

# HYBRID SHARE HOLDERS MEETING

Manual and  
Frequently Asked Questions

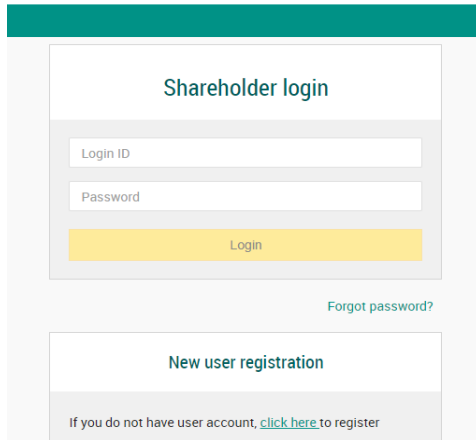
10 April 2019



# Login procedures pre Close of Registration

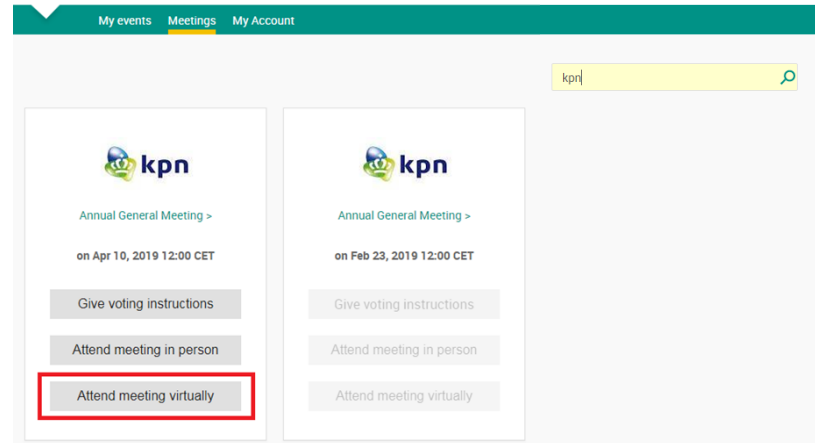
before Wednesday 3 April 2019, at 17:30 (CET)

[Click here](#) to login to the shareholder portal and click login



The screenshot shows the 'Shareholder login' page. It features a teal header bar. Below it, the text 'Shareholder login' is centered. There are two input fields: 'Login ID' and 'Password'. A yellow 'Login' button is positioned below the password field. To the right of the login button is a link for 'Forgot password?'. At the bottom of the page, there is a 'New user registration' section with a link to register if the user does not have an account.

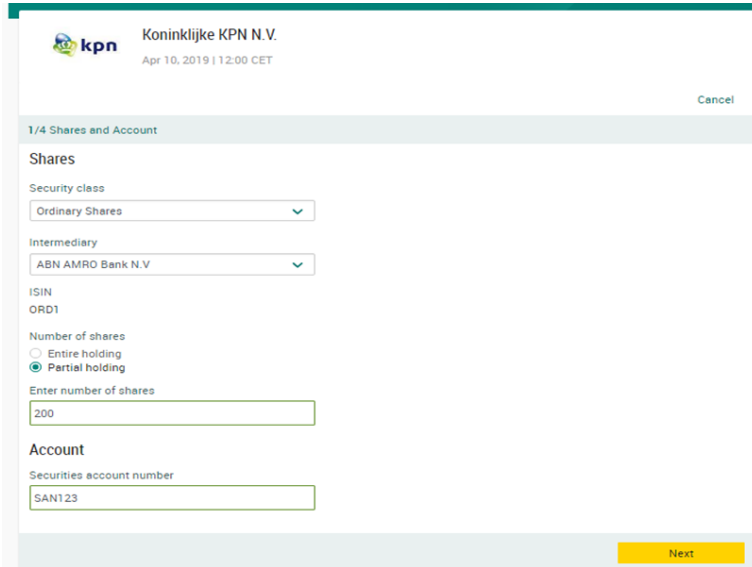
Select the recent meeting of KPN and select "Attend meeting virtually"



The screenshot shows the 'Meetings' page in the KPN shareholder portal. The teal header bar contains 'My events', 'Meetings', and 'My Account'. A search bar with 'kpn' is visible. The page displays two meeting cards for the 'Annual General Meeting >'. The first card is for a meeting on 'Apr 10, 2019 12:00 CET' and the second is for a meeting on 'Feb 23, 2019 12:00 CET'. Each card has three buttons: 'Give voting instructions', 'Attend meeting in person', and 'Attend meeting virtually'. The 'Attend meeting virtually' button for the April 10 meeting is highlighted with a red border.

# Login procedures pre Close of Registration

before Wednesday 3 April 2019, at 17:30 (CET)



The screenshot shows a web form for KPN N.V. registration. The header includes the KPN logo, the company name 'Koninklijke KPN N.V.', the date 'Apr 10, 2019 | 12:00 CET', and a 'Cancel' link. The main section is titled '1/4 Shares and Account' and contains the following fields:

- Shares**
  - Security class:
  - Intermediary:
  - ISIN: ORD1
  - Number of shares:
    - Entire holding
    - Partial holding
  - Enter number of shares:
- Account**
  - Securities account number:

A yellow 'Next' button is located at the bottom right of the form.


