



Arcep's 2025 audit confirms the high quality of service provided by Free's mobile network throughout France

The findings of Arcep's 2025 audit on the quality of service (QoS) provided by mobile operators in France confirm the excellent performance of Free's network. Free ranks among the best for most usages – calls, text messaging and video – and for OTT¹ services, and it particularly stands out for its QoS in medium-density and rural areas, as well as in tourist locations and on TGV high-speed rail routes.

Free comes first/second or joint first/second for the majority of the audit's indicators for calls, text messaging and video, and for all of the indicators for OTT usages

A deep dive into the findings of the Arcep audit show that:

- Free is ranked first/second or joint first/second for mobile usages:
 - for over half of the indicators related to calls, text messaging and video, and for all of the OTT call indicators;
 - for over two thirds of the indicators related to the most demanding mobile data usages, i.e., requiring download speeds of over 30 Mbps.
- For QoS on TGV high-speed rail routes, and in medium-density, rural and tourist areas, Free is ranked first or second for almost two thirds of the indicators.

Free is continuing to upgrade its mobile network

At Free, we constantly strive to enhance the performance and quality of the mobile service we offer our subscribers. Our coverage rates for the French population are currently 99.6% for 4G and 95% for 5G, with France's largest 5G network by number of base stations².

Our tech teams are continuing to work hard on increasing the density of our network and enhancing our quality of service throughout the country. As a result:

- Our network is now made up of over 30,000 base stations in service across France.
- Free was the first telco in France to roll out 5G+ nationwide, in September 2024. This latest-generation technology – which is available with the 5G Free Mobile Plan – gives reduced latency and enhanced network reliability, both in terms of stability and security.
- The market's most advanced voice technologies are systematically integrated into our network in order to enhance the quality of calls. For example, subscribers on the 5G Free Mobile Plan who have a compatible phone can get Voice over New Radio (VoNR) – the most state-of-the-art voice technology currently available – when they're connected to the 5G+ network. And subscribers with a compatible phone can also use Voice over LTE

¹ Over The Top (OTT): application providing a service (calls, video, messaging, etc.) directly over the Internet.

² In terms of number of 5G sites in service: 21,390 sites using 700 MHz/3.5 GHz frequencies (of which 9,297 3.5 GHz sites) in Metropolitan France at June 30, 2025. See Arcep's September 25, 2025 update on the 5G rollout in France, available on arcep.fr.

(VoLTE) on Free's 4G and 5G networks. Both of these technologies enable faster call setup, improved audio quality, and optimal Internet browsing throughout voice calls.

Free – No. 1 in the Arcep customer satisfaction survey

In April 2025, Arcep published its 2025 customer satisfaction survey for Broadband and Mobile operators in France. In this ranking – which was based on a survey carried out by the French market research and polling firm, CSA, in late 2024 among 4,000 consumers – Free was number one for overall satisfaction for Mobile and Broadband services.

Nicolas Thomas, CEO of Free, said: *“These extremely good results above all reflect our commitment to our subscribers. Every day our teams strive to enhance the quality and reliability of the Free network throughout France. We're proud to see these efforts rewarded and we intend to carry on with our mission of offering everyone a seamless, accessible and high-performance mobile experience.”*

About Free

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Free – the inventor of the world's first triple-play box – is an Ultra-Fast Broadband and Mobile operator in France, standing out for its innovative, straightforward and attractive offerings. At end-September 2025, it had 23.2 million retail subscribers (15.7 million Mobile subscribers and 7.6 million Broadband subscribers). Free is a subsidiary of the iliad Group, which was created in France in the early 1990s and 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.

See our press releases at www.iliad.fr.