

## KPN delivered on FY 2024 outlook; on track towards mid-term ambitions

- FY24 Group service revenues +3.4% y-on-y (+3.1% organic<sup>1</sup>), adj. EBITDA AL of € 2,508m (+3.6% y-on-y, or +3.1% excl. Youfone) and FCF of € 900m
- Continued Group service revenue growth (+2.5% y-on-y, or +2.0% organic) in Q4, with organic growth across all segments
- Consumer service revenue grew 4.4% y-on-y in Q4, or +1.0% organic
- Solid commercial momentum in Consumer driving postpaid (+30k) and broadband (+10k) base growth in Q4
- Business service revenue grew 2.5% y-on-y in Q4, or +3.1% organic, driven by all divisions
- Continued to lead the Dutch fiber market; expanded footprint with 574k HP (incl. Glaspoort), record year connecting homes
- 2025 outlook: Service revenue growth ~3%, adj. EBITDA AL ~€ 2,580m, Capex ~€ 1.25bn and FCF ~€ 910m
- 7% DPS growth (DPS of € 18.2 cents) and new € 250m share buyback, returning all FCF to shareholders in 2025

### Message from the CEO, Joost Farwerck

“We delivered on our 2024 outlook and continued to make good progress towards our mid-term strategic and financial ambitions. Throughout the year, we consistently grew our Group service revenues. In Consumer, we saw encouraging developments in our postpaid and broadband base, driven by commercial improvements and increased focus on loyalty and base management. Our Business segment recorded another strong year, with organic growth across the board. Adjusted for Youfone, our Wholesale service revenues returned to growth in the second half of the year, primarily due to the success of Mobile. Our commitment towards customer centricity has been paying off, with improved trends in customer satisfaction levels in Consumer during the quarter.

We delivered adjusted EBITDA after leases and Free Cash Flow growth slightly above guidance, supported by sustainable service revenue growth and effective measures to partly offset inflationary pressures, clearly demonstrating the success of our Connect, Activate and Grow strategy.

We continue to lead the Dutch fiber market and together with our joint-venture Glaspoort we now cover 63% of the Netherlands and we see more and more customers benefiting from this next-generation digital infrastructure. To sustain our network leadership, we further optimized our roll out process and increased our focus on connecting households and activating customers. This approach is delivering tangible results, with record year delivery of Homes Connected and ongoing new fiber broadband net adds.

We believe that strong personal connections support constructive dialogue. That is why we aim to connect everyone to a sustainable future. We are creating a ‘Better Internet’ – responsible, inclusive and sustainable – for all in the Netherlands. We are advancing on our sustainability agenda, by using more fossil-free fuel vehicles, reducing energy consumption, and focusing on scope 3 emissions reduction. In 2025, we started sourcing solar energy from solar farm Kabeljauwbeek, a partnership with Eneco to further support our green electricity goals. I am happy to see employee engagement remains strong and I would like to thank the “Team KPN” for the great contributions in 2024 and I am looking forward to making 2025 a great year together.

The overall progress made in 2024 demonstrates the successful execution of our strategic plan, paving the way for future growth. We are set to maintain solid service revenue and adjusted EBITDA growth, in line with our mid-term 3-3-7 financial ambitions. Over the next three years, we will invest more than € 3 billion in our networks and the digitalization of the Netherlands, while delivering a strong return on capital employed. As from 2027 onwards, we foresee a step-down in our Capex, dropping to below € 1 billion, resulting in a material inflection in our Free Cash Flow and a CAGR of around 7% over the entire 2024-2027 period. Our focus on creating sustainable value enables us to continue to deliver attractive shareholder returns, with dividend per share growing by 7% and a € 250 million share buyback in 2025, projecting a 10% increase in total shareholder distributions.”

### Key figures

Group financials (unaudited) (in € m, unless stated otherwise)	Q4 2023	Q4 2024	Δ y-on-y	FY 2023	FY 2024	Δ y-on-y
Adjusted revenues	1,421	1,445	+1.7%	5,448	5,634	+3.4%
Service revenues	1,296	1,328	+2.5%	5,045	5,215	+3.4%
Adjusted EBITDA AL	611	630	+3.1%	2,420	2,508	+3.6%
As % of adjusted revenues	43.0%	43.6%		44.4%	44.5%	
Operating profit (EBIT)	323	331	+2.6%	1,342	1,392	+3.7%
Net profit	206	215	+4.3%	843	847	+0.6%
Capex	343	335	-2.4%	1,248	1,255	+0.6%
As % of adjusted revenues	24.1%	23.1%		22.9%	22.3%	
Operational Free Cash Flow	268	295	+10%	1,172	1,253	+6.9%
As % of adjusted revenues	18.9%	20.4%		21.5%	22.2%	
Free Cash Flow	334	358	+7.1%	886	900	+1.6%
As % of adjusted revenues	23.5%	24.7%		16.3%	16.0%	
Net debt				5,582	5,960	
ROCE				14.1%	14.4%	

