

# *Survey of the Mobile Market*

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*Statistic indicators for December 31st, 2006*

## **Mobile Market Survey (MMS)**

**December 31st, 2006**

### ***Summary :***

#### ➤ **National**

- Page 1 : Customer Base and Penetration Rate
- Page 6 : Panel on Multimedia Usage

#### ➤ **Metropolitan France :**

- Pages 2-3 : Customer Base, Revenues and Traffic
- Page 5 : Panel on Competition

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From 4Q 06 onwards, the population numbers employed for calculating penetration rates are extracted from the 2006 INSEE figures, and when necessary previously published penetration rates have been updated in accordance with the relevant annual figures. According to 2006 figures, the Metropolitan population stands at 61 168 000, to which should be added, for Outermost regions, a population of 2 018 300, of which 1 048 000 for Antilles-Guyane and 784 000 for Réunion.

Penetration rates obtained under 1999 population figures are temporarily maintained in the SIM.

**MOBILES PANEL : THE NATIONAL MARKET**  
**MNOs and MVNOs (1) Metropolitan France, Overseas departments, Mayotte and Saint Pierre et Miquelon**  
**December 31st 2006**

	dec-05	march-06	june-06	sept-06	dec-06
<b>- Postpaid customers (2)</b>	<b>30 509 700</b>	<b>31 025 700</b>	<b>31 687 900</b>	<b>32 511 100</b>	<b>33 571 500</b>
- Quarterly net sales (4)	1 167 200	516 000	662 200	823 200	1 060 400
- Quarterly net sales in %	4,0%	1,7%	2,1%	2,6%	3,3%
<b>- Prepaid customers (2)</b>	<b>17 548 700</b>	<b>17 568 800</b>	<b>17 391 700</b>	<b>17 307 900</b>	<b>18 121 400</b>
- Quarterly net sales (4)	792 800	20 100	-177 100	-83 800	813 500
- Quarterly net growth in %	4,7%	0,1%	-1,0%	-0,5%	4,7%
<b>- Total customers (2)</b>	<b>48 058 400</b>	<b>48 594 500</b>	<b>49 079 600</b>	<b>49 819 000</b>	<b>51 692 900</b>
- Quarterly net sales (4)	1 960 000	536 100	485 100	739 400	1 873 900
- Quarterly net growth in %	4,3%	1,1%	1,0%	1,5%	3,8%
<b>-Penetration Rate pop. 1999 (5)</b>	<b>79,7%</b>	<b>80,6%</b>	<b>81,4%</b>	<b>82,6%</b>	<b>85,7%</b>
<b>-Penetration Rate pop. 2006 (5)</b>	<b>76,5%</b>	<b>76,9%</b>	<b>77,7%</b>	<b>78,8%</b>	<b>81,8%</b>
<b>- Active customers* (7)</b>	<b>47 313 200</b>	<b>47 760 400</b>	<b>48 443 900</b>	<b>49 093 400</b>	<b>51 042 700</b>
- in % of the total customers	98,4%	98,3%	98,7%	98,5%	98,7%
<b>- Active Penetration Rate pop. 1999 (5)</b>	<b>78,4%</b>	<b>79,2%</b>	<b>80,3%</b>	<b>81,4%</b>	<b>84,6%</b>
<b>- Active Penetration Rate pop. 2006 (5)</b>	<b>75,3%</b>	<b>75,6%</b>	<b>76,7%</b>	<b>77,7%</b>	<b>80,8%</b>

\* From Q3 onwards, for Metropolitan France, obtained by the extrapolation to all operators of the data given by operators declaring more than

