



Press release

KPN outsourcing partner for Equens' telephony **Quint Wellington Redwood supervises closure of contract**

Utrecht, 19 February 2007 – Payment processor Equens Nederland B.V. – formerly known as Interpay – has outsourced its telephony services to telecom operator KPN. The outsourcing agreement with this supplier was concluded under the supervision of the consultancy firm Quint Wellington Redwood. In the coming five years, KPN will provide Equens with support in the field of basic telephony and call centre activities.

Equens selected KPN because it met every aspect of its requirements. Security and reliability played a central role in this respect. In addition, KPN offered the best price-quality ratio.

Equens operates in a competitive market characterised by economies of scale and consolidation. The company engaged Quint in April 2006 for consultancy services in relation to outsourcing. In cooperation with Equens the firm performed a number of activities, which included compiling the package of requirements, selecting suppliers and drawing up contracts. Equens expects to be able to increase the organisation's agility by means of this outsourcing. The company has clear ambitions in terms of growth. Equens believes that these can best be achieved with an organisation that places a strong emphasis on core activities.

"KPN is pleased to have been engaged to manage Equens' telephony and call centre applications for the coming five years. This will result in further expansion of the companies' established intensive relationship. KPN has obtained in-house knowledge of Avaya hardware, partly through its

acquisition of Newtel Essence. We are pleased to say that this fully complies with Equens' requirements," says Johan den Hartog, Client Executive for KPN Sales.

"Equens defined meticulousness and reliability as key criteria for an outsourcing partner. Quint is pleased that it could make an important contribution in this respect. The project at Equens underlines our expertise in the financial services market, in which we have now performed and will continue to perform a range of large consultancy engagements in the field of outsourcing," says Menzo Meijer, a senior consultant at Quint Wellington Redwood.

About Equens

Equens Nederland B.V. is part of Equens, the first pan-European full-service payment processor, which was established in autumn 2006 by Interpay Nederland and Germany's Transaktionsinstitut. Equens processes 7 billion payment transactions annually, making it one of Europe's largest payment processors. For additional information, please visit www.equens.com.

About KPN

KPN is the Netherlands' leading multimedia company and offers consumers fixed and mobile telephony, internet and television. KPN provides its business customers with voice, internet and data services, as well as fully managed and outsourced ICT solutions. KPN provides wholesale network services to third parties such as operators and service providers both nationally and internationally. KPN's mobile business activities in Germany and Belgium are based on a multi-brand strategy and cater for various customer segments in both the business and consumer markets.

At 31 December 2006, KPN had 6.3 million customers in the Netherlands with a land line, 8.6 million mobile customers, 2.1 million internet customers and 0.3 million television viewers. KPN also has 15 million mobile customers in Germany and Belgium. With 28,368 employees (25,976 FTEs), KPN achieved a turnover of EUR 12.1 billion in 2006 and an EBITDA of EUR 4.8 billion. KPN became independent in 1989 and is listed on the Amsterdam, New York, London and Frankfurt stock exchanges.

About Quint Wellington Redwood

Quint Wellington Redwood – referred to as 'Quint' – is an independent management consultancy firm that specialises in providing solutions for IT-related organisational changes. We provide our services in over 30 countries from seventeen offices spread across the globe. Quint focuses on strategy, sourcing issues and process implementation.

Quint's clientele comprises leading profit and non-profit organisations that depend heavily on IT. We help our customers achieve integrated management across the business and IT domains in order to provide them with a strategic advantage over their competitors. This is reflected in our mission: *Orchestrating Business Excellence*. For additional information, please visit www.quint.nl or www.quintgroup.com.

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