

● Other information

Combined independent auditor's report on the 2020 financial statements and sustainability information

Our conclusions

We have audited the financial statements 2020 of KPN based in Rotterdam. The financial statements include the consolidated financial statements and the corporate financial statements.

In our opinion:

- the accompanying consolidated financial statements give a true and fair view of the financial position of KPN as at 31 December 2020 and of its result and its cash flows for 2020 in accordance with International Financial Reporting Standards as adopted by the European Union (EU-IFRS) and with Part 9 of Book 2 of the Dutch Civil Code;
- the accompanying corporate financial statements give a true and fair view of the financial position of KPN as at 31 December 2020 and of its result for 2020 in accordance with Part 9 of Book 2 of the Dutch Civil Code.

We have reviewed the sustainability information for the year 2020 of KPN. A review is aimed at obtaining a limited level of assurance. Furthermore, we have audited the CO₂e emission data 2020 (Scope 1 and 2) of own operations in the Netherlands and the underlying energy data. The scope of our engagements is described in the section The scope of our engagements.

Based on our review procedures performed, nothing has come to our attention that causes us to believe that the sustainability information in scope does not present, in all material respects, a reliable and adequate view of KPN's policy and business operations with regard to sustainability and the thereto related events and achievements for 2020, in accordance with the GRI Standards (comprehensive option) and the supplemental KPN reporting criteria as disclosed in Appendix 3: Transparency, materiality and stakeholder engagement (hereinafter: Transparency) of the Integrated Annual Report.

In our opinion, the CO₂e emission data 2020 (Scope 1 and 2) of own operations in the Netherlands and the underlying energy data as presented on page 57 of the Integrated Annual Report are prepared, in all material respects, in accordance with the Sustainability Reporting Standards of the Global Reporting Initiative (GRI Standards) (comprehensive option) and the applied supplemental KPN reporting criteria as disclosed in Appendix 3: Transparency, of the Integrated Annual Report.

Based on the procedures performed required by Part 9 of Book 2, section 2:135b sub-section 7 of the Dutch Civil Code and the Dutch Standard 720, we conclude that the other information included in the Integrated Annual Report, including the Reports by the Board of Management and Supervisory Board:

- Is consistent with the financial statements and does not contain material misstatements;
- Contains the information as required by Part 9 of Book 2 and sections 2:135b and 2:145 sub-section 2 of the Dutch Civil Code.

Basis for our conclusions

We conducted our assurance engagements in accordance with Dutch law, including the Dutch Standards on Auditing and the Dutch Standard 3810N, "Assurance engagements relating to sustainability reports", which is a specific Dutch Standard that is based on the International Standard on Assurance Engagements (ISAE) 3000 (Revised) "Assurance Engagements Other Than Audits or Reviews of Historical Financial Information". Our responsibilities under those standards are further described in the section Our responsibilities in this report.

We believe the assurance evidence we have obtained is sufficient and appropriate to provide a basis for our conclusions.

Our independence

We are independent of KPN in accordance with the EU Regulation on specific requirements regarding statutory audit of public-interest entities, the Wet toezicht accountantsorganisaties (Wta, Audit firms supervision act), the Verordening inzake de onafhankelijkheid van accountants bij assurance-opdrachten (ViO, Code of Ethics for Professional Accountants, a regulation with respect to independence) and other relevant independence regulations in the Netherlands. This means that we do not perform any activities that could result in a conflict of interest with our independent assurance engagements. Furthermore, we have complied with the Verordening gedrags- en beroepsregels accountants (VGBA, Dutch Code of Ethics).

Reporting criteria

The information in the scope of our engagements needs to be read and understood together with the reporting criteria. KPN is solely responsible for selecting and applying these reporting criteria, taking into account applicable law and regulations related to reporting. The reporting criteria used for the preparation of the Integrated Annual Report are described below.

The absence of an established practice on which to draw, to evaluate and measure sustainability information allows for different, but acceptable, measurement techniques and can affect comparability between entities and over time.

