

# Annex

## 1 Conditions Roam Like Home

In the EU and the EEA, you pay the same rate for calling, texting, and using the internet as in the Netherlands ('Roam like Home'), provided that this is fair and reasonable use. Fair and reasonable use exists if you can demonstrate that you have a lasting relationship with the Netherlands. We may ask you to demonstrate that you have a lasting relationship with the Netherlands when entering into the contract.

During the term of the contract, KPN may also check whether you have a lasting relationship with the Netherlands on the basis of objective indicators. This could include documents that prove the establishment of your company in the Netherlands or execution of your main economic activity in the Netherlands. In addition, your employees who use the service must also have a lasting relationship with the Netherlands, as evidenced, e.g., by the ratio between the number of persons employed within your company in the Netherlands, the number of active SIM cards, and the lasting relationship of these employees with the Netherlands.

If KPN doubts the existence of this lasting relationship, KPN will give you 2 weeks to adjust your behavioral pattern or to demonstrate in another way that the lasting relationship exists. If you fail to do so, KPN is entitled to charge you a surcharge.

If there is an organized resale of SIM cards to persons who do not have a lasting relationship with the Netherlands, KPN may immediately take similar measures to prevent abuse.

If there is a so-called 'open data bundle' and you use more than the agreed threshold for the amount of data traffic, a surcharge may be charged. The full terms and conditions with regard to Roam like Home and the above-mentioned surcharges can be found at [kpn.com/allevoorwaarden](https://kpn.com/allevoorwaarden).

## 2 Country classification 'EU countries'

The following countries are part of the EU rate zone<sup>15</sup>, which is a zone consisting of all EU countries and some other European countries. You can use your subscription in the countries listed below and the same rates apply for minutes, texts, and MBs as in the Netherlands. The rates for the United Kingdom can eventually be adjusted as a result of Brexit.

Country	Country
Andorra	Lithuania
Belgium	Luxembourg
Bulgaria	Malta
Cyprus (the Greek part)	Martinique
Denmark	Mayotte
Germany	Monaco
Estonia	Norway
Faroe Islands	Austria
Finland	Poland
France	Portugal (including Azores and Madeira)
French Guiana	Réunion
Gibraltar	Romania
Greece	San Marino
Guadeloupe	Slovenia

<sup>15</sup> The EU rate zone is also known as 'zone 1'.

Country	Country
Guernsey	Slovakia
Hungary	Spain (including Canary Islands)
Ireland	Saint Martin
Iceland	Czech Republic
Isle of Man	Vatican City
Italy	Ukraine (per December 1, 2023)
Jersey	United Kingdom (provisionally after Brexit)
Croatia	Sweden
Latvia	Switzerland
Liechtenstein	

In the above countries, you can use your subscription and the same rates will apply for mobile calls, text messages, and internet use as in the Netherlands.

### 3 Country classification 'Exception countries' (Roaming)

#### 3.1 Exception countries Company Bundles

The following countries are part of the 'Exception countries'<sup>16</sup>. In an exception country, you do not pay the standard Rest of the World rates for mobile calls, text messages, and internet, but instead pay country-specific rates for making and receiving calls, texts, and internet. You can find out how much you will pay in the Smart Bundels rate list.

<sup>16</sup> The list of Exception Countries is different for roaming, international calls, and text messages from the Netherlands to non-Dutch numbers.

The exception countries are not part of the Company Bundle Rest of the World Voice and Company Bundle Rest of the World Data.

<b>Country</b>	<b>Country</b>
Bhutan	Libya
Cook Islands	Maldives
Djibouti	New Caledonia
Equatorial Guinea	Somalia
Falkland Islands	Syria
French Polynesia	Turkmenistan
Guam	South Sudan

### 3.2 Exception countries internet bundles outside the EU discount options

The following countries are part of the 'Exceptional Countries internet bundles outside the EU discount options'. In an exception country, you do not pay the standard Rest of the World rates for internet use, but instead pay country-specific rates. You can find out how much you will pay in the Smart Bundels Tariffs list.

