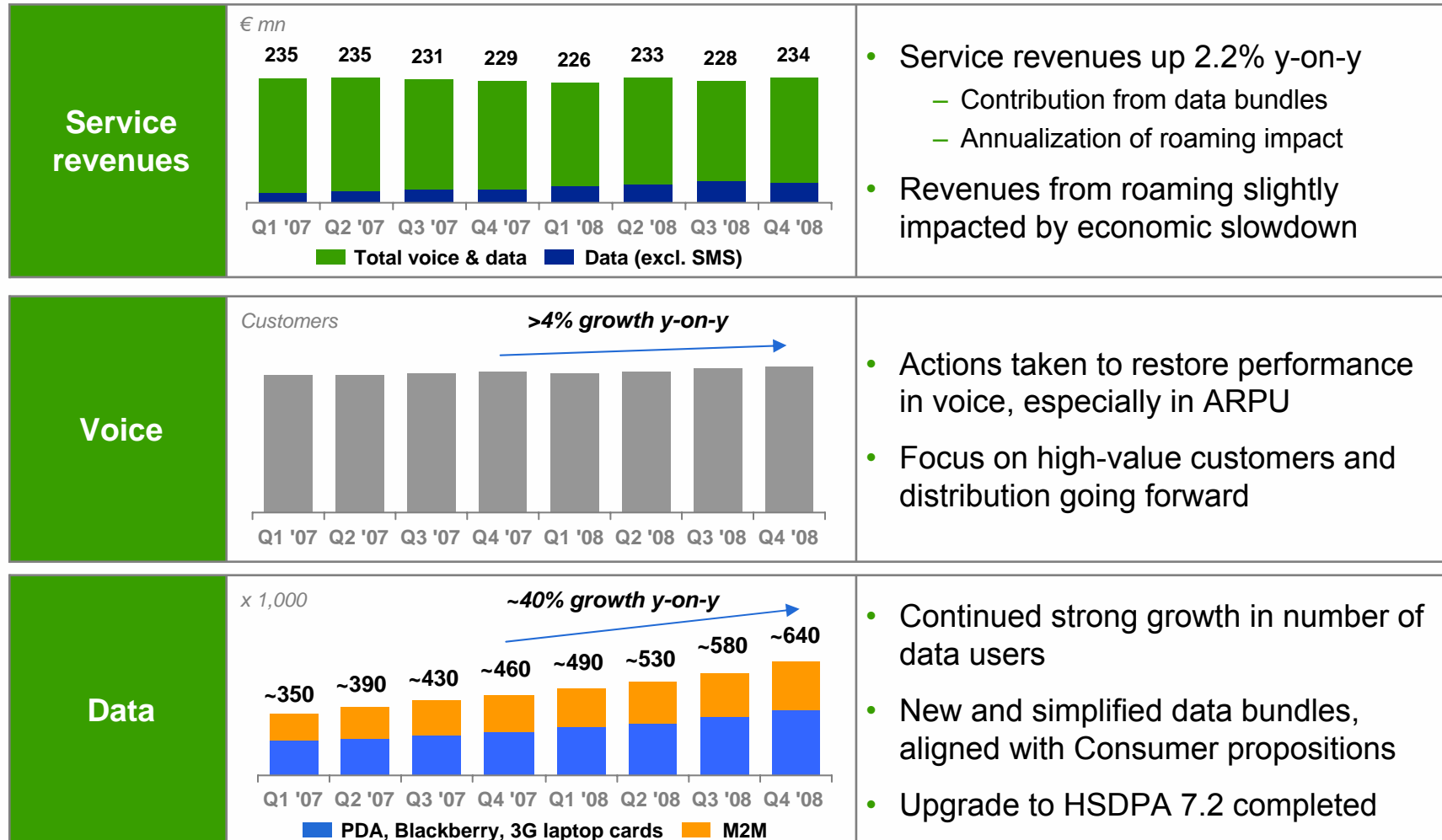
- Revenues up 3.9% in Q4 '08
 - Decline in traditional services offset by new services
- Solid profitability as a result of focus on costs

- Ongoing line loss due to migration to IP and rationalization
- Line loss in traditional services slowing down as a result of retention offers

- Managed migration from leased lines to IP-based services
- FttO rollout to drive number of connections and revenue per customer

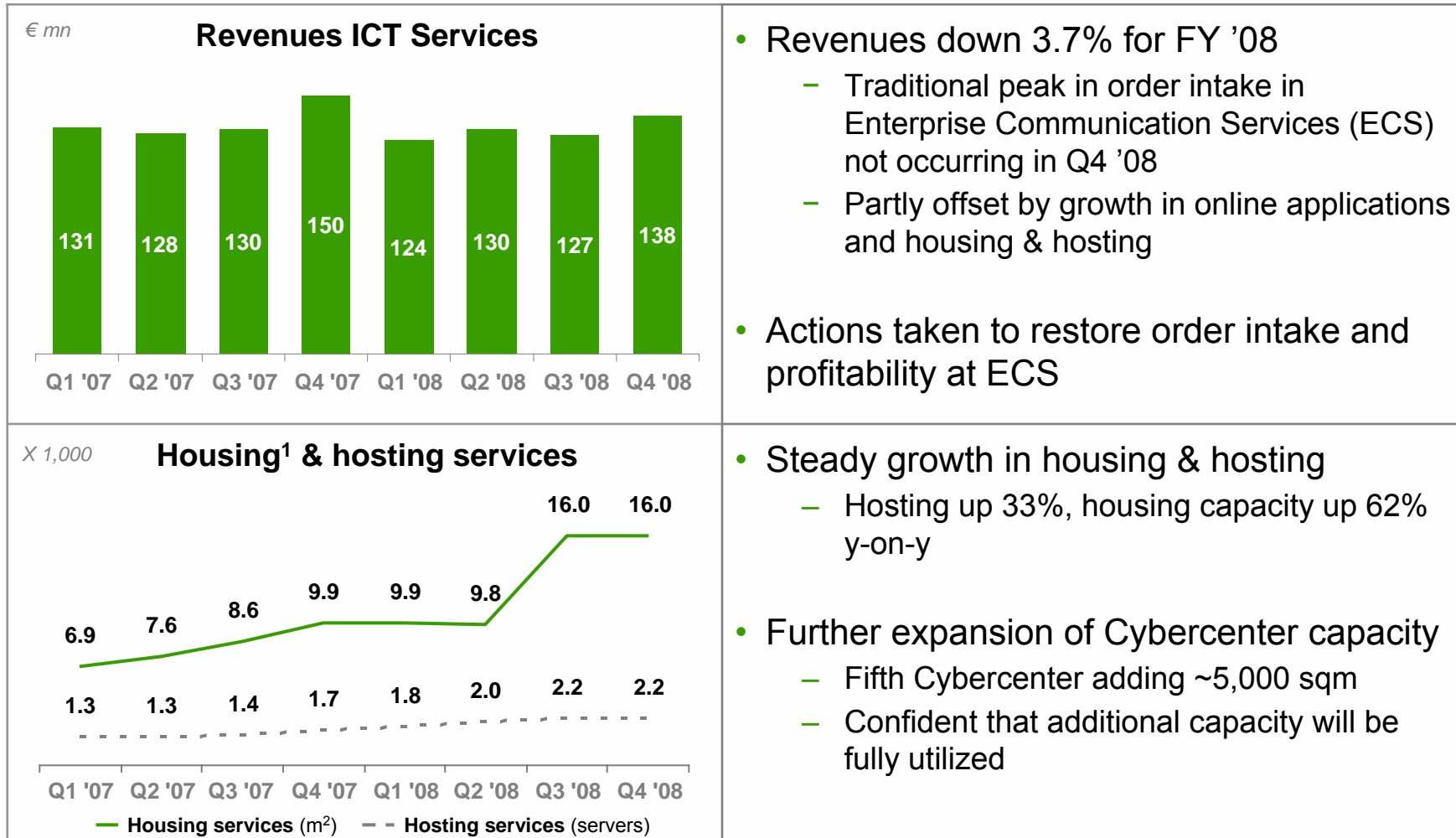
Infrastructure services – wireless

Wireless services improving, but voice still lagging behind



ICT Services

Continued weakness in PABX business, steady growth in housing & hosting

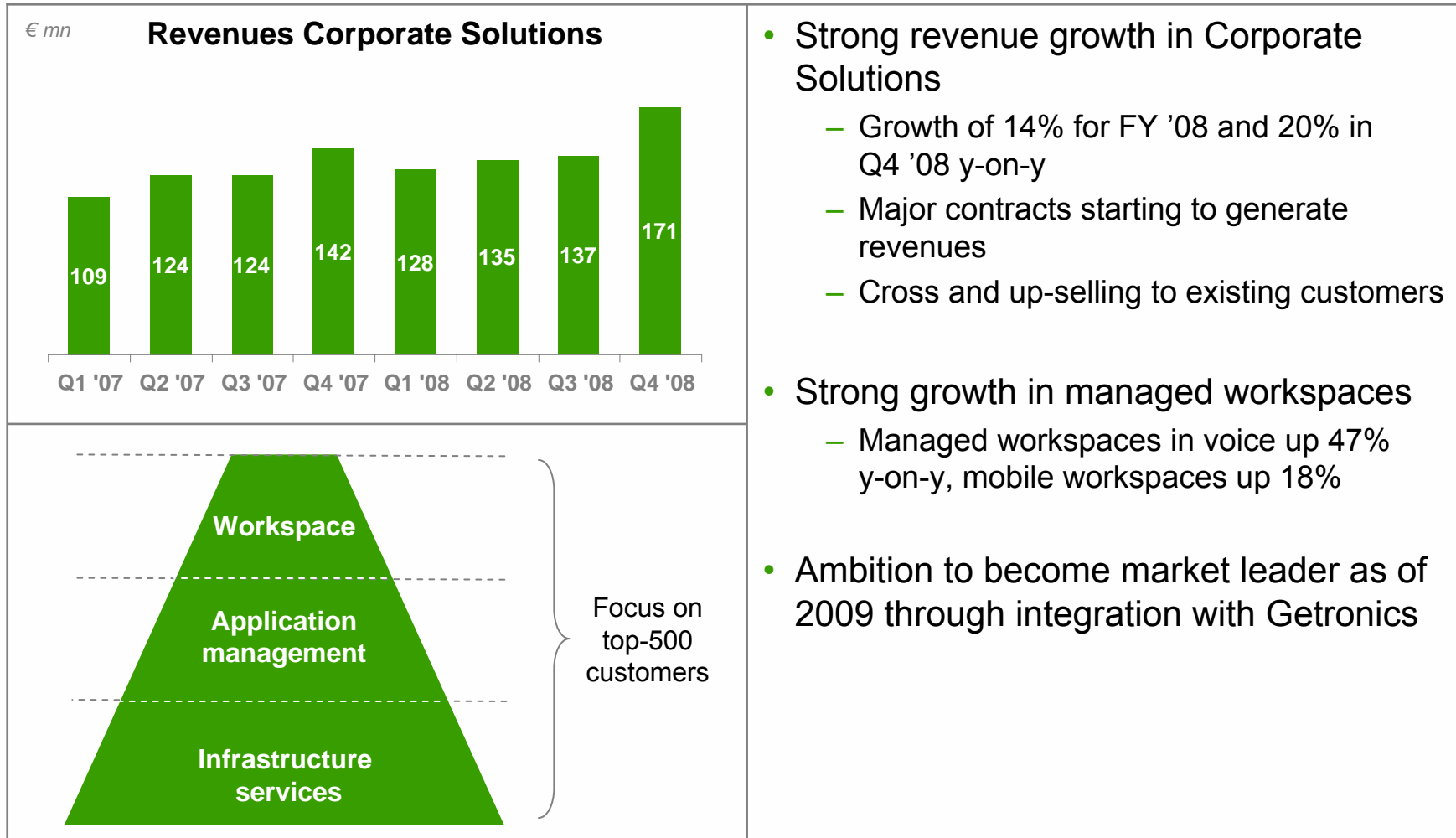


- Revenues down 3.7% for FY '08
 - Traditional peak in order intake in Enterprise Communication Services (ECS) not occurring in Q4 '08
 - Partly offset by growth in online applications and housing & hosting
- Actions taken to restore order intake and profitability at ECS
- Steady growth in housing & hosting
 - Hosting up 33%, housing capacity up 62% y-on-y
- Further expansion of Cybercenter capacity
 - Fifth Cybercenter adding ~5,000 sqm
 - Confident that additional capacity will be fully utilized

