free PRO

Press Pack
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CONTENTS

FREE PRO AT A GLANCE

SIMPLE:
a single no-commitment offering, available to all businesses and administrations

POWERFUL:
with 10G EPON Fiber technology and 5G

COMPREHENSIVE:
including a Fixed offering with 4G backup, as well as Mobile, and access to a whole new sphere of essential business services

COST-EFFICIENT:
less than half the price of the competition for a 10-person business[1]

FREE PRO - ALL FOR LESS
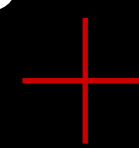
[1] Subscription costs & access fees for 1 Pro fiber internet access + 10 Pro SIM-only mobile plans, for 3 years. Comparison with plan tariffs available on the websites of other French operators.

1 B2B - a telecoms market ripe for challenge

20 years ago, Free revolutionized the retail Internet market by inventing the world's first triple-play box. **Ten years later**, we entered the Mobile telephony market as an alternative operator, transforming it with our great value, no-commitment plans. And now, Free is out to conquer the B2B market with the same ambition: **to offer the best-performing technologies at an ultra-competitive price to all businesses in France.**

A double boost of simplicity and innovation

While the French retail telecoms market is particularly dynamic – with ultra-competitive offerings and an extremely fast fiber rollout (according to the FTTH Council, France had the largest number of connectible fiber sockets in Europe as of April 2020) – the B2B market is lagging behind.

France currently ranks 11th for business digitalization, with Finland, Belgium, the Netherlands and others all in front (DESI 2020). For example, there are currently twice as many digitalized very small businesses in Germany than in France.

The **digital divide affects small and medium-sized businesses the most**, as they can't afford not to have fiber but **what's on offer isn't suited to them.**
That's why Free has decided to enter the B2B market, offering the **double boost of simplicity and innovation** that will give French businesses access to the best technologies.

+2 Free is out to conquer the B2B market

Free's parent, the iliad Group, is mobilizing its human and technical resources for the launch of its B2B business.

The Group has invested massively in infrastructure over the past few years and now has **top-quality Fixed and Mobile networks, with:**

• **A large-scale Fiber network,** with some 20 million connectible sockets and a target of reaching 30 million by 2024.

• **A specific network for carrying B2B traffic,** with optimized latency.

• **A 4G network** covering 98% of the French population, and **the largest 5G network in Metropolitan France** in terms of number of active sites (7,044 700 MHz/3.5 GHz sites, including 562 using 3.5 GHz) as of March 1, 2021[2].

We have over **3,600 people in the field, rolling out and maintaining our networks** on a daily basis.

We have 7 secure, ISO 27001-certified data centers located in France, as well as over 20 years' experience in Cloud and IoT infrastructure and managed services.

We've trained over **1,000 installation technicians** to deploy Fiber for B2B customers.

And we have more than 700 people **in our 100+ Free Centers** across France ready to welcome our business customers.

[2]See ARCEP's 5G rollout data released on March 16, 2021, available on the arcep.fr website.

3 Free Pro - a new brand dedicated to businesses

Because we want to change the game in the B2B market, today we're launching a **new dedicated brand: Free Pro.**

We've replicated **Free's DNA** in our new brand, so it's got all of Free's simplicity, innovation and value for money.

It's an offering that's been **created by entrepreneurs for entrepreneurs**, and because it's **100% dedicated to businesses and professionals**, it's been designed with them in mind right from the outset.

Free Pro's teams have capitalized on their own entrepreneurial experience to **identify and address all the specific needs of businesses**.

WE KNOW YOUR BUSINESS -
BECAUSE YOUR STORY IS OUR STORY

4 The Freebox Pro - Ultra-performing. Ultra-professional

To meet the specific needs of businesses, we've created a **brand new Freebox**, designed and manufactured purely for the B2B market.

