

Publication of KPN's Integrated Annual Report 2017

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Today, KPN published its Integrated Annual Report 2017. In his introduction, CEO Eelco Blok reflects on a year in which KPN made good progress with the execution of its strategy and ICT is starting to play an ever more important role for consumers, businesses and society as a whole. Customer satisfaction has again increased significantly and KPN achieved solid financial results. Through its focus on innovation, KPN plays a leading role in the digital transformation of society.

Base growth and increased customer satisfaction

KPN's successful strategy of bundling fixed and mobile services led to customer base growth and higher customer satisfaction. In the Business segment customer satisfaction also improved, and KPN strengthened its position as leading ICT service provider - via acquisitions in the area of security and workspace management - and realized strong growth in migrations of SME customers to its integrated portfolio KPN ÉÉN. The disciplined focus on costs and continuation of the Simplification program have again resulted in quality improvements and a structurally lower spend level.

Sustainability efforts recognized

By connecting people and things, KPN aims to positively contribute to digital transformation and sustainability in The Netherlands. In 2017, KPN was for the first time recognized as industry leader in the Telecommunications category of the DJSI World and Europe indices and for the second consecutive year as climate leader by the CDP (Carbon Disclosure Project). KPN took the first steps to realize its ambition of becoming virtually 100% circular by 2025 with respect to new equipment in networks and buildings.

The Integrated Annual Report 2017, including downloadable appendices and a documentary on the significance of social contact in a digital world, is now available online on www.kpn.com/annualreport.