Consolidated Financial Statements:	International Financial Reporting Standards as adopted by the European Union (EU-IFRS) and Part 9 of Book 2 of the Dutch Civil Code.
Corporate Financial Statements, Report by the Board of Management and the Supervisory Board:	Part 9 of Book 2 of the Dutch Civil Code.
Remuneration Report:	Sections 2:135b and 2:145 sub-section 2 of the Dutch Civil Code.
Sustainability information including the CO₂e emission data 2020 (Scope 1 and 2) and the underlying energy data:	GRI Standards (comprehensive option) and the applied supplemental reporting criteria as disclosed in Appendix 3: Transparency of the Integrated Annual Report. These criteria include the Greenhouse Gas Protocol (WRI/WBCSD).

The scope of our engagements

Our engagements scope

The Integrated Annual Report 2020 (hereafter: the Report) of KPN consists of the financial statements and other information, including Reports by the Board of Management and Supervisory Board, that provide altogether an overview of the policies, activities, events and performances related to the financial position, results, cashflow as well as the sustainable development of KPN. The following information in the Report has been in scope for our assurance engagements:

- The consolidated financial statements, comprising:
 - The Consolidated Statement of Financial Position as at 31 December 2020;
 - The Consolidated Statements of Profit or Loss, Other Comprehensive Income, Changes in Equity and Cash Flows for 2020;
 - The Notes comprising a summary of the significant accounting policies and other explanatory information.
- The corporate financial statements, comprising:
 - The Corporate Statement of Financial Position as at 31 December 2020;
 - The Corporate Statement of Profit or Loss for 2020;
 - The Notes comprising a summary of the accounting policies and other explanatory information.
- The sustainability information in scope comprising:
 - Reasonable assurance - The CO₂e emission data 2020 (Scope 1 and 2) of own operations in the Netherlands and the underlying energy data as presented on page 57 of the Report;
 - Limited assurance - The sustainability information in the following chapters and appendices:
 - Chapters: 'KPN at a glance', 'The value we create' and 'Tax and regulation';
 - Appendices: Appendix 2, 3, 5, 6, 7, 8, 9 and 10.
- In addition to the financial statements and the sustainability information in scope and our combined independent auditor's report, the Report contains other information, including the

Reports by the Board of Management and Supervisory Board, the Remuneration Report and Other information as required by Part 9 of Book 2 of the Dutch Civil Code.

Limitations to the scope of our assurance engagements

The sustainability information contains prospective information, such as ambitions, strategy, plans, targets, expectations and estimates. Inherent to prospective information, the actual future results are uncertain. We do not provide any assurance on the assumptions and achievability of prospective information in the sustainability information.

The references to external sources or websites in the sustainability information are not part of the sustainability information as reviewed by us. We therefore do not provide assurance on this information.

Our scope for the group audit of the financial statements

KPN is head of a group of entities, both in the Netherlands and abroad. The Dutch entities and segments thereby form the majority of the business. The financial information of all these entities has been included in the consolidated financial statements.

Because we are ultimately responsible for the opinion, we are also responsible for directing, supervising and performing the group audit. In this respect we have determined the nature and extent of the audit procedures to be carried out for group entities. Decisive were the size and/or the risk profile of the group entities or operations. On this basis, we selected group entities for which an audit or review had to be carried out on the complete set of financial information or specific items.

Our group audit mainly focused on the more significant segments, including 'Consumer', 'Business', 'Wholesale' and 'Network, Operations and IT'. We performed full scope audit procedures on the financial information of these segments.

At other group entities we performed review procedures or specific audit procedures. We audited the group consolidation, financial disclosures and a number of complex items ourselves at the company's head office. These included revenue assurance, purchase price allocation, taxation, fixed assets and goodwill impairment, pensions, derivative financial instruments, hedge accounting and share-based payments. We involved several EY specialists to assist the audit team, including specialists from our tax, valuations, actuarial and treasury departments.

By performing audit procedures at segment and at corporate level as mentioned above, we have been able to obtain sufficient and appropriate audit evidence about the group's financial information to provide an opinion about the consolidated financial statements.