1 Housing services available capacity in m²

Corporate Solutions

Continued growth in managed ICT and outsourcing for large enterprises



Strategic progress Getronics

Restructuring on track, overall solid profitability for ongoing business

'Back to Growth' strategy

Benelux market leader

**Expand global
workspace management**

'Best-in-class' margins

Achievements 2008

- Successful transition during 2008
- Timely disposals at good prices
 - Focus on workspace management
 - Total consideration of disposals >€ 500 mn
- Cost reductions on track
 - Headquarters moved to lower-cost location
 - Lower overhead from integration with KPN
- Deal pipeline unimpaired despite restructuring and market environment
- Fully prepared for integration of part of Business market operations into Getronics

Priorities Getronics 2009

Integration with Business and performance core businesses

Manage integration Business segment

- Part of Business segment integrated into Getronics as from Jan '09
 - Transfer of Corporate Solutions, part of ICT Services and Corporate Sales
 - Representing € 800-900 mn in annual revenues for 2008
 - New reporting format for Business and Getronics as of Q1 '09
- Synergies of € 50 mn defined and expected to materialize in 2009

Performance core businesses

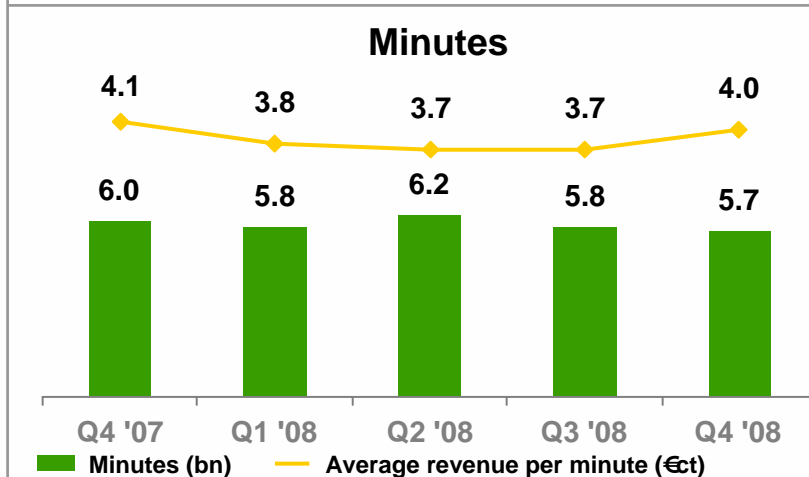
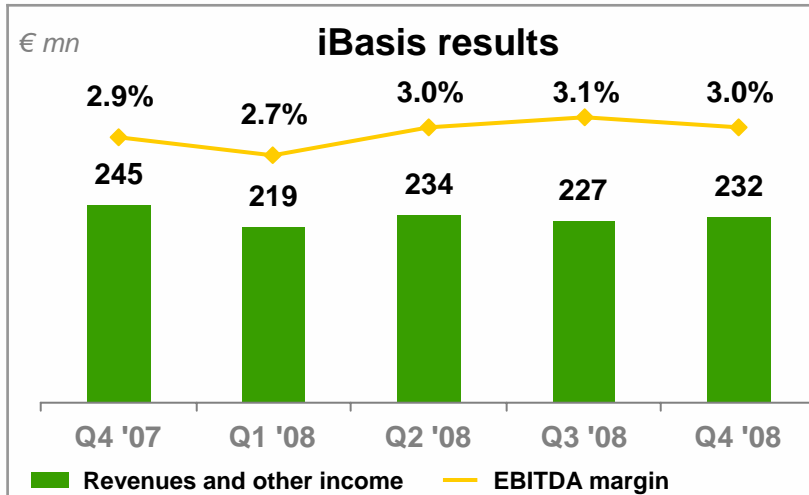
- Maintaining solid deal pipeline for new business
 - Attracting new clients (e.g. outsourcing) and upselling to existing customers
 - Potential impact of economic slowdown, mainly in consulting business
- Lower profitability in ongoing operations offset with additional cost savings and synergy benefits

Completion divestment program

- Divestment program expected to be completed in Q1 '09
 - Business Solutions to be closed in Q1 '09, Document Services expected to be signed in Q1 '09
- Revenue run rate of € 1.3 bn following divestments announced to date
 - Divestments to date representing € 850-900 mn in annual revenues

iBasis

Revenues down 5% in Q4 '08, goodwill impairment charge of € 67 mn



- Revenues down 5.3% y-on-y in Q4 '08
- Goodwill impairment charge of € 67 mn in Q4 '08
 - Recognizing KPN's 56% share of the \$ 176 mn goodwill impairment at iBasis (under IFRS)
 - Market capitalization substantially below company book value
- iBasis press release for Q4 '08 results published on 26 January
 - Results impacted by declining economic conditions worldwide and exchange rates
 - Integration with KPN Global Carrier Services to be completed mid-2009
 - Expecting business to be relatively flat in 2009

Real estate

€ 180 mn proceeds from sale of real estate in 2008

Disposal strategy 2008

- Guided for proceeds of ~€ 150 mn in 2008 from real estate disposals
 - Guidance lowered from ~€ 300 mn to ~€ 150 mn due to market conditions
 - Sales process changed from block sale to individual disposals
- Focus on optimizing value rather than timing of disposals
 - State of financial markets affecting speed of real estate disposals

Disposals Q4 '08

- Realized proceeds from real estate of € 180 mn in 2008
 - € 22 mn from technical buildings during Q1-Q3 '08, € 18 mn from Telfort towers in Q3 '08
 - € 140 mn from technical buildings in Q4 '08, of which several large buildings

Going forward

- Continuing to optimize value from real estate, rather than timing
- Anticipating proceeds from real estate disposals in 2009 of similar magnitude to that of 2008
- Network rollout made largely independent of real estate disposals

Agenda

Chairman's review	Ad Scheepbouwer, Chairman and CEO
Financial review	Marcel Smits, CFO
Operating review The Netherlands	Baptiest Coopmans, MD Consumer
	Eelco Blok, MD Business / W&O
Operating review Mobile Int'l	Stan Miller, MD Mobile International
Concluding remarks	Ad Scheepbouwer, Chairman and CEO



Strategic progress Mobile International

Sustained market outperformance through challenger strategy

	2006 – 2007 <i>Establishing the business model</i>	2008 <i>Refining the business model</i>
Germany	<ul style="list-style-type: none"> • Strong top-line growth through focus on voice / SIM-only with multi-brands • Step change in EBITDA through SIM-only, wholesale and outsourcing 	<ul style="list-style-type: none"> • Sustained customer growth, driven by new brands and wholesale • Continued Fixed-Mobile substitution • Focused marketing and network rollout
Belgium	<ul style="list-style-type: none"> • Sustained top-line growth by focus on consumer segments and wholesale • Efficiency through smart follower for new technology 	<ul style="list-style-type: none"> • Optimization of retail tariffs and wholesale portfolio • Expansion of captive distribution • Tailwind from more favourable MTA ruling
Inter-national MVNOs	<ul style="list-style-type: none"> • First-mover to tap attractive segment • Leveraged wholesale partners across footprint • Prepared international MVNO rollout 	<ul style="list-style-type: none"> • Spain launched in January 2008, fastest growing MVNO • French MVNO prepared, Simyo launched in January 2009

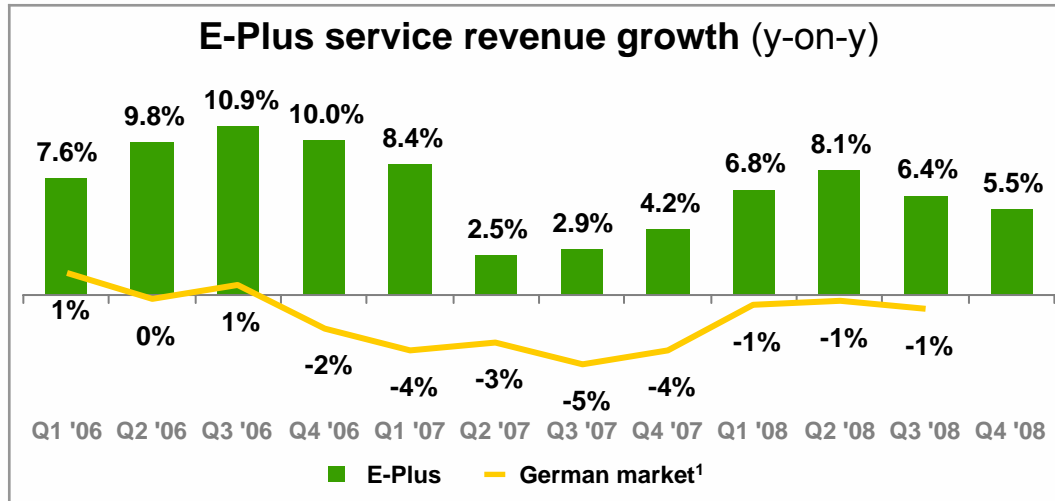
Sustained market outperformance

High-single digit revenue and EBITDA growth in 2008, in line with guidance

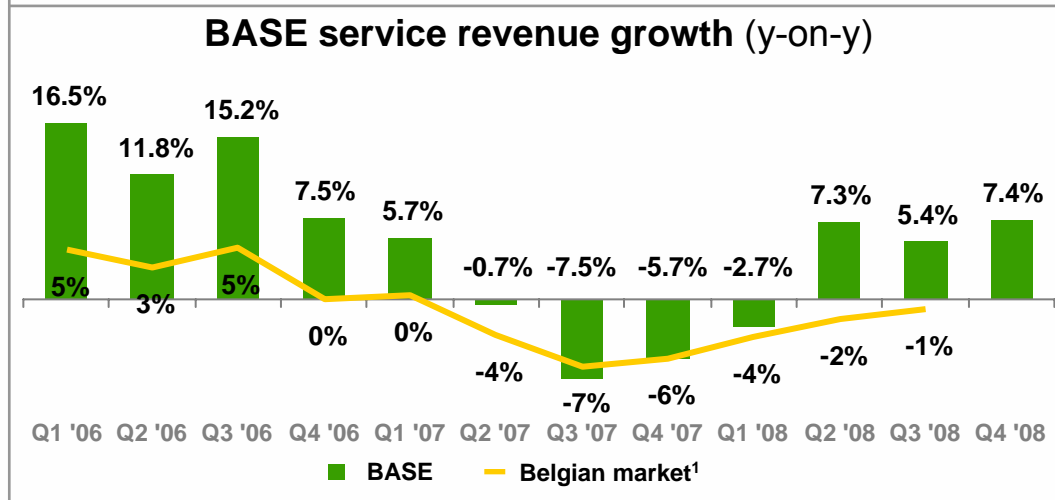
Robust financial business model, amongst most profitable # 3 operators

Market outperformance

Service revenue growth consistently higher than overall market growth



- E-Plus ~8% ahead of market growth in past years
- Market contraction in 2007 mainly due to MTA and VAT effects



- BASE ahead of market growth in most quarters
- Tailwind from more favourable MTA ruling in Belgium since Q2 '08