A Freebox specially created for business environments

The Freebox Pro has been entirely developed by Free's teams to meet the full range of a business's needs – **intense use**, operation in an **industrial environment** and resistance to **vibrations** and **high temperatures.**

Developed and tested using an **industrial process**, it is made out of **very robust, hard-wearing materials**, which increase its stability and lifespan. It can be mounted **in a 19-inch rack.**

The first pure-Fiber Freebox

The Freebox Pro is the **first pure-Fiber Freebox**.
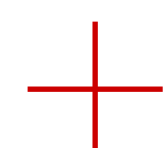This means it directly addresses the number one priority of businesses – **top-quality, ultra-fast connectivity.**

5 Ultra-fast Free Fiber for businesses

Gone are the days of painfully slow Internet when several people are working at the same time! The Freebox Pro has been specially designed to accelerate productivity, simplify data exchange and facilitate collaborative working for businesses.

The Freebox Pro has ultra-fast Free Fiber thanks to **10G EPON technology**. It offers speeds of up to 7 Gbps download and up to 1 Gbps upload.

The latency of the Freebox Pro has been optimized and it offers high-performance web flows thanks to hundreds of direct interconnection agreements signed with the largest French and international cloud services operators and providers over the past two years.

UP TO 7 GBPS DOWNLOAD

UP TO 1 GBPS UPLOAD

OPTIMIZED LATENCY

ULTRA-FAST FIBER
10G EPON technology

free PRO

⑥ Powerful and secure Wi-Fi

The Freebox Pro comes with integrated **tri-band Wi-Fi**. Its Multi-User MIMO function gives ultra-fast speeds **without altering bandwidth**, even when many devices are connected at the same time (computers, printers, tablets, smartphones, etc.).

Fast and easy connection

It couldn't be **easier** to connect up to Wi-Fi – all you need to do is scan the **QR code** that comes up on the Freebox Pro display screen. You're then connected straight away without having to enter an interminable password.

Guest Wi-Fi isolated from the local network for greater security

For reinforced security and confidentiality, the guest Wi-Fi function (for customers, business partners etc.) provides a **connection that is totally isolated from the internal network.** Connection time slots and Wi-Fi key renewal intervals can be easily set.

Extended coverage with the Wi-Fi Pro repeater

The Wi-Fi Pro repeater allows **Wi-Fi coverage to be extended** in all types of business premises. It's extremely **easy to use**, is plug and play, and has **smart functionalities,** automatically selecting the best available frequency. Depending on the layout of the premises, several repeaters can be requested as an add-on option and deployed so that Wi-Fi can pass through walls and across different floors[3].

Secure Wi-Fi

In order to provide a highly secure Wi-Fi connection, the Freebox Pro uses **the latest WPA3 protocol** – one of the most secure encryption standards on the market – to reinforce authentication and cryptographic strength.

[3]Wi-Fi repeater (€40 excl. VAT per repeater) provided on request..

7 Business Continuity[4]: automatic 4G backup included

Another essential factor for businesses is to be able to ensure their continuity by having r**eliable Internet access** all the time. That's why we're offering **systematic and automatic 4G backup** for all Freebox Pro customers in 4G areas.

Two distinct network accesses

The Freebox Pro meets this need for reliability by having **two different network accesses.** If Fiber access goes down, it automatically, with no manual intervention, switches from the main Fiber access to the **backup access**, so that the Internet connection is seamlessly maintained. Thanks to this service, called Business Continuity, businesses can be assured of **uninterrupted Internet access.**

The external 4G modem is included in the Freebox Pro offer. It is directly installed by the Free Pro technician who comes **to connect up** the Freebox Pro, and can be placed where there's the best 4G coverage.

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[4]Business Continuity: provision, on request and only at the time of subscription to the plan, of a 4G modem and a SIM card. 100 GB per month (speeds reduced in excess of that allowance), only available at the subscription address, subject to eligibility and 4G coverage, and only if there is a fault with the access link.