<sup>1</sup> Excluding the impact from Youfone and divestments in LCE

## Operational performance

- **Consumer:** solid commercial momentum; mobile service revenue trend softened
  - Fixed-Mobile households: +9k net adds; fixed-mobile ARPA at € 88 (+2.4% y-on-y)
  - Broadband: +10k<sup>2</sup> net adds (of which +44k fiber net adds); blended fixed ARPU at € 55 (+1.0% y-on-y), or € 55 (+2.0%) excluding Youfone
  - Postpaid: +30k net adds; blended mobile ARPU at € 16 (-7.1% y-on-y), or € 17 (-2.8%) excluding Youfone
  - YTD NPS at +16 (Q3 2024: +16)
- **Business:** continues to perform well, with organic growth across the board
  - Broadband lines: +4k net adds
  - Mobile SIMs: +27k net adds
  - YTD NPS at +4 (Q3 2024: +4)
- **Wholesale:** continued organic service revenue growth, mainly driven by mobile
  - Broadband lines: -12k net adds
  - Postpaid SIMs: +4k net adds
  - Full MVNO SIMs: +391k net adds (primarily travel SIMs/M2M)
- **Network:** continued to lead the Dutch fiber market
  - Together with Glaspoort, fiber coverage at 63% of the Netherlands or ~5.3m homes passed
  - Record year fiber homes connected, reaching ~4.1m homes or 78% penetration of fiber footprint

## Financial performance

- **Adj. revenues** increased 1.7% y-on-y, or +1.3% organic in Q4 2024. Growth was driven by higher Group service revenues. FY 2024 adj. revenues grew +3.4% y-on-y, of which +0.6% related to Youfone, -0.4% to divestments in LCE and +0.4% to IP sales
- **Adj. EBITDA AL** increased 3.1% y-on-y in Q4 2024, or +2.3% excluding Youfone, driven by service revenue growth. Adj. EBITDA AL margin increased 60bps to 43.6%. FY 2024 adj. EBITDA AL increased 3.6% y-on-y, of which +0.5% related to Youfone and +0.8% to IP sales
- **Net profit** increased 4.3% y-on-y in Q4 2024. FY 2024 net profit was broadly flat y-on-y, due to one-off refinancing costs in Q1 2024
- **Capex** of € 335m was € 8m lower y-on-y in Q4 2024. FY 2024 Capex of € 1,255m increased € 7m y-on-y
- **Operational Free Cash Flow** of € 295m increased € 27m or +10% y-on-y in Q4 2024, driven by higher adjusted EBITDA AL and lower Capex. FY 2024 Operational Free Cash Flow increased 6.9% y-on-y, due to higher adjusted EBITDA AL
- **Free Cash Flow** of € 358m increased € 24m, or +7.1% y-on-y in Q4 2024, mainly driven by higher EBITDA AL. FY 2024 Free Cash Flow increased € 14m, as higher cash taxes and change in working capital were more than offset by EBITDA AL growth

## Outlook for 2025

KPN achieved its upgraded full-year 2024 outlook. KPN intends to pay a regular dividend per share of € 17.0 cents over 2024. The final regular dividend of € 10.2 cents per share is subject to shareholder approval at the Annual General Meeting of Shareholders on 16 April 2025. The provisional ex-dividend date is 22 April 2025, and the provisional payment date is 28 April 2025.

For 2025, KPN expects service revenues to grow by approximately 3%, adj. EBITDA AL of approximately € 2,580m, Capex of approximately € 1.25bn and approximately € 910m of Free Cash Flow. KPN reiterates its 2027 ambitions presented at its CMD in 2023.

The expected dividend payout over 2025 is € 18.2 cents per share (+7% y-on-y). KPN's execution of its strategy, strong balance sheet and multi-year cash generation perspective enable the company to structurally return its Free Cash Flow in full to its shareholders and complement the growing dividend with a new share buyback of € 250m in 2025.

	Outlook FY 2024	Achievements FY 2024	Outlook FY 2025 <sup>3</sup>
Service Revenues	~3%	+3.4%	~3%
Adjusted EBITDA AL	~€ 2,500m	€ 2,508m	~€ 2,580m
Capex	~€ 1.2bn	€ 1,255m	~€ 1.25bn
Free Cash Flow	>€ 890m	€ 900m	~€ 910m
Regular DPS	€ 17.0ct	€ 17.0ct	€ 18.2ct
Share buyback	€ 200m	€ 200m	€ 250m

<sup>2</sup> Corrected for migrations to, and new customers of, business propositions (5k in Q4 2024, 4k in Q3 2024, 5k in Q2 2024, 6k in Q1 2024 and 6k in Q4 2023)

<sup>3</sup> Excluding the potential positive contributions from the consolidation of the new Tower Company, where regulatory approval is pending

