



Press release

Bouygues Telecom is either first or joint-first on 15 out of 16 fixed services criteria as measured by Arcep's "Quality of fixed services access" survey

Paris, 26 November 2014 – **Bouygues Telecom is either first or joint-first on 15 out of 16 fixed services usage criteria** as measured by Arcep in its "fixed networks Quality of Service" survey published on 25 November 2014, which presents the results of the quality of service measurements performed on fixed internet services access*.

More specifically, Bouygues Telecom's fixed broadband network is rated either first or joint-first **on all the criteria related to video streaming and to P2P mode downloading**, in terms of average performances.

"Bouygues Telecom has invested continually over the last few years to modernise its entire fixed-line network. Thanks to latest-generation equipment and the fantastic work of our teams, our customers now enjoy excellent quality of service. This is a source of satisfaction and great pride for the whole company," said Olivier Roussat, Chairman and CEO of Bouygues Telecom.

**The Quality of Service measurements on fixed internet services access contained in the Arcep survey were carried out between 26 May and 30 June 2014 (except for web browsing, which was measured between 26 June and 10 July 2014) in eight mainland French towns and cities, according to a methodology determined by Arcep and validated by a technical committee containing sector players (regulator, operators, consumer and users organisations, independent experts).*

For more details, see report and methodological clarifications on arcep.fr

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About Bouygues Telecom - www.bouyguetelecom.fr

Bouygues Telecom wants its 11 million mobile customers and 2.3 million fixed broadband customers (which include 1.6 million business customers) to get the most out of the latest digital technologies. In July 2011, Bouygues Telecom invented B&YOU, the market's first ever SIM-Only/Web-Only offering. In June 2012, Bouygues Telecom launched the Bbox Sensation home gateway, packed with the most innovative technologies on the market to transform the digital home experience. In November 2013, it launched a new B&YOU double-play service, called "la Box Internet", which widens access to fixed broadband even further. In January 2014, Bouygues Telecom and SFR signed an agreement to share part of their mobile networks outside high population density areas in order to improve network coverage and the quality of the mobile experience for their respective customers. For the benefit of the greatest number of people, our mobile network covers 99% of the population with 2G, and 96% in 3G+. Bouygues Telecom is also committed to developing its very-high-speed mobile internet structures and launched a nationwide 4G network on 1 October 2013 which now covers 70% of the population, equating to 45 million people in France. Each day, more than 8,500 employees develop and build solutions aligned with our customers' expectations. Our 4,500 call centre, internet, and in-store advisers ensure optimum customer service on a daily basis enthusiastically.

Bouygues Telecom is a partner of TEDxParis 2014 and the project accelerator *l'Echappée Volée*.