

15 March 2010



High-speed and ultra high-speed
observatory
- retail market -

4th quarter 2009
(provisional results)

High-speed and ultra high-speed Observatory – retail market - Provisional figures for the 31 December 2009 -

Warning: provisional results published three months after the end of each quarter have lower a precision than the final results published later on (see below methodology notes).

I. High-speed and ultra high-speed Internet figures for the 4th quarter 2009 – provisional results

<i>Millions of units, at end of quarter</i>	Q4 2008	Q1 2009	Q2 2009	Q3 2009	Q4 2009**
Number of high-speed and very high-speed subscriptions	17,819	18,365	18,699	19,150	19,690
of which number of high-speed subscriptions	17,654	18,164	18,472	18,898	19,400
Of which number of ADSL subscriptions	16,804	17,309	17,614	18,034	18,500
Of which number other technologies subscriptions	0,851	0,854	0,857	0,864	0,900
of which number of very high-speed subscriptions	0,165	0,202	0,227	0,252	0,290
Of which number of FTTH* subscriptions	0,043	0,048	0,055	0,059	0,070
Of which number other technologies subscriptions	0,122	0,153	0,172	0,193	0,220
<i>Developments in the number of high-speed and very high-speed subscriptions</i>					
Millions of units over one year	2,246	2,009	1,871	1,861	1,870
% over one year	14,4%	12,3%	11,1%	10,8%	10%

* FTTH subscriptions, which constitute a minor part, are included.

** Provisional results

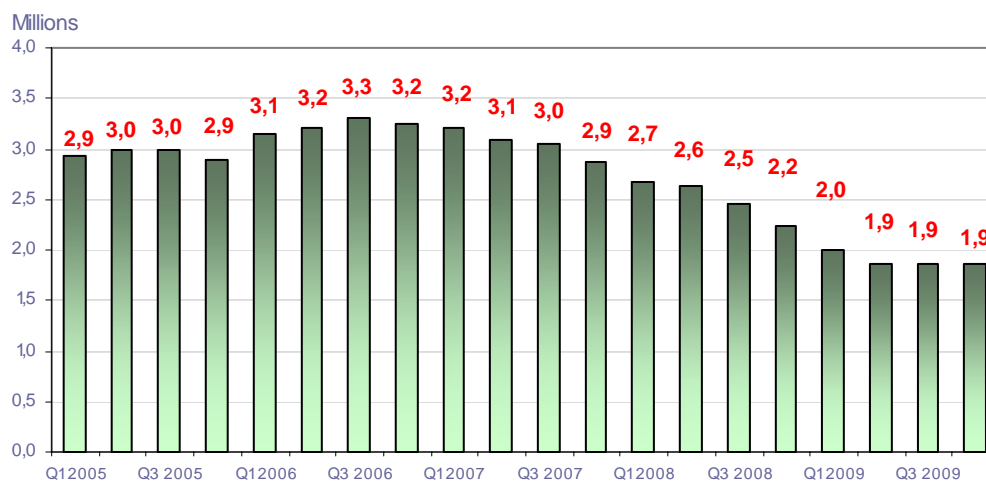
As of 31 December 2009, there were 19.69 million high-speed and ultra high-speed internet subscriptions in France. The number of subscriptions increased by about 540,000 throughout the quarter. Over one year, the growth was about 1.87 million (+10%).

19.40 million of these subscriptions were high-speed subscriptions. The number of ADSL subscriptions (18.50 million at the end of the quarter) represented 95% of high-speed broadband subscriptions and increased by about 470,000 throughout the quarter.

As of 31 December 2009, the total base of ultra high speed broadband subscribers in France was estimated to 290,000, all operators and all technologies combined, including:

- 70,000 FTTH or FTTB subscribers, or 10,000 new subscriptions in one quarter. The total increase is due to growth in FTTH subscriptions;
- 220,000 other subscribers (hybrid fiber-coax solution).

Annual growth of high-speed and ultra high-speed subscriptions



II. Methodology notes

- These figures are provisional. They are based on data received from major Internet access providers (IAPs). Missing data is sometimes replaced with estimates.
ARCEP will publish the final results for the last quarter in its Market Observatory on 4th May 2010.
- The number of Internet subscriptions refers to xDSL access, cable modem, optical fiber, WLL, satellite and wifi.
- Ultra-fast broadband subscriptions: electronic communications subscriptions provided to retail market customers and which include an Internet access service with a peak downstream bitrate of over 50 Mbps and a peak upstream speed of over 5 Mbps. They include two kind of offer:
 - ✓ fiber-to-the-home (FTTH) or fiber to the building (FTTB) ultra high-speed subscriptions
 - ✓ hybrid fiber-coaxial (HFC) ultra high-speed subscriptions
- The number of Internet subscriptions includes both residential and companies subscriptions.
- Data refers to Metropolitan France and the overseas “départements”.