¹ Management estimates

Wireless data

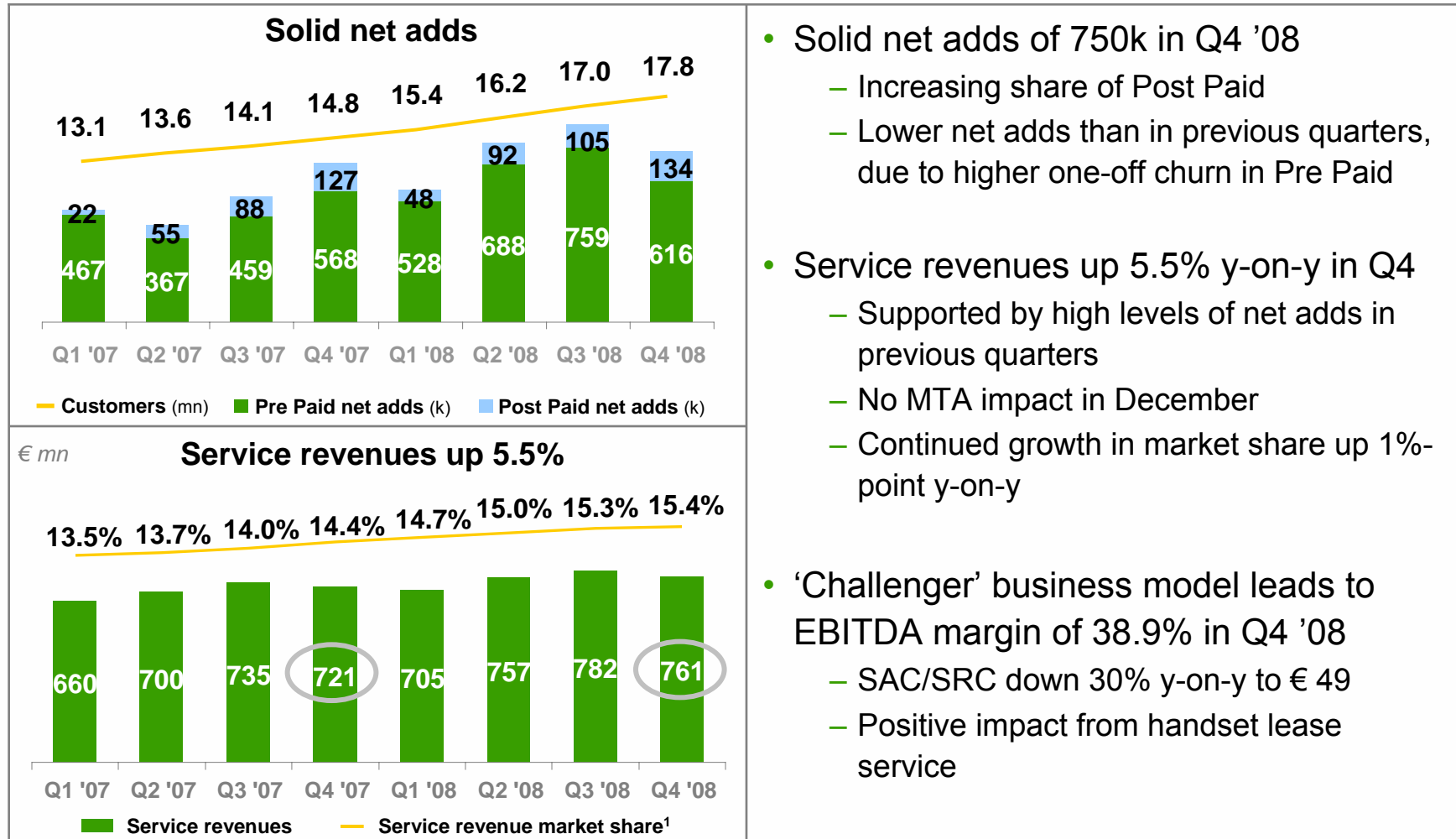
E-Plus deploying smart follower strategy in wireless data

Technology	Approach
GPRS	<ul style="list-style-type: none"> National coverage in place
EDGE	<ul style="list-style-type: none"> EDGE rollout in 2009 Targeting ~90% population coverage by YE '09
UMTS	<ul style="list-style-type: none"> >60% population coverage per YE '08
HSPA	<ul style="list-style-type: none"> Rolling out in 15 focus cities and key hotspots

Smart follower strategy
<ul style="list-style-type: none"> Smart follower in wireless data, based on E-Plus' market approach <ul style="list-style-type: none"> E-Plus targeting consumer and SME/SoHo segments with value offers Combination of EDGE and UMTS sufficient to meet demand for 'light' data Phased data network rollout in Germany <ul style="list-style-type: none"> National EDGE upgrade to meet initial data demand Gradual UMTS rollout with regional focus Upgrade to HSPA in regions with strong data demand Rollout strategy enables scaling up rapidly, if customer demand requires

Operating review E-Plus

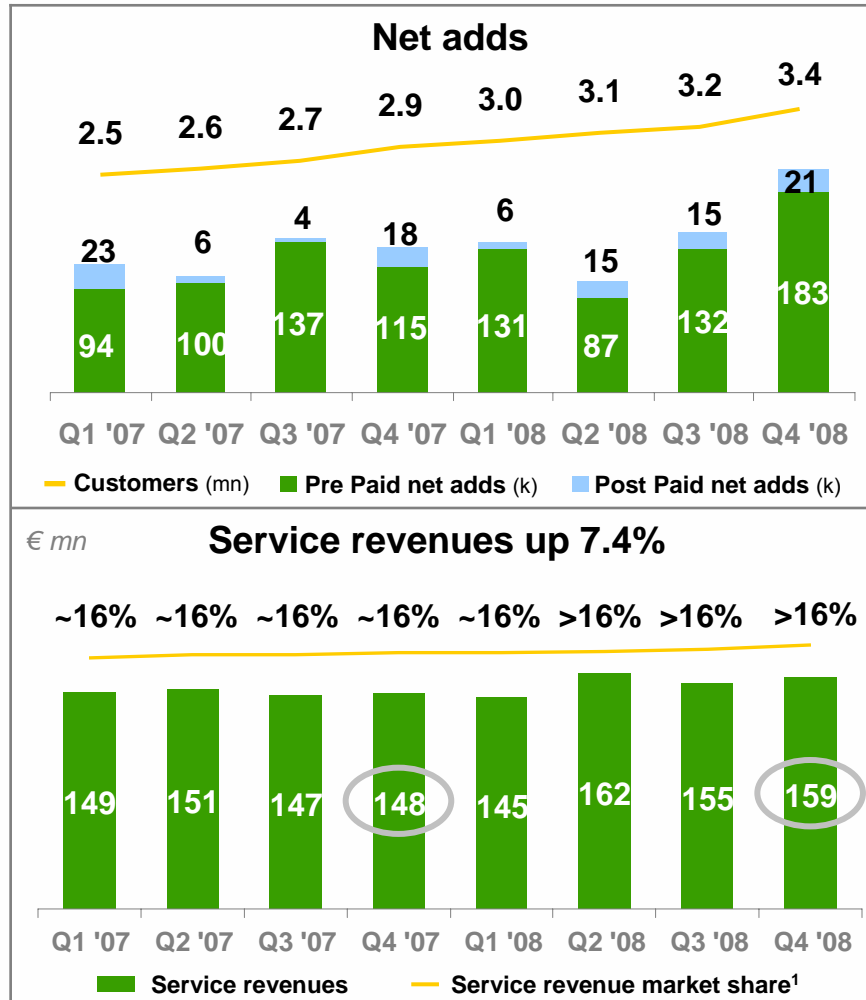
Continued profitable growth and solid net adds



¹ Management estimates, based on service revenues

Operating review BASE

Continuing to show solid revenue growth

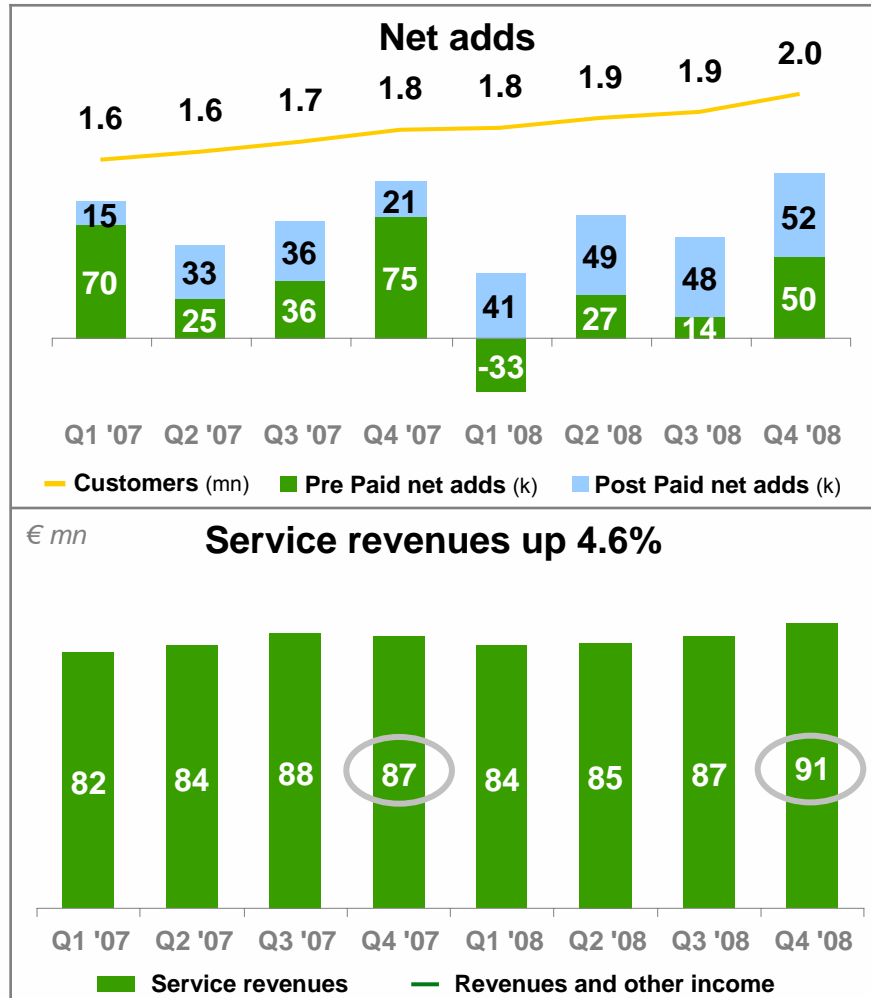


- Solid net adds of 204k in Q4 '08
 - 21k Post Paid net adds
 - 183k Pre Paid net adds, mainly driven by wholesale partners
- Third consecutive quarter with positive service revenue growth, up 7.4% in Q4 '08 y-on-y
 - MTA impact of € 7 mn, or 4.7%
- Integration of captive distribution channels on track (Allo Telecom)
- Committed to focused 3G strategy
 - Network based on combination of EDGE and UMTS
 - Contingent on balanced playing field

¹ Management estimates, based on service revenues

Operating review Mobile Wholesale NL

Further growth in wholesale, transfer to Consumer segment per Q1 '09

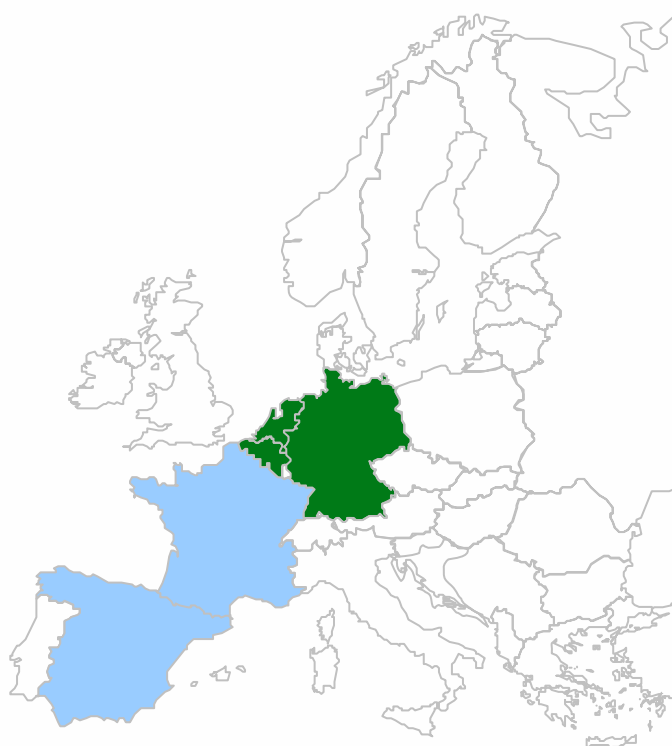


- Further growth in maturing MVNO market
 - Solid net adds of 102k in Q4 '08
 - Strengthening market leading position in Dutch wholesale segment
- Service revenues up 4.6% y-on-y in Q4
 - Impacted by revenue reclassification for 2008
- Acquisition of Debitel NL closed in December
 - Adding ~300k Post Paid and ~230k Pre Paid customers, already on KPN network
- Transfer of Mobile Wholesale NL to Consumer segment per Q1 '09