⑧ Cloud Sync Pro: protected data

The risks of losing data are many and varied for any business, with causes ranging from computer failure to a team member leaving. To help prevent those risks we have created Cloud Sync Pro – **an innovative double protection system** that combines local storage and automatic synchronization of data in the cloud.

Local, centralized storage of all your data

Data is stored locally in the Freebox Pro thanks to the **NAS server**, which carries out automatic synchronizations. The Freebox Pro has space for **two 1TB hard drives** so that digital assets can be stored and shared. No more team members' files scattered in different places on their PCs or in the cloud! At last, all of your data can be stored centrally.

Automatically duplicating your data in the cloud

In addition, the Freebox Pro plan provides for data to be **synchronized** several times a day in one of our French **data centers**. 200 GB of cloud storage is included in the plan. Thanks to this redundant data storage system, businesses and professionals no longer run the risk of losing their sensitive data.

INTEGRATED FIREWALL

⑨ Integrated security for businesses

Businesses are increasingly exposed to **cyberattacks**. This risk is often under-estimated, as are the potential losses, which can be extremely high. To deal with this issue, the Freebox Pro has embedded **security-enhancing solutions.**

Three integrated functionalities dedicated to security

The Freebox Pro comes with special integrated software to protect data and users connected to the local network:

- **VPN access**, enabling different devices to remotely access data saved in the Freebox Pro. This particularly facilitates fully-secure remote working.

- **A firewall** that protects against external attacks by filtering and controlling incoming and outgoing access to the local network. And it's IPv6 compatible.

- **AES encryption** of data saved on the hard drives, which means that files will remain secure if hardware is lost or stolen.

⁺10 **Dedicated support for businesses: specialists based in France**

A totally redesigned approach to customer service

We've created a specific **Business Customer Expertise Center** to provide businesses with optimal support and the customer service they need on a daily basis. **Our Free Pro customer service advisors are based in France, are available 7/7 and are 100% dedicated to dealing with requests from Freebox Pro and Free Pro Mobile customers.**

We've also reinvented customer support by developing specific tools and systems – **smart virtual agents**, dedicated **online assistance** and a business-specific **online ticketing system** available in the Customer Zone. In just a few clicks, a request can be transmitted, categorized and then dealt with in a closely-monitored timeframe.

11 Self-test - an original and innovative function

Our Free Pro teams have developed a cutting-edge predictive function, called **self-test**, that is integrated into the Freebox Pro. Thanks to this function, the Freebox Pro continuously transmits data about its operating condition to our supervision centers, even if the Internet connection goes down, via a **second independent network** (long-range low-speed network). All Freebox Pros are therefore **supervised 24/7.**

This means that our B2B specialists have, on an almost real-time basis, all the data they need to get a detailed view of the situation.

INTEGRATED, CONNECTED AI MODULE

An AI module integrated in the Freebox Pro

Thanks to an integrated artificial intelligence module, the Freebox Pro can **self-detect** any anomalies.

It can therefore immediately **issue an alert** in the case of an incident – such as a Wi-Fi malfunction or over-heating – which makes it much easier for our teams to respond.

ROBUST AND LONG-LASTING

12 An eco-responsible Freebox

The Freebox Pro benefits from the **15 years of continuous improvements** made to our Freeboxes' design and manufacturing processes in order to reduce their environmental footprint. From design through to manufacture and right up to reconditioning and recycling, everything has been thought out to **minimize the Freebox Pro's impact on the environment.**

A Freebox designed to last

Free is **against the programmed obsolescence** of everyday consumer goods. Like all our Freeboxes, the Freebox Pro has been designed to last for at least **10 years**. We've chosen electronic components that stand out for their durability, and have developed a cooling system that helps them last even longer.

A new product that will be reused and recycled

All of our boxes are designed and made in-house by the Freebox company. This means we can guarantee that our products will be **reused** for many years, as we repair and recondition them ourselves. And at the end of our Freeboxes' lives, their materials (plastic casing, mother-boards etc.) are **recycled**.