## Financial review KPN Group Q4 and FY 2024

### Key financial metrics

Group financials (unaudited) <i>(in € m, unless stated otherwise)</i>	Q4 2023	Q4 2024	Δ y-on-y	FY 2023	FY 2024	Δ y-on-y
Service revenues	1,296	1,328	+2.5%	5,045	5,215	+3.4%
Non-service revenues & other	125	118	-6.0%	403	419	+3.8%
<b>Adjusted revenues</b>	<b>1,421</b>	<b>1,445</b>	<b>+1.7%</b>	<b>5,448</b>	<b>5,634</b>	<b>+3.4%</b>
Cost of goods & services	372	372	0.0%	1,383	1,428	+3.2%
Personnel expenses	223	219	-1.9%	822	849	+3.3%
IT/TI	85	87	+3.4%	310	312	+0.7%
Other operating expenses	98	100	+2.8%	368	384	+4.3%
<b>Total adjusted opex</b>	<b>777</b>	<b>778</b>	<b>+0.2%</b>	<b>2,884</b>	<b>2,973</b>	<b>+3.1%</b>
Depreciation right-of-use asset	28	32	+13%	124	130	+4.5%
Interest lease liabilities	5	6	+9.0%	21	23	+11%
<b>Total adjusted indirect opex after leases</b>	<b>438</b>	<b>444</b>	<b>+1.3%</b>	<b>1,646</b>	<b>1,698</b>	<b>+3.2%</b>
<b>Adjusted EBITDA AL</b>	<b>611</b>	<b>630</b>	<b>+3.1%</b>	<b>2,420</b>	<b>2,508</b>	<b>+3.6%</b>
<i>As % of adjusted revenues</i>	43.0%	43.6%		44.4%	44.5%	
Operating profit (EBIT)	323	331	+2.6%	1,342	1,392	+3.7%
Net profit	206	215	+4.3%	843	847	+0.6%
ROCE*				14.1%	14.4%	
FTE personnel (#)				10,286	10,059	-2.2%

\* ROCE is calculated on a 4-quarter average rolling basis

### Q4 2024

Adjusted revenues increased 1.7% y-on-y, or +1.3% excluding Youfone and divestments in LCE, driven by growth in Consumer and Business. Group service revenues increased 2.5% y-on-y, or +2.0% on organic basis, driven by organic growth across all segments.

In Q4, cost of goods and services remained stable compared to the prior year, as higher third-party access costs and service revenue mix effects in B2B were offset by intra-year cost phasing. Personnel expenses decreased 1.9% y-on-y, driven by natural attrition and the effects from the ongoing digital transformation of KPN. IT/TI costs increased 3.4% y-on-y and other Opex increased 2.8% y-on-y. The total adjusted indirect Opex after leases increased 1.3% y-on-y, as continued inflationary headwinds were partly offset by KPN's cost measures.

Adjusted EBITDA AL increased 3.1% y-on-y, or +2.3% excluding Youfone, driven by higher Group service revenues. Adjusted EBITDA AL margin increased 60bps to 43.6%. Operating profit (EBIT) of € 331m increased 2.6% y-on-y, driven by higher EBITDA, partly offset by higher depreciation and amortization.

Net profit of € 215m increased € 9m, or +4.3% y-on-y, mainly due to operating profit growth.

### FY 2024

Adjusted revenues increased 3.4% y-on-y, of which +0.6% related to Youfone, -0.4% to divestments in LCE and +0.4% to IP sales. Group service revenues increased 3.4% y-on-y, or +3.1% excluding Youfone and divestments in LCE.

Cost of goods and services increased 3.2% y-on-y, driven by higher third-party access costs and service revenue mix effects in B2B. Personnel expenses increased 3.3% y-on-y, as wage indexation more than offset the FTE step-down (-227 FTEs y-on-y). IT/TI expenses were broadly flat, while other Opex increased 4.3% y-on-y due to inflationary effects.

Adjusted EBITDA AL increased 3.6% y-on-y, of which +0.5% related to Youfone and +0.8% to IP sales. Growth was driven by Group service and non-service revenue growth. Adjusted EBITDA AL margin increased 10bps to 44.5%. Operating profit (EBIT) of € 1,392m increased € 50m, or +3.7% y-on-y, driven by higher EBITDA, partly offset by higher amortization.

Net profit of € 847m increased € 5m, or +0.6% y-on-y, as operating profit growth was almost fully offset by one-off refinancing costs in Q1 2024.

ROCE was 14.4% in FY 2024, an increase of 40bps compared to FY 2023 (14.1%), driven by increased operational efficiency.

## Financial position

Group financials (unaudited) <i>(in € m, unless stated otherwise)</i>	Q4 2023	Q4 2024	Δ y-on-y	FY 2023	FY 2024	Δ y-on-y
Operational Free Cash Flow	268	295	+10%	1,172	1,253	+6.9%
As % of adjusted revenues	18.9%	20.4%		21.5%	22.2%	
Free Cash Flow	334	358	+7.1%	886	900	+1.6%
As % of adjusted revenues	23.5%	24.7%		16.3%	16.0%	
Net debt				5,582	5,960	
Gross debt				6,384	6,722	
Cash & short-term investments				802	762	
Leverage ratio*				2.3x	2.4x	
Interest cover ratio**				10.5x	10.5x	
<b>Credit ratings</b>				<b>Rating</b>	<b>Outlook</b>	
Standard & Poor's				BBB	Stable	
Fitch Ratings				BBB	Stable	

\* Net debt (excl. leases) / LTM adjusted EBITDA AL

\*\* LTM adjusted EBITDA AL / LTM Net interest paid (excl. lease interest, incl. perpetual hybrid coupon)

### FY 2024

FY 2024 Operational Free Cash Flow of € 1,253m was 6.9% higher y-on-y, driven by higher EBITDA. FY 2024 Free Cash Flow increased 1.6% y-on-y, as higher Operational Free Cash Flow offset higher cash taxes paid and change in working capital. Free Cash Flow margin decreased 30bps to 16.0%.

