

Paris, 7 August 2008

Free extends its Local Technical Support nationwide***Technical support is now available at home addresses with no extra charge in over 70 towns and cities***

In the course of the past few years, Iliad Group has put much time and effort into improving the quality of its subscriber support service, which has become one of the best in the market, as confirmed by a series of independent studies released over recent months.¹

In line with this quality policy, Free introduced a **never-seen-before service**: since October 2007, subscribers have had access to a Local Technical Support, provided by a team of roving engineers. Organised on the basis of a system of numbers dedicated to each *département*, this service has the following original feature: if a Free subscriber's issue can not be resolved quickly by phone, an appointment is arranged straight away with a Free engineer, who calls to the **Free user's premises within 2 working hours, free of charge**.

Free has just extended this service to 22 new towns and now covers more than **70 towns and cities throughout France**.

Local Technical Support can be reached Monday to Friday, from 8am to 10.15pm, by dialling 0811 92 30 XX ² (replacing XX by the French *département* number).

Attachment: List of French towns and cities covered by Free's Local Technical Support.

Free is an Iliad subsidiary. The Iliad Group is a major player in the French Internet access and telecommunications market via its subsidiaries Free (3,134,000 ADSL subscribers as of 30 June 2008), Onetel and Iliad Télécom (fixed telephony providers) and IFW (Wimax). The Iliad Group is listed on Euronext Paris under the ticker ILD.

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- In the latest edition of the annual barometer *TechCity Mystery Contact Challenge* (TMCC), which measures call centre performance, **Free ranked n°2 in the ISP panel, with a 71% performance rate, compared to an average 64% for the panel**. As for web media, Free's support topped the ranking with a 94% efficiency rate, compared to an average 76% for the ISP panel. Study carried out between 1 June and 6 July 2007 on 126 companies that are **leaders in their respective business sectors, based on 12 product/service panels and 3 benchmark media: telephone, e-mail and web**.
- **Free topped the ISP ranking** in the 2008 edition of the *Challenge Qualité* audits, carried out on the customer services of 200 companies regarding the processing of complaints. Study carried out in February 2008 via two phone audits and two e-mail audits, published in L'Entreprise magazine of April 2008.
- Free achieved the **best customer satisfaction index** in the broadband service provider satisfaction study published in January 2008 by *J.D. Power Associates*. In particular, Free's offering won awards for the following pre-eminent criteria: performance and reliability, image and service costs. *J.D Power and Associates 2007 French Broadband Internet Service Provider Satisfaction Study*SM <http://www.jdpower.com/corporate/>.
- **Free topped the ISP ranking** in the Internet Service Provider's satisfaction study recently published by *Que Choisir* magazine, with a satisfaction rate of 83%. Study dated May 2008 based on the opinion of 13,000 readers.

²Free queuing time if calling from a Freebox, service charge € 0.34 per minute after connection with a customer service engineer.

List of French towns and cities covered by Free's Local Technical Support

Outside the Paris region:

- Nice (06)
- Troyes (10)
- Marseille (13)
- Dijon (21)
- Brest (29) **New**
- Nîmes (30000 - 30900 - 30998)
- Toulouse (31000 - 31100 - 31200 - 31300 - 31400 - 31500)
- Bordeaux (33)
- Montpellier (34000 - 34070 - 34080 - 34090)
- Rennes (35)
- Grenoble (38) **New**
- Tours (37000 - 37100 - 37200)
- Nantes (44000 - 44100 - 44200 - 44300)
- Orléans (45) **New**
- Angers (49)
- Nancy (54)
- Metz (57)
- Valenciennes (59) **New**
- Lille-Roubaix-Tourcoing (59)
- La Madeleine (59110)
- Wasquehal (59290)
- Mons-en-Barœul (59370)
- Marcq-en-Barœul (59700)
- Lens (62) **New**
- Clermont-Ferrand (63)
- Perpignan (66)
- Strasbourg (67)
- Colmar (38) **New**
- Mulhouse (68)
- Le Havre (76) **New**
- Toulon (83)

Paris region:

- Paris (all administrative districts)

Seine-et-Marne:

- Meaux (77100)

Essonne:

- Evry (91000) **New**
- Massy (91300) **New**

Hauts-de-Seine:

- Nanterre (92000) **New**
- Boulogne (92100)
- Neuilly-sur-Seine (92200) **New**
- Clichy (92110)
- Montrouge (92120)
- Issy-les-Moulineaux (92130)
- Vanves (92170)
- Bagneux (92220) **New**

- Gennevilliers (92230) **New**
- Malakoff (92240)
- Levallois (92300)
- Asnières-sur-Seine (92600) **New**
- Châtillon (92320) **New**

Seine-Saint-Denis:

- Bobigny (93000)
- Montreuil (93100)
- Noisy-le-Grand (93160)
- Bagnolet (93170)
- Saint-Denis (93200)
- Romainville (93230)
- Les Lilas (93260)
- Aubervilliers (93300)
- Le Pré-Saint-Gervais (93310)
- Saint-Ouen (93400)
- Pantin (93500)

Val-de-Marne:

- Arcueil (94110) **New**
- Charenton-le-Pont (94220) **New**
- Cachan (94230) **New**
- Gentilly (94250)
- Le Kremlin-Bicêtre (94270) **New**
- Vincennes (94300)
- Saint-Mandé (94160)
- Ivry-sur-Seine (94200)
- Vitry-sur-Seine (94400)
- Créteil (94000)
- Saint-Maur (94100)
- Villejuif (94800) **New**

Yvelines:

- Versailles (78000) **New**

Val-d'Oise:

- Cergy-Pontoise (95000) **New**