



Press release

Paris, November 22, 2007

**Results of the ARCEP survey into the quality of service
of mobile telephone networks in France:**

**SFR is the No. 1 network for the 4th consecutive year
and the best performer in terms of mobile internet usage**

For the 4th consecutive year, the survey carried out in 2007 by the French Postal and Electronic Communications Authority (*Autorité de Régulation des Communications Electroniques et des Postes* or ARCEP) into the quality of service of mobile telephone networks in France places **SFR No. 1 in terms of quality of service for voice communications and multimedia services**, both on its 2G and 3G/3G+ networks.

SFR comes **1st or equal 1st in relation to 30 of the 32 criteria** measured by ARCEP.

The results of this survey emphasize SFR's performance in terms of quality of service in a number of areas, and in particular:

→ **The audio quality of communications:** SFR has been continually improving for the last five years, and now offers its customers the best service available on the French market.

→ **The quality of voice communications in high-speed trains:** SFR confirms the progress it has made by obtaining the best results in terms of the quality of voice communications in high-speed trains, for the 5th consecutive year.

→ **Download data speed rate and performance:** SFR comes 1st according to all Data assessment criteria, and has the best results, particularly in relation to the average time taken to send data and speed of transmission, which is 2 or 3 times better than that of its competitors.

This performance reflects SFR's policy of investing in its network to offer its customers the best service, particularly in the following areas:

- Deployment of the largest 3G+ network in France,
- Deployment of AMR (Adaptive Modulation Rate) technology, which enables SFR to offer its customers the best sound quality throughout its network and in its terminals,
- Optimization of coverage throughout the high-speed trains network.

The No. 1 network for today and tomorrow.

From year to year, SFR reaffirms the progress it has made on its network through innovation.

In the first half of 2008, in particular, SFR plans to deploy HSUPA (High Speed Uplink Packet Access) functionality in the majority of large French towns. This development will enable transmission speeds from terminals of 1.4 Mbit/s, and will further confirm SFR's position as the leading Internet Mobile 2.0 company.

SFR is the leading 3G/3G+ company in France, covering 70% of the population at the end of 2007, and in 2008 is planning to improve this coverage further in towns and urban areas already covered by 3G/3G+, to keep pace with increased usage.



Finally, in order to perfect the quality of its communication service, SFR will continue to invest and will pursue its work to extend the coverage of its 2G (GSM/GPRS) network in rural areas in 2008.

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