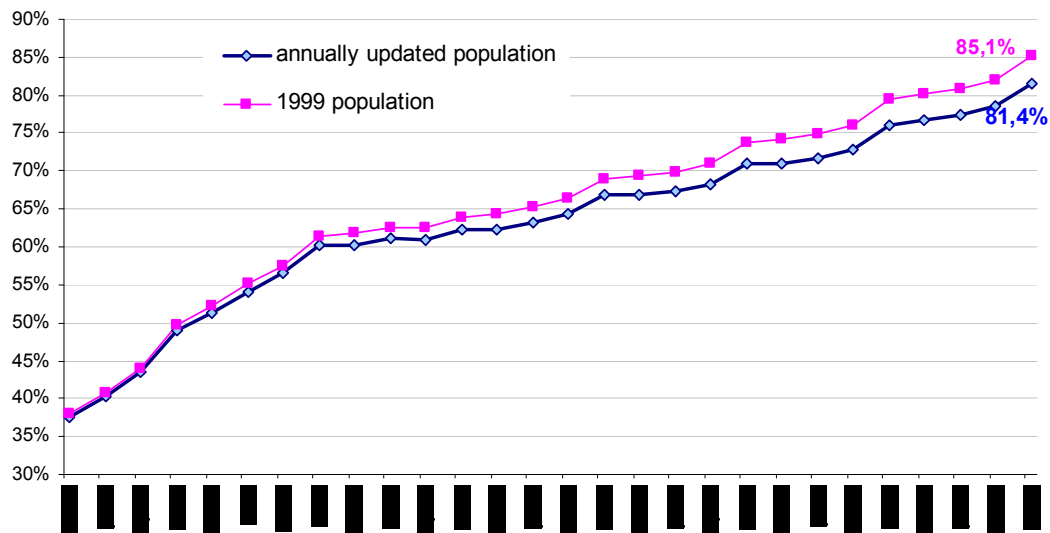
NB : adjusted figures for September and December 2004, March 2005, due to a correction by an operator

**MOBILES PANEL METROPOLITAN France**  
**MNOs and MVNOs (1)**  
**December 31st 2006**

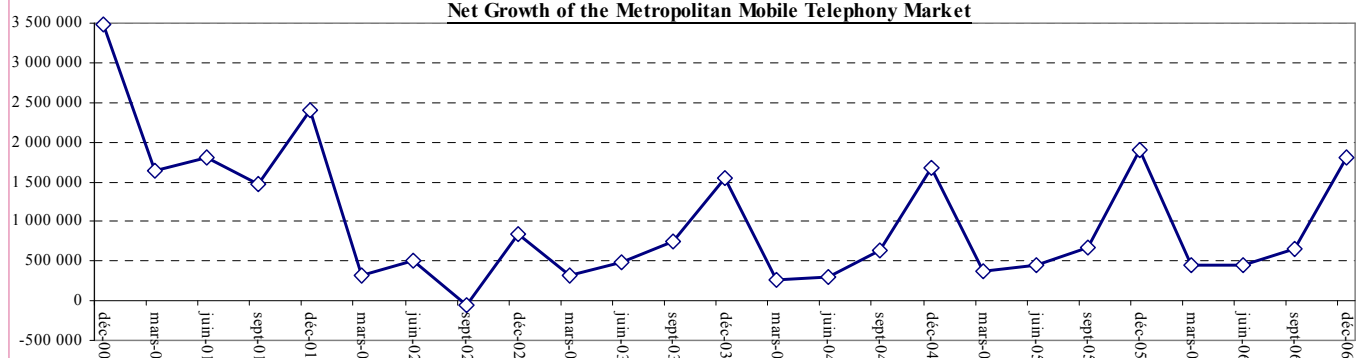
	dec-05	march-06	june-06	sept-06	dec-06
<b>- Postpaid customers (2)</b>	<b>29 703 500</b>	<b>30 197 200</b>	<b>30 835 400</b>	<b>31 632 000</b>	<b>32 656 300</b>
- Quarterly gross sales (3)	2 130 900	1 592 000	1 612 700	1 785 000	2 223 600
- Quarterly net sales (4)	1 127 300	493 700	638 200	796 600	1 024 300
- Quarterly net growth y-o-y	11,2%	11,3%	11,0%	10,7%	9,9%
- Quarterly net sales in %	3,9%	1,7%	2,1%	2,6%	3,2%
<b>- Prepaid customers (2)</b>	<b>16 755 800</b>	<b>16 711 200</b>	<b>16 525 900</b>	<b>16 375 800</b>	<b>17 152 200</b>
- Quarterly gross sales (4)	2 212 029	1 435 832	1 372 831	1 669 138	2 365 148
- Quarterly net sales (4)	775 800	-44 600	-185 300	-150 100	776 400
- Quarterly net growth y-o-y	2,0%	2,2%	2,6%	2,5%	2,4%
- Quarterly net growth in %	4,9%	-0,3%	-1,1%	-0,9%	4,7%
<b>- Total customers (2)</b>	<b>46 459 300</b>	<b>46 908 400</b>	<b>47 361 300</b>	<b>48 007 800</b>	<b>49 808 500</b>
- Quarterly net sales (4)	1 903 100	449 100	452 900	646 500	1 800 700
- Quarterly net growth y-o-y	7,7%	7,9%	7,9%	7,7%	7,2%
- Quarterly net growth in %	4,3%	1,0%	1,0%	1,4%	3,8%
<b>- Penetration Rate pop. 1999 (5)</b>	<b>79,4%</b>	<b>80,2%</b>	<b>80,9%</b>	<b>82,0%</b>	<b>85,1%</b>
<b>- Penetration Rate pop. 2006 (5)</b>	<b>76,4%</b>	<b>76,7%</b>	<b>77,4%</b>	<b>78,5%</b>	<b>81,4%</b>
<b>- Unrestricted customers* (6)</b>	<b>24 716 600</b>	<b>24 464 200</b>	<b>24 253 700</b>	<b>24 283 800</b>	<b>25 290 700</b>
- Unrestricted postpaid subscribers	7 960 800	7 753 000	7 727 800	7 908 000	8 138 500
- in % of postpaid customers	26,8%	25,7%	25,1%	25,0%	24,9%
<b>- Active customers* (7)</b>	<b>45 785 000</b>	<b>46 189 300</b>	<b>46 853 800</b>	<b>47 459 600</b>	<b>49 315 200</b>
- in % of the total customers	98,5%	98,5%	98,9%	98,9%	99,0%
<b>- Active Penetration Rate pop. 1999 (5)</b>	<b>78,2%</b>	<b>78,9%</b>	<b>80,1%</b>	<b>81,1%</b>	<b>84,3%</b>
<b>- Active Penetration Rate pop. 2006 (5)</b>	<b>75,3%</b>	<b>75,5%</b>	<b>76,6%</b>	<b>77,6%</b>	<b>80,6%</b>

