



## Consensus Q2 '20

Analyst forecasts for the period ending 30 Jun 2020

Please note that this analyst consensus is subject to the disclaimer below:

The analyst consensus is based on forecasts provided by various leading equity analysts covering the KPN share.

The analyst consensus for the Q2 2020 period and full fiscal years 2020-2021 is based on the non-weighted average of 20 analyst forecasts (vs. 15 in Q1 2020).

The analyst forecasts were submitted to KPN in the period of 13 Jun 2020 to 23 Jun 2020. The consensus was published at 26 Jun 2020 at 17:45 CET.

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| Consolidated figures  |              |              |              |              |              |              |              |              |              |              |              |              |
|---|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
|   | Q2 '20       |              |              |              | FY '20       |              |              |              | FY '21       |              |              |              |
|   | Average      | Median       | High         | Low          | Average      | Median       | High         | Low          | Average      | Median       | High         | Low          |
| <b>Adjusted revenues</b>  |              |              |              |              |              |              |              |              |              |              |              |              |
| Consumer  | 694          | 695          | 723          | 671          | 2,839        | 2,844        | 2,910        | 2,770        | 2,834        | 2,845        | 2,918        | 2,768        |
| Business  | 464          | 462          | 492          | 439          | 1,900        | 1,904        | 1,966        | 1,809        | 1,853        | 1,854        | 1,924        | 1,748        |
| Wholesale   | 150          | 152          | 158          | 123          | 609          | 610          | 627          | 573          | 620          | 619          | 653          | 595          |
| Network, Operations & IT  | 1            | 1            | 4            | 1            | 7            | 6            | 13           | 4            | 7            | 6            | 13           | 4            |
| Other (incl. eliminations)  | -20          | -18          | -14          | -31          | -76          | -68          | -58          | -105         | -76          | -71          | -58          | -105         |
| <b>Total adjusted revenues</b>  | <b>1,290</b> | <b>1,288</b> | <b>1,319</b> | <b>1,251</b> | <b>5,279</b> | <b>5,278</b> | <b>5,358</b> | <b>5,201</b> | <b>5,238</b> | <b>5,223</b> | <b>5,350</b> | <b>5,155</b> |
| Service revenues  | 1,208        | 1,209        | 1,225        | 1,191        | 4,897        | 4,898        | 4,935        | 4,863        | 4,853        | 4,857        | 4,923        | 4,799        |
| Non-service revenues & other  | 82           | 79           | 95           | 73           | 365          | 376          | 380          | 335          | 372          | 380          | 391          | 352          |
| Revenues incidentals  | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            |
| <b>Total reported revenues</b>  | <b>1,290</b> | <b>1,288</b> | <b>1,319</b> | <b>1,251</b> | <b>5,279</b> | <b>5,279</b> | <b>5,358</b> | <b>5,201</b> | <b>5,238</b> | <b>5,223</b> | <b>5,350</b> | <b>5,155</b> |
| <b>Operating expenses excl. D&amp;A</b>                                   |              |              |              |              |              |              |              |              |              |              |              |              |
| Cost of goods & services  | 299          | 300          | 317          | 275          | 1,256        | 1,271        | 1,342        | 1,033        | 1,252        | 1,266        | 1,357        | 1,018        |
| Personnel expenses  | 231          | 227          | 257          | 217          | 935          | 930          | 993          | 898          | 901          | 891          | 992          | 846          |