Lower carbon emissions across the whole supply chain

We're doing everything we can to drastically reduce carbon emissions across our whole Freebox supply chain, from factory to truck. In line with this, the iliad Group has eliminated **air freight**, replacing it with a multi-modal transport mix combining rail, road and sea.

+13 Unlimited calls to mobile and fixed-line phones

The Freebox Pro plan includes **two fixed lines** with unlimited calls to mobiles in Metropolitan France, the DOM, Canada, China and the United States, and to fixed lines in over 100 countries[5].

From the online Customer Zone it's easy to add more fixed lines and manage business messaging services, calls and faxes.

[5]Calls from the Freebox Pro. Excluding short and special numbers and numbers for services other than person-to-person communication. See pro.free.fr. for the full list of countries included. DOM: French Guiana, Guadeloupe, Martinique, Mayotte and Reunion Island.

France's largest 5G network,
with 7,044 sites,
including 562 sites using 3.5 GHz

Data as at March 1, 2021

14 The Free 5G network

Free currently has the largest 5G[6] network in France, with 7,044 active sites using 700 MHz/3.5 GHz, including 562 sites using 3.5 GHz[7]. Almost 50% of the French population is already covered by Free 5G, both in urban and rural areas.

As a result of our mobile network investments and the purchase of frequencies in the 3.5 GHz band in the French spectrum auctions in 2020, Free now offers speeds that are three times faster[8] than 4G thanks to:

- **Broad indoor coverage** provided by so-called "low" frequencies (700 MHz), which propagate very well.

- **Our 70 MHz in the high frequency band** (3.5 GHz).

A 5G/4G+ MOBILE PLAN IS INCLUDED

IN THE FREEBOX PRO OFFERING

[6]5G: in Metropolitan France with a compatible mobile phone, only in covered areas. 5G currently in rollout phase (3.5 GHz and 700 MHz). See mobile.free.fr for coverage details.
[7]In terms of number of active 5G sites in Metropolitan France at March 1, 2021. See ARCEP's 5G rollout data released on March 16, 2021, available on the arcep.fr website.
[8]Maximum theoretical download speed compared with Free 4G.

15 The Free Pro Mobile fleet offering

In order to help businesses manage new working patterns and accelerate employee mobility, Free Pro offers **a 5G/4G+ mobile plan**.

150 GB OF 5G[9]/4G+ DATA
in Metropolitan France

UNLIMITED CALLS
to fixed lines in 100 countries

25 GB OF INTERNATIONAL ROAMING DATA

Mobile fleet management made easy

The Free Pro Mobile Plan comes with a fleet management console, which is accessible online in the Free Pro Customer Zone. You can use this console to easily activate a new mobile line, either with or without portability, see all of your lines at a glance and track them on a day-to-day basis. There's also a detailed breakdown of mobile usage and a system for setting caps on off-plan "extras" so that invoices and usage can be closely managed.

Activate
your lines immediately
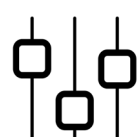
Manage
off-plan usage
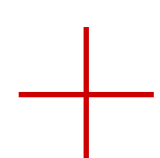
Replace
a lost or stolen SIM-card

Create
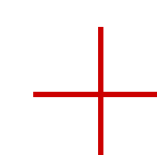your assistance requests in 3 clicks

Track
your usage in real time

Easily centralize
your fleet management

FREEBOX PRO: €9.99(excl. VAT)/MONTH PER ADDITIONAL LINE, FOR AS MANY LINES AS YOU WANT

[9]5G: in Metropolitan France with a compatible phone, only in covered areas. 5G currently in rollout phase (3.5 GHz and 700 MHz). See mobile.free.fr. for coverage details.

