

## Free Features A Real-time Display Of the Time Taken To Set up ADSL Freebox access And The Availability Of Its Hotline

From May 9 to June 30, 2005, Free will present real-time display of the time needed to access its phone hotline updated every 5 minutes and the time taken to open Freebox broadband access (updated every 24 hours) on its website ([www.free.fr](http://www.free.fr))

Free's customer service has been significantly improved and continues to prove its satisfactory performance:

- Average set-up time for ADSL access (cabling and delivery of the Freebox) starting from the validation of the registration dossier:
  - o 4.9 days in a non-unbundled zone
  - o 7.3 days in an unbundled zone
- Hotline waiting time: 4 minutes (average observed time)
- Online technical support response time: under 48 hours (average observed time)

This progress is the result of a the hiring of more call center operators, of which 800 are now employed in Paris, the introduction of a hotline dedicated to fully unbundled subscribers and the development of new tools for hotliners. Free will pursue these efforts in the course of the following months to steadily improve its customer service.

In addition, Free recalls that since the launch of Freebox in September 2002, an extensive range of tools and services has been developed and put on line to simplify the subscribers experience and avoid their having to contact the hotline: introduction of free back-up low speed connection, a console that tracks the ADSL order and sending of the Freebox, display of incident tickets, ADSL subscription management interface, etc.

### Free Broadband Offer (€29.99/month) for All New Subscribers:

	<b>Unbundled zones</b> <i>TRIPLE PLAY OFFER (Internet + Telephony + TV)</i>	<b>Non-unbundled zones</b> <i>DUAL PLAY OFFER (Internet + Telephony)</i>
Reception capacity	Up to <b>20 Megabits</b> *	Up to <b>10 Megabits</b> *
Emission speed	1 Mbit/s	320 kbit/s
Access costs	NONE	
Long-term commitment	NONE	
Closing costs	96 € minus 3 euros per month's subscription and refundable in the case of a move	
Modem	FREEBOX (USB + Ethernet+ WiFi Compatible **) provided free of charge	
Router function	YES	
Wi-Fi	YES **	
Anti SPAM	FREE	
Services include	<b>Free and unlimited telephony</b> to Mainland France	
	<b>More than 200 TV channels, of which 80 are included</b>	
	<b>Total unbundling:</b> Telephone subscription included – Free portability of the number – Possibility of not having to open a phone line (total unbundling on inactive number)	

\* subject to eligibility of the line. Speed expressed in ATM.

\*\* card sold on the Free website: €27 inc. taxes

### Free is a subsidiary of the Iliad Group

The Iliad Group is a major player on the French Internet services and telecommunications markets through its subsidiaries Free (second largest Internet services provider and a licensed telecommunications operator), One.Tel and Iliad Telecom (fixed telephony operator) and Kertel (prepaid phone cards). The Iliad Group is listed on Euronext Paris stock exchange under the mnemonic code ILD and is a member of the Next 150 and SBF 250 indices.