| IT/IT   | 81           | 79           | 92           | 74           | 318          | 318          | 364          | 291          | 295          | 298          | 358          | 254          |
| Other operating expenses  | 121          | 95           | 424          | 68           | 498          | 382          | 1,712        | 312          | 458          | 378          | 1,572        | 169          |
| <b>Total operating expenses excl. D&amp;A</b>                             | <b>696</b>   | <b>697</b>   | <b>747</b>   | <b>662</b>   | <b>2,901</b> | <b>2,897</b> | <b>2,979</b> | <b>2,832</b> | <b>2,808</b> | <b>2,805</b> | <b>2,919</b> | <b>2,666</b> |
| Opex incidentals  | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            |
| Opex restructuring  | -22          | -24          | -10          | -30          | -84          | -80          | -50          | -120         | -84          | -86          | -50          | -105         |
| <b>Total adjusted operating expenses</b>                                  | <b>677</b>   | <b>677</b>   | <b>732</b>   | <b>634</b>   | <b>2,825</b> | <b>2,831</b> | <b>2,922</b> | <b>2,740</b> | <b>2,731</b> | <b>2,717</b> | <b>2,877</b> | <b>2,586</b> |
| <b>Adjusted EBITDA</b>  |              |              |              |              |              |              |              |              |              |              |              |              |
| EBITDA  | 595          | 598          | 611          | 568          | 2,378        | 2,377        | 2,418        | 2,337        | 2,431        | 2,424        | 2,502        | 2,356        |
| Incidentals   | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            |
| Restructuring   | 22           | 22           | 30           | 10           | 84           | 80           | 120          | 50           | 84           | 86           | 105          | 50           |
| <b>Lease-related expenses</b>   |              |              |              |              |              |              |              |              |              |              |              |              |
| Depreciation right-of-use asset   | -34          | -34          | -30          | -36          | -134         | -135         | -122         | -145         | -134         | -135         | -122         | -145         |
| Interest lease liabilities  | -7           | -7           | -6           | -8           | -27          | -27          | -24          | -32          | -27          | -28          | -22          | -33          |
| <b>Adjusted EBITDA after leases</b>                                       | <b>576</b>   | <b>579</b>   | <b>596</b>   | <b>538</b>   | <b>2,301</b> | <b>2,300</b> | <b>2,337</b> | <b>2,269</b> | <b>2,353</b> | <b>2,348</b> | <b>2,423</b> | <b>2,295</b> |
| <b>P&amp;L items cont'd</b>   |              |              |              |              |              |              |              |              |              |              |              |              |
| Depreciation  | 241          | 241          | 254          | 222          | 974          | 981          | 1,028        | 900          | 953          | 960          | 1,024        | 840          |
| Amortization  | 133          | 135          | 137          | 123          | 534          | 538          | 551          | 507          | 532          | 537          | 548          | 503          |
| <b>Total D&amp;A</b>  | <b>374</b>   | <b>375</b>   | <b>388</b>   | <b>357</b>   | <b>1,510</b> | <b>1,509</b> | <b>1,566</b> | <b>1,440</b> | <b>1,488</b> | <b>1,486</b> | <b>1,560</b> | <b>1,380</b> |
| <b>Operating profit</b>   | <b>218</b>   | <b>220</b>   | <b>249</b>   | <b>185</b>   | <b>872</b>   | <b>880</b>   | <b>947</b>   | <b>807</b>   | <b>950</b>   | <b>944</b>   | <b>1,045</b> | <b>854</b>   |
| <b>Profit for the period</b>  | <b>126</b>   | <b>122</b>   | <b>158</b>   | <b>88</b>    | <b>481</b>   | <b>495</b>   | <b>570</b>   | <b>407</b>   | <b>570</b>   | <b>571</b>   | <b>658</b>   | <b>466</b>   |