International MVNO strategy

Proving success in Spain and France before entering other markets

Footprint Mobile International







- Countries with own networks
- Countries with MVNO/MVNEs

Strategy

- Exporting successful challenger business model to other countries
 - Leveraging own successful low-cost / no-frills brands to other countries
 - Targeting attractive market segments through partners
 - Based on standardized technology platform
- Criteria for target markets
 - Large market with untapped value potential
 - Relatively high price levels and low share of MVNOs
 - Mutually attractive deal with local operator
- No new markets planned until success has been proven in Spain and France

MVNO Spain

Firmly established within one year with own brands and partners

Brands		Status after first year	Going forward
No Frills		<ul style="list-style-type: none"> Launched Simyo, Blau High awareness, especially for Simyo 	<ul style="list-style-type: none"> Drive volume, expand offer Exploit economic environment
Cultural		<ul style="list-style-type: none"> Launched ~10 brands Range of cultural & no-frills brands 	<ul style="list-style-type: none"> Target new (int'l) partners Focus on distribution and scale
Other			
MVNE		<ul style="list-style-type: none"> Operations implemented in 7 months Enabling high quality services 	<ul style="list-style-type: none"> Increase in scale and efficiency Same platform used in France

Firmly established within one year
 Fastest growing MVNO in Spain with ~150k customers

MVNO France

Launched in January, tapping French market with low-cost business model



- Low-cost business model expanded to France
 - MVNO on Bouygues Telecom network
 - Leveraging expertise of executing MVNOs and multi-brand strategies
 - Leveraging existing technology platforms
- Significant untapped market potential
 - Pre Paid share of 34% (EU average 58%)
 - High usage combined with high prices
 - Low share of MVNOs in France (<5%)
- Own Simyo brand launched in January with high awareness
 - Tariff of € 0.19 / min to all networks vs. average Pre Paid tariff of >€ 0.40 / min
- Planning to launch other propositions through own brands and partner brands

Agenda

Chairman's review	Ad Scheepbouwer, Chairman and CEO
Financial review	Marcel Smits, CFO
Operating review The Netherlands	Baptiest Coopmans, MD Consumer
	Eelco Blok, MD Business / W&O
Operating review Mobile Int'l	Stan Miller, MD Mobile International
Concluding remarks	Ad Scheepbouwer, Chairman and CEO



A large green decorative shape in the top-left corner, resembling a curved arrow pointing right.

Concluding remarks

- Solid FY 2008 results, guidance met on all metrics, dividend up 11%
- EBITDA inflection in the Netherlands
- Continued profitable growth at Mobile International
- Getronics on track, iBasis goodwill impaired
- 2010 outlook confirmed



Q & A





Annex

For further information please contact

KPN Investor Relations

Tel: +31 70 44 60986

Fax: +31 70 44 60593

ir@kpn.com

www.kpn.com/ir



Analysis of results

Key items worth mentioning in results interpretation

€ mn		Q4 '08	Q4 '07	FY '08	FY '07
Revenue effect MTA tariff reduction	Group	-35	-50	-159	-174
EBITDA effect MTA tariff reduction	Group	-16	-26	-81	-95
Book gain on sale of subsidiaries	Other/W&O	-	66	8	70
Book gain on sale of real estate	W&O	94	10	132	96
Additional costs to solve VoIP issues	NL	-	-	-	-55
Restructuring charges	Group	-31	-33	-282	-59
Depreciation effect Telfort network integration	W&O	-	-	-	-32
Amortization effect Telfort network integration	W&O	-	-	-	-116
Accelerated depreciation copper network	W&O	-16	-	-70	-
Goodwill impairment ¹	Getronics	-36	-	-58	-
Goodwill impairment	iBasis	-67	-	-67	-
Release pension provisions	Other	-	-	199	-
Recognition deferred tax asset	E-Plus	34	1,165	34	1,165

¹ Related to business classified as held for sale

MTA regulation

The Netherlands

€ cents per minute	15 Aug '07	1 July '08	1 April '09	1 July '09
KPN	10.0	9.0	8.0	7.0
Vodafone	10.0	9.0	9.0	7.0
T-Mobile	11.4	10.4	10.4	8.1
Avg. asymmetry	1.4	1.4	2.4	1.1

Germany

- MTA tariffs valid from 1 December 2007 until 31 March 2009
 - T-Mobile / Vodafone lowered from € 8.78 to € 7.92 cents per minute
 - E-Plus / O₂ lowered from € 9.94 to € 8.80 cents per minute

Belgium

- BIPT proposal for less asymmetry suspended
- Former glide path with more asymmetry remains in place for now and has been implemented retrospectively as of 1 February 2008

€ cents per minute	1 May '08	1 July '08
BASE	11.82	10.41
Proximus	7.48	6.56
Mobistar	9.38	8.21
Avg. asymmetry	3.39	3.03

Impact MTA reduction

€ mn	Q4 '08		FY '08	
	Revenues	EBITDA ¹	Revenues	EBITDA ¹
E-Plus	-9	-5	-44	-25
BASE	-7	-5	-27	-19
Mobile Wholesale NL	-2	-1	-10	-7
Mobile International	-18	-11	-81	-51
Consumer	-9	-4	-50	-25
Business	-6	-1	-26	-5
Wholesale & Operations	-5	-	-21	0
The Netherlands	-20	-5	-97	-30
Intercompany	3	-	19	-
KPN Group	-35	-16	-159	-81

1 Defined as Operating result plus depreciation, amortization and impairments

Restructuring charges

€ mn	Q4 '08	FY '08
E-Plus	-	-
BASE	-1	-1
Mobile Wholesale NL	-	-
Other Mobile International	-	-3
Mobile International	-1	-4
Consumer	-	-9
Business	-	-1
Getronics	-11	-16
Wholesale & Operations	-10	-22
The Netherlands	-21	-48
Other	-9	-230
KPN Group	-31	-282

Development P&L pension charge under IFRS

P&L pension charge of around € 165 mn in '09 compared to € 140 mn in '08

€ mn	FY '07	Impact 2008	FY '08	YE '09
Pension obligations	6,697		5,852	
Pension plan assets	6,205		5,239	
Deficit	492		613	
Corridor gains/(losses)	449		40	
Pension provisions on balance sheet	941		653	
Loss of assets in 2008		-1,305		
Lower indexation and rise in Corp. AA discount rate		891		
Recognition of gains/(losses), past service cost		5		
Total impact on corridor		-409		
P&L pension charge			~140	~165

Revenues in the Netherlands

Per guidance definition¹

Revenues and other income					
	FY '08	Q4 '08	Q3 '08	Q2 '08	Q1 '08
Reported	10,500	2,672	2,597	2,637	2,594
Getronics	1,933	449	465	504	515
iBasis / KGCS	912	232	227	234	219
Other gains and losses, eliminations	-163	15	-68	-61	-49
The Netherlands	7,818	1,976	1,973	1,960	1,909
<i>Of which:</i>					
Consumer	4,029	1,021	1,021	1,007	980
Business	3,255	839	809	812	795
Wholesale & Operations	3,070	764	763	776	767
Other	-2,536	-648	-620	-635	-633

Y-on-Y growth				
FY '08	Q4 '08	Q3 '08	Q2 '08	Q1 '08
17%	-1.0%	23%	25%	26%

0.5%	0.5%	1.8%	1.3%	-1.5%
-------------	-------------	-------------	-------------	--------------

-2.5%	1.0%	-3.0%	-2.4%	-5.5%
-1.2%	1.3%	-0.1%	-1.6%	-4.2%
-0.7%	-5.7%	2.8%	2.4%	-2.0%
-7.5%	-5.0%	-6.9%	-6.8%	-11%

External revenues and other income					
	FY '08	Q4 '08	Q3 '08	Q2 '08	Q1 '08
Reported	10,274	2,616	2,536	2,580	2,542
Getronics	1,870	425	449	492	504
iBasis / KGCS	733	189	177	188	179
Other gains and losses, eliminations	122	92	6	7	17
The Netherlands	7,549	1,910	1,904	1,893	1,842
<i>Of which:</i>					
Consumer	3,778	955	960	947	916
Business	3,089	795	767	772	755
Wholesale & Operations	680	160	176	174	170
Other	2	0	1	0	1

Y-on-Y growth				
FY '08	Q4 '08	Q3 '08	Q2 '08	Q1 '08
18%	-0.7%	24%	26%	27%

-0.3%	1.6%	0.5%	-0.1%	-3.1%
--------------	-------------	-------------	--------------	--------------

-1.7%	1.4%	-2.2%	-1.0%	-5.0%
-0.8%	1.7%	0.1%	-1.2%	-3.8%
11%	1.9%	21%	11%	12%

¹ The Netherlands excluding Getronics, iBasis/iBasis the Netherlands, restructuring costs (until Q2 2008) and book gains on sale of real estate

EBITDA in the Netherlands

Per guidance definition¹

EBITDA					
	FY '08	Q4 '08	Q3 '08	Q2 '08	Q1 '08
Reported	3,555	888	890	900	877
Getronics	79	3	18	34	24
iBasis / KGCS	27	7	7	7	6
Restructuring costs	-13	-	-	-11	-2
Other gains and losses, eliminations	120	89	7	6	18
The Netherlands	3,342	789	858	864	831
<i>Of which:</i>					
Consumer	753	163	194	202	194
Business	776	189	199	198	190
Wholesale & Operations	1,776	433	457	442	444
Other	37	4	8	22	3

Y-on-Y growth				
FY '08	Q4 '08	Q3 '08	Q2 '08	Q1 '08
1.8%	0.2%	6.0%	-0.7%	2.1%

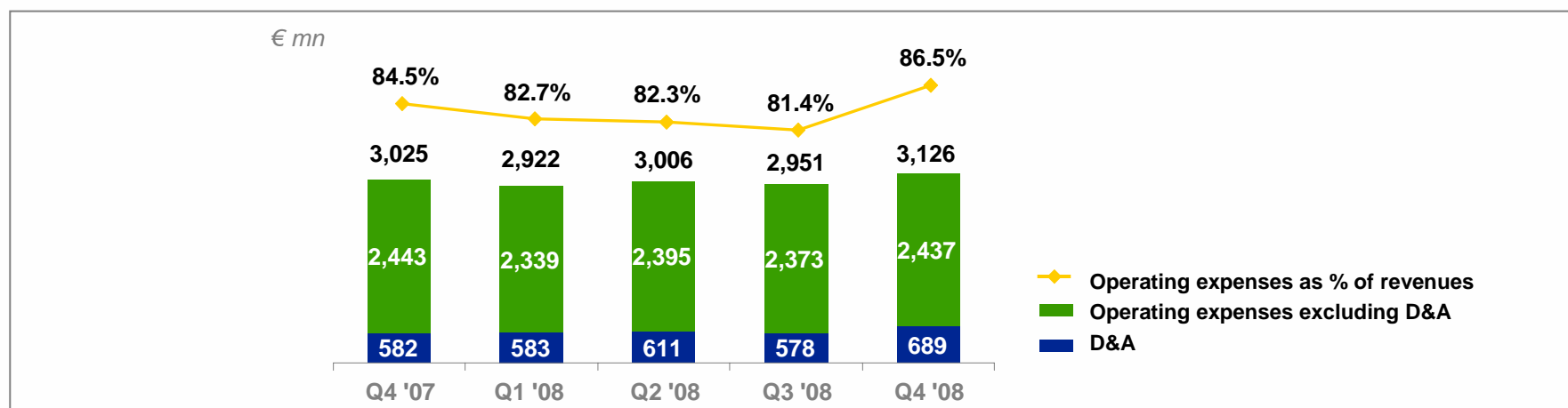
1.0%	-1.7%	6.6%	2.1%	-2.7%
-------------	--------------	-------------	-------------	--------------