At the end of Q4 2024, net debt amounted to € 5,960m, € 260m lower compared to end Q3 2024. Compared to the prior year, net debt increased by € 377m, mainly driven by the Youfone acquisition, the 3.5GHz spectrum payment and non-recurring refinancing costs.

KPN continues to maintain a strong balance sheet and liquidity position at the end of Q4 2024. Nominal debt outstanding was € 7,170m, in line with Q3 2024. Gross debt of € 6,722m was slightly lower (Q3 2024: € 6,738m), due to collateral movements. KPN's committed liquidity consisted of € 762m cash & short-term investments and € 1,075m of undrawn committed revolving credit facilities. Therefore, available liquidity covers debt maturities until 2027. At 31 December 2024, the net debt to EBITDA ratio was 2.4x (Q3 2024: 2.5x) and the interest cover ratio stood at 10.5x (Q3 2024: 9.3x). At 31 December 2024, the weighted average cost of senior debt was 3.78%, 33bps lower y-on-y and 7bps lower q-on-q.

On 20 December 2024, KPN announced its intention to redeem the remaining outstanding principal amount of the EUR hybrid bond (€ 219m) issued on 8 November 2019 at its first reset date (8 February 2025). The instrument was already refinanced by the issuance of € 0.5bn perpetual green hybrid bond with a coupon of 4.875% in June 2024.

In December 2024, Moody's withdrew its rating on KPN, at KPN's request. At the moment of withdrawal, Moody's rating on KPN was Baa3 with a positive outlook. KPN continues to be rated by S&P (BBB/stable) and Fitch (BBB/stable).

At the end of Q4 2024, Group equity amounted to € 3,533m, € 27m lower compared to the end of Q4 2023.

In May 2024, KPN completed a € 200m share buyback program, repurchasing 59,987,360 ordinary shares at an average price of € 3.33 per share. The share buyback is part of KPN's commitment to structurally return additional capital to its shareholders. In September, KPN cancelled 58,487,360 of the repurchased shares. As per 31 December 2024, the total shares outstanding amounted to 3,888,930,422 of which 2,651,382 are Treasury shares.

## Capex

Group financials (unaudited) <i>(in € m, unless stated otherwise)</i>	Q4 2023	Q4 2024	Δ y-on-y	FY 2023	FY 2024	Δ y-on-y
Fiber rollout	126	115	-8.5%	457	444	-2.7%
Customer driven	54	44	-19%	188	176	-6.5%
Other	163	176	+7.7%	604	635	+5.2%
<b>Capex</b>	<b>343</b>	<b>335</b>	<b>-2.4%</b>	<b>1,248</b>	<b>1,255</b>	<b>+0.6%</b>
<i>As % of adjusted revenues</i>	24.1%	23.1%		22.9%	22.3%	

FY 2024 Capex increased € 7m y-on-y to € 1,255m, mainly driven by an increase in in fiber service delivery costs, investments in our core network and cloudification. FY 2024 Capex represents 22.3% of adjusted revenues (FY 2023: 22.9%).

## Personnel

# FTE by segment at the end of the period <i>(unaudited)</i>	FY 2023	FY 2024	Δ y-on-y	Δ y-on-y
Consumer	3,365	3,239	-126	-3.7%
Business	2,847	2,865	+18	+0.6%
Wholesale	220	212	-8	-3.6%
Network, Operations & IT	2,893	2,790	-103	-3.6%
Other	961	951	-10	-1.0%
<b>KPN Group</b>	<b>10,286</b>	<b>10,059</b>	<b>-227</b>	<b>-2.2%</b>

At the end of 2024, KPN employed 10,059 personnel (in FTEs), which was 227 FTEs less than previous year, driven by natural attrition and the effects from the ongoing digital transformation of KPN.