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Fill in all the details of registration for this meeting

# Login procedures pre Close of Registration

before Wednesday 3 April 2019, at 17:30 (CET)

## Register for virtual participation

 Koninklijke KPN N.V.  
Apr 10, 2019 | 12:00 CET

[← Back](#) [Cancel](#)

2/4 Phone, Terms and Conditions

### Verification of phone number

Mobile phone number:

+31

Re-enter mobile phone number

+31

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### Terms and Conditions

**Phone**  
The phone number can not be changed once verified and must be used till meeting ends.

[Cancel](#) [Acknowledge and Accept](#)

Fill in phone number which will be used for 2 factor authentication

# Login procedures pre Close of Registration

before Wednesday 3 April 2019, at 17:30 (CET)

The image shows a user interface for registering for virtual participation. On the left, a sidebar contains navigation links for 'My events', 'Meetings', and 'My Account'. The main content area is titled 'Register for virtual participation' and shows the KPN logo and 'Koninklijke KPN N.V.' with the date and time 'Apr 10, 2019 | 12:00 CET'. Below this, there is a 'Back' button and a progress indicator '2/4 Phone, Terms and Conditions'. The current step is 'Verification of phone number', which includes two input fields for the mobile phone number, both containing '+31' and '6874598889'. At the bottom of the sidebar, there is a 'Terms and Conditions' link.

The right pane is a modal dialog titled 'Important Information'. It contains the following text:

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

In case you wish to proceed, please acknowledge and accept the risks which are inherently related to virtual attendance and participation in the General Meeting by checking the relevant checkbox set out below and click the "Accept and Proceed" button to gain access to the Virtual Participation Section.

The risks related to virtual attendance and participation in the General Meeting include, amongst others: any failure in virtual meeting equipment, software, network infrastructure, servers, internet or telephone connectivity, video or voice equipment whether or not caused by an information security incident (which includes any unauthorised use, hacking, a Denial of Services attack, a denial of access, any failure or intrusion resulting from the theft or unlawful interception of a password or network access code and any other cyber-attack) or caused by any type of mechanical failure such as any electrical power outage during the General Meeting as well as any other unforeseen technical difficulties or disruptions whether relating to the Website in general, the Virtual Participation Section, the General Meeting or the equipment/connectivity used by you, the Securities Holder.

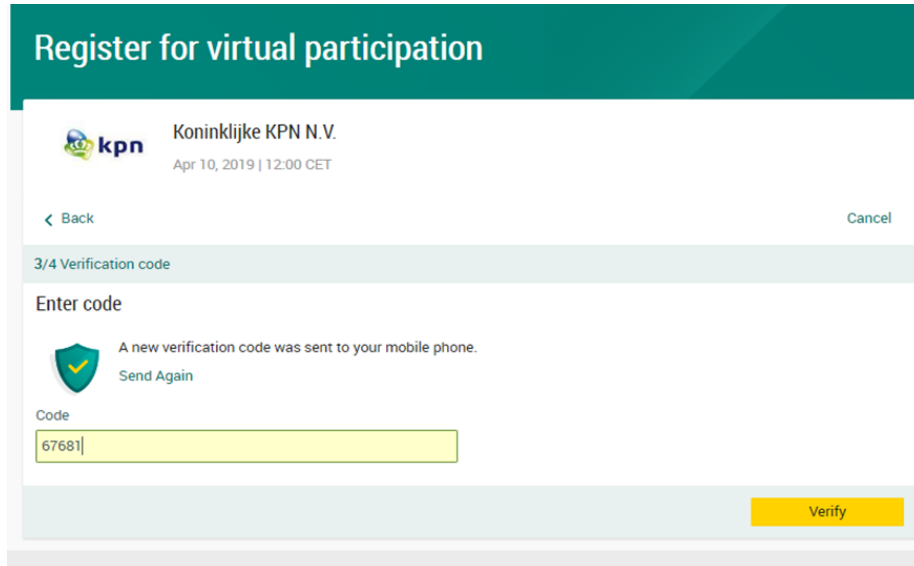
To avoid such risks the Securities Holder should attend the General

At the bottom of the modal, there are two buttons: 'Back' and 'Accept and Proceed'.

