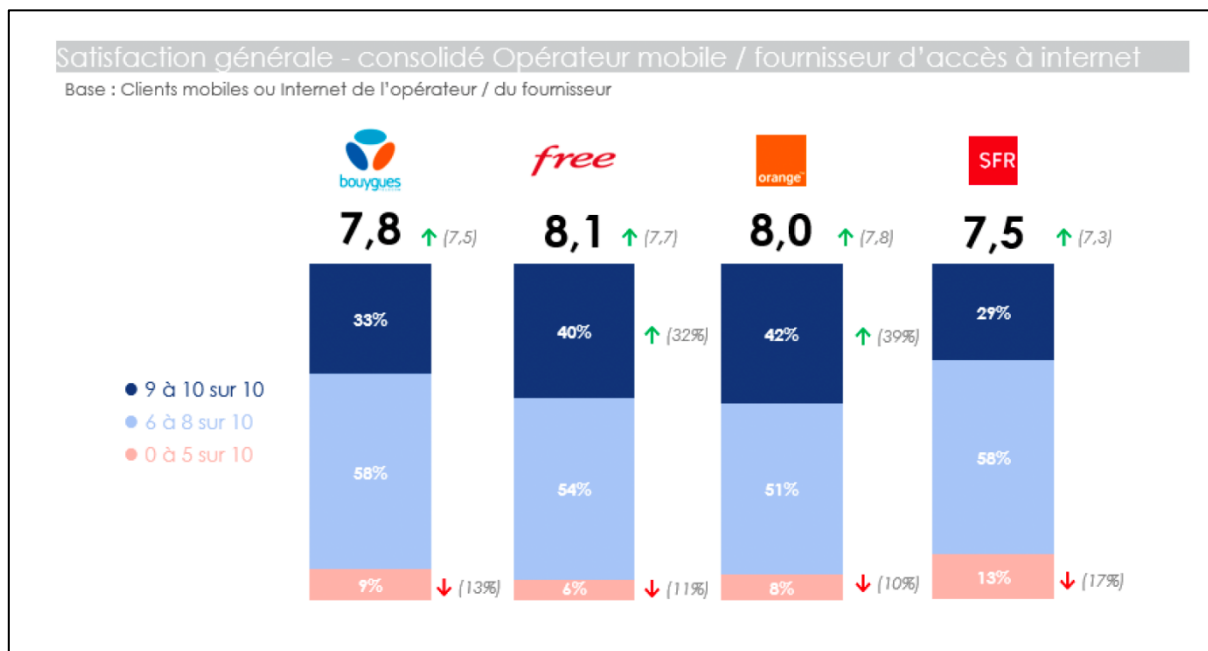


Paris, April 3, 2025

## Free is France's subscriber satisfaction leader in Arcep's annual customer satisfaction survey



This morning, Arcep published the 2025 edition of its customer satisfaction “Observatory” on Internet Service Providers (ISPs) and mobile operators, based on a survey carried out by CSA at end-2024 among 4,000 consumers. And Free tops the ranking for overall satisfaction for Mobile and Fixed services.

### Free ranked no. 1 for overall satisfaction for Fixed and Mobile services

With an overall score of 8.1, Free has the **best general subscriber satisfaction level** for quality of Mobile and Fixed services.

Breaking down the overall score, Free is **number one for Mobile services** with a score of 8.1 points and **joint number one for Fixed services** with a score of 8 points.

### Free ranked joint no. 1 for overall satisfaction for Fixed and Mobile after-sales service

Free also scored very well for its subscriber support service, coming in **joint first** and recording the **best year-on-year increase** in the ranking (up 0.8 pts).

It came joint first with 7 points in each of the categories: Mobile customer service and ISP customer service.

### **Free subscribers report the lowest number of problems**

Free was France's telco that recorded the **lowest number of problems reported by its Mobile subscribers**.

It also had the **lowest reported subscriber problems** in the Fixed segment, ranking jointly with the incumbent operator and was **number 1 for the "problem resolution time" indicator**.

Free achieved these very good scores thanks to the quality of service delivered via its **Fixed and Mobile networks, the dedicated work of its teams**, and the fast rollout of its **unique Free Proxi subscriber support service**. In 2024, it set up more than 50 new local Free Proxi teams throughout France, increasing the total number to over 180.

**Nicolas Thomas, CEO of Free, said:** *"At Free, we've always made subscriber satisfaction an absolute priority. I'm delighted that the quality of our Fiber and Mobile networks and the hard work our teams put in every day across the country for our more-than 23 million subscribers have achieved widespread recognition and acclaim. A huge well done to our 12,000 people everywhere in France! We intend to carry on our constant efforts to do even better, particularly by continuing to set up new Free Proxi teams across the country so we can keep our leader's position!"*

The Arcep customer satisfaction survey is available (in French only) on its website, [here](#)

### **About Free**

Free – the inventor of the world's first triple-play box – is a Fixed and Mobile Ultra-Fast Broadband operator in France, standing out for its innovative, straightforward and attractive offerings. At end-2024, it had 23.1 million retail subscribers (15.5 million Mobile subscribers and 7.6 million Fixed-line subscribers). Free is a subsidiary of the Iliad Group, which was created in France in the early 1990s and now also operates in Italy under the Iliad brand and in Poland under the Play brand. In March 2021, the Iliad Group launched its BtoB business in France under the Free Pro brand.

[www.free.fr](http://www.free.fr)