16 Freebox Pro -
a no-commitment plan at Free's great-value prices

€39.99 (excl. VAT) /month[10]

No commitment
for 1 year, then €49.99(excl. VAT)/month

INCLUDES:

CONNECTIVITY: Fiber[11] up to 7 Gbps ↓ and 1 Gbps ↑

RELIABILITY: automatic 4G backup

COMMUNICATION: 2 fixed lines with unlimited calls

MOBILE: 1 Free Pro 5G/4G+ Mobile Plan included

DATA PROTECTION: NAS server with a 1TB hard drive + 200 GB cloud

SECURITY: firewall, remote access via VPN and data encryption

PEACE OF MIND: dedicated 7/7 support[12] + self-test function

[10]Offer subject to terms and conditions, available for business customers only, no commitment, valid in Metropolitan France, subject to eligibility and technical compatibility (only in areas where Free Fiber has been rolled out and subject to a Free Fiber connection at the customer's address). Start-up fee: €50 (excl. VAT). Cancellation fee: €50 (excl. VAT).
[11]FTTH on the Free network. 10G EPON technology. Maximum theoretical speeds: up to 7 Gbps download and up to 1 Gbps upload, with compatible devices.
[12]Freebox Pro Customer Support: Essential Support: incident reports and requests via the online Customer Zone. Premium Support (€20 excl. VAT per month) in addition to Essential Support: Access to a specialist by phone from Monday through Sunday from 8:00 a.m. to 8:00 p.m. (excluding bank holidays) or incident reports/requests via the online Customer Zone.

17 Advantages of the Freebox Pro

By signing up to the Freebox Pro Plan, our customers get a Free Pro 5G/4G+ Mobile Plan included and a €10 (excl. VAT) discount per month on additional lines[13], with no limit on the number of lines.

THE FREE PRO MOBILE PLAN
No commitment

INCLUDES:

150 GB OF 5G[14]/4G+ DATA
in Metropolitan France

UNLIMITED CALLS
to fixed lines in 100 countries

25 GB OF INTERNATIONAL ROAMING DATA

MOBILE FLEET MANAGEMENT

- 1 Free Pro Mobile Plan
  included with the Freebox Pro

- **€9.99[(excl. VAT)]/month per extra line instead of
  €19.99[(excl. VAT)]/month, for as many lines as you want**