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

# Login procedures pre Close of Registration

before Wednesday 3 April 2019, at 17:30 (CET)



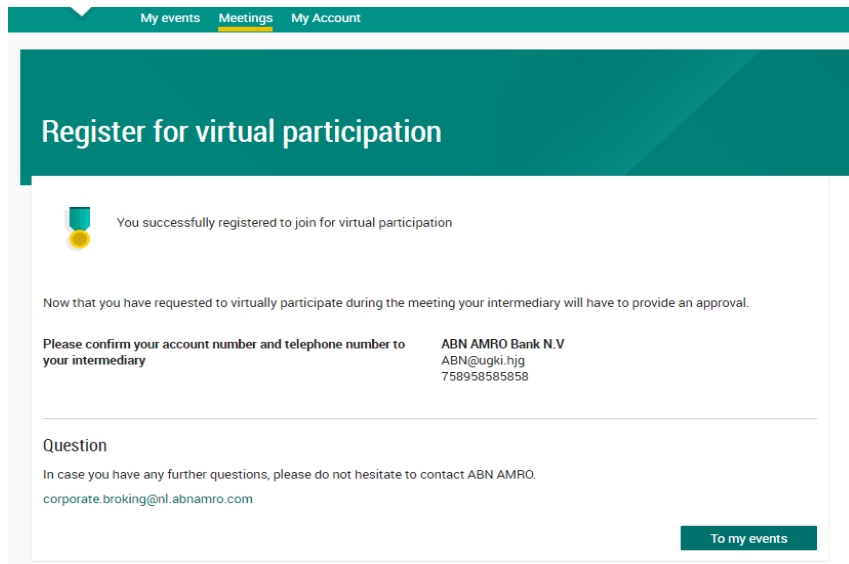
The screenshot shows a mobile application interface for KPN. At the top, a dark teal header contains the text "Register for virtual participation". Below this, the KPN logo and the text "Koninklijke KPN N.V." are visible, along with the date and time "Apr 10, 2019 | 12:00 CET". Navigation options include a "Back" arrow on the left and a "Cancel" button on the right. The main content area is titled "3/4 Verification code" and "Enter code". A green shield icon with a checkmark is accompanied by the message "A new verification code was sent to your mobile phone." and a "Send Again" link. Below this, a text input field labeled "Code" contains the number "67681". A yellow "Verify" button is located at the bottom right of the form.

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Fill in the one-time-passcode as received on your mobile phone

# Login procedures pre Close of Registration


before Wednesday 3 April 2019, at 17:30 (CET)



The screenshot shows a web interface with a dark teal header containing navigation links: "My events", "Meetings" (which is underlined), and "My Account". Below the header is a teal banner with the text "Register for virtual participation". The main content area is white and contains a confirmation message with a small icon of a person. The message states that the user is successfully registered and that their intermediary will provide approval. It includes contact information for ABN AMRO Bank N.V. and a "Question" section with a contact email address. A teal button labeled "To my events" is located at the bottom right of the content area.

My events Meetings My Account

## Register for virtual participation

 You successfully registered to join for virtual participation

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

Please confirm your account number and telephone number to your intermediary

ABN AMRO Bank N.V.  
ABN@ugki.hjg  
758958585858

### Question

In case you have any further questions, please do not hesitate to contact ABN AMRO.  
corporate.broking@nl.abnamro.com

[To my events](#)

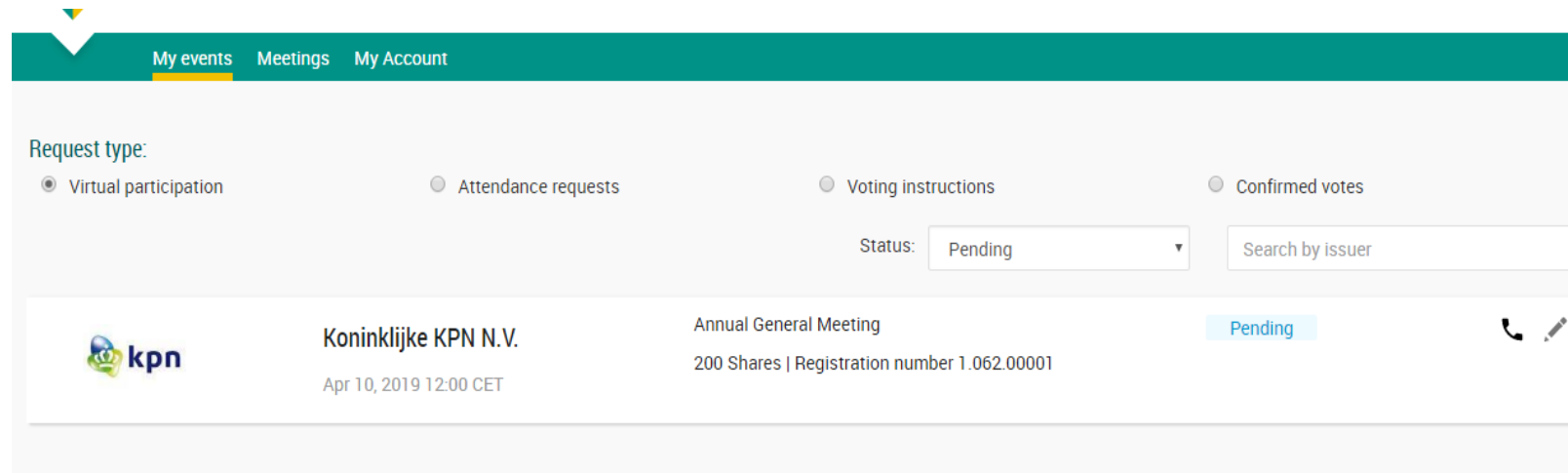
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Successful registration