## Financial and operating review per segment Q4 and FY 2024

### Consumer

Segment financials (unaudited) <i>(in € m, unless stated otherwise)</i>	Q4 2023	Q4 2024	Δ q-on-q	Δ y-on-y	Δ y-on-y Organic	FY 2023	FY 2024	Δ y-on-y	Δ y-on-y Organic
<b>Fixed service revenue</b>	<b>465</b>	<b>477</b>		<b>+2.6%</b>	<b>+1.3%</b>	<b>1,826</b>	<b>1,881</b>	<b>+3.0%</b>	<b>+2.1%</b>
Broadband service revenues	451	466		+3.3%	+1.9%	1,768	1,832	+3.6%	+2.7%
o/w Fiber broadband service revenues	270	304		+13%	+12%	1,026	1,159	+13%	+12%
o/w Copper broadband service revenues	181	162		-11%	-13%	741	673	-9.2%	-11%
Other Fixed service revenues	14	12		-16%	-18%	58	49	-16%	-16%
<b>Mobile service revenues</b>	<b>208</b>	<b>225</b>		<b>+8.3%</b>	<b>+0.3%</b>	<b>788</b>	<b>880</b>	<b>+12%</b>	<b>+5.4%</b>
<b>Adjusted Consumer service revenues</b>	<b>673</b>	<b>702</b>		<b>+4.4%</b>	<b>+1.0%</b>	<b>2,614</b>	<b>2,761</b>	<b>+5.6%</b>	<b>+3.1%</b>
Non-service & Other revenues	77	80		+4.2%	+4.2%	268	274	+2.1%	+2.1%
<b>Adjusted Consumer revenues</b>	<b>750</b>	<b>783</b>		<b>+4.4%</b>	<b>+1.3%</b>	<b>2,882</b>	<b>3,035</b>	<b>+5.3%</b>	<b>+3.0%</b>
<b>Households (k)</b>									
Fiber households	1,642	1,830	+44	+189					
Copper households	1,118	993	-39	-125					
Postpaid-only households	783	1,005	+6	+222					
<b>Total Consumer households</b>	<b>3,543</b>	<b>3,829</b>	<b>+11</b>	<b>+286</b>					
o/w Fixed-Mobile households	1,548	1,678	+9	+130					
<b>ARPA (€)</b>									
ARPA Fixed-Mobile households	86	88	+0.1%	+2.4%					
ARPA total Consumer households	62	62	-0.1%	+0.7%					
NPS Consumer (YTD)	+16	+16	flat	flat					

In Consumer, KPN aims to provide the best internet experience through relevant offers, giving the best value for the entire household, supported by the highest quality fiber and 5G connectivity. Through its Household 3.0 strategy, launched in January 2025, KPN will boost its customer experience by offering access to a state-of-the-art range of services, such as OTT packages, security and gaming via KPN's NextGen Digital Operating model. This model offers a digital first, human-assisted omni-channel customer experience powered by AI.

### Q4 2024

Adjusted Consumer service revenues increased 4.4% y-on-y, or +1.0% excluding Youfone. Fixed service revenues increased 2.6% y-on-y, or +1.3% organic, with continued solid broadband service revenue growth (+3.3% y-on-y), despite the increased competitive environment. Fiber broadband service revenues continued to grow double digit (+13% y-on-y). The solid performance in fiber broadband offset the ongoing decline in copper (-11% y-on-y) and legacy services (-16% y-on-y). Operational performance on fiber remained strong, as KPN activated 44k fiber households in the quarter (Q3 2024: +37k). Broadband net adds were +10k<sup>4</sup> in Q4 2024, supported by increased focus on loyalty and an attractive household offering. Fixed ARPU increased 1.0% y-on-y to € 55, or +2.0% to € 55 excluding Youfone.

Consumer mobile service revenues increased 8.3% y-on-y, or +0.3% excluding Youfone. The year-on-year organic service revenue growth slowed down sequentially, mainly due to the lapping of price increases implemented in October 2023, less out-of-bundle revenues and negative one-offs. Blended postpaid ARPU decreased 7.1% y-on-y to € 16, or -2.8% to € 17 excluding Youfone. KPN's postpaid base grew by 30k net adds.

Non-service revenues increased 4.2% y-on-y, driven by a different promotional mix on fixed and higher handset sales.

YTD Consumer NPS was stable at +16 (Q3 2024: +16) but customer satisfaction trends improved during the quarter. KPN remains leading in the Dutch market.

On 28 January 2025, KPN announced that it has secured the exclusive broadcasting rights for highlights of the Eredivisie. These rights ensure that KPN remains a leading sports content provider in the Netherlands.

### FY 2024

Adjusted Consumer service revenues increased 5.6% y-on-y, or +3.1% excluding Youfone, driven by both fixed and mobile.

<sup>4</sup> Corrected for migrations to, and new customers of, small business propositions (5k in Q4 2024, 4k in Q3 2024, 5k in Q2 2024, 6k in Q1 2024 and 6k in Q4 2023)

**Business**

Segment financials (unaudited) <i>(in € m, unless stated otherwise)</i>	Q4 2023	Q4 2024	Δ q-on-q	Δ y-on-y	Δ y-on-y Organic	FY 2023	FY 2024	Δ y-on-y	Δ y-on-y Organic
SME service revenues	169	180		+6.5%	+5.2%	650	707	+8.7%	+7.7%
LCE service revenues	198	197		-1.0%	+1.4%	776	768	-0.9%	+1.6%
Tailored Solutions service revenues	80	82		+2.6%	+2.6%	300	313	+4.4%	+4.4%
<b>Adjusted Business service revenues</b>	<b>447</b>	<b>458</b>		<b>+2.5%</b>	<b>+3.1%</b>	<b>1,726</b>	<b>1,788</b>	<b>+3.6%</b>	<b>+4.4%</b>
Non-service & Other revenues	28	27		-5.6%	-5.6%	98	91	-6.8%	-6.8%
<b>Adjusted Business revenues</b>	<b>475</b>	<b>484</b>		<b>+1.9%</b>	<b>+2.5%</b>	<b>1,824</b>	<b>1,880</b>	<b>+3.1%</b>	<b>+3.8%</b>
<b>KPIs (k)</b>									
Broadband lines	384	396	+4	+12					
Mobile SIMs	2,182	2,289	+27	+107					
NPS Business (YTD)	+5	+4							

In Business, KPN is a preferred partner, continuously expanding its digital ecosystem. By leveraging a converged portfolio for both SME and LCE, KPN has increased its share of wallet, which is driving further growth. Tailored Solutions is positioned as a strategic IT and integration partner, delivering value by adding ICT solutions on top of the connectivity portfolio to the largest customers. During 2024, KPN enhanced its Security portfolio in both Broadband and Mobile contributing to protecting sectors which are increasingly vulnerable to security threats.

