Press release

Paris, October 20, 2022

Arcep's 2022 audit ranks Free the number 1 alternative operator for quality of mobile data services in Metropolitan France

networks



Free Mobile teams working on a mast at Bessans in the French Alps on October 6, 2022

The results of the latest audit on mobile quality of service carried out by the French telecoms regulator, Arcep – published today – ranks Free as the leading alternative operator for mobile usages in Metropolitan France, clearly demonstrating how Free is constantly enhancing the service quality of its mobile network.

Almost **all of the indicators in all population areas were up significantly** for Free.

For all population areas combined, Free obtained **the best indicators out of France's alternative operators for the majority of the mobile usages** measured by Arcep: web page load time, quality of video streaming, and download speeds. Free performed particularly well in medium-populated and rural areas.

Arcep audit results in line with other service quality indicators

The results of the Arcep audit issued today corroborate the surveys published by nPerf, the satisfaction survey carried out by IFOP for Free, and Free's Mobile sales performance in France:

- The nPerf survey for the first half of 2022[1] ranked Free as the **number 1 alternative Mobile** operator for download speeds (all technologies combined: 2G>5G).
- According to the IFOP[2] satisfaction survey carried out in June, Free has **the highest NPS**[3] out of France's four national mobile network operators, with a 93% satisfaction rate among Free Mobile subscribers and 94% saying they would recommend Free.
- Free had the **market's highest number of Mobile net adds** in first-half 2022, with 247,000 new subscribers over the period.

With 14 million mobile subscribers in France, in the coming years the iliad Group is committed to pursuing its efforts to provide an ever-higher quality of service, **without raising the prices of its €2 and €19.99 plans.**

The Group's rollout strategy is continuing to deliver

This year's results once again clearly show that the iliad Group has got its ambitious rollout strategy right. With some 2,000 new mobile sites deployed each year over the past ten years, the Free Mobile network now has almost **23,000 mobile masts** in France, providing **4G coverage** to **99.7%** of the country's population. Free Mobile also has t**he best 5G coverage** rate in France, at over **84%** of the population.

Evidence of our extensive national 5G coverage can also be seen in the **significant increase this year in our end-to-end 5G rate**, a new indicator introduced by Arcep in its 2021 audit which represents the percentage of speed tests performed that actually used 5G to download files.

Our strong performance this year is also due to the intensive efforts we have made **to optimize our network.** For example, over the past year, our teams have massively increased the network's radio capacity and transmission capacity. And we will be continuing these efforts in the coming months.

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1 nPerf survey of Mobile Internet connections in Metropolitan France published on July 13, 2022.
2 Online survey of Mobile subscribers based on a representative sample of 2,000 individuals aged 18 and over (representativeness ensured using the quota method in terms of gender, age, socio-professional category, region and size of town/city). Interviews carried out between June 1 and June 13, 2022.
3 Net Promoter Score*: a market research metric that is based on a single survey question asking respondents to rate the likelihood that they would recommend a company, product, or a service to a friend or colleague.*

In France, the iliad Group has almost **10,000 employees**, making us the second-largest employer in our industry. About half of our workforce, **i.e. 4,500 people,** are dedicated **to rolling out, maintaining and operating our Fixed and Mobile networks** across France. The Group would therefore like to take this opportunity to thank all of its teams, who go all out to ensure that our subscribers have **the best possible quality of service 24/7.**

About the iliad Group

Created in the early 1990s, the iliad Group is the inventor of the world's first triple-play box and has grown into a major European telecoms player, standing out for its innovative, straightforward and attractive offerings. The Group is the parent of Free in France, iliad in Italy and Play in Poland, has over 16,400 employees serving 45 million active subscribers, and generated €7.6 billion in pro forma revenues in 2021. In France, the Group is an integrated Fixed and Mobile Ultra-Fast Broadband operator and had 20.9 million retail subscribers at June 30, 2022 (13.9 million mobile subscribers and 7.0 million fixed subscribers). In Italy – where the Group launched its business in 2018 under the iliad brand, becoming the country's fourth mobile operator – it had over 9.1 million subscribers at end-June 2022. With the acquisition of the Polish mobile operator, Play, in November 2020, the iliad Group became Europe's sixth-largest mobile operator by number of subscribers (excluding M2M). And its acquisition of UPC Polska – which closed on April 1, 2022 – has made the Group a convergence leader in Poland.

Find out more at:

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