# Login procedures pre Close of Registration

before Wednesday 3 April 2019, at 17:30 (CET)

A created request can be seen in My Events (observe pending state)



The screenshot shows a web application interface with a teal header bar containing navigation links: "My events", "Meetings", and "My Account". Below the header, the "Request type:" section has four radio button options: "Virtual participation" (selected), "Attendance requests", "Voting instructions", and "Confirmed votes". To the right of these options is a "Status:" dropdown menu set to "Pending" and a "Search by issuer" input field. Below this is a table with one row of data:

	<b>Koninklijke KPN N.V.</b> Apr 10, 2019 12:00 CET	Annual General Meeting 200 Shares   Registration number 1.062.00001	Pending	 
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# Login procedures pre Close of Registration

## before Wednesday 3 April 2019, at 17:30 (CET)

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

Sent date: Feb 21, 2019 15:52

Email body:



Dear Mr. Shareholder,

**Your request to vote virtually during the meeting has been successfully processed.**

We hereby inform you that your Intermediary has confirmed your entitlement to vote virtually during the KPN Demo AGM Meeting of Koninklijke KPN N.V. on 10 Apr 2019.

#### How to vote virtually during the meeting?

Please click on this link below:

<https://cbp-st05.eu-gb.mybluemix.net/shareholderlogin?gmid=mYuDullobHH4WXF-MTK1&vpReqId=W30VB0vAnMBC3fJxOTk3&isid=Jyxbah318nryV-1UNjI=&reqType=VP>

Note:

The virtual meeting environment will be made available shortly before the start of the meeting as set out in the convocation note of Koninklijke KPN N.V.. Please check the meeting date and time and log in to [www.abnamro.com/shareholder](http://www.abnamro.com/shareholder) before the meeting starts. Make sure you join on time. If you join after the meeting starts, you will not be entitled to vote. Voting virtually will be enabled after the meeting is opened by the chairperson. Please note that you will receive login information necessary to vote virtually at the phone number you provided during your registration. You will need this phone number to vote virtually throughout the meeting.

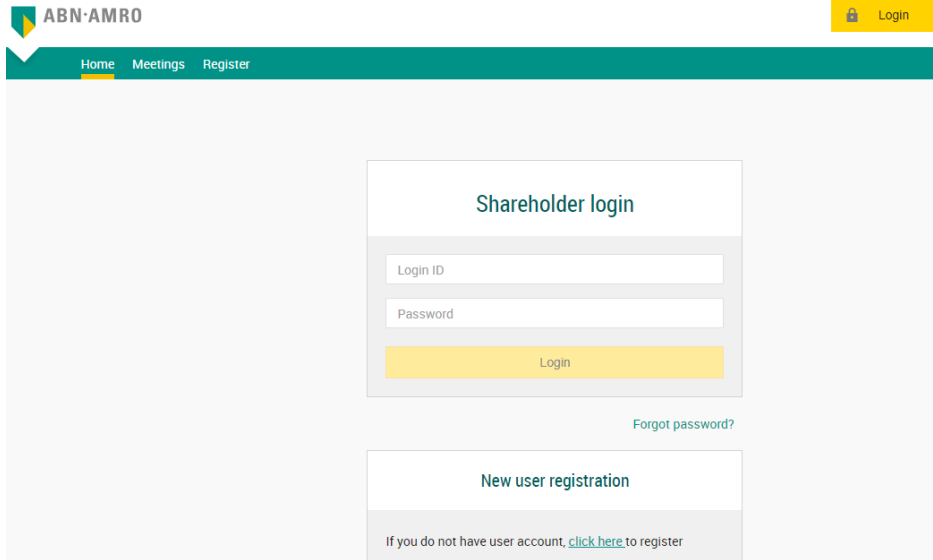
Please email [corporate.broking@nl.abnamro.com](mailto:corporate.broking@nl.abnamro.com) for all queries.

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Once approved by the intermediary, a shareholder will receive a confirmation email

# Login procedures

## at day of AGM



The screenshot shows the ABN-AMRO website's shareholder login interface. At the top left is the ABN-AMRO logo. To the right is a yellow 'Login' button with a lock icon. Below the logo is a navigation bar with 'Home', 'Meetings', and 'Register' links. The main content area features a 'Shareholder login' section with two input fields: 'Login ID' and 'Password'. Below these fields is a yellow 'Login' button. A link for 'Forgot password?' is positioned below the login button. Below the login section is a 'New user registration' section with a link: 'If you do not have user account, [click here](#) to register'.

