Free Fiber now available to 4 million homes in the Nouvelle-Aquitaine region

Free is continuing to broaden its reach across France through its rollout of ultra-fast network infrastructure. And we've just passed a key milestone in the Nouvelle-Aquitaine region, with Free Fiber now available to 4 million homes there. This feat is the result of our ambitious strategy of participating in the fast rollout of latest-generation fiber in France in order to offer our Fixed network subscribers the best possible connectivity.

Over 4,000 municipalities covered by Free Fiber in Nouvelle-Aquitaine

With Free Fiber available to 4 million homes in Nouvelle-Aquitaine, we now cover 93% of all of the homes[1] in the region, spanning 4,088 of its municipalities[2].

Free is present in all of the densely- and medium-populated areas of the region, but also in rural areas, thanks to our partnerships with all of Nouvelle-Aquitaine's Public Initiative Networks (PINs)[3]: Nouvelle Aquitaine THD, Charente Maritime THD, Gironde THD, Grand Dax THD, Agglo La Rochelle THD, Poitou Numérique, La Fibre Paloise and THD 64. It is also present in the area of the region classified as an AMEL[4] zone, through PIXL Fibre in the Landes département.

This means we're ready to help all of the region's inhabitants affected by the technical shutdown of the copper network and ADSL service when they switch to fiber. This shutdown is scheduled to take place in 133 of Nouvelle-Aquitaine's municipalities from 27 January 2026. As from that date, the people living in those areas will therefore no longer have access to a fixed-line phone via a copper connection or to broadband via ADSL. At Free we've launched a [specific communication campaign](#) giving people information about the need to switch to fiber. In most cases, the fiber installation is free of charge and subscribers don't need to change their broadband plans.

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[1] The total number of homes in the Nouvelle-Aquitaine region is 4,301,783.

[2] The Nouvelle-Aquitaine region has 4,503 municipalities.

[3] Networks deployed by public authorities in certain areas of France to supplement those rolled out by private operators.

[4] AMEL (Appels à Manifestation d'Engagement Locaux) zones: areas of France covered by local authority-led calls to private operators to take on coverage in zones not already covered.

Fiber – a long-standing expertise at Free

We were firmly convinced of the technological potential of fiber very early on and we decided to invest massively in rolling it out on a large scale as early as 2006. Altogether, we've already invested over €10 billion in our fiber infrastructure[3], and since 2006 we've devoted more than 40% of our Fixed revenue to these investments[4].

Free – which has some 4,500 employees dedicated to the rollout and operation of its Fixed and Mobile networks – has also always put a huge amount of effort into training its teams so it can ensure the best possible quality of service for its subscribers. We provide training on fiber not only to our teams in the field but also to our sub-contractor partners.

In line with our long-standing objective of bringing the most advanced technologies within everyone's reach, we've actively promoted fiber among our subscribers. We've done this through our sales approach, by always offering Free Fiber at the same price as ADSL, as well as through our continuous innovation strategy. For example, in early 2024 we launched the Freebox Ultra, which offers exceptional symmetrical fiber speeds (up to 8 Gbps)[5].

No. 1 for Fiber speeds in 2024 in the *Zone ADSL & Fibre* survey

Thanks to its strategic choices, Free had the best fiber speeds in 2024 according to the "Palmarès 2025" survey carried out by *Zone ADSL & Fibre*[6] based on a statistical analysis of over a million speed tests.

Nationwide, Free now has 6.4 million Fiber subscribers out of a total Fixed-line subscriber base of 7.6 million. This means we have the highest fiber take-up rate in the market (almost 85%)[7]. Free Fiber is available to nearly 39 million homes across France, representing a coverage rate of 90% of the country's population.

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[3] *In-house estimate.*

[4] *Estimated investments over the period from 2006 to 2024.*

[5] *Maximum theoretical speed of up to 8 Gbps upload and download with compatible devices.*

[6] Zone ADSL & Fibre *"Palmarès 2025" survey published on March 5, 2025: Palmarès 2025 des débits en France métropolitaine. Results based on an analysis of 1,288,254 tests carried out in 2024 on* Zone ADSL & Fibre. *Average fiber speeds of 561 Mbps download and 415 Mbps upload. For further information (in French only), see https://www.zoneadsl.com/test-debit-internet/fibre.html.*

[7] *Based on data published by the telcos as at July 17, 2023.*

No. 1 for overall satisfaction for Fixed and Mobile services in Arcep's customer satisfaction survey

Free's hard work to continuously improve its quality of service was recognized by Arcep[8] in the regulator's annual customer satisfaction survey[9] published in April 2025.

According to this survey:

- Free was No. 1 for overall satisfaction for Fixed and Mobile services.
- Free was joint No. 1 for Fixed and Mobile customer service.

A telco with strong roots in Nouvelle-Aquitaine

Free has a broad footprint in the Nouvelle-Aquitaine region, with 27 stores and 19 Free Proxi teams – Free's local subscriber support service[10].