The Exception Countries are not part of the 'Rest of the World per 100 MB' bundles, 'Benefit Countries per 250 MB', and 'Extra Benefit Countries per 1,000 MB'.

<b>Country</b>	<b>Country</b>
Cook Islands	Libya
Djibouti	Maldives
Ethiopia	South Sudan
Guam	

## 4 Country classification 'Benefit Countries'

The following countries are part of the 'Benefit Countries'. You can use the Company Bundles, Benefit Countries Voice and Company Bundles Benefit Countries Data to make discounted mobile calls, send texts, and use the internet in these countries.

Country	Country
Albania	Malaysia
U.S. Virgin Islands	Mexico
American Samoa	Montenegro
Argentina	Nicaragua
Aruba	New Zealand
Australia	North Macedonia
Bonaire (Netherlands Antilles)	Panama
Bosnia and Herzegovina	Paraguay
Brazil	Peru
Cambodia	Puerto Rico
Canada	Russia
Chile	Saba (Netherlands Antilles)
China	Serbia
Colombia	Singapore
Costa Rica	Sint-Eustatius (Netherlands Antilles)
Curaçao (Netherlands Antilles)	Saint Martin (Netherlands Antilles)
Cyprus (Turkish part)	Sri Lanka
Dominican Republic	Suriname
El Salvador	Taiwan
Philippines	Thailand
Honduras	Tunisia

Country	Country
Hong Kong	Turkey
India	Uruguay
Indonesia	United Arab Emirates
Israël	United States (including Alaska and Hawaii)
Jamaica	South Africa
Japan	South-Korea
Kuwait	North Sea Tampnet <sup>17</sup>
Kosovo	

## 5 Country classification 'Benefit Countries per 250 MB'

The following countries are part of the 'Benefit Countries per 250 MB'.

Country	Country	Country
Albania	India	Philippines
American Samoa	Indonesia	Puerto Rico
Argentina	Israel	Russia
Aruba	Jamaica	Serbia
Australia	Japan	Singapore
Bonaire	South Korea	Saint Martin
Bosnia-Herzegovina	Kosovo	South Africa
Brazil	Kuwait	Sri Lanka
Cambodia	Malaysia	Surinam
Canada	Mexico	Taiwan
Chile	Montenegro	Thailand
China	Netherlands Antilles	Tunisia
Colombia	New Zealand	Turkey

<sup>17</sup> North Sea Tampnet is an offshore 4G network in the North Sea provided by our roaming partner Tampnet.

Country	Country	Country
Costa Rica	Nicaragua	United Arab Emirates
Curaçao	North Macedonia	United States
Dominican Republic	North Sea Tampnet	Uruguay
El Salvador	Panama	US Virgin Islands
Honduras	Paraguay	
Hong Kong	Peru	

## 6 Country classification 'Extra Benefit Countries per 1,000 MB'

The following countries are part of the 'Benefit Countries per 1,000 MB'.

Country	Country
Aruba	Montenegro
Australia	New Zealand
Bonaire	Russia
Canada	Saba
China	Singapore
Curaçao	St. Eustatius
Philippines	St. Martin
Hong Kong	Taiwan
India	Turkey
Israël	United Arab Emirates
Koewait	United States
Malaysia	South Korea

## 7 Country classification 'Rest of the World per 100 MB'

All countries, except the following countries listed below are part of the 'Rest of the World per 100 MB':

Country	Country
EU	Ethiopia
Extra Benefit Countries	Guam
Benefit Countries	Libya
Cook Islands	Maldives
Djibouti	South Sudan

## 8 Country classification 'World Bundle per 7.5 GB'

All countries, except the following countries listed below are part of the 'World Bundle per 7.5 GB'

Country	Country
Cook Islands	Libya
Ethiopia	Djibouti
Guam	South Sudan