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[Click here](#) to login to the shareholder portal and click login

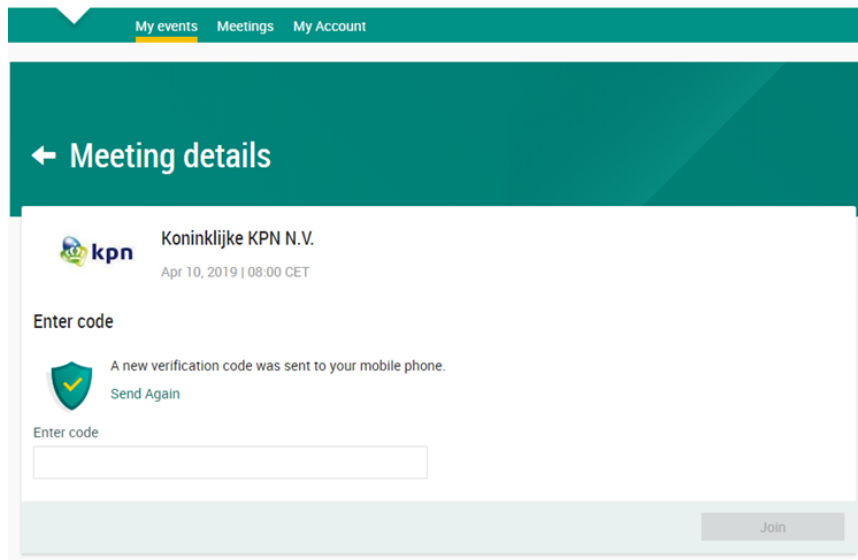
# Login procedures at day of AGM

Join the meeting in My events

The screenshot shows the ABN-AMRO user interface. At the top left is the ABN-AMRO logo. To the right, the user's email 'maaike@sh.cc' and language options 'NL | EN | FR' are visible, along with a lock icon. A teal navigation bar contains 'My events' (highlighted), 'Meetings', and 'My Account'. Below this, the 'Request type:' section has four radio buttons: 'Virtual participation' (selected), 'Attendance requests', 'Voting instructions', and 'Confirmed votes'. A 'Status:' dropdown menu is set to 'All', and a 'Search by issuer' input field is present. The main content area displays a meeting card for 'Koninklijke KPN N.V.' with the following details: 'Annual General Meeting', '100 Shares | Registration number 1.062.00009', and a green 'Approved' badge. The meeting is scheduled for 'Apr 10, 2019 08:00 CET'. A teal 'Join meeting' button is located at the bottom left of the card.

# Login procedures

## at day of AGM



The screenshot shows a web interface for a meeting. At the top, there is a navigation bar with 'My events', 'Meetings', and 'My Account'. Below this is a dark green header with a back arrow and the text 'Meeting details'. The main content area has a white background and contains the following elements:

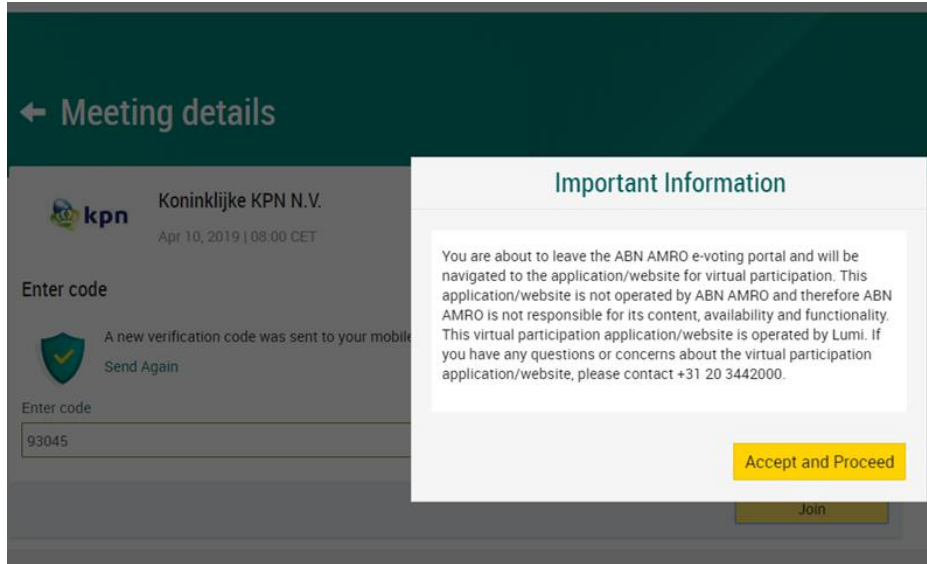
- KPN logo and 'Koninklijke KPN N.V.' text.
- Date and time: 'Apr 10, 2019 | 08:00 CET'.
- 'Enter code' heading.
- A green shield icon with a checkmark.
- Text: 'A new verification code was sent to your mobile phone.' and a 'Send Again' link.
- 'Enter code' label above a text input field.
- A 'Join' button at the bottom right.