● Other information

Our focus on fraud and non-compliance with laws and regulations

Our responsibility

Although we are not responsible for preventing fraud or non-compliance and cannot be expected to detect non-compliance with all laws and regulations, it is our responsibility to obtain reasonable assurance that the financial statements, taken as a whole, are free from material misstatement, whether caused by fraud or error.

Non-compliance with laws and regulations may result in fines, litigation or other consequences for KPN that may have a material effect on the financial statements.

Our audit response related to fraud risks

In order to identify and assess the risks of material misstatements of the financial statements due to fraud, we obtained an understanding of KPN and its environment, including KPN's internal control relevant to the audit and in order to design audit procedures that are appropriate in the circumstances. As in all of our audits, we addressed the risk of management override of internal control. We do not audit internal control per se for the purpose of expressing an opinion on the effectiveness of the KPN's internal control.

We considered available information and made enquiries of relevant executives, directors (including internal audit, legal, compliance, human resources and segment directors) and the supervisory board. As part of our process of identifying fraud risks, we evaluated fraud risk factors with respect to financial reporting fraud, misappropriation of assets and bribery and corruption in close co-operation with our forensic specialists.

In our process of identifying fraud risks, we considered whether the COVID-19 pandemic gives rise to specific fraud risk factors resulting from a dilution in the effectiveness of controls as a result of the general disruption associated with remote working, illness and workforce reductions, supply chain failures and pressure to make emergency procurements.

We evaluated the design and the implementation and, where considered appropriate, tested the operating effectiveness, of internal controls that mitigate fraud risks. In addition, we performed procedures to evaluate key accounting estimates for management bias in particular relating to important judgment areas and significant accounting estimates as disclosed in Note 2 to the financial statements. We have also used data analysis to identify and address high-risk journal entries.

We incorporated elements of unpredictability in our audit. We considered the outcome of our other audit procedures and evaluated whether any findings were indicative of fraud or

non-compliance. If so, we reevaluate our assessment of fraud risk and its resulting impact on our audit procedures.

Our audit response related to risks of non-compliance with laws and regulations

We assessed factors related to the risks of non-compliance with laws and regulations that could reasonably be expected to have a material effect on the financial statements from our general industry experience, through discussions with the management board, reading minutes, inspection of internal audit and compliance reports, and performing substantive tests of details of classes of transactions, account balances or disclosures.

We also inspected lawyers' letters and correspondence with regulatory authorities and remained alert to any indication of (suspected) non-compliance throughout the audit. Finally, we obtained written representations that all known instances of non-compliance with laws and regulations have been disclosed to us.

Our focus on going concern

We performed the following procedures in order to identify and assess the risks of going concern and to conclude on the appropriateness of management's use of the going concern basis of accounting. Management made a specific assessment of KPN's ability to continue as a going concern and to continue its operations for at least the next 12 months. We discussed and evaluated the assessment with management exercising professional judgment and maintaining professional skepticism, and specifically focusing on the process followed by management to make the assessment, management bias that could represent a risk, the impact of current events and conditions have on KPN's operations and forecasted cash flows, with a focus on whether KPN will have sufficient liquidity to continue to meet its obligations as they fall due. We consider based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on KPN's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion.

Our conclusions are based on the audit evidence obtained up to the date of our combined independent auditor's report. However, future events or conditions may cause a company to cease to continue as a going concern.

Materiality

General

The scope of our assurance procedures is influenced by the application of materiality. Our assurance engagements aim to

provide assurance about whether the financial statements and the sustainability information in scope are free from material misstatement. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the (economic) decisions of users taken on the basis of the Report. The materiality affects the nature, timing and extent of our assurance procedures and the evaluation of the effect of identified misstatements on our conclusions.

Financial statements

For the audit of the financial statements our considerations regarding the materiality are as follows.