**Q4 2024**

Adjusted Business service revenues grew 2.5% y-on-y, or +3.1% excluding Youfone and divestments in LCE, with organic growth across all divisions. The y-on-y growth rate softened sequentially (+5.9% in Q3 2024), partly due to a small, negative one-off correction (~€ 2m) related to an accounting adjustment for discounts in SME. Commercial momentum remained solid, especially in mobile. The number of mobile SIMs base increased by 27k, while the number of broadband lines increased by 4k this quarter.

SME service revenues grew 6.5% y-on-y, or +5.2% organic, driven by strong growth in Cloud & Workspace and supported by the continued solid commercial momentum in Mobile and Broadband.

LCE service revenues declined 1.0% y-on-y, or increased 1.4% excluding the divestments of CAM IT and KPN Internetservices. Organic growth was mainly supported by the continued good performance in IoT. IT services grew 2.1% y-on-y, driven by Cloud & Workspace and Security. Access & Connectivity continues to face ongoing price pressure, particularly in mobile.

Tailored Solutions service revenues grew 2.6% y-on-y, driven by higher project related business revenues. Tailored Solutions remains subject to seasonality of projects.

Business YTD NPS remained stable sequentially at +4. KPN Business NPS is a clear leader in the Dutch market.

**FY 2024**

Adjusted Business service revenues grew 3.6% y-on-y, or +4.4% excluding Youfone and divestments in LCE, driven by organic growth across all divisions. Non-service & Other revenues decreased 6.8% y-on-y.

**Wholesale**

Segment financials (unaudited) (in € m, unless stated otherwise)	Q4 2023	Q4 2024	Δ q-on-q	Δ y-on-y	Δ y-on-y Organic	FY 2023	FY 2024	Δ y-on-y	Δ y-on-y Organic
Broadband	81	77		-5.2%	-0.1%	319	316	-1.0%	+2.7%
Mobile	43	40		-6.6%	+21%	177	156	-12%	+5.0%
Other	48	45		-6.6%	-6.6%	197	182	-7.9%	-7.9%
<b>Adjusted Wholesale service revenues</b>	<b>172</b>	<b>162</b>		<b>-5.9%</b>	<b>+2.3%</b>	<b>693</b>	<b>654</b>	<b>-5.7%</b>	<b>-0.1%</b>
Non-service & Other revenues	0	1		<i>n.m.</i>	<i>n.m.</i>	2	3	>100%	>100%
<b>Adjusted Wholesale revenues</b>	<b>172</b>	<b>163</b>		<b>-5.5%</b>	<b>+2.8%</b>	<b>695</b>	<b>657</b>	<b>-5.4%</b>	<b>+0.2%</b>
<b># Customers (k)</b>									
Broadband lines <sup>5</sup>	1,173	1,083	-12	-90					
Postpaid SIMs <sup>6</sup>	811	310	+4	-501					
Full MVNO SIMs	3,228	4,508	+391	+1,280					

In Wholesale, KPN continues its open access policy to offer access to third-party operators. KPN aims to remain a trusted connectivity partner, providing broadband and mobile services to both local and global companies, while investing in new scalable products to monetize KPN's infrastructure assets.

**Q4 2024**

Adjusted Wholesale service revenues decreased 5.9% y-on-y, or increased 2.3% excluding Youfone. Organic growth was driven by higher mobile service revenues.

Broadband service revenues decreased 5.2% y-on-y, or remained broadly stable (-0.1% y-on-y) excluding Youfone. The impact from competition seen in the wider broadband market was partly offset by fiber service revenues from Glaspoort (KPN Wholesale delivers PON Ethernet service to Glaspoort). Sequentially, KPN's broadband base declined by 12k, reflecting the continued competitive environment and the ongoing migration of copper lines to Glaspoort fiber.

Mobile service revenues decreased 6.6% y-on-y, or increased 21% excluding Youfone. Growth was driven by the continued strong increase in international sponsored roaming volumes and base. Wholesale added 391k full MVNO SIMs and 4k postpaid SIMs during the quarter.

Other service revenues declined 6.6% y-on-y, mainly driven by lower regulated tariffs in 2024 and less traffic leading to a decrease in low-margin interconnect revenues.

**FY 2024**

Adjusted Wholesale service revenues decreased 5.7% y-on-y, or broadly flat excluding Youfone, as growing broadband and mobile service revenues were offset by lower other service revenues.

