

Paris, 11 december 2009

ILIAD AT ITS SUBSCRIBERS' SERVICE

In a more mature market, where “triple-play” has become an essential part of daily life, our personnel pay particular attention to relations with our subscribers.

In that respect, Iliad will join the “Médiation Communications Electroniques” organisation (AMCE) early in 2010 with a view to facilitating the out of court resolution of potential disputes.

In addition to ongoing transparency efforts, both in the subscription process and subscribers' account management, Free and Alice's subscriber relationship service, which has been NF Service certified by AFNOR Certification since 2 April 2009, also continues to strengthen its offering, as part of a continuous process to improve its services. The latter includes in particular:

- The extension of Local Technical Support (LTS) to 250 towns and cities; when a subscriber's issue can not be resolved quickly by phone, an engineer goes to the user's premises within hours after the phone call and immediately proceeds to repair the fault. This service is included in the package.
- The recruitment of additional advisors based in subscriber call centres located in France, in order to further increase hotline availability and response quality.

The Iliad Group is a major player in the French Internet access and telecommunications market via Free and Alice (4,420,000 ADSL subscribers as of 30 September 2009), Onetel and Iliad Télécom (fixed telephony providers) and IFW (Wimax). The Iliad Group is listed on Euronext Paris under the ticker ILD.