6.5%	7.9%	8.4%	3.1%	7.2%
3.3%	4.4%	6.4%	4.8%	-2.1%
-2.5%	-4.4%	5.1%	-4.3%	-5.9%

¹ The Netherlands excluding Getronics, iBasis/iBasis the Netherlands, restructuring costs (until Q2 2008) and book gains on sale of real estate

Operating expenses

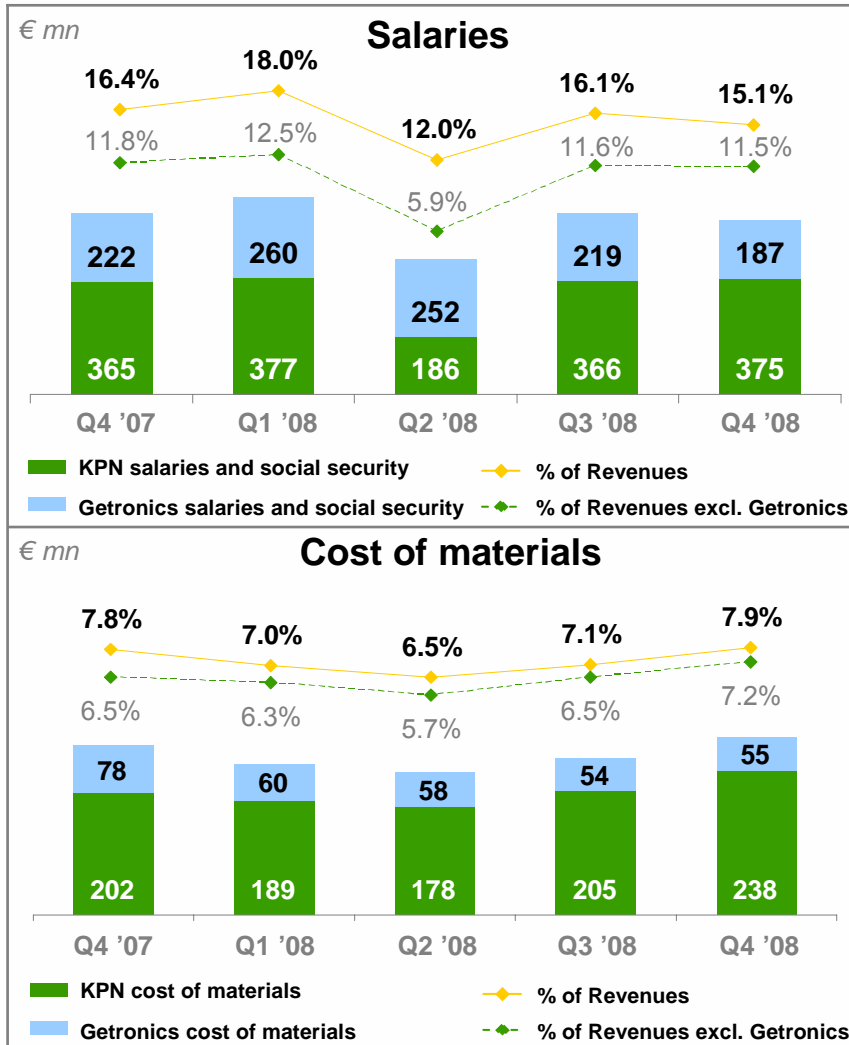
€ mn	Q4 '08	Q4 '07	%	FY '08	FY '07	%
Salaries and social security contributions	562	587	-4.3%	2,222	1,632	36.2%
Cost of materials	293	280	4.6%	1,037	914	13.5%
Work contracted out and other expenses	1,338	1,327	0.8%	5,265	4,569	15.2%
Own work capitalized	-25	-40	-37.5%	-102	-143	-28.7%
Other operating expenses	269	289	-6.9%	1,122	760	47.6%
Depreciation ¹	397	405	-2.0%	1,614	1,640	-1.6%
Amortization ¹	292	177	65.0%	847	760	11.4%
Total	3,126	3,025	3.3%	12,005	10,132	18.5%



¹ Including impairments, if any

Analysis operating expenses

Salaries & Cost of materials



Y-on-Y decrease

- Continued headcount reductions, supported by Getronics divestments

Q-on-Q decrease

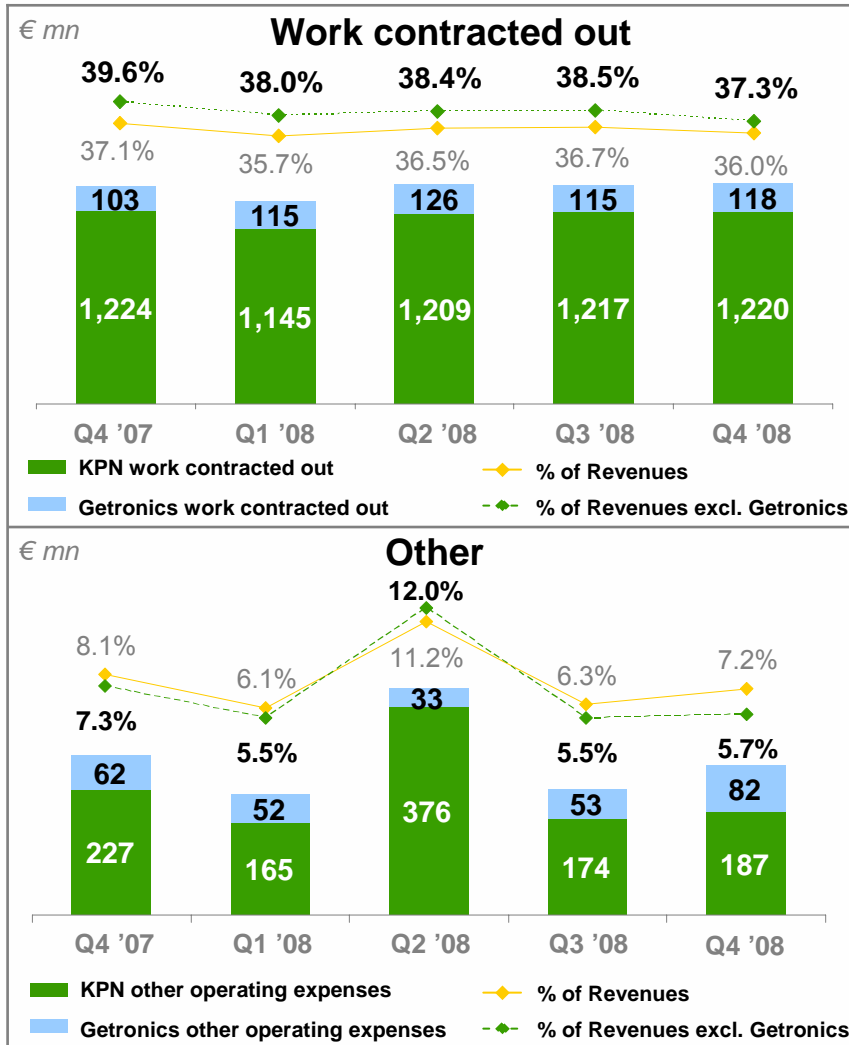
- Divestment of Getronics North America in Q3 '08 and Business Application Services in Q4 '08
- Release of € 199 mn pension provision in Q2 '08

Q-on-Q increase

- More sales of expensive handsets in smart phone segment
- Continued focus on distribution via own channels

Analysis operating expenses

Work contracted out & Other



Y-on-Y decrease

- Lower MTA tariffs, partly offset by increased MoU

Q-on-Q increase

- Higher handset sales due to increase in (Post Paid) gross adds in wireless

Y-on-Y decrease

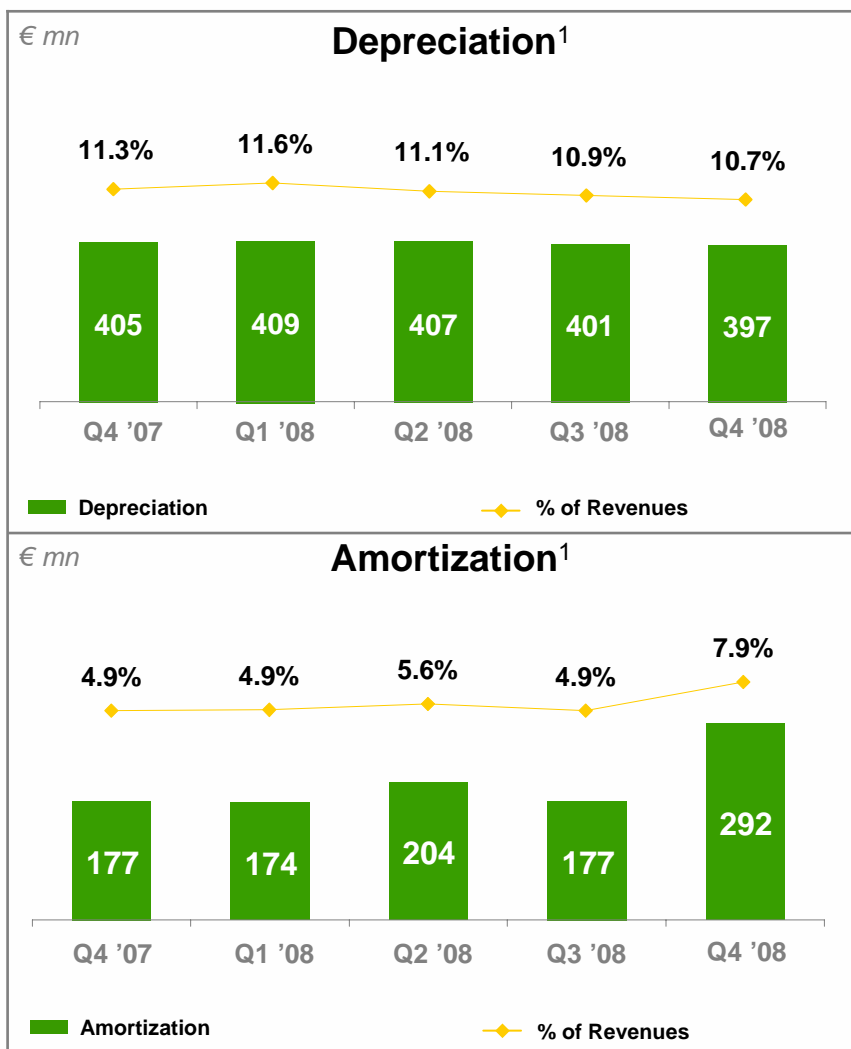
- Step-up in marketing efforts in Q4 '07

Q-on-Q increase

- Provision for superfluous office rental contracts at Getronics of € 17 mn in Q4 '08

Analysis operating expenses

Depreciation & Amortization



Y-on-Y decrease

- Lower asset base due to less Capex spending in prior years

Q-on-Q decrease

- Accelerated depreciation of € 16 mn on copper network in Q4 '08 (Q3 '08: € 17 mn)