\* From Q3 onwards, for Metropolitan France, obtained by the extrapolation to all operators of the data given by operators declaring more than 250 000 customers

**Metropolitan Mobile Penetration Rate**



**Net Growth of the Metropolitan Mobile Telephony Market**



**PANEL ON RECURRING REVENUES AND TRAFFIC IN METROPOLITAN France**

**MNOs (1)**

**December 31st 2006**

	<b>sept-05</b>	<b>dec-05</b>	<b>march-06</b>	<b>june-06</b>	<b>sept-06</b>
<b>- Total recurring sales in thousands of euros* (9)</b>	<b>5 136 105</b>	<b>5 203 643</b>	<b>5 011 206</b>	<b>5 101 772</b>	<b>5 233 288</b>
- of which recurring sales of postpaid customers	4 324 954	4 405 252	4 277 563	4 365 689	4 482 384
- of which recurring sales of prepaid customers	811 151	798 391	733 643	736 083	750 904
<b>- Average monthly recurring income per customer* (9)</b>	<b>39,3</b>	<b>38,7</b>	<b>36,3</b>	<b>36,6</b>	<b>37,0</b>
- Quarterly net growth y-o-y	9,9%	10,3%	-4,9%	-7,2%	-5,9%
- of which recurring sales from postpaid customers	51,2	50,4	47,6	47,7	47,8
- Quarterly net growth y-o-y	6,4%	7,3%	-6,5%	-8,6%	-6,5%
- of which recurring sales from prepaid customers	17,6	17,0	15,2	15,3	15,7
<b>- Total recurring traffic in thousands of minutes (10)</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
- of which recurring traffic from postpaid customers	-	-	-	-	-
- of which recurring traffic from prepaid customers	-	-	-	-	-
<b>- Total recurring traffic in thousands of minutes** (10)</b>	<b>27 182 542</b>	<b>29 130 681</b>	<b>30 073 213</b>	<b>31 292 548</b>	<b>30 621 704</b>
- of which recurring traffic from postpaid customers	23 910 783	25 763 183	26 838 519	28 132 137	27 323 990
- of which recurring traffic from prepaid customers	3 271 759	3 367 498	3 234 694	3 160 411	3 297 714

