Press release **Paris, December 20, 2024**

Mayotte: Free-the iliad Group and the Axian Group move into action in the aftermath of Cyclone Chido

The Axian Group and Free-the iliad Group have a presence in Mayotte as joint shareholders of Only, the island's leading mobile operator. Following the devastation caused by Cyclone Chido, the two Groups immediately launched a crisis plan and since Saturday have been mobilizing their teams to restore their services as quickly as possible, support their employees, and provide practical assistance to the people of Mayotte.

Fifty-two Mahoran people work for Only, and the priority right now for both Groups is to ensure that our people and their loved ones **are all safe** and that they can access the water and food they need. To this end, our local teams, based in Reunion Island, the Comoros, Madagascar and Tanzania, are providing support to our employees in Mayotte, hour by hour.

Restoring our network infrastructure as quickly as possible

The two Groups' teams are also doing everything they can **to restore network service** as soon as possible. Our teams on the ground in Mayotte, who we're in close contact with, are carrying out **reconnaissance work** in all accessible areas and are **repairing our base stations** wherever possible.

So far, it's been identified that around ten of Only's **54 base stations** in Mayotte have been destroyed. **Six base stations** are now back up and running as they are located in areas that have electricity – near Mamoudzou and Kaweni – currently providing network **coverage to around 40% of the population**.

Our teams are continuing **to repair whatever they can**, but they'll need to wait until they have **access to the sites concerned** and electricity supply is restored to be able to test the mobile infrastructure and bring it back into service.

At the same time, Free-the iliad Group and the Axian Group are working together to bring assistance to the teams in Mayotte – **both in the form of material support and human resources**. **Some five tonnes of equipment** is on the way from mainland France and **infrastructure and energy equipment** has been

sent from Madagascar and Tanzania. Our two Groups are also **calling on volunteers from their network teams** so they can send out specialists to help on the ground in Mayotte.

Giving our support to the people of Mayotte

Both Groups have already put in place **a number of support measures** to help as best we can the Mahorans who have suffered such devastating damage.

Free-of-charge unlimited communications (voice/text messages/data excluding special numbers) were immediately activated for **local Only mobile plans** in all areas where there is service, and this will be until further notice. Also, Axian Telecom, via its subsidiary **Yas Comores**, will soon be putting in place low-cost offers for communications to Mayotte.

The Axian Group is currently preparing the shipment of **emergency humanitarian aid** (food and water) to help the local population.

Free-the iliad Group and the Axian Group have also **donated €80,000** to two humanitarian organizations that have been working in Mayotte for many years: **the French Red Cross** and th**e Secours Populaire Français.** And **the Free Foundation** has made **a €50,000 donation to Télécoms Sans Frontières,** a non-profit specialized in emergency-response telecommunications that enables people in crisis areas to access communication solutions. TSF is expected to arrive on site in Mayotte today, and will focus on the areas of the island that are isolated or have been inaccessible since the cyclone struck, as well as the operations coordination centers, setting up satellite equipment and an emergency network.

In addition, the iliad Group is offering **its staff in France** the possibility of **making donations to Télécoms Sans Frontières,** and **it will give matching contributions for the donations made.**

Both the iliad Group and the Axian Group will be carrying out a **communications campaign among their subscribers asking them to join the support effort.**

The two Groups will carry on **mobilizing their teams over the coming days and weeks** and will continue to provide support to the people of Mayotte.

About the Axian Group

Axian is a pan-African group operating across 17 countries in five high-growth business sectors: telecoms, financial services, energy, real estate and open innovation. Axian supports the socio-economic transformation of the countries in which it operates. With 7,500 bold and passionate employees, the Group consistently ensures that its activities have a lasting and positive impact on the day-to-day lives of millions of Africans. As a member of the United Nations Global Compact initiative, the Axian Group is committed to integrating the Compact's 10 principles at the core of its current and future strategies and activities.

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About the iliad Group

Created in the early 1990s, the iliad Group is the inventor of the world's first triple-play box and is now a major European telecoms player, standing out for its innovative, straightforward and attractive offerings. The Group is the parent of Free in France, iliad in Italy and Play in Poland, has some 18,200 employees serving more than 50.2 million subscribers, and generated €9.9 billion in revenues in the twelve months ended September 30, 2024. In France, the Group is an integrated Fixed and Mobile Ultra-Fast Broadband operator and had 23.1 million subscribers at end-September 2024 (15.5 million Mobile subscribers and 7.6 million Fixed-line subscribers). In Italy, where it launched its business in 2018 under the iliad brand, it is the country's fourth-largest mobile operator, and at end-September 2024 had over 11.4 million Mobile subscribers and 316,000 Fiber subscribers. In Poland, the Group is an integrated convergent operator, and at end-September 2024 had 13.3 million Mobile subscribers and nearly 2.1 million Fixed-line subscribers. In the second quarter of 2024, the iliad Group became Europe's fifth-largest operator by number of retail Mobile subscribers (excluding M2M) and it is the fifth-largest Fixed Broadband operator.

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