[13]Price of the Free Pro Mobile Plan for Freebox Pro customers: €0 (excl. VAT) per month (i.e. a reduction of €19.99 (excl. VAT) per month) valid for one Free Pro Mobile Plan; and €9.99 (excl. VAT) per month (i.e. a reduction of €10 (excl. VAT) per month) for additional Free Pro Mobile Plans. Prices only for customers with an active Freebox Pro Plan. Reductions lost if the related Freebox Pro Plan is cancelled.
[14]5G: in Metropolitan France with a compatible phone, only in covered areas. 5G currently in rollout phase (3.5 GHz and 700 MHz). See mobile.free.fr. for coverage details.
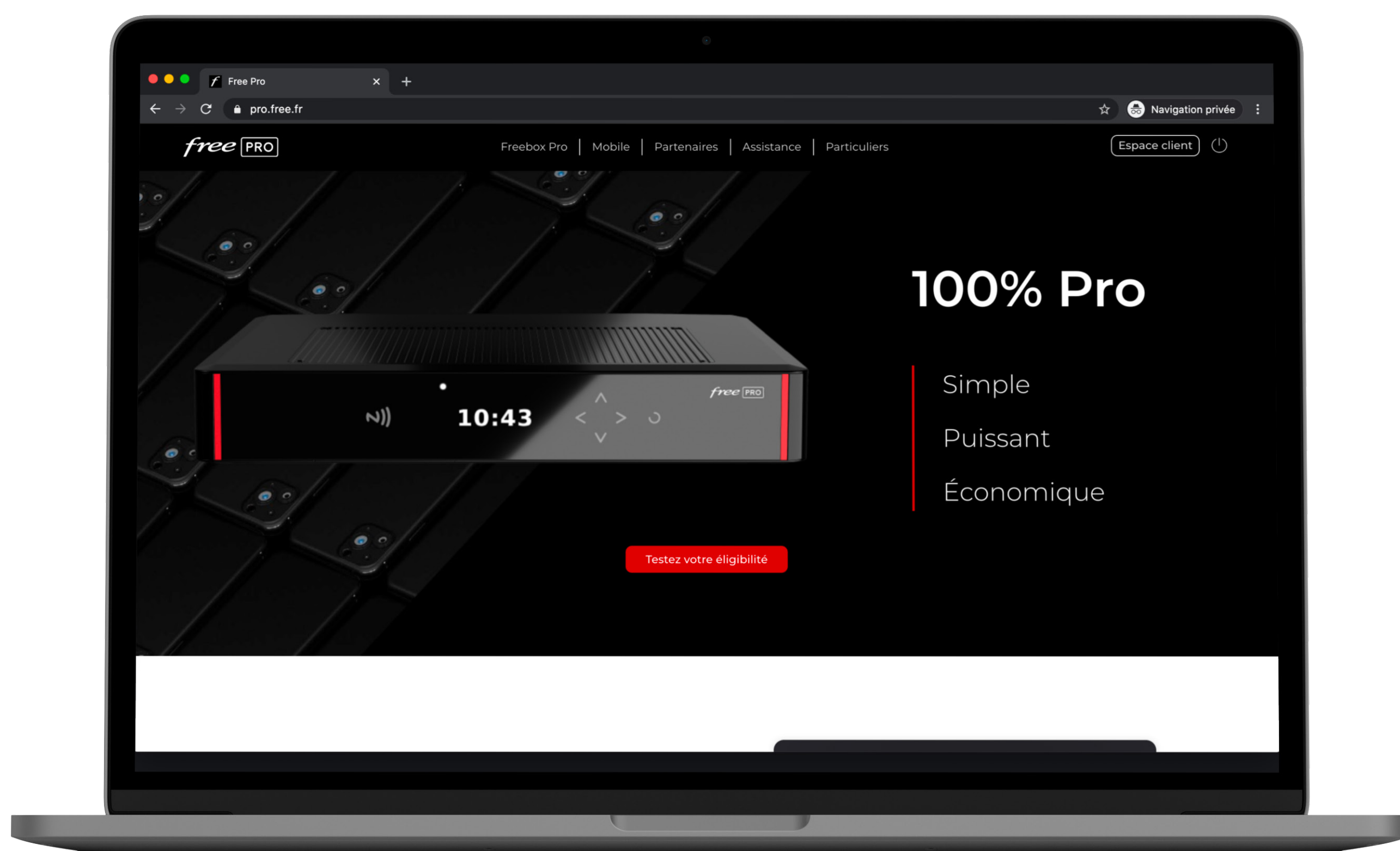
18 How to sign up for a Free Pro Plan

Our Free Pro offerings are being launched today through four distribution channels:

