PRESS RELEASE

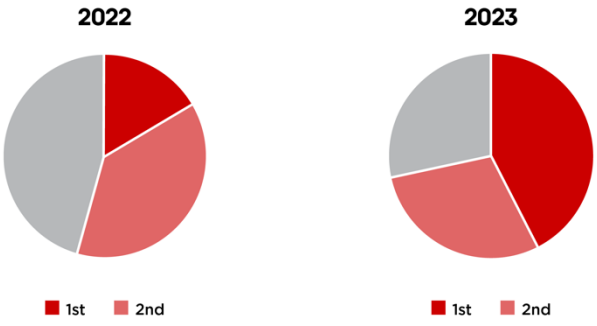
Paris, October 26, 2023

Quality of mobile service: Free sees a sharp increase for most of the indicators in the Arcep audit



Free's overall quality of mobile service has reached an excellent level according to the most recent audit carried out by Arcep[1], published today.

In the 2023 audit, Free registered a sharp increase for most of the indicators used by Arcep. For all areas and usages combined, out of **278 indicators, Free is ranked 1st or joint 1st for 119 indicators** and 2nd or joint 2nd for 82 indicators.



2022 vs 2023: Arcep indicators for quality of mobile service for which Free ranks 1st/joint 1st or 2nd/joint 2nd

[1] *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)

For service provided in **rail transportation**, **rural areas** and medium-sized **towns and cities** (fewer than 400,000 inhabitants), Free ranks **1st or 2nd for 80% of the indicators**. In these areas, Free's performance was outstanding for download and video streaming speeds.

Free **currently covers over 99%** of the French population for 3G/4G and **92%** for 5G[2]. Despite its major investments to extend its mobile coverage across the whole of France and constantly improve the quality of service provided to its subscribers, Free has pledged **not to touch the price of its €2 and €19.99/ month plans until 2027**[3].

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-June 2023, it had 21.8 million retail subscribers (14.5 million mobile subscribers and 7.3 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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[2] 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.

Hands-free kit recommended

[3] Plan prices (€19.99/month and €2/month) excluding communications in excess of/not included in the plan and add-on services and options. Offers subject to terms and conditions, valid in Metropolitan France. See mobile.free.fr for full terms and conditions.