PRESS RELEASE

Paris, June 26, 2025

After ranking Free the number 1 operator in its customer satisfaction survey for 2025, today Arcep confirms Free's excellent mobile quality of service in Q2 2024

Following an administrative inquiry, Arcep has today published the findings of its audit on the quality of service (QoS) provided by mobile operators in Metropolitan France[1] for the second quarter of 2024, carried out between May and July 2024. These findings show that Free's overall mobile QoS is still at an excellent level.

Free comes first or second for the majority of the audit's indicators

A detailed analysis of the findings of the Arcep audit show that:

- Free ranks first/second or joint first/second for over half of the indicators, i.e., 147 indicators out of the total 258.
- For QoS on transport routes, and in rural areas and medium-density towns and cities[2], Free comes in first or second for 68% of the indicators.
- In rural areas and medium-density towns and cities, Free delivered remarkable performances for video streaming upload and download speeds, coming first or second for almost 95% of the corresponding indicators.

A drive for continuous improvement

At Free, we constantly strive to enhance the quality of our mobile service. Our coverage rates for the French population are currently 99% for 4G and 95% for 5G, with France's largest 5G network by number of base stations.

Since the second quarter of 2024, our mobile network performance has further improved, thanks to:

- Increased densification, with the deployment of more than 2,000 new base stations throughout France.

[1] See the full findings of the audit here.
[2] Towns and cities with fewer than 400,000 inhabitants.

- The launch of Free's 5G+ service on a national scale in September 2024 – a first for France.

- The activation of VoNR[3] on Free's network in September 2024 – another first for France.

Free – No. 1 in the Arcep customer satisfaction survey

In April 2025, Arcep published its 2025 customer satisfaction survey for Fixed and Mobile operators in France[4]. In this ranking, which was based on a survey carried out by CSA at end-2024 among 4,000 consumers, Free was number one for overall satisfaction for Mobile and Fixed services.

Nicolas Thomas, CEO of Free, said "*These results confirm how solid our mobile network is, and demonstrate that we've made the right technological choices. To be number one for customer satisfaction and have leading scores for the majority of Arcep's quality indicators is great recognition for our teams' hard work in the field. Going forward, we intend to continue our investments in order to offer everyone in France an ever-more advanced, accessible and innovative mobile service.*"

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-March 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.

www.free.fr

[3] Voice over New Radio: a technology that allows voice calls to be made directly over the 5G network.
[4] The Arcep customer satisfaction survey is available (in French only) on its website, here.