\* Comprises since March 2005 mobile to mobile termination

\*\* Comprises from December 2005 mobile to mobile termination traffic

County	Population 1st jan. 2006	County penetration rate March 2006*	County penetration rate June 2006*	County penetration rate September 2006*	County penetration rate December 2006*
Alsace	1 817 000	66,9%	67,4%	68,0%	70,5%
Aquitaine	3 099 000	71,6%	72,3%	73,2%	76,4%
Auvergne	1 334 000	57,9%	58,5%	59,3%	62,0%
Basse-Normandie	1 449 000	59,7%	60,3%	61,0%	63,9%
Bourgogne	1 624 000	64,1%	64,7%	65,6%	68,6%
Bretagne	3 081 000	58,0%	58,3%	59,3%	61,9%
Centre	2 505 000	64,9%	65,5%	66,3%	69,2%
Champagne-Ardenne	1 339 000	70,9%	71,4%	72,2%	75,4%
Corse	279 000	95,9%	96,9%	98,4%	103,2%
Franche-Comté	1 146 000	57,5%	57,9%	58,6%	61,4%
Haute-Normandie	1 811 000	70,3%	71,1%	72,0%	75,0%
Ile-de-France	11 491 000	107,6%	108,9%	110,6%	113,4%
Languedoc-Roussillon	2 520 000	71,0%	71,7%	72,8%	76,0%
Limousin	725 000	62,0%	62,6%	63,5%	66,5%
Lorraine	2 339 000	70,2%	70,6%	71,1%	74,0%
Midi-Pyrénées	2 755 000	65,1%	65,8%	66,8%	70,0%
Nord - Pas-de-Calais	4 043 000	72,0%	72,4%	73,0%	76,0%
Pays de la Loire	3 426 000	61,8%	62,3%	63,3%	66,2%
Picardie	1 886 000	70,3%	70,8%	71,4%	74,1%
Poitou-Charentes	1 713 000	62,4%	63,0%	64,0%	67,1%
PACA	4 781 000	94,8%	95,6%	97,1%	100,4%
Rhône-Alpes	6 005 000	70,7%	71,4%	72,5%	75,3%
<b>TOTAL</b>	<b>61 168 000</b>	<b>76,7%</b>	<b>77,4%</b>	<b>78,5%</b>	<b>81,4%</b>

County	Population 1st jan. 1999	County penetration rate*
Alsace	1 734 100	73,9%
Aquitaine	2 908 400	81,4%
Auvergne	1 308 900	63,2%
Basse-Normandie	1 422 200	65,1%
Bourgogne	1 610 100	69,1%
Bretagne	2 906 200	65,6%
Centre	2 440 300	71,0%
Champagne-Ardenne	1 342 400	75,2%
Corse	260 200	110,6%
Franche-Comté	1 117 100	63,0%
Haute-Normandie	1 780 200	76,3%
Ile-de-France	10 952 000	119,0%
Languedoc-Roussillon	2 295 600	83,4%
Limousin	710 900	67,8%
Lorraine	2 310 400	74,9%
Midi-Pyrénées	2 551 700	75,6%
Nord - Pas-de-Calais	3 996 600	76,9%
Pays de la Loire	3 222 100	70,4%
Picardie	1 857 500	75,2%
Poitou-Charentes	1 640 100	70,1%
PACA	4 506 200	106,5%
Rhône-Alpes	5 645 400	80,1%
<b>TOTAL</b>	<b>58 518 600</b>	<b>85,1%</b>

**PANEL ON COMPETITION ON METROPOLITAN MARKET**

**MNOs and MVNOs (1)  
December 31st 2006**

	<b>dec-05</b>	<b>march-06</b>	<b>june-06</b>	<b>sept-06</b>	<b>dec-06</b>
<b>- MNO customers</b>	<b>46 179 400</b>	<b>46 483 100</b>	<b>46 667 500</b>	<b>47 053 900</b>	<b>48 416 400</b>
- Quarterly net sales (4)	1 731 300	303 700	184 400	386 400	1 362 500
- Quarterly net growth in %	3,9%	0,7%	0,4%	0,8%	2,9%
<b>- MVNO customers</b>	<b>279 800</b>	<b>425 300</b>	<b>693 800</b>	<b>953 900</b>	<b>1 392 100</b>
- Quarterly net sales (4)	171 800	145 500	268 500	260 100	438 200
- Quarterly net growth in %	159,1%	52,0%	63,1%	37,5%	45,9%
<b>- MVNO market share</b>	<b>0,60%</b>	<b>0,91%</b>	<b>1,46%</b>	<b>1,99%</b>	<b>2,79%</b>
<b>- Market share of postpaid gross sales (11)</b>	<b>5,0%</b>	<b>5,5%</b>	<b>10,8%</b>	<b>11,6%</b>	<b>10,2%</b>
<b>- Market share of prepaid gross sales (11)</b>	<b>3,2%</b>	<b>5,0%</b>	<b>7,2%</b>	<b>6,8%</b>	<b>13,6%</b>
<b>- Quarterly rate of subscription cancellations (12)</b>	<b>3,6%</b>	<b>3,8%</b>	<b>3,3%</b>	<b>3,1%</b>	<b>3,8%</b>
<b>- Quarterly rate of prepaid cancellations (12)</b>	<b>8,5%</b>	<b>8,7%</b>	<b>9,2%</b>	<b>11,2%</b>	<b>9,4%</b>
<b>- Total of ported numbers since July 2003 (13)</b>	<b>549 700</b>	<b>652 000</b>	<b>750 900</b>	<b>837 000</b>	<b>971 400</b>
- Quarterly amount of ported numbers	90 800	102 300	98 900	86 100	134 400