Materiality	EUR 45,000,000
Benchmark used	2.0% of adjusted earnings before interest, tax, depreciation and amortization after lease (EBITDA AL).
Additional explanation	The users of the financial statements of a for-profit entity typically focus on operating performance, particularly profit before tax. Over the past years KPN's profit before tax heavily fluctuated, resulting from the impact of the discontinuance of operations and other non-recurring transactions. Furthermore, we note that in KPN's external communications, earnings before interest, tax, depreciation and amortization after lease (EBITDA AL) is commonly used to report on financial performance. Considering these aspects, we have concluded that EBITDA AL is the most appropriate and stable benchmark for KPN to base our materiality upon. The materiality is thereby set at EUR 45,000,000, using a percentage of 2.0%, which is at the lower end of a generally accepted range. Last year we used the same percentage and amount.

We have also taken into account misstatements and/or possible misstatements that in our opinion are material for the users of the financial statements for qualitative reasons.

We agreed with the Supervisory Board that misstatements in the financial statements in excess of EUR 2.25 million, would be reported to them, as well as smaller misstatements that in our view must be reported on qualitative grounds.

Sustainability information

Based on our professional judgment we determined materiality levels for each part of the sustainability information and for the sustainability information as a whole. When evaluating our materiality levels, we have taken into account quantitative and qualitative considerations as well as the relevance of information for both stakeholders and the organization.

For CO₂e emission data 2020 (Scope 1 and 2) of own operations in the Netherlands and the underlying energy data we have determined the materiality at 5% deviation.

We agreed with the Supervisory Board that misstatements which are identified during our assurance engagement and which in our view must be reported on quantitative or qualitative grounds, would be reported to them.

Key audit & assurance matters

Key audit and assurance matters are those matters that, in our professional judgment, were of most significance in our assurance procedures for the financial statements and the sustainability information in scope. We have communicated the key audit and assurance matters to the Supervisory Board. The key audit and assurance matters are not a comprehensive reflection of all matters discussed.

In previous year 'IFRS 16' had been identified as key audit matter. Since KPN incorporated IFRS 16 in their internal processes and recording, this is no longer a key audit matter.

These matters have been addressed in the context of our assurance procedures for the financial statements and the sustainability information in scope as a whole and to conclude thereon, and we do not provide a separate conclusion on these matters.

General observation

For the audit of the financial statements, we rely on KPN's internal control framework and its governance. The framework is maintained by the business and continuously tested by KPN Risk Management and KPN Audit. The Management Board and Audit Committee are being informed of the outcome of the tests performed on a quarterly basis. For purposes of our audit, we assess the adequacy of the framework and we test the work of KPN Risk Management and KPN Audit. We believe that KPN's internal control framework meets the required criteria and it allows us to perform a system-based audit in an effective manner.

In 2020 we had to perform our procedures to a greater extent remotely due to the COVID-19 measures. This limits our observations and increases the risk of missing certain signals. In order to compensate for the limitations related to physical contact and direct observation, we performed alternative procedures to obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. In performing our audit procedures we maintained our professional skepticism and remained alert for any possible impact of the COVID-19 pandemic on the financial statements. We reviewed management's assessment of the impact of the COVID-19 pandemic and the disclosures

Other information

relating to significant assumptions and estimates in the financial statements as disclosed in Note 2.

satisfactory results. For the interest of the reader, we highlight the most important elements we focused on in 2020.

The key audit matters addressed below are all covered by KPN's internal control framework and have been audited by us with