| <b>Earnings per share (non-diluted) from continuing operations (in €)</b> | <b>0.03</b>  | <b>0.03</b>  | <b>0.04</b>  | <b>0.02</b>  | <b>0.12</b>  | <b>0.12</b>  | <b>0.14</b>  | <b>0.10</b>  | <b>0.14</b>  | <b>0.14</b>  | <b>0.17</b>  | <b>0.11</b>  |
| <b>Dividend per share (in € cents) - Regular</b>                          | <b>4.3</b>   | <b>4.3</b>   | <b>4.5</b>   | <b>4.2</b>   | <b>13.1</b>  | <b>13.0</b>  | <b>13.8</b>  | <b>12.5</b>  | <b>13.9</b>  | <b>13.8</b>  | <b>15.1</b>  | <b>12.5</b>  |
| Dividend per share (in € cents) - Additional                              | 0.0          | 0.0          | 0.0          | 0.0          | 0.0          | 0.0          | 0.5          | 0.0          | 0.0          | 0.0          | 0.6          | 0.0          |
| <b>Dividend per share (in € cents) - Total</b>                            | <b>4.3</b>   | <b>4.3</b>   | <b>4.5</b>   | <b>4.2</b>   | <b>13.1</b>  | <b>13.0</b>  | <b>14.3</b>  | <b>12.5</b>  | <b>13.9</b>  | <b>13.8</b>  | <b>15.7</b>  | <b>12.5</b>  |
| <b>Cash flow generation</b>   |              |              |              |              |              |              |              |              |              |              |              |              |
| <b>Adjusted EBITDA after leases</b>                                       | <b>576</b>   | <b>579</b>   | <b>596</b>   | <b>538</b>   | <b>2,301</b> | <b>2,300</b> | <b>2,337</b> | <b>2,269</b> | <b>2,353</b> | <b>2,348</b> | <b>2,423</b> | <b>2,295</b> |
| Capex   | -269         | -267         | -250         | -320         | -1,099       | -1,100       | -1,079       | -1,118       | -1,104       | -1,100       | -1,077       | -1,130       |
| <b>Operational free cash flow</b>   | <b>307</b>   | <b>308</b>   | <b>336</b>   | <b>263</b>   | <b>1,202</b> | <b>1,205</b> | <b>1,252</b> | <b>1,169</b> | <b>1,250</b> | <b>1,245</b> | <b>1,316</b> | <b>1,195</b> |
| <i>as % of Adjusted revenues</i>  | <i>23.8%</i> | <i>23.9%</i> | <i>26.4%</i> | <i>20.2%</i> | <i>22.8%</i> | <i>22.7%</i> | <i>23.7%</i> | <i>22.0%</i> | <i>23.9%</i> | <i>23.7%</i> | <i>25.5%</i> | <i>23.0%</i> |
| Cash restructuring  | -22          | -22          | -10          | -36          | -90          | -88          | -50          | -127         | -85          | -86          | -50          | -133         |
| Non-cash incidentals  | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            |
| Change in provisions excl. restructuring                                  | -3           | 0            | 2            | -15          | -17          | -15          | 26           | -45          | -5           | 0            | 60           | -35          |
| Interest received/(paid) excl. lease interest                             | -37          | -33          | -23          | -69          | -246         | -240         | -206         | -281         | -222         | -221         | -189         | -250         |
| Taxes received/(paid)   | -8           | -6           | 0            | -30          | -18          | -20          | -6           | -28          | -26          | -25          | -8           | -100         |
| Change in working capital   | -70          | -60          | 1            | -122         | -69          | -77          | -20          | -96          | -37          | -37          | 8            | -75          |
| Other income  | 0            | 0            | 1            | -7           | 1            | 0            | 18           | -2           | 1            | 0            | 6            | 0            |
| Other movements   | 1            | 0            | 10           | -11          | -6           | -5           | 28           | -64          | -4           | 0            | 27           | -98          |
| <b>Free cash flow (excl. TEFD dividend)</b>                               | <b>167</b>   | <b>162</b>   | <b>211</b>   | <b>99</b>    | <b>755</b>   | <b>755</b>   | <b>784</b>   | <b>727</b>   | <b>870</b>   | <b>878</b>   | <b>945</b>   | <b>788</b>   |
| <i>as % of Adjusted revenues</i>  | <i>13.0%</i> | <i>12.7%</i> | <i>16.4%</i> | <i>7.7%</i>  | <i>14.3%</i> | <i>14.3%</i> | <i>14.9%</i> | <i>13.8%</i> | <i>16.6%</i> | <i>16.8%</i> | <i>18.3%</i> | <i>15.2%</i> |