- **Online, at pro.free.fr**
- **By phone, on 10 43**[15], with a Free Pro specialist guiding you through the subscription process
- In store, in our Free Centers, where you can make a **Free Pro appointment** with one of our advisors
- **Our Free Pro Partner Program**, which lists the names of our trusted IT and telecoms partners who propose our offers.
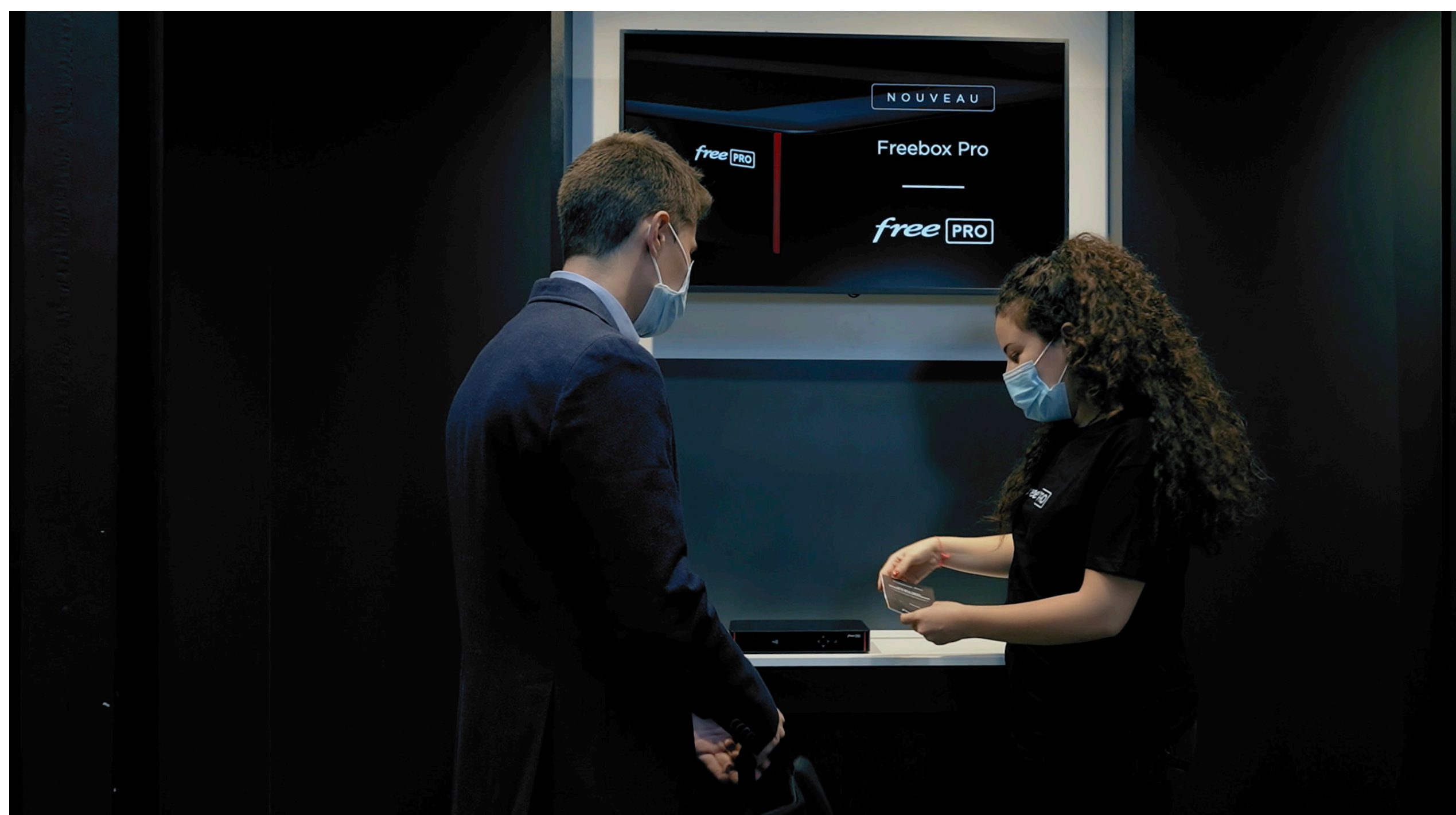
[15]Price of a standard call

+19 Technical specifications

Connectivity

10G EPON fiber compatible

Wi-Fi AC4400 MU-MIMO, Tri-band (2.4 GHz and two 5 GHz channels)