Free has some 1,000 employees in the region.

As in all of France's other regions, Free has also rolled out its own mobile network in Nouvelle-Aquitaine using latest-generation equipment, and it has population coverage rates of over 99% for 4G and over 90% for 5G[11].

Our local presence strategy allows us at Free to effectively meet the needs of all of our subscribers in Nouvelle-Aquitaine.

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[8] *Autorité de régulation des communications électroniques, des postes et de la distribution de la presse (France's electronic communications, postal and print media distribution regulatory authority).*

[9] *2025 customer satisfaction survey (Observatoire de la satisfaction client) published by Arcep on April 3, 2025. Survey carried out by CSA between September 23, 2024 and October 11, 2024 across a representative sample of 4,006 consumers with Internet access in their home or a personal mobile phone + an additional sample of 1,000 ISP customers who had used their ISP's customer service. For more details, see the full survey (in French only) at arcep.fr.*

[10] *The Free Proxi service is currently being rolled out and is only available for Freebox subscribers in areas covered by the service. To find out more, see (in French only): Free Proxi, le service d'assistance de proximité de Free.*

[11] *5G network currently in rollout phase (3.5 GHz and 700 MHz frequencies). Available to subscribers with a compatible plan and phone in areas covered by the network. See mobile.free.fr for full details about coverage.*

Free in the Nouvelle-Aquitaine region
Key figures

27
stores

19
Free Proxi teams

1,000
employees
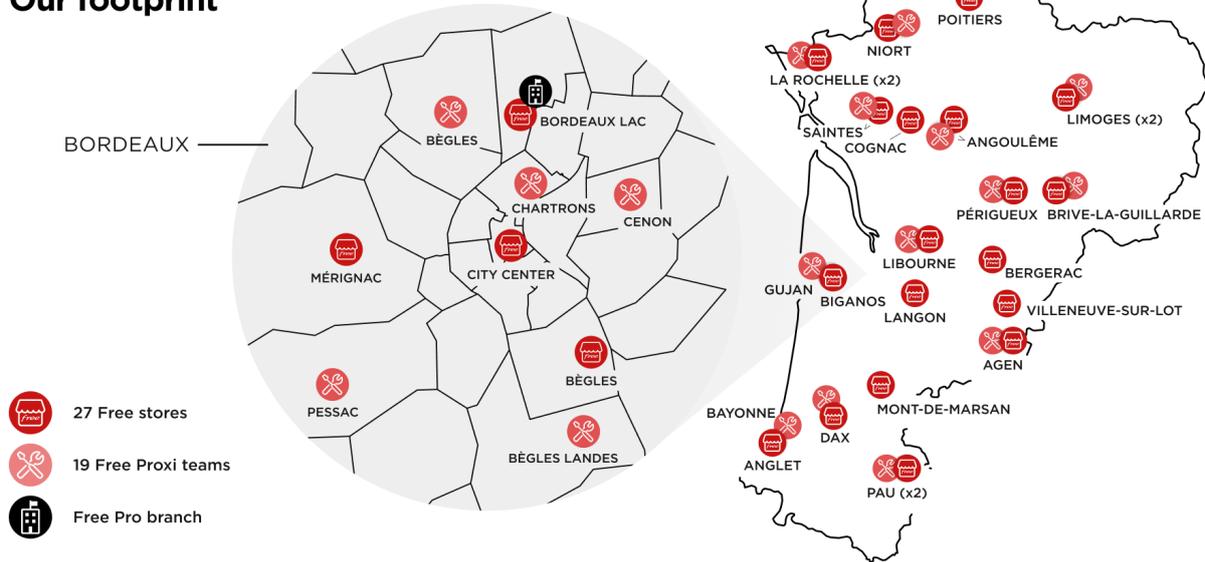
93%
of homes connected
to Free Fiber

99.3%
of the population covered
by our 4G network

90.6%
of the population covered
by our 5G network

Free in the Nouvelle-Aquitaine region
Our footprint

BORDEAUX

BÈGLES
BORDEAUX LAC
CHARTRONS
CENON
MÉRIGNAC
CITY CENTER
BÈGLES
PESSAC
BÈGLES LANDES

CHÂTELLERAULT
POITIERS
NIORT
LA ROCHELLE (x2)
SAINTES
COGNAC
ANGOULÊME
LIMOGES (x2)
PÉRIGUEUX BRIVE-LA-GUILLARDE
LIBOURNE
BERGERAC
GUJAN
BIGANOS
LANGON
VILLENEUVE-SUR-LOT
AGEN
BAYONNE
MONT-DE-MARSAN
ANGLET
DAX
PAU (x2)

- **27 Free stores**
- **19 Free Proxi teams**
- **Free Pro branch**

5G network currently in rollout phase (3.5 GHz and 700 MHz frequencies). Available to subscribers with a compatible plan and phone in areas covered by the network. See mobile.free.fr for full details about coverage.

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🌐 **www.iliad.fr**

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-June 2025, 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.

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