

Paris, 29 September 2006

82% of Free's customers are satisfied
Lowest rate of customers wishing to cancel on the market
Source: "60 millions de consommateurs" - October 2006

According to a survey published for the third year running in the consumer magazine "60 millions de consommateurs", Free comes out as one of the two Internet service providers with the highest levels of satisfaction among Internet users, with a satisfaction rate of 82%. This survey also showed that Free has the lowest number of customers wanting to cancel their services (17%).

Moreover, Free's performance in certain specific areas, as established from the responses to the survey, was as follows:

- Freebox: The easiest set-top box to install, satisfaction rate for installation: 87%
- Best ISP for full unbundling
- 80% satisfaction rate for telephone services
- Best ISP for broadband television services.

All the surveys carried out by reputable organisations support the findings of the French competition authority, the Direction Générale de la Concurrence, de la Consommation et de la Répression des fraudes (DGCCRF), i.e. that Free is not the worst offender in the telecommunications sector as far as complaints are concerned.

This successful performance is the result of the efforts made by Free in recent years to enable consumers to benefit from highly innovative services at extremely competitive prices, and also to offer the best possible quality of technical support.

Free's determination not to outsource or offshore its technical support service has allowed the company to make constant improvements in the quality of this technical support and to respond quickly and appropriately to its subscribers' requirements. This performance is the result of a policy of ongoing training and an increase in the number of technical staff employed, who now number more than 1,200. These improvements have also been made possible by the development of new management and diagnostics tools, as well as the creation of a team of field engineers who are able to carry out work in subscribers' homes.

The HD Freebox, which has been on the market since last April, perfectly illustrates Free's ability to develop products which combine innovation with ease of use. Free plans to continue to focus on improving the quality of the services offered to subscribers.

Summary of Free's performance over the last three years:

2006

Second best ISP, with a satisfaction rate of 82%
ISP with the lowest number of customers wishing to cancel their subscriptions (17%)

2005

Fifth best ISP, with a satisfaction rate of 76%
ISP with the lowest number of customers wishing to cancel their subscriptions (18%)

2004

Third best ISP, with a satisfaction rate of 80%
ISP with the lowest number of customers wishing to cancel their subscriptions (22%)

Survey of Internet users carried out between 11 May and 18 July 2006, which appeared in the October 2006 issue of the monthly "60 millions de consommateurs" consumer magazine on www.60millions-mag.com.

Free is a subsidiary of Iliad. The Iliad Group is a major player in the Internet and telecommunications markets in France through its subsidiaries Free (the leading alternative broadband operator with 1,905,000 broadband subscribers as at 30/06/2006), Onetel and Iliad Telecom (fixed telephony operators) and Kertel (prepaid phone cards), as well as IFW (WiMax). The Iliad Group was established in 1991 and currently has more than 1,400 employees. The Iliad Group is listed on the Euronext Paris Eurolist under the mnemonic code ILD.