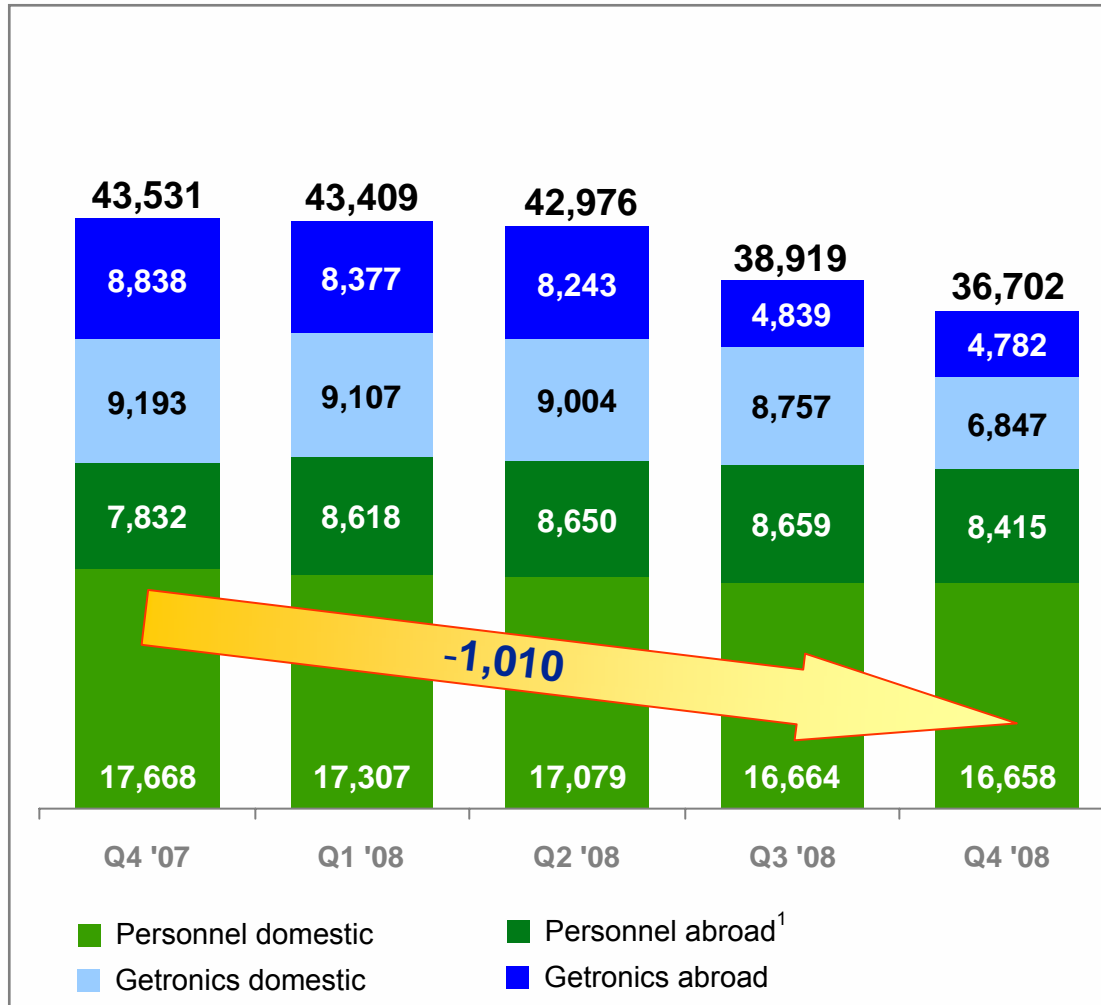
Q-on-Q increase

- Goodwill impairment iBasis of € 67 mn and Getronics² of € 36 mn in Q4 '08

¹ Including impairments, if any

² Related to businesses classified as held for sale

Personnel



- Personnel decrease y-on-y of 6,829 FTEs
 - 1,010 FTEs reduction in the Netherlands (excl. Getronics)
 - Reduction of 1,247 FTEs in the Netherlands excluding acquisitions
- FTE decrease of 2,217 compared to Q3
 - Decrease of 199 FTEs in the Netherlands excluding Getronics and acquisitions
 - Decrease of 1,967 FTEs at Getronics primarily due to divestment of Business Application Services
 - Decrease of 244 FTEs abroad, primarily in call center activities

¹ Including ~4,000 FTE in call center activities abroad, reported under Consumer the Netherlands

Tax

Fiscal units (€ mn)	P&L		Cash flow	
	Q4 '08	Q4 '07	Q4 '08	Q4 '07
Dutch activities	-87	-51	-189	-171
Getronics	5	-	-2	-
German Mobile activities	-10	1,160	-2	-
Belgian Mobile activities	-12	-8	-	-
Other	-3	-	-	-
Total	-107	1,101	-193	-171

- € 193 mn net corporate tax paid in Q4 '08
 - Tax recapture on E-Plus EBITDA of € 128 mn paid to Dutch fiscal authorities, bringing the total to € 313 mn in 2008
- P&L tax on German activities of -/- € 10 mn in Q4 '08
 - € 1.2 bn deferred tax asset recorded at E-Plus in Q4 '07
 - € 34 mn additional deferred tax asset at E-Plus in Q4 '08, based on updated projections of future taxable income

Net cash flow from operating activities

€ mn	Q4 '08	Q4 '07	FY '08	FY '07
Operating Result	592	634	2,597	2,500
Depreciation, amortization and impairments	689	582	2,461	2,400
Interest paid	-217	-123	-597	-471
Income tax paid	-193	-171	-522	-251
Other income	-94	-80	-141	-171
Share based compensation	7	1	22	8
Change in provisions	-58	-90	-208	-288
Net cash flow from operating activities <i>before changes in working capital</i>	726	753	3,612	3,727
Inventory	20	14	11	9
Trade receivables	8	-27	119	-30
Other current assets	202	167	66	69
Current liabilities	373	305	222	115
Change in working capital	603	459	418	163
Net cash flow from operating activities	1,329	1,212	4,030	3,890
Capex ¹	-613	-707	-1,925	-1,688
Proceeds from real estate	140	19	180	143
Tax recapture E-Plus	128	-	313	-
Free cash flow²	984	524	2,598	2,345

1 Including Property, Plant & Equipment and software

2 Defined as Net cash flow from operating activities plus proceeds from real estate minus Capex, excluding tax recapture at E-Plus

Total cash flow

€ mn	Q4 '08	Q4 '07	FY '08	FY '07
Net cash flow from operating activities	1,329	1,212	4,030	3,890
Capex ¹	-613	-707	-1,925	-1,688
Acquisitions	-125	-1,157	-296	-1,690
Disposals real estate	140	19	180	143
Disposals other	248	58	363	89
Other	-3	-1	-21	-8
Net cash flow from investing activities	-353	-1,788	-1,699	-3,154
Dividends paid	0	0	-981	-982
Share repurchases	-103	-395	-1,103	-1,569
Debt financing ²	-803	1,313	714	2,021
Other	6	3	-50	28
Net cash flow used in financing activities	-900	921	-1,420	-502
Changes in cash and cash equivalents	76	345	911	234

1 Including Property, Plant & Equipment and software

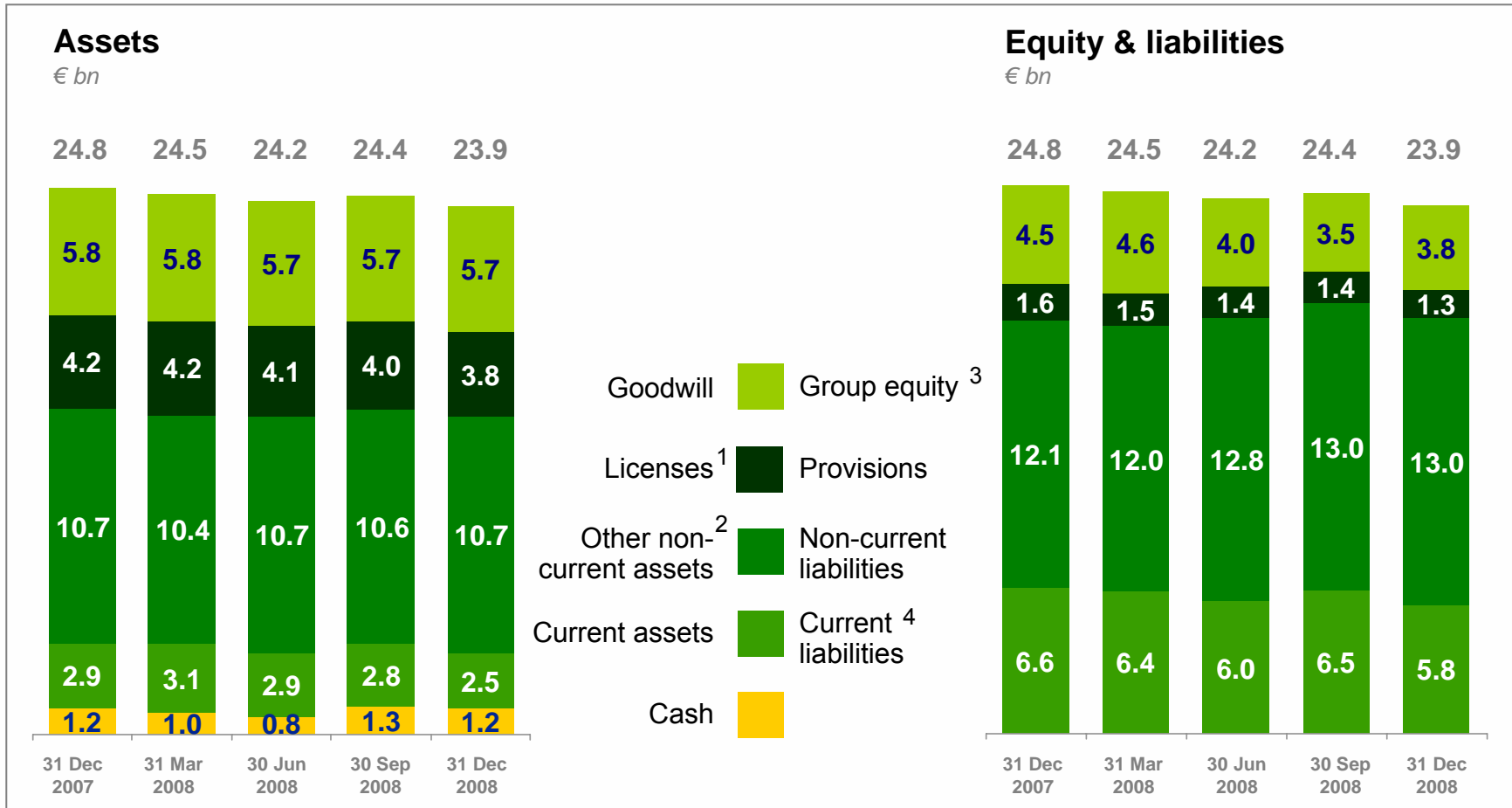
2 Reclassification of credit facility as it is used as bank overdraft and therefore included in net cash and cash equivalents as of 2008.