<sup>5</sup> Includes +18k from Q4 '23 related to Primeinvest and -56k in Q2 '24 related to Youfone

<sup>6</sup> Includes -546k in Q2 '24 related to Youfone



## Network, Operations & IT

Segment KPIs (in thousands)	FY 2023	FY 2024	Δ q-on-q	Δ y-on-y
Fiber Homes Passed KPN	4,260	4,682	+48	+422
Fiber Homes Passed Glaspoort JV	461	613	+61	+152
<b>Fiber Homes Passed KPN &amp; Glaspoort</b>	<b>4,721</b>	<b>5,295</b>	<b>+109</b>	<b>+574</b>
Fiber Homes Passed 3 <sup>rd</sup> party <sup>7</sup>	170	220	+30	+51
<b>Fiber Homes Passed total</b>	<b>4,891</b>	<b>5,515</b>	<b>+139</b>	<b>+624</b>
Fiber Homes Connected KPN	3,431	3,748	+73	+317
Fiber Homes Connected Glaspoort JV	283	384	+41	+101
<b>Fiber Homes Connected KPN &amp; Glaspoort</b>	<b>3,714</b>	<b>4,132</b>	<b>+114</b>	<b>+418</b>

KPN is committed to building the most secure networks and digital infrastructure in the Netherlands. In fixed, KPN will continue its large-scale fiber roll out, accelerating the connection of homes and decommissioning the copper network in fiber-covered areas. In mobile, KPN aims to maintain its leading position by investing in its mobile core and leverage the innovative potential of 5G with its first standalone 5G core. In 2024, KPN further invested in its core infrastructure to ensure networks are ready for strong traffic and usage in the coming years. Additionally, KPN will further enhance its customer-facing processes through digitization, leveraging AI to provide the best digital customer experience.

### FY 2024

In 2024, together with Glaspoort, KPN added 574k homes passed to its fiber footprint. With this, KPN and Glaspoort jointly cover 63% of Dutch homes.

KPN's progress on optimizing and streamlining the entire end-to-end fiber chain continues to bear fruit, resulting in accelerated delivery of fiber connected homes. In 2024, KPN added a record 418k fiber connected homes, reaching 78% penetration of its fiber footprint.

On 5 June 2024, KPN announced a strategic partnership with ABP to create a new Tower Company. The transaction is subject to ACM approval, which is still pending. If approved, KPN, as a 51% shareholder, plans to fully consolidate the Tower Company as of the closing of the transaction, adding, on a full-year basis, approximately € 30m of adjusted EBITDA AL, approximately € 10m in Capex, and up to € 10m in Free Cash Flow to KPN in 2025 (the exact impact for 2025 depending on the timing of approval and closing). Post-closing, net debt will increase by up to € 300m, with approximately a 0.1x pro-forma impact on KPN's leverage ratio, driven by the equalization payment and the impact from refinancing the Tower Company based on a local leverage ratio of approximately 5x net debt/EBITDA. KPN's leverage ratio is expected to stay within the ~2.5x Net Debt/EBITDA range.

<sup>7</sup> Including a cumulative correction of 21k in Q4 2024

## Analysis of adjusted results Q4 and FY 2024

The following table shows the reconciliation between reported revenues and adjusted revenues:

Revenues (in € m)	Q4 2023	Q4 2024	Δ y-on-y	FY 2023	FY 2024	Δ y-on-y
Consumer	750	783	+4.4%	2,882	3,035	+5.3%
Business	475	484	+1.9%	1,824	1,880	+3.1%
Wholesale	172	163	-5.5%	695	657	-5.4%
Network, Operations & IT	27	16	-42%	64	60	-7.2%
Other (incl. eliminations)	9	-0	n.m.	15	2	-84%
<b>Total revenues</b>	<b>1,434</b>	<b>1,445</b>	<b>+0.8%</b>	<b>5,480</b>	<b>5,634</b>	<b>+2.8%</b>
<b>Revenue incidentals</b>						
Consumer	-	-	-	-	-	-
Business	-	-	-	-	-	-
Wholesale	-	-	-	-	-	-
Network, Operations & IT	13	-	-100%	31	-	-100%
Other (incl. eliminations)	-	-	-	-	-	-
<b>Total revenue incidentals</b>	<b>13</b>	<b>-</b>	<b>-100%</b>	<b>31</b>	<b>-</b>	<b>-100%</b>
Consumer	750	783	+4.4%	2,882	3,035	+5.3%
Business	475	484	+1.9%	1,824	1,880	+3.1%
Wholesale	172	163	-5.5%	695	657	-5.4%
Network, Operations & IT	14	16	+13%	33	60	+80%
Other (incl. eliminations)	9	-0	n.m.	15	2	-84%
<b>Total adjusted revenues</b>	<b>1,421</b>	<b>1,445</b>	<b>+1.7%</b>	<b>5,448</b>	<b>5,634</b>	<b>+3.4%</b>

The following table specifies the revenue incidental in more detail:

Revenue incidental (in € m)	Segment	Q4 2023	Q4 2024	FY 2023	FY 2024
Book gain on sale of assets to JV (Glaspoort)	NOI	13	-	31	-
<b>Total revenue incidental</b>		<b>13</b>	<b>-</b>	<b>31</b>	<b>-</b>

The following table shows the reconciliation between reported EBITDA and adjusted EBITDA AL:

