

Policy regarding the Virtual General Meeting of Shareholders

Preliminary remarks

KPN strongly believes in Shareholder participation through virtual attendance at the EGM (a “Virtual Meeting”).

KPN facilitates Virtual Meetings by providing Shareholders the opportunity to attend the proceedings of the meeting. Even though KPN has used its best efforts to ensure that shareholders are offered best in market IT-facilities, shareholders may experience issues that are common for a virtual meeting.

Capitalised definitions used are explained in the Annex to this Policy.

1. General

- 1.1 In order for the Virtual Shareholder to follow proceedings and raise questions it is necessary that a Shareholder registers for virtual participation by sending an e-mail to ir@kpn.com accompanied by the required documentation as set out in the convocation of the Virtual Meeting.
- 1.2 Participation instructions for Virtual Shareholders will be included in the convocation of the Virtual Meeting. In addition, the Virtual Shareholder will receive an e-mail from KPN, which will be provided a few days prior to the meeting, with a hyperlink and instructions to attend the meeting virtually.

2. Technical infrastructure

- 2.1 KPN ensures, to the extent reasonably possible, that the technical infrastructure for virtual participation in a Virtual Meeting is properly in place, secured and accessible for Shareholders with compatible devices. KPN will make use of reputable third parties for providing the technical infrastructure required for conducting Virtual Meetings.
- 2.2 Virtual Shareholders should be aware that there will always be certain residual risks in relation to the technical infrastructure used for Virtual Meetings. These risks 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 Virtual Meeting. The failure of technology can happen both on the side of KPN or with Virtual Shareholders. To avoid such risks, Shareholders should choose to cast their vote by proxy.
- 2.3 The technical infrastructure will be implemented in a timely manner before the Virtual Meeting in order to allow Shareholders to test their access and to verify that they would be able to participate virtually in the Virtual Meeting. KPN will take all reasonable efforts to keep technical support lines available for Shareholders who attend the meeting virtually.
- 2.4 Shareholders may inform KPN of any failure of the technical infrastructure via the technical support lines referred to in Clause 2.3. Any failure in virtual meeting equipment, software, network infrastructure, servers, internet or telephone connectivity, an electrical power outage or similar events, including 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), that might prevent virtual participation in the Virtual Meeting, will in any event be at the risk and to the account of such Shareholder.

2.5 Any failure of the technical infrastructure that occurs during the Virtual Meeting which comes to the attention of the Chairman and which significantly affects the course of the Virtual Meeting, shall be communicated by the Chairman to all Shareholders who participate in the Virtual Meeting. The Chairman may decide at his own discretion, taking into account the potential impact on the decision making-process within the Virtual Meeting, whether or not the Virtual Meeting must be suspended or cancelled due to such failure, or proceed without the possibility for some or all Virtual Shareholders to attend the Virtual Meeting.

2.6 Should the Chairman decide to cancel the whole Virtual Meeting or the remainder of the Virtual Meeting as referred to in Clause 2.5, a new General Meeting, that does not have to be a Virtual Meeting, will be convened by KPN as soon as reasonably possible. The agenda for that General Meeting consists of at least the same items, to the extent not already adopted in the original meeting, and may include other items as well. Shareholders who have given a proxy or voting instruction to the Vote Collector must be aware that such proxy or voting instruction will not be valid for the newly convened General Meeting.

3. Meeting rights of Virtual Shareholders in Virtual Meeting

3.1 Each Shareholder may attend the proceedings of the Virtual Meeting, provided that the Shareholder registers timely for virtual participation by sending an e-mail to ir@kpn.com.

3.2 During the meeting it will be possible for the Virtual Shareholder to raise questions on the agenda items, via a separate video connection. If the Virtual Shareholder wishes to make use of the possibility to raise questions via the video connection, the Virtual Shareholder will need to select the 'raise your hand' button within the video system. The Virtual Shareholder will subsequently be connected to one of KPN's virtual operators that will provide further assistance. Please be informed that in the interest of the meeting order, questions may be gathered in a thematic manner and may be answered in a similar fashion. In order to raise questions via the video connection it is required that the Virtual Shareholder is registered for online participation via the e-voting system of ABN AMRO (www.abnamro.com/evoting), since then the identity of the Virtual Shareholder can be verified. The Virtual Shareholder is informed that if it wishes to make use of the possibility to raise questions via the video connection, verification questions may be asked to confirm the identity of the Virtual Shareholder.

3.3 In the interest of the order of the meeting, the Chairman can take further measures.

3.4 The Company Secretary will *inter alia* observe the procedural aspects of the Virtual Meeting, including its virtual part.

Annex: Definitions and Interpretation

Chairman means the chairman of the General Meeting.

Company Secretary means the company secretary of KPN.

General Meeting means the general meeting of Shareholders of KPN.

Virtual Meeting means the possibility for a Shareholder to attend the General Meeting virtually through an online audio or video connection.

KPN means Koninklijke KPN N.V., a public company governed by Dutch law, having its official seat in Rotterdam, the Netherlands.

Policy means the subject Policy regarding the Virtual General Meeting of Shareholders.

Shareholder means a holder of one or more shares in the capital of KPN or for the purpose of this Policy of a right of pledge or usufruct to one or more shares or depository receipts for shares in the capital of KPN, provided that the holder has meeting rights and to the extent he may vote, that he also has the voting rights attached thereto.

Virtual Shareholder means a Shareholder who participates virtually in the Virtual Meeting.

Vote Collector means the independent proxy holder (civil law notary) preselected by KPN whom a Shareholder can appoint as proxy holder with voting instructions.