*NB : the mobile operator's customer base for June 30th 2005 corresponds to the operators declarations for the same date minus the MVNO's customer base (the difference between the two customer bases is due to an operator's services' being sold out of France)*

**PANEL ON MULTIMEDIA USE  
MNOs and MVNOs (1)  
December 31st 2006**

**Mobile multimedia base**

**Metropolitan France**

	<b>dec-05</b>	<b>march-06</b>	<b>june-06</b>	<b>sept-06</b>	<b>dec-06</b>
<b>- Mobile multimedia base* (14)</b>	<b>14 024 500</b>	<b>13 400 900</b>	<b>13 362 300</b>	<b>13 230 200</b>	<b>15 008 900</b>
- in % of total active customers	30,6%	29,0%	28,5%	27,9%	30,4%
<b>- Quarterly net sales (4)</b>	<b>2 750 900</b>	<b>-623 600</b>	<b>-38 600</b>	<b>-132 100</b>	<b>1 778 700</b>
- Quarterly net growth in %	24,4%	-4,4%	-0,3%	-1,0%	13,4%
- Quarterly net growth y-o-y	36,1%	29,1%	24,8%	17,4%	7,0%

\* From Q3 onwards, for Metropolitan France, obtained by the extrapolation to all operators of the data given by operators declaring more than 250 000 customers

**SMS Traffic**

**National**

	<b>dec-05</b>	<b>march-06</b>	<b>june-06</b>	<b>sept-06</b>	<b>dec-06</b>
<b>- SMS traffic in thousands (15)</b>	<b>3 556 091</b>	<b>3 835 533</b>	<b>3 769 751</b>	<b>3 893 448</b>	<b>4 344 198</b>
<b>- Quarterly net sales in thousands (4)</b>	<b>314 306</b>	<b>271 952</b>	<b>-65 782</b>	<b>123 697</b>	<b>450 750</b>
- Quarterly net growth in %	9,7%	7,6%	-1,7%	3,3%	11,6%
<b>- Average monthly SMS traffic per active customer (15)</b>	<b>25,6</b>	<b>26,9</b>	<b>26,1</b>	<b>26,6</b>	<b>28,9</b>

**Metropolitan France**

	<b>dec-05</b>	<b>march-06</b>	<b>june-06</b>	<b>sept-06</b>	<b>dec-06</b>
<b>- SMS traffic in thousands (15)</b>	<b>3 470 237</b>	<b>3 728 782</b>	<b>3 661 666</b>	<b>3 774 872</b>	<b>4 214 603</b>
<b>- Quarterly net sales in thousands (4)</b>	<b>307 930</b>	<b>258 545</b>	<b>-67 116</b>	<b>113 206</b>	<b>439 731</b>
- Quarterly net growth in %	9,7%	7,5%	-1,8%	3,1%	11,6%
<b>- Average monthly SMS traffic per active customer (15)</b>	<b>25,8</b>	<b>27,0</b>	<b>26,2</b>	<b>26,7</b>	<b>29,0</b>

**Overseas, Mayotte, St-P.et M.**

	<b>sept-05</b>	<b>dec-05</b>	<b>march-06</b>	<b>june-06</b>	<b>sept-06</b>
<b>- SMS traffic in thousands (15)</b>	<b>93 344</b>	<b>106 751</b>	<b>108 085</b>	<b>118 576</b>	<b>129 595</b>
<b>- Quarterly net sales in thousands (4)</b>	<b>13 866</b>	<b>13 407</b>	<b>1 334</b>	<b>10 491</b>	<b>11 018</b>
- Quarterly net growth in %	17,4%	14,4%	1,2%	9,7%	9,3%
<b>- Average monthly SMS traffic per active customer (15)</b>	<b>20,9</b>	<b>23,0</b>	<b>22,8</b>	<b>24,5</b>	<b>25,7</b>