Key audit matter	How our audit addressed the matter	Key observations
<p>Valuation of (in)angible assets, including goodwill</p> <p>Under IFRS, it is required to annually test the amount of goodwill and intangible assets with an indefinite life for impairment. KPN's disclosures about goodwill and intangible assets are included in Note 11.</p> <p>No impairments of goodwill and intangible assets with indefinite life were recorded during 2020.</p> <p>On assets with finite lives an impairment test has to be performed if indications of impairment exist.</p> <p>Some triggering events were identified, for example in the area of hardware and software that required impairment testing and for which minor impairments were recorded, as included in Note 10 and 11.</p> <p>The impairment tests were important for our audit as the related asset amounts are significant and the assessment process itself is complex and requires judgment. The impairment test includes assumptions about future market or economic conditions.</p>	<p>We compared forecasted revenue and profit margins for all cash generating units with the approved KPN strategic plan. We also verified the assumptions to which the outcome of the impairment test is most sensitive and reviewed the company's statement that the headroom of the CGU's is more than sufficient and therefore no sensitivity analysis needs to be disclosed in Note 11.</p> <p>Our audit procedures included, among others, using EY valuation specialists to assist us in verifying the assumptions and methodologies used by KPN and evaluating the historical accuracy of management's estimates that drive the assessment, such as strategic plans and expected growth rates.</p>	<p>We concur with management that there is no need for impairments of goodwill and intangible assets with indefinite life and agree with the disclosures in Note 11.</p> <p>We concur with management on the impairments recorded.</p>
<p>Valuation of deferred tax assets</p> <p>At 31 December 2020 the deferred tax assets (DTA) are valued at EUR 567 million and related disclosures are included in the notes to the consolidated statement of profit or loss in Note 8.</p> <p>KPN assessed whether the DTA can be recovered and sufficient sources of income are available. In anticipation of the proposed loss compensation rules as of 1 January 2022, which were part of the 2021 Budget Proposals and were for technical reasons not yet enacted per 31 December 2020, KPN provided a recoverability analysis based on the current loss compensation rules and the new compensation rules. The outcome of both analyses is that the DTA can be recognized for the full amount as disclosed on page 71.</p> <p>This item was significant to our audit because the assessment process is complex and judgmental and is based on assumptions about expected future market or economic conditions.</p>	<p>Our audit procedures related to the deferred tax assets included, amongst others, using EY tax specialists to assist us in verifying and interpreting the agreements ('vaststellingsovereenkomsten') and other agreements reached with the Dutch Tax Authorities as well as evaluating the assumptions, such as expected future taxable income and methodologies used by the company. In addition, the EY tax specialists assessed whether DTA's are at risk due to exposures which could lead to adjustments of the Net Operating Losses.</p> <p>This entailed reviewing KPN's latest approved strategic plan. We discussed this plan with management and determined the reasonableness of the assumptions used regarding the recoverability of the deferred tax assets and assessed the plan's assumptions and sensitivities and evaluating the historical accuracy of management's estimates that drive the assessment.</p> <p>In auditing the tax positions we have taken into consideration the current applicable Dutch tax law with respect to income tax rate as well as the proposed loss compensation rules as of 1 January 2022.</p>	<p>We concur with the deferred tax assets recorded and the disclosures in Note 8.</p>
<p>Reliability of IT systems, including security, cybercrime and data privacy</p> <p>At KPN, processes are highly automated and KPN continuously invests in simplification and improvement of IT systems, which has led to several changes in 2020 that have been discussed on page 34.</p> <p>Reliability and security of IT systems are thereby high on the agenda of KPN and for that purpose KPN's internal control framework includes several controls to ensure, inter alia, proper identity, access and change management of its IT systems. KPN also has a security team in place focusing on policies, security management and a team of ethical hackers. This team tests the security of KPN's IT environment and imitates behavior of hackers to stay continuously up to date with the latest developments and helps KPN in managing their own security risks, including cybercrime and data privacy as disclosed on page 46 till 48 of the Integrated Annual Report.</p>	<p>As part of our audit, we have reviewed the quality of KPN's IT systems and the controls embedded therein with a purpose to express an opinion on the financial statements. For this purpose, we performed our own procedures and reviewed and tested the work done by KPN Risk Management and KPN Audit. Since this is highly specialized work, our audit team includes IT specialists.</p>	<p>In a few instances, we identified situations where controls needed improvement. KPN has set-up remediation procedures that we have also reviewed and tested with satisfactory results.</p>

For the assurance procedures concerning the sustainability information in scope, we identified the following key assurance matters:

Key assurance matter	How our review addressed the matter	Key observations
Estimations and assumptions in Scope 3 (CO₂e emissions) and energy savings by customers		
Inherent to the nature of information on Scope 3 (CO ₂ e emissions and energy savings by customers), is that they are to a large extent based on the use of estimates and underlying assumptions as disclosed on page 188 of the Integrated Annual Report.	Our review procedures focused on evaluating the suitability and consistent application of the reporting criteria and assessing the reasonableness of the assumptions made. We have also reviewed whether the disclosures in the Report are adequate.	We assessed the reporting criteria as suitable and consistently applied and the assumptions made to be reasonable. We agreed that the methodologies used are sufficiently disclosed in Appendix 3.
Disclosure of methodology for RepTrak pulse score (reputation) and Net Promoter Score in the Netherlands (customer satisfaction)		
The indicators RepTrak and NPS are identified by KPN as part of their representation of key achievements. The indicators are for a substantial part measured by third parties. The outcomes are influenced by the methodologies used by the third parties.	Our review procedures focused on evaluating whether the methodologies are suitable and assessing whether the transparency on the methodologies and its changes in the NPS methodology, as disclosed in Appendix 3 in KPN's Report, are sufficient for a proper understanding by the reader.	We assessed the reporting criteria to be suitable and consistently applied. We agreed that the methodologies used are sufficiently disclosed in Appendix 3.

Report on other legal and regulatory requirements

Engagement

We were engaged by the Supervisory Board as auditor of Koninklijke KPN N.V. on 9 April 2014, as of the audit for the year 2015 and have operated as statutory auditor since that date.

No prohibited non-audit services

We have not provided prohibited non-audit services as referred to in Article 5(1) of the EU Regulation on specific requirements regarding statutory audit of public-interest entities.

Responsibilities

Responsibilities of Board of Management and the Supervisory Board

The Board of Management (hereafter: management) is responsible for the preparation and fair presentation of the financial statements in accordance with EU-IFRS and Part 9 of Book 2 of the Dutch Civil Code, and for the preparation of the other information, including the Report by the Board of Management in accordance with Part 9 of Book 2 of the Dutch Civil Code, the other information required by Part 9 of Book 2 of the Dutch Civil Code and the remuneration report in accordance with section 2:135b and 2:145 sub-section 2 of the Dutch Civil Code.

Management is also responsible for the preparation of reliable and adequate sustainability information in accordance with the GRI Standards (comprehensive option) and the applied supplemental KPN reporting criteria, including the identification of stakeholders and the determination of material topics. The choices made by management in respect of the scope of the Report and the reporting criteria are set out in the section entitled Appendix 3: Transparency in the Integrated Annual Report.

Furthermore, management is responsible for such internal control as management determines is necessary to enable the preparation of the Report that is free from material misstatement, whether due to fraud or error.

As part of the preparation of the financial statements, management is responsible for assessing KPN's ability to continue as a going concern. Based on the financial reporting frameworks mentioned, management should prepare the financial statements using the going concern basis of accounting unless management either intends to liquidate KPN or to cease operations, or has no realistic alternative but to do so. Management should disclose events and circumstances that may cast significant doubt on KPN's ability to continue as a going concern in the financial statements.

The Supervisory Board is responsible for overseeing the KPN's reporting process.

Our responsibilities

Our responsibility is to plan and perform the assurance engagements in a manner that allows us to obtain sufficient and appropriate assurance evidence for our conclusions.

Our assurance procedures aimed at obtaining reasonable assurance have been performed with a high, but not absolute, level of assurance, which means we may not detect all material errors and fraud during our audit. The assurance procedures performed to obtain a limited level of assurance (review) are aimed on the plausibility of information and vary in nature and timing from, and are less in extent, than for obtaining reasonable assurance. The level of assurance obtained in a review is therefore substantially less than the assurance obtained in an audit.

● Other information

We apply the “Nadere voorschriften kwaliteitssystemen” (NVKS, Regulations for Quality management systems) and accordingly maintain a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and other applicable legal and regulatory requirements.

An informative summary of the work performed as the basis of our conclusions is included in the Annex.

Amsterdam, 19 February 2021

Ernst & Young Accountants LLP

signed by F.J. Blenderman

Annex to the combined independent auditor's report

Work performed

We have exercised professional judgment and have maintained professional skepticism throughout the assurance engagements performed by a multi-disciplinary team, in accordance with Dutch Standards on Auditing and the Dutch Standard 3810N, ethical requirements and independence requirements.

