



Press release
26 January 2010

KPN Group Belgium announces a strong growth in Q4 2009 and a solid year 2009

- Service revenue growth, up 7,5% in Q4 2009
- Total number of clients : more than 3,5 million
- Continued success of Challenger strategy

Brussels, 26 January 2010 – KPN Group Belgium publishes today its results for the fourth quarter 2009 and its full year results. Total customer base reaches 3,578,207 giving the company a customer market share of >25%¹. The wireless service revenue increases to €171 million in Q4 2009, from €159 million in Q4 2008. EBITDA in Belgium was down 5.9% at €64 million in Q4 versus a year ago, due to several one-offs.

Financial details

KPN Group Belgium generated wireless service revenues of €171 million in Q4 2009, up 7.5% compared to Q4 2008 (€159 million). This higher service revenue results from the execution of the Challenger strategy and is due to the increase of customers and the higher traffic related revenues. The fourth quarter did not see an impact from MTA tariff reductions. KPN Group Belgium is expected to have continued its market outperformance with an increased service revenue market share of ~18% in Q4. The EBITDA in Belgium is down 5.9% y-on-y in Q4 due to several negative one-offs.

Operational highlights

In the fourth quarter, KPN Group Belgium totalled more than 3.5 million customers adding another 18,000 customers to its client base. The prepaid customer base was negatively impacted by a one-off churn on the wholesale customer base (176,000). The growth of the postpaid customer base (32,000) follows the success of the refresh of the BASE brand, strengthened distribution and the development of partnerships with regional focus. The simplified and transparent BASE portfolio is an important driver of customer growth.

Consumer focus

KPN Mobile International has entered into an agreement with Mobistar for the sale of its fixed Belgian B2B and Carrier business, including its fiber network. Through this agreement KPN has also established a solid wholesale partnership with Mobistar that will allow KPN Group Belgium and KPN Belgium to concentrate on delivering mobile and fixed services to residential, SOHO and SME customers.

The transaction is expected to close in the first quarter of 2010. This is amongst others subject to approval from the relevant competition authorities.

¹ KPN Management estimates

Legal claims against Belgacom

KPN Group Belgium together with the Platform Telecom Operators & Service Providers launched a damage claim against Belgacom Mobile for abuse of dominant position on the business market. The Court requested to appoint an expert to evaluate the exact damages.

KPN Group Belgium nv/sa is a 100% subsidiary of Koninklijke KPN N.V. KPN offers mobile voice and data services in Germany (E-Plus and its sister brands), Belgium (BASE and its sister brands) and the Netherlands (KPN, Hi and Telfort). At the end of 2009, KPN Group Belgium had 721 employees and a market share in number of mobile customers of >25%. In 2009, KPN had a yearly turnover of 802 million euro in Belgium. The company's headquarters are in Brussels; it positions itself as an innovator in products and services via a segmented, multibranded approach. KPN Group Belgium commercializes the brands BASE, Ay Yildiz, Simyo, Zoniq and BASE business.

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