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Fill in the one-time-passcode as received on your mobile phone

# Login procedures

## at day of AGM



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Successful one-time-passcode validation, a notification will be shown, please accept to proceed

# Login procedures

## at day of AGM

### 12:00-14:00

## Registration open



### 14:00

## Follow the webcast

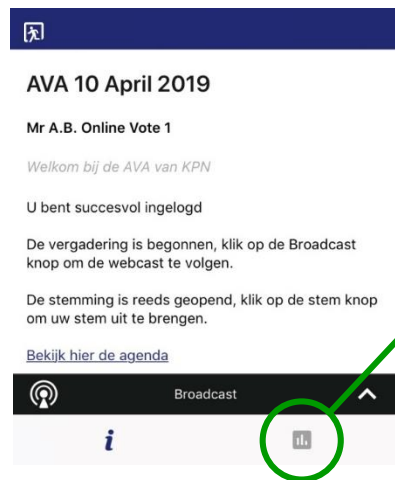


Click here  
for webcast

# Virtual voting procedures

## at day of AGM

**14:00**  
Voting is open

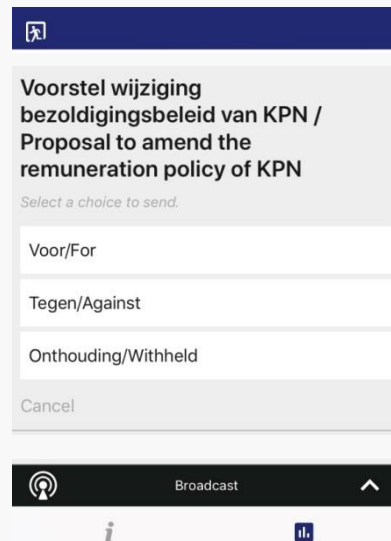


The screenshot shows the mobile app interface for the KPN AGM. At the top, there is a dark blue header with a white icon. Below it, the text reads "AVA 10 April 2019" and "Mr A.B. Online Vote 1". A welcome message follows: "Welkom bij de AVA van KPN". Below that, it says "U bent succesvol ingelogd". The main content area contains two paragraphs: "De vergadering is begonnen, klik op de Broadcast knop om de webcast te volgen." and "De stemming is reeds geopend, klik op de stem knop om uw stem uit te brengen." A link "Bekijk hier de agenda" is provided. At the bottom, there is a dark navigation bar with a "Broadcast" button (represented by a speaker icon) and an information icon (i). A green circle highlights the "Broadcast" button, with a green arrow pointing to the text "Click here to vote".

Click here  
to vote

Please vote on  
all agenda items

This feature will  
be open during  
the AGM



The screenshot shows the mobile app interface for the KPN AGM, specifically the voting options for a proposal. At the top, there is a dark blue header with a white icon. Below it, the text reads "Voorstel wijziging bezoldigingsbeleid van KPN / Proposal to amend the remuneration policy of KPN". Below that, it says "Select a choice to send." There are three radio button options: "Voor/For", "Tegen/Against", and "Onthouding/Withheld". At the bottom, there is a "Cancel" button. Below the voting options, there is a dark navigation bar with a "Broadcast" button (represented by a speaker icon) and an information icon (i). Below the navigation bar, there are two icons: an information icon (i) and a blue icon representing the voting function.

# Frequently asked questions

## registration process

### **Q: How can I register to participate as a virtual shareholder at the KPN Hybrid Meeting?**

A: As a KPN shareholder, you will first need to create a profile via [www.abnamro.com/shareholder](http://www.abnamro.com/shareholder), where you are requested to provide your mobile phone number and custody account number.

### **Q: Where can I login to participate in the Hybrid Meeting as a virtual shareholder?**

A: You can participate via the ABN AMRO platform and login via [www.abnamro.com/shareholder](http://www.abnamro.com/shareholder).

### **Q: I don't know my login details for the ABN AMRO platform?**

A: You can easily request a new password via the website [www.abnamro.com/shareholder](http://www.abnamro.com/shareholder) or contact ABN AMRO via: [corporate.broking@nl.abnamro.com](mailto:corporate.broking@nl.abnamro.com).

### **Q: Why do I need to login via the ABN AMRO platform and not via a KPN website?**

A: KPN cannot confirm your actual holding in KPN shares. This needs to be confirmed by your bank or broker, which generally has a relationship with ABN AMRO.



# Frequently asked questions

## registration process

**Q: I registered myself to attend the Hybrid Meeting in person, can I also participate online in case I can't attend the meeting physically?**

A: Changing your attendance is possible until the Close of Registration, Wednesday 3 April 2019, at 17:30 (CET) as stated on [www.abnamro.com/shareholder](http://www.abnamro.com/shareholder). After the registration deadline you can't change your attendance.

**Q: The ABN AMRO platform isn't allowing me to login, what should I do?**

A: Please contact ABN AMRO at [corporate.broking@nl.abnamro.com](mailto:corporate.broking@nl.abnamro.com) or by telephone +31 (0)20 344 200.

**Q: Can I test if I can get into the virtual environment ahead of the Hybrid Meeting?**

A: Yes, you can do so after the Close of Registration, following the guidelines on [www.abnamro.com/shareholder](http://www.abnamro.com/shareholder). Should you face difficulties, please contact [corporate.broking@nl.abnamro.com](mailto:corporate.broking@nl.abnamro.com) or by telephone +31 (0)20 344 200.