Our audit to obtain reasonable assurance about the financial statements (consolidated and corporate) included the following:

- Identifying and assessing the risks of material misstatement of the financial statements, whether due to fraud or errors, designing and performing audit procedures responsive to those risks, and obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtaining an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the company's internal control.
- Evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Evaluating the overall presentation, structure and content of the financial statements, including the disclosures.
- Evaluating whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

Our review to obtain limited assurance about the sustainability information in scope included amongst others:

- Performing an analysis of the external environment and obtaining an understanding of relevant social themes and issues and the characteristics of the company.
- Evaluating the appropriateness of the reporting criteria used, their consistent application and related disclosures in the sustainability information. This includes the evaluation of the results of the stakeholders' dialogue and the reasonableness of estimates by management.
- Obtaining an understanding of the reporting processes for the sustainability information, including obtaining a general understanding of internal control relevant to our review.
- Reconciling the relevant financial information with the financial statements.
- Obtaining an understanding of the procedures performed by the internal audit department of KPN.
- Identifying areas of the sustainability information with a higher risk of misleading or unbalanced information or material misstatements, whether due to fraud or errors. Designing and performing further procedures aimed at determining the plausibility of the sustainability information responsive to this risk analysis. These further review procedures consisted amongst others of:
 - Interviewing management and relevant staff at corporate level responsible for the sustainability strategy, policies and results.
 - Interviewing relevant staff responsible for providing the information for, carrying out internal control procedures on, and consolidating the data in the sustainability information.
 - Obtaining assurance information that the sustainability information reconciles with underlying records of the company.
 - Reviewing, on a limited test basis, relevant internal and external documentation.
 - Performing an analytical review of the data and trends in the information submitted for consolidation at corporate level.
- Evaluating the consistency of the sustainability information in scope with the information in the Report which is not included in the scope of our assurance engagement.
- Evaluating the overall presentation, structure and content of the sustainability information.
- Considering whether the sustainability information as a whole, including the disclosures, reflects the purpose of the reporting criteria used.

In addition to the procedures mentioned above, for the CO₂e emission data 2020 (Scope 1 and 2) of own operations in the Netherlands and the underlying energy data we designed and performed further audit procedures responsive to the risks identified, and obtained audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk that the CO₂e emission data 2020 is misleading or unbalanced, or the risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from errors. Fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. These further audit procedures included the following procedures:

- Obtaining a more detailed understanding of systems and reporting processes, including obtaining an understanding of internal control relevant to our assurance engagement, but not for the purpose of expressing an opinion on the effectiveness of the company's internal control.
- Evaluating the design and implementation of the relevant internal controls during the reporting year.
- Conducting more in-depth analytical procedures and substantive testing procedures on the relevant data.
- Evaluating relevant internal and external documentation, on a test basis, to determine the reliability of the CO₂e emission data 2020 (Scope 1 and 2) of own operations in the Netherlands and the underlying energy data.

We have read the other information. Based on our knowledge and understanding obtained through our audit of the financial statements or otherwise, we have considered whether the other information contains material misstatements. By performing these procedures, we comply with the requirements of Part 9 of Book 2 and Section 2:135b sub-Section 7 of the Dutch Civil Code and the Dutch Standard 720. The scope of the procedures performed on the other information is substantially less than the scope of those performed in our audit of the financial statements or in our review of the sustainability information.

Communication

We communicate with the Supervisory Board regarding, among other matters, the planned scope and timing of the assurance procedures and significant findings, including any significant findings in internal control that we identify during our assurance engagements. In this respect we also submit an additional report to the Audit Committee in accordance with Article 11 of the EU Regulation on specific requirements regarding statutory audit of public-interest entities. The information included in this additional report is consistent with our audit opinion in this auditor's report.

We provide the Supervisory Board with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

From the matters communicated with the Supervisory Board, we determine those matters that were of most significance in the audit of the financial statements, the review of the sustainability information in scope and the audit of the CO₂e emission data 2020 (Scope 1 and 2) of own operations in the Netherlands and the underlying energy data of the current period and are therefore the key audit and assurance matters. We describe these matters in our combined independent auditor's report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, not communicating the matter is in the public interest.