WPA3 standard (latest-generation encryption protocol)
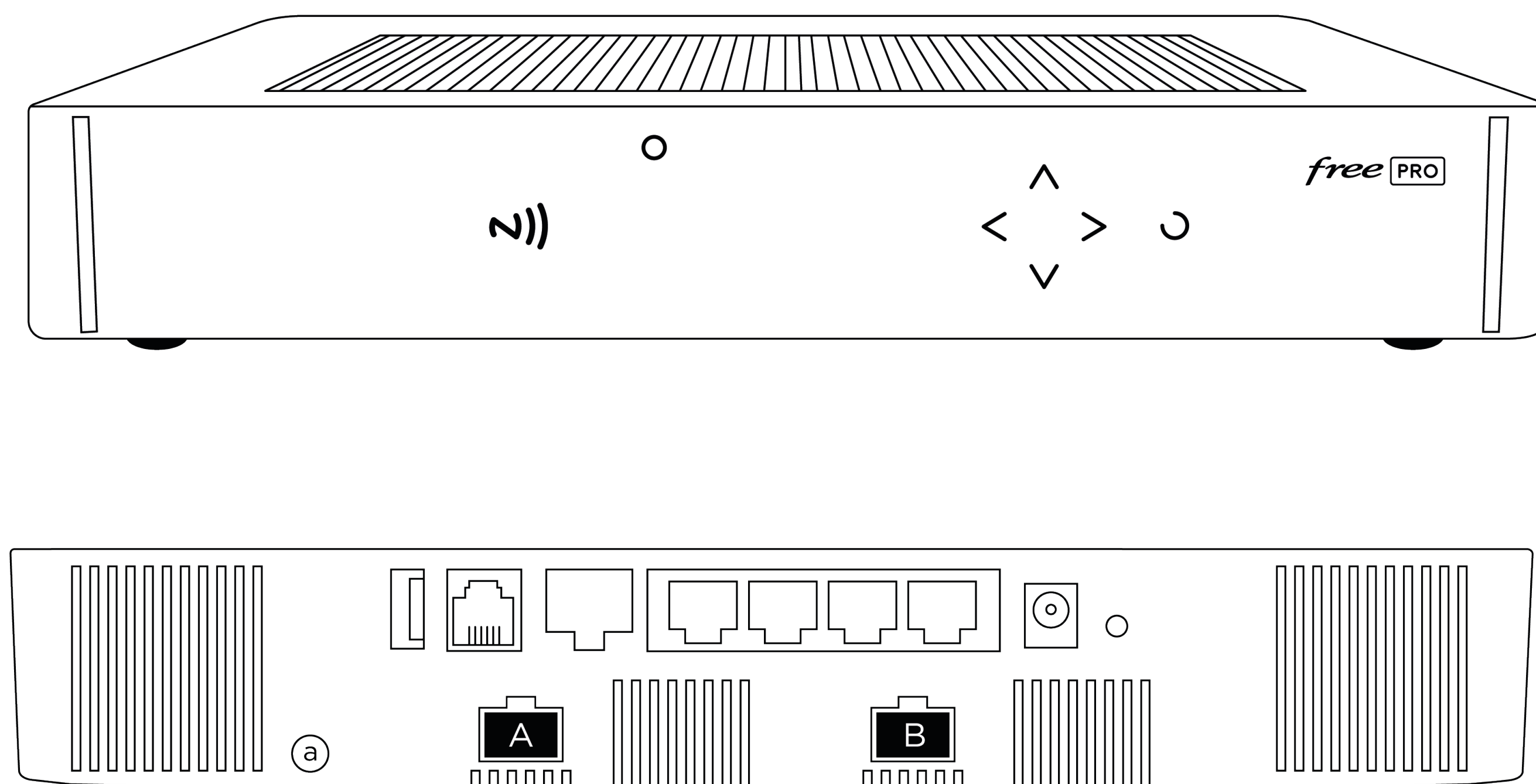
Connectors

1 FXS port (Freebox Pro fixed line)

Type A USB3 port

LAN

Four 1 Gbit Ethernet RJ45 ports

One 10 Gbit Ethernet SFP port

WAN

One 10 Gbit Ethernet port for incoming Fiber

One 1 Gbit/2.5 Gbit Ethernet port for the 4G modem

NAS server

Up to 2 x 2.5' HDD SATA or SSD

2x SATA III 6 Gbps interfaces

Dimensions

Height: 1U (44 mm)

270x220 mm

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