**Q: How do I know if my bank has approved my registration for the Hybrid Meeting?**

A: You will receive a confirmation from ABN AMRO by email. This might take a few minutes. In case the confirmation takes longer than that, please do not hesitate to contact ABN AMRO via [corporate.broking@nl.abnamro.com](mailto:corporate.broking@nl.abnamro.com) or by telephone +31 (0)20 344 200. We advise that you already use the testing period before the day of the Hybrid Meeting to test your access to the platform.

# Frequently asked questions

## registration process

**Q: I haven't received an email from ABN AMRO, what should I do?**

A: Please contact ABN AMRO via [corporate.broking@nl.abnamro.com](mailto:corporate.broking@nl.abnamro.com) or by telephone +31 (0)20 344 200.

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

A: Yes, as long as you make this change before the Close of Registration, Wednesday 3 April 2019, at 17:30 (CET). As further specified in the convocation of the Hybrid Meeting and as stated on [www.abnamro.com/shareholder](http://www.abnamro.com/shareholder).

**Q: As of which moment can I login to the Hybrid Meeting?**

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

# Frequently asked questions

## shareholder meeting

### **Q: How can I follow the Hybrid Meeting?**

A: You will be able to follow the meeting via webcast via [ir.kpn.com](http://ir.kpn.com) or in the virtual environment via [www.abnamro.com/shareholder](http://www.abnamro.com/shareholder), or attend in person.

### **Q: Can I follow/participate the Hybrid Meeting if I'm not a shareholder?**

A: Yes, to follow the webcast please visit [ir.kpn.com](http://ir.kpn.com), but you cannot vote.

### **Q: What do I need to do to participate at the Hybrid Meeting?**

A: You can submit your votes via proxy through ABN AMRO, attend the virtual meeting online, or attend in person. You can register via [www.abnamro.com/shareholder](http://www.abnamro.com/shareholder).

### **Q: When do I need to login when I want to attend and vote the Hybrid Meeting virtually?**

A: You will be able to login from two hours prior to the meeting until the meeting starts. The meeting will start at 14:00 CET on 10 April 2019.

### **Q: How do I know that I can vote during the Hybrid Meeting?**

A: Once the Chairman has opened the shareholder meeting, you will be able to vote until the Chairman declares that the voting will be closed after the last voting item.

# Frequently asked questions

## shareholder meeting

### **Q: How do I know that I have voted at the Hybrid Meeting?**

A: The application will confirm that your vote(s) has/have been received.

### **Q: Can I ask questions as a virtual participant of the Hybrid Meeting?**

A: No, when participating online you will only be able to follow the proceedings of the Hybrid Meeting and to vote. To submit questions or any comments during the Hybrid Meeting, you should attend the Hybrid Meeting in-person.

### **Q: Can I also vote in advance of the Hybrid Meeting?**

A: Yes, you can by giving a proxy voting instruction via [www.abnamro.com/shareholder](http://www.abnamro.com/shareholder).

### **Q: I have already voted through proxy on the ABN AMRO Website, do I need to vote again?**

A: No, your proxy voting instruction will remain valid.

### **Q: I have already voted through proxy on the ABN AMRO Website, can I change my vote during the Hybrid Meeting?**

A: If you grant a proxy voting instruction your vote has, in fact, been made before the meeting takes place and you will only be able to change your voting instruction until Close of Registration, Wednesday 3 April 2019, at 17:30 (CET).


# Frequently asked questions

## shareholder meeting

### **Q: I have already voted through proxy on the ABN AMRO Website, can I still follow the Hybrid Meeting?**

A: Yes, you can via the webcast available on [ir.kpn.com](https://ir.kpn.com).

### **Q: I am unable to vote.**

A: Once the Chairman has opened the shareholder meeting, you will be able to vote until the end of the meeting if you are a registered shareholder. Press the voting button  to submit your votes. Please make sure you are connected to the internet.

### **Q: How can I submit a vote?**

A: During the meeting you will be able to vote. Press the voting button  to submit your votes. When selecting the button of your choice your vote will be cast automatically. Please submit your votes on all resolutions. You will see a confirmation on your screen.

### **Q: How can I change my vote?**

A: You will be able to amend your votes during the meeting, you will be able to vote until the Chairman declares that the voting will be closed after the last voting item.

# Frequently asked questions

## general questions

**Q: I appreciate the possibility to participate online at the Hybrid Meeting, but as KPN is the first Dutch listed company to offer this application I wonder how KPN ensures that online participation will be without issues?**

A: The application KPN offers is new, at least in the Netherlands. In other countries, such as the United States of America and United Kingdom, hybrid shareholder meetings, and even virtual-only shareholder meetings, are more common. KPN offers the application through third parties that have gathered experience with organizing these hybrid and virtual shareholders' meetings outside the Netherlands. But even though KPN has given its best efforts to ensure that shareholders are offered a best-in-market service, it cannot guarantee that shareholders may experience issues that are common to any first generation innovative application.