**MOBILES PANEL : OVERSEAS DEPARTMENTS, MAYOTTE, SAINT PIERRE & MIQUELON**  
**MNO (1)**  
**December 31st 2006**

	dec-05	march-06	june-06	sept-06	dec-06
<b>- Postpaid customers (2)</b>	<b>806 200</b>	<b>828 500</b>	<b>852 500</b>	<b>879 100</b>	<b>915 200</b>
- of which in Antilles-Guyane	-	-	-	-	543 021
- of which in Réunion	-	-	-	-	370 130
<b>- Quarterly net sales (4)</b>	<b>39 900</b>	<b>22 300</b>	<b>24 000</b>	<b>26 600</b>	<b>36 100</b>
- Quarterly net growth in %	5,2%	2,8%	2,9%	3,1%	4,1%
<b>- Prepaid customers (2)</b>	<b>792 900</b>	<b>857 600</b>	<b>865 800</b>	<b>932 100</b>	<b>969 200</b>
- of which in Antilles-Guyane	-	-	-	-	<b>427 068</b>
- of which in Réunion	-	-	-	-	<b>541 315</b>
<b>- Quarterly net sales (4)</b>	<b>17 000</b>	<b>64 700</b>	<b>8 200</b>	<b>66 300</b>	<b>37 100</b>
- Quarterly net growth in %	2,2%	8,2%	1,0%	7,7%	4,0%
<b>- Total customers (2)</b>	<b>1 599 100</b>	<b>1 686 100</b>	<b>1 718 300</b>	<b>1 811 200</b>	<b>1 884 400</b>
- of which in Antilles-Guyane	-	-	-	-	<b>970 100</b>
- of which in Réunion	-	-	-	-	<b>911 400</b>
<b>- Quarterly net sales (4)</b>	<b>56 900</b>	<b>87 000</b>	<b>32 200</b>	<b>92 900</b>	<b>73 200</b>
- Quarterly net growth in %	3,7%	5,4%	1,9%	5,4%	4,0%
<b>-Penetration Rate pop. 1999 (5)</b>	<b>88,6%</b>	<b>93,4%</b>	<b>95,2%</b>	<b>100,3%</b>	<b>104,4%</b>
<b>-Penetration Rate pop. 2006 (5)</b>	<b>79,2%</b>	<b>83,5%</b>	<b>85,1%</b>	<b>89,7%</b>	<b>93,4%</b>
- of which Antilles-Guyane pop. 1999	-	-	-	-	100,9%
- of which Antilles-Guyane pop. 2006	-	-	-	-	<b>92,6%</b>
- of which Réunion pop. 1999	-	-	-	-	129,0%
- of which Réunion pop. 2006	-	-	-	-	<b>116,3%</b>
<b>- Active customers* (7)</b>	<b>1 528 200</b>	<b>1 571 100</b>	<b>1 590 100</b>	<b>1 633 800</b>	<b>1 727 500</b>
- in % of the total customers	95,6%	93,2%	92,5%	90,2%	91,7%
<b>- Active Penetration Rate pop. 1999 (5)</b>	<b>84,7%</b>	<b>87,0%</b>	<b>88,1%</b>	<b>90,5%</b>	<b>95,7%</b>
<b>- Active Penetration Rate pop. 2006 (5)</b>	<b>75,7%</b>	<b>77,8%</b>	<b>78,8%</b>	<b>80,9%</b>	<b>85,6%</b>

## APPENDIX

### **References in the tables correspond to the following:**

- (1) Metropolitan mobile network operators: Orange France, Société Française du Radiotéléphone (SFR), Bouygues Telecom. Active Metropolitan MVNOs at the start of the quarter: riolis, Debitel, Neuf Cegetel, NRJ Mobile, Omer Telecom, Tele2, Ten, Transatel. Overseas mobile network operators: Orange Caraïbe, subsidiary of Orange France; Orange Réunion, subsidiary of Orange France; Société Réunionnaise du Radiotéléphone (SRR), including under the Mayotte Télécom Mobile brand in Mayotte, subsidiary of SFR; Digicel AFG ; SAS SPM, subsidiary of Orange Caraïbe in Saint Pierre and Miquelon; Dauphin Telecom ; Outremer Telecom.
- (2) A customer is any user of a mobile service provided by an operator (network operator or MVNO) and holder of a mobile line registered with the Home Location Register (HLR) of an operator at the date under examination. By extension, the term "customer" also designates the mobile line itself. So, for corporate customers, every line is considered