Capex¹

€ mn	Q4 '08	Q4 '07	%	FY '08	FY '07	%
Mobile International	244	207	17.9%	656	577	13.7%
<i>% Revenues Mobile International</i>	<i>21.7%</i>	<i>19.9%</i>		<i>14.9%</i>	<i>14.5%</i>	
E-Plus	182	149	22.1%	514	435	18.2%
<i>% Revenues E-Plus</i>	<i>22.4%</i>	<i>19.6%</i>		<i>16.0%</i>	<i>14.7%</i>	
BASE	51	50	2.0%	109	131	-16.8%
<i>% Revenues BASE</i>	<i>30.9%</i>	<i>32.3%</i>		<i>16.8%</i>	<i>21.4%</i>	
Mobile Wholesale NL	0	0	<i>n.m.</i>	2	2	0.0%
<i>% Revenues Mobile Wholesale NL</i>	<i>0.0%</i>	<i>0.0%</i>		<i>0.6%</i>	<i>0.6%</i>	
The Netherlands	368	500	-26.4%	1,267	1,110	14.1%
<i>% Revenues the Netherlands</i>	<i>14.3%</i>	<i>19.1%</i>		<i>12.2%</i>	<i>12.6%</i>	
Consumer	71	93	-23.7%	227	214	6.1%
<i>% Revenues Consumer</i>	<i>7.0%</i>	<i>9.2%</i>		<i>5.6%</i>	<i>5.2%</i>	
Business	54	90	-40.0%	224	194	15.5%
<i>% Revenues Business</i>	<i>6.5%</i>	<i>10.9%</i>		<i>6.9%</i>	<i>5.9%</i>	
Getronics	9	10	-10.0%	47	10	370.0%
<i>% Revenues Getronics</i>	<i>2.0%</i>	<i>2.0%</i>		<i>2.4%</i>	<i>2.0%</i>	
Wholesale & Operations	220	305	-27.9%	723	676	7.0%
<i>% Revenues Wholesale & Operations</i>	<i>23.2%</i>	<i>30.8%</i>		<i>19.2%</i>	<i>18.4%</i>	
Other	1	0	<i>n.m.</i>	2	1	100.0%
Total	613	707	-13.3%	1,925	1,688	14.0%
<i>% Revenues</i>	<i>17.0%</i>	<i>19.8%</i>		<i>13.3%</i>	<i>13.5%</i>	

¹ Including Property, Plant & Equipment and software

Balance sheet



1 Including other intangibles
 2 Including Property, Plant & Equipment and software
 3 Including minority interest
 4 Current liabilities include approximately € 0.43 bn of non-netted cash balances per Q4 '08

Share repurchase progress

Date ¹	Value (€ mn)	mn shares	Avg. share price (€)
Q1 '08	213	18.1	11.75
Q2 '08	424	37.5	11.28
Q3 '08	364	32.9	11.06
October	-	-	-
November	17	1.6	10.60
December	85	8.1	10.53
Q4 '08	103	9.7	10.54
Total	1,103	98.2	11.22

- € 1.1 bn of share repurchases in 2008
 - € 1 bn share repurchase for program 2008 completed on 17 September
 - € 1 bn for program 2009 started on 19 November 2008, 19% completed to date
- € 6.9 bn in shares repurchased between start in 2004 and Q4 '08
 - Average price of € 8.77
- Number of outstanding shares amounting to 1,714,362,792 as of 15 December 2008
 - 30,703,288 shares cancelled on 15 December
 - 31% of outstanding shares cancelled since 2004

¹ Figures based on transaction date of share repurchases

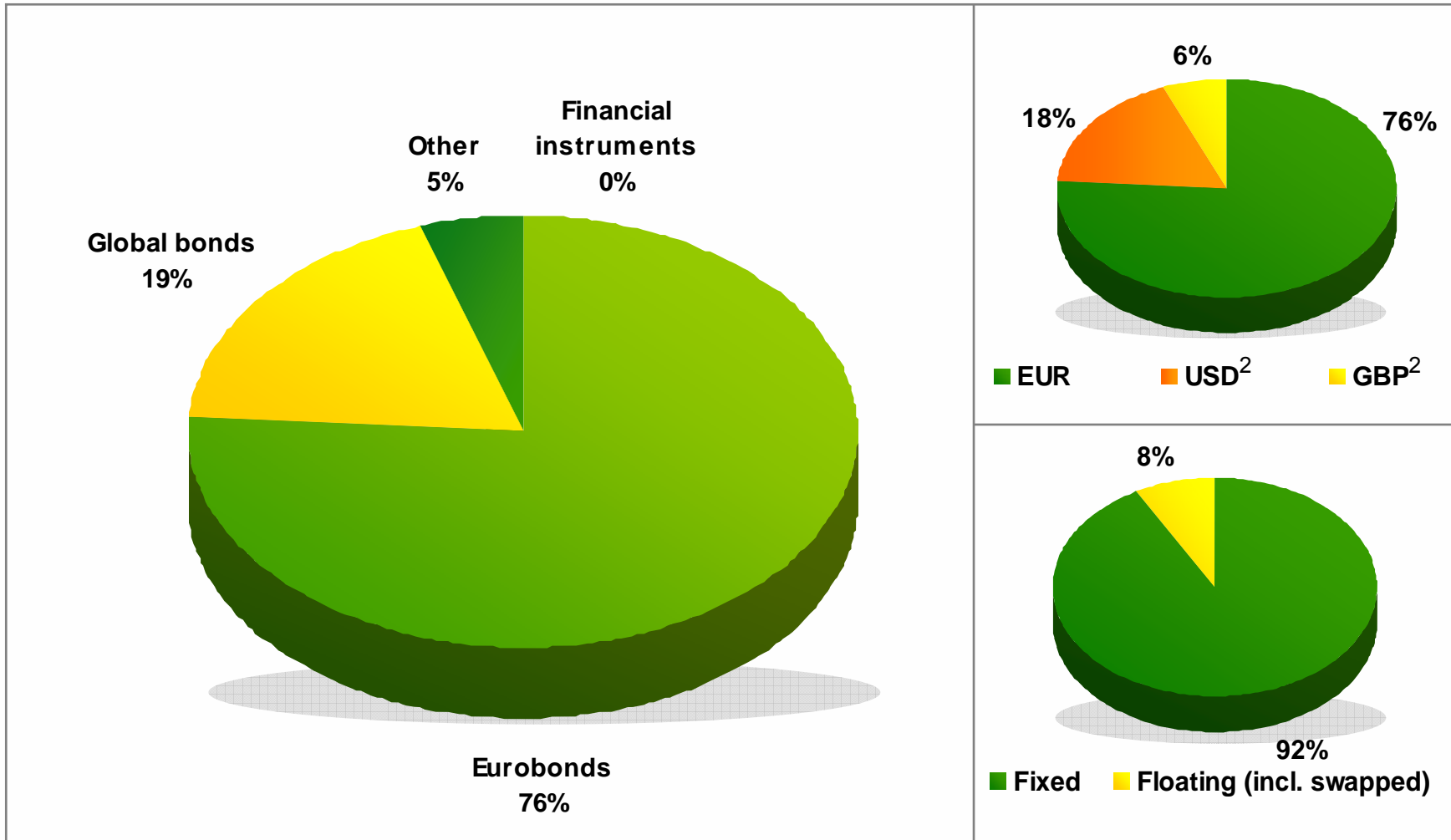
Debt summary

€ bn	Q4 '08	Q3 '08	Q4 '07
Bonds	11.44	11.99	10.37
Eurobonds	9.12	9.99	8.48
Global bonds	2.32	2.00	1.89
Other debt	0.60	0.79	1.38
Other loans at Royal KPN ¹	0.14	0.12	1.29
Consolidated debt	0.46	0.67	0.09
Fair value financial instruments	0.06	0.26	0.35
Total debt	12.10	13.04	12.10
– of which short-term ¹	1.15	2.11	2.33
Cash and cash equivalents	1.20	1.33	1.15
Total net debt	10.90	11.71	10.95

¹ Current liabilities include approximately € 0.43 bn of non-netted cash balances per Q4 '08

Debt portfolio

Breakdown of € 12.1 bn gross debt¹



¹ Book value of interest bearing financial liabilities plus the fair value of financial instruments related to these financial liabilities

² Foreign currency amounts hedged into Euro

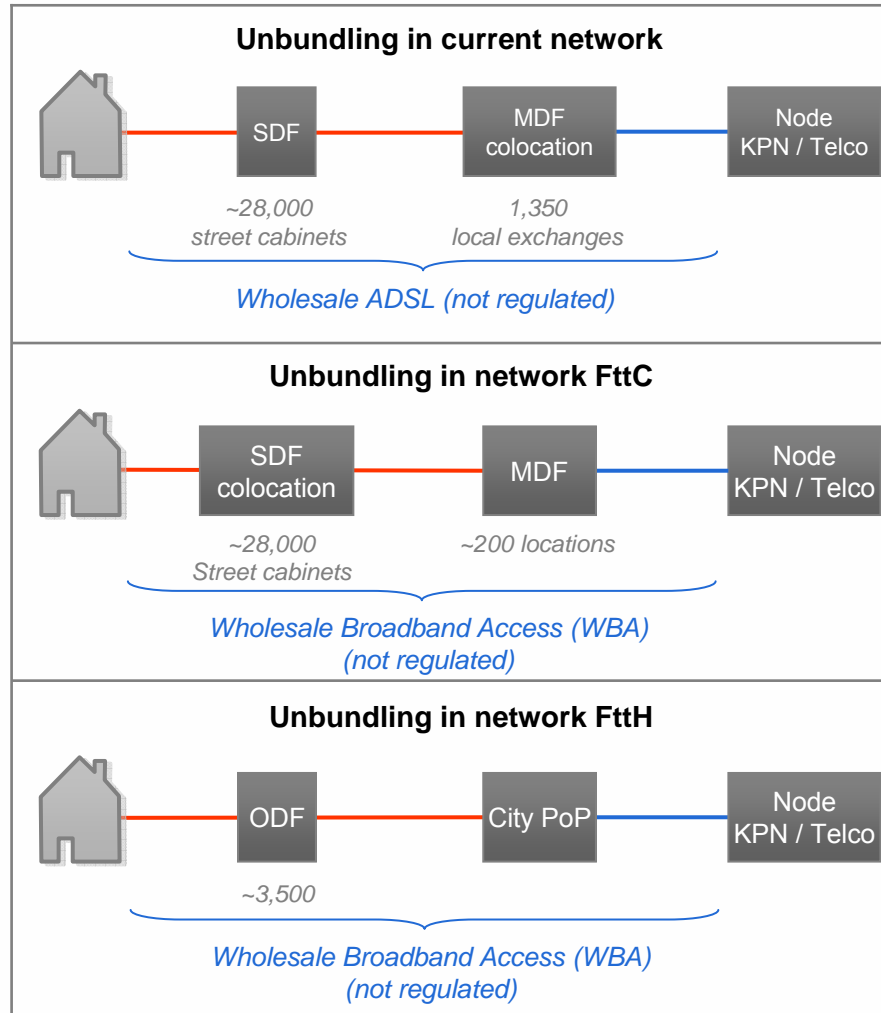
Consumer voice market¹

<i>mn</i>	Q4 '08	Q3 '08	Q4 '07
KPN PSTN / ISDN	2.36	2.46	2.85
Wholesale Line Rental (WLR)	0.39	0.38	0.32
Total traditional voice	2.75	2.84	3.17
KPN VoIP	1.09	1.03	0.85
Cable VoIP	1.26	1.21	1.05
Alternative DSL VoIP	0.35	0.34	0.28
Total VoIP	2.70	2.58	2.18
Cable voice analogue	0.04	0.06	0.11
Mobile-only	1.18	1.18	1.17
Total households	6.67	6.66	6.63

¹ Management estimates

Unbundling tariffs

SLU, ODF, collocation set by OPTA; backhaul and WBA based on deal pricing



— Regulated — Not-regulated

Category	Monthly tariff
Line sharing (LLU)	€ 0.19 / line
Fully unbundled (LLU)	€ 7.83 / line
MDF collocation	€ 473 / footprint / year
MDF backhaul	Deal pricing
Wholesale ADSL access fee	€ 5.32 shared € 13.00 non-shared

Category	Monthly tariff
Line sharing (SLU)	€ 6.17 / line
Fully unbundled (SLU)	€ 7.88 / line
SDF collocation	€ 50-100 / cabinet One-off € 3,000-6,000
SDF backhaul	Deal pricing
Wholesale Broadband Access (WBA)	Deal pricing

Category	Monthly tariff
Fully unbundled (ODF)	€ 12.00 – € 17.50
ODF collocation	€ 83 / footprint / month One-off > € 3,000
ODF Backhaul	Deal pricing
Wholesale Broadband Access (WBA)	Deal pricing

Pricing

Triple-play packages FttH and FttC



Gold



Silver

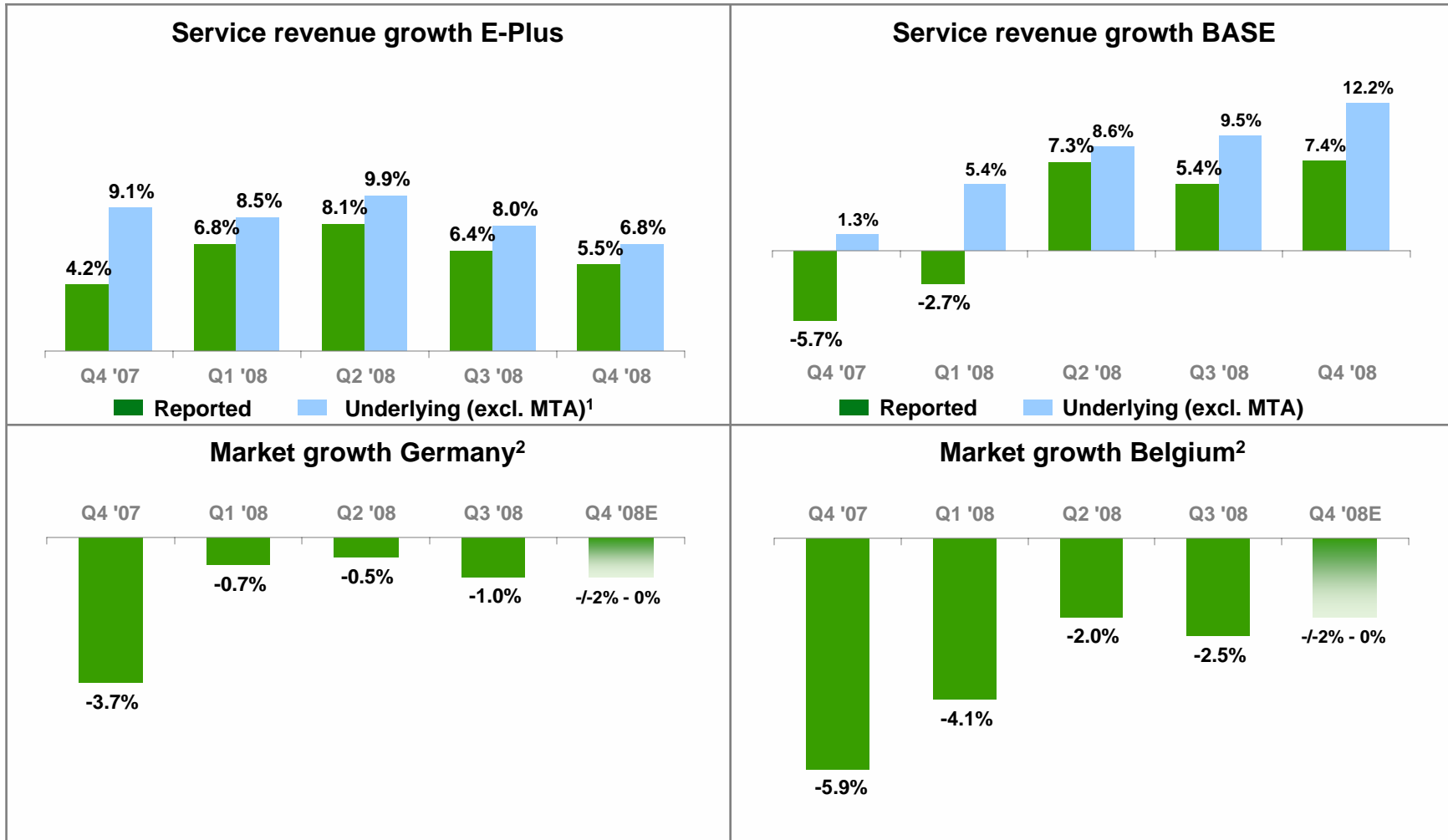


Bronze

		Price per month	€110	€80	€65
FttH	Broadband		Up to 100 Mb download 6 Mb upload	50 Mb download 5 Mb upload	30 Mb download 3 Mb upload
	TV		>100 channels (incl. football package) IPTV	>70 channels IPTV	>50 channels IPTV
	Telephony		Unlimited calls to national fixed-line numbers	Unlimited calls to national fixed-line numbers	Unlimited calls to national fixed-line numbers
		Price per month	€75	€60	€45
FttC	Broadband		~30 Mb download 3 Mb upload	8 Mb download 1 Mb upload	3 Mb download 0.5 Mb upload
	TV		>100 channels (incl. football package) IPTV & Digitenne tuner	>70 channels IPTV & Digitenne tuner	>50 channels IPTV & Digitenne tuner
	Telephony		Unlimited calls to national fixed-line numbers	Unlimited calls to national fixed-line numbers	Unlimited calls to national fixed-line numbers

Service revenue growth Mobile International

Strong underlying growth outperforming the market



1 Also excluding VAT increase with negative impact of 2.4% on service revenue growth in 2007

2 Service revenue growth, based on equity research

Dutch wireless services disclosure

	Q4 '08	Q3 '08	Q4 '07
Service revenues (€ mn)	754	764	725
- Consumer	423	441	407
- Business	234	228	229
- Other Dutch activities ¹	97	95	89
SAC / SRC (€)			
- Consumer	150	159	130
- Business	380	411	315

1 Indicates amongst others Mobile Wholesale NL, Simyo and visitor roaming revenues within KPN the Netherlands

KPIs Consumer

Voice

Voice	Q4 '08	Q3 '08	Q4 '07
Market penetration¹			
– Broadband	80%	79%	76%
– VoIP penetration	46%	45%	40%
Market share			
– Voice ²	>55%	>55%	>55%
– Traditional voice ³	>75%	>75%	~75%
– VoIP	41%	40%	39%
– Broadband ⁴	44%	44%	44%
– TV	11%	10%	7%
Access lines (x 1,000)			
– PSTN	3,444	3,491	3,694
– ISDN	2,124	2,214	2,563
– VoIP packages (Voice / Broadband)	234	247	284
	1,086	1,030	847
Net line loss⁵ (x 1,000)	-5	-30	-90
Traditional voice ARPU (€)			
– Access	26	25	26
– Traffic	16	16	16
	10	9	10

1 Based on management estimate

2 Share in total consumer voice (including VoIP); management estimates

3 Share in traditional consumer voice (excluding VoIP); management estimates

4 Including DSL and Cable; management estimates

5 Quarterly delta in PSTN/ISDN access lines + delta consumer VoIP, ADSL only and WLR; management estimates, including 20k base correction in Q4 '08 82

KPIs Consumer

Broadband, TV & Wireless

Broadband	Q4 '08	Q3 '08	Q4 '07
Broadband ISP customers (x 1,000)	2,536	2,500	2,402
- KPN (Direct & Planet)	1,129	1,111	1,107
- Het Net	680	680	643
- XS4ALL	291	288	288
- Other	436	421	364
Broadband ARPU (€)	30	30	30
TV	Q4 '08	Q3 '08	Q4 '07
- Subscribers (x 1,000)	775	700	497
- ARPU (€)	7	6	6
Wireless	Q4 '08	Q3 '08	Q4 '07
- Customers (x 1,000)	6,248	6,089	6,194
- Service revenues (€ mn)	423	441	407
- ARPU (€)	23	24	22
- MoU (originating, terminating)	111	110	109
- SAC/SRC (€)	150	159	130

KPIs Business

Infrastructure Services

Wireline	Q4 '08	Q3 '08	Q4 '07
Market share voice¹	~50%	>50%	~55%
Access lines (x 1,000)	1,581	1,605	1,695
- PSTN	745	761	815
- ISDN	812	821	867
- VoIP	24	23	13
Traditional voice ARPU (€)	52	49	46
- Access	27	26	25
- Traffic	25	23	21
Network services (x 1,000)			
- Leased lines	29.0	29.5	32.7
- E-VPN connections	10.9	9.9	7.5
- Business DSL	119.0	112.3	90.5
Managed network services (x 1,000)			
- IP-VPN connections	31.9	32.2	30.4
- M-VPN routers	20.1	19.3	15.9
Wireless	Q4 '08	Q3 '08	Q4 '07
- Customers (x 1,000)	1,487	1,429	1,306
- of which data users	43%	41%	35%
- Service revenues (€ mn)	234	228	229
- ARPU (€)	53	55	59
- MoU (originating, terminating)	247	224	275
- SAC/SRC (€)	380	411	315

1 Share in traditional voice (including VoIP and internet dial-up); management estimates

KPIs Business

ICT Services & Corporate Solutions

ICT Services	Q4 '08	Q3 '08	Q4 '07
Applications online (x 1,000)			
- Customers	104	89	18
Housing & Hosting (x 1,000)			
- Housing services (# m ²)	16.0	16.0	9.9
- Hosting services (# servers)	2.21	2.16	1.66
Corporate Solutions	Q4 '08	Q3 '08	Q4 '07
Managed workspaces (x 1,000)			
- Data	2	2	2
- Voice	405	346	276
- Mobile	180	173	153

KPIs Getronics¹

Getronics	Q4 '08	Q3 '08	Q4 '07
Revenue and other income (€ mn)	449	465	488
Service revenues (€ mn)	400	416	433
Margin			
- Gross profit ²	23%	21%	21%
- Service profit ³	25%	22%	22%
Number of FTEs	11,629	13,596	18,031

1 Consolidated as of 23 October 2007

2 Defined as total gross profit divided by total revenue. Gross profit defined as revenue minus revenue related direct costs

3 Defined as service gross profit divided by service revenue. Gross profit defined as revenue minus revenue related direct costs

KPIs Wholesale & Operations

Wholesale & Operations	Q4 '08	Q3 '08	Q4 '07
Retail voice (without ADSL)	3,915	4,043	4,529
Local loop (x 1,000)			
MDF access lines ¹	3,702	3,632	3,445
– of which line sharing ²	1,612	1,670	1,895
Unbundling³ (mn)	1.1	1.0	0.9
– Shared unbundled lines	0.3	0.3	0.3
– Fully unbundled lines	0.8	0.7	0.6
Minutes⁴ (bn)	4.8	4.5	5.0
– Originating	1.1	1.1	1.4
– Terminating	2.3	2.1	2.3
– Transit	1.4	1.3	1.3
Population coverage			
– ADSL 2+	57%	57%	57%
– UMTS / HSDPA	99%	99%	95%
iBasis⁵ (international wholesale)	Q4 '08	Q3 '08	Q4 '07
Minutes (bn)	5.7	5.8	6.0
Average revenue per minute (€ cents)	4.0	3.7	4.1

1 Including Bitstream

2 Includes KPN ADSL connections, line sharing other telcos and KPN Bitstream

3 External lines based on management estimates

4 Restated numbers for 2007 due to refined methodology; internal voice minutes no longer included

5 Consolidated as of 1 October 2007; further information can be found on <http://www.ibasis.com>

KPIs E-Plus

	Q4 '08	Q3 '08	Q4 '07
Market share¹			
– Service revenue	15.4%	15.3%	14.4%
– Base	16.4%	16.0%	15.3%
Customers (x 1,000)	17,777	17,027	14,807
– Of which new brands	11,340	10,451	7,575
– Post Paid	6,676	6,542	6,297
– Pre Paid	11,101	10,485	8,510
Service revenues (€ mn)	761	782	721
ARPU (€)	15	16	17
– Post Paid	29	30	30
– Pre Paid	6	6	6
Non-voice as % of ARPU	24%	23%	21%
MoU (originating, terminating)	142	139	146
– Post Paid	284	275	273
– Pre Paid	60	56	52
SAC/SRC (€)	49	44	70
– Post Paid	114	107	148
– Pre Paid	14	13	17

KPIs BASE

	Q4 '08	Q3 '08	Q4 '07
Market share¹			
– Revenue	>16%	>16%	~16%
– Base	>24%	>24%	>23%
Customers (x 1,000)	3,445	3,241	2,855
– Post Paid	569	548	512
– Pre Paid	2,876	2,693	2,343
Service revenues (€ mn)	159	155	148
ARPU (€)	16	16	18
– Post Paid	50	51	49
– Pre Paid	9	9	11
Non-voice as % of ARPU	17%	15%	17%
MoU (originating, terminating min)	122	122	137
– Post Paid	446	385	425
– Pre Paid	57	68	74
SAC/SRC (€)	17	17	26
– Post Paid	51	44	81
– Pre Paid	9	11	16

1 Management estimates

KPIs Mobile Wholesale NL

	Q4 '08	Q3 '08	Q4 '07
Customers (x 1,000)	2,039	1,937	1,791
– Post Paid	660	608	470
– Pre Paid	1,379	1,329	1,321
Service revenues (€ mn)	91	87	87