**Q: Is the Hybrid Meeting the first step that KPN takes in moving towards a virtual-only shareholders' meeting?**

A: Dutch law still prescribes that a physical shareholders' meeting must be held. As long as this rule has not been changed, which is not likely to happen in the coming years, KPN will not switch to virtual-only shareholders' meetings. One should be aware, however, that times are changing quickly these days and the development of online tools is an ongoing process.

# Frequently asked questions

## general questions

**Q: Will all upcoming shareholders' meetings of KPN be in hybrid form, i.e. open for online and in-person participation?**

A: KPN may decide, at its own discretion, for each shareholders' meeting separately whether the possibility of online participation will be provided next to in-person access.

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

A: When you participate online, you will be able to take into account the deliberations (just before and) at the general meeting before you decide how to vote. If you grant a proxy voting instruction your vote has, in fact, been made before the meeting takes place and you will only be able to change your voting instruction until Close of Registration, Wednesday 3 April 2019, at 17:30 (CET).

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

A: KPN adheres to its GDPR policy, which can be found on [ir.kpn.com](https://ir.kpn.com).

**Q: Are there any rules and conditions set by KPN that apply to the Hybrid Meeting?**

A: Yes, we refer to the Policy regarding the Hybrid General Meeting of Shareholders which can be found on [ir.kpn.com](https://ir.kpn.com). If you participate online, you should have read this policy.

# Frequently asked questions

## general questions

### **Q: I don't have a smartphone, tablet or pc. Will I be able to participate the Hybrid meeting?**

A: Unfortunately, in that case the shareholder can't join the AGM virtually. If you are registered for the meeting, you can always attend the Hybrid Meeting in person.

### **Q: My internet connection isn't working properly. Will I be able to participate the Hybrid meeting?**

A: You will need a working internet connection during the meeting. On your phone you can also use a mobile (3G/4G) signal if available, or use WiFi.

### **Q: My battery is almost empty. What do I do?**

A: The shareholder is responsible for a properly functioning and charged device.

### **Q: What are the terms of use?**

A: You can find the Policy regarding the Hybrid General Meeting of Shareholders on [ir.kpn.com](https://ir.kpn.com). If you participate online, you should have read this policy.



# Frequently asked questions

## general questions

### **Q: How do I know my privacy is protected?**

A: KPN adheres to its GDPR policy, which can be found on [ir.kpn.com](https://ir.kpn.com).

### **Q: How do I know this is a safe way to vote?**

A: The website of ABN AMRO has been thoroughly tested by various parties.

### **Q: Which device should I use to participate online at the Hybrid Meeting?**

A: You can participate at the Hybrid Meeting with any device that has a working internet connection and successfully logged in to the virtual environment via [www.abnamro.com/shareholder](https://www.abnamro.com/shareholder). Please make sure to have installed the latest version of your internet browser, Chrome, Firefox, Internet Explorer 11 and 10, Edge and Safari.

# Frequently asked questions

## general questions

**Q: The device that I will use for online participation has a camera installed: will, or can, I be made visible in the Hybrid Meeting to other participants or anyone else?**

A: No, that will not be the case.

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

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

**Q: Who can I contact if my question is not above?**

A: You can contact ABN AMRO via email [corporate.broking@nl.abnamro.com](mailto:corporate.broking@nl.abnamro.com) or by telephone +31 (0)20 344 200.

# Frequently asked questions

## exercise of rights

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

A: Yes, assuming you have logged in successfully prior to the start of the Hybrid Meeting this will not affect the votes casted until the moment you left. Re-joining the Hybrid Meeting after you've left is possible and you will also be able to vote upon items that have been put to vote in the meantime. The polls for all items are open during the Hybrid Meeting and closed after the last voting item on the agenda has been discussed.

### **Q: When there's a failure in my network connection, or my device stops working during the Hybrid Meeting will I be able to login and continue to participate in the Hybrid Meeting once the connection has been restored?**

A: Yes, assuming you have logged in successfully prior to the start of the Hybrid Meeting, you will be able to continue participating in the Hybrid Meeting after the network connection has been restored. You will also be able to vote on items that have been put to vote in the meantime. The polls for all items are open during the Hybrid Meeting and closed after the last voting item on the agenda has been discussed.

### **Q: Will I be able to ask questions or make any comments to the meeting during the Hybrid Meeting when I participate online?**

A: No, when participating online you will only be able to follow the proceedings of the Hybrid Meeting and to vote. To submit questions or any comments during the Hybrid Meeting, you should attend the Hybrid Meeting in person.

# Frequently asked questions

## exercise of rights

### **Q: Are there any voting restrictions when participating online?**

A: When participating online split-voting is not possible as it is not supported by the platform yet. In order to be able to use split-voting, you should attend the Hybrid Meeting in person or by proxy. Holders of ADRs will not be able to participate in online voting.

### **Q: I have registered for online participation, but have sold my shares after that. Can I still vote on these shares?**

A: Yes, according to The Dutch law the 28th day before the day of the Hybrid Meeting is decisive for who will be able to vote at the Hybrid Meeting. As registration is only possible after that record date, the right to vote remains even if you have already sold your shares in the meantime.

### **Q: Will the possibility of online participation affect the proceedings at the general meeting?**

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