(in € m)	Q4 2023	Q4 2024	Δ y-on-y	FY 2023	FY 2024	Δ y-on-y
<b>EBITDA</b>	<b>630</b>	<b>654</b>	<b>+3.8%</b>	<b>2,548</b>	<b>2,632</b>	<b>+3.3%</b>
Incidentals	-	-	-	-22	-	-100%
Restructuring	14	13	-8.5%	38	28	-26%
<b>Lease-related expenses</b>						
Depreciation right-of-use asset	-28	-32	+13%	-124	-130	+4.5%
Interest lease liabilities	-5	-6	+9.0%	-21	-23	+11%
<b>Adjusted EBITDA AL</b>	<b>611</b>	<b>630</b>	<b>+3.1%</b>	<b>2,420</b>	<b>2,508</b>	<b>+3.6%</b>

The following table specifies the EBITDA incidentals in more detail:

EBITDA incidentals (in € m)	Category	Q4 2023	Q4 2024	FY 2023	FY 2024
Book gain on sale of assets to JV (Glaspoort)	Revenues	13	-	31	-
Book loss on sale of a subsidiary	Other opex	-13	-	-13	-
Release of provisions	Other opex	-	-	3	-
<b>Total EBITDA incidentals</b>		<b>-</b>	<b>-</b>	<b>22</b>	<b>-</b>

All related documents can be found on KPN's website: [ir.kpn.com](https://ir.kpn.com)

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## Safe harbor

### Alternative performance measures and management estimates

*This financial report contains a number of alternative performance measures (non-GAAP figures) to provide readers with additional financial information that is regularly reviewed by management, such as EBITDA and Free Cash Flow ('FCF'). These non-GAAP figures should not be viewed as a substitute for KPN's GAAP figures and are not uniformly defined by all companies including KPN's peers. Numerical reconciliations are included in KPN's quarterly factsheets and in the Integrated Annual Report 2023. KPN's management considers these non-GAAP figures, combined with GAAP performance measures and in conjunction with each other, most appropriate to measure the performance of the Group and its segments. The non-GAAP figures are used by management for planning, reporting (internal and external) and incentive purposes. KPN's main alternative performance measures are listed below. The figures shown in this financial report are based on continuing operations and were rounded in accordance with standard business principles. As a result, totals indicated may not be equal to the precise sum of the individual figures.*

*Financial information is based on KPN's interpretation of IFRS as adopted by the European Union as disclosed in the Integrated Annual Report 2023 and do not take into account the impact of future IFRS standards or interpretations. Note that certain definitions used by KPN in this report deviate from the literal definition thereof and should not be considered in isolation or as a substitute for analyses of the results as reported under IFRS as adopted by the European Union. KPN defines revenues as the total of revenues and other income. Adjusted revenues are derived from revenues (including other income) and are adjusted for the impact of incidentals. KPN defines EBITDA as operating result before depreciation (including impairments) of PP&E and amortization (including impairments) of intangible assets. Adjusted EBITDA after leases ('adjusted EBITDA AL') are derived from EBITDA and are adjusted for the impact of restructuring costs and incidentals ('adjusted') and for lease costs, including depreciation of right-of-use assets and interest on lease liabilities ('after leases' or 'AL'). KPN defines Gross Debt as the nominal value of interest-bearing financial liabilities representing the net repayment obligations in Euro, excluding derivatives, related collateral, and leases, taking into account 50% of the nominal value of the hybrid capital instruments. In its Leverage Ratio, KPN defines Net Debt as Gross Debt less net cash and short-term investments, divided by 12 month rolling adjusted EBITDA AL excluding major changes in the composition of the Group (acquisitions and disposals). The Lease adjusted leverage ratio is calculated as Net Debt including lease liabilities divided by 12 month rolling adjusted EBITDA AL excluding major changes in the composition of the Group (acquisitions and disposals). Operational Free Cash Flow is defined as adjusted EBITDA AL minus capital expenditures ('Capex') being expenditures on PP&E and software, excluding M&A. Free Cash Flow ('FCF') is defined as cash flow from continuing operating activities plus proceeds from real estate, minus Capex. Return on capital employed ('ROCE') is calculated by the net operating profit less adjustments for taxes ('NOPLAT') divided by capital employed, on a 4-quarter rolling basis. Net operating profit is the adjusted EBITA (excluding incidentals and amortization of other intangibles and including restructuring costs). KPN defines capital employed as the carrying amount of operating assets and liabilities, which excludes goodwill and the other intangibles.*

*All market share information in this financial report is based on management estimates based on externally available information, unless indicated otherwise. For a full overview on KPN's non-financial information, reference is made to KPN's quarterly factsheets available on [ir.kpn.com](https://ir.kpn.com).*

### Forward-looking statements

*Certain statements contained in this financial report 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, KPN's 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", "will", "may", "could", "should", "intends", "estimate", "plan", "goal", "target", "aim" 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 KPN's control that could cause actual results to differ materially from such statements. A number of these factors are described (not exhaustively) in the Integrated Annual Report 2023. All forward-looking statements and ambitions stated in this financial report that refer to a growth or decline, refer to such growth or decline relative to the situation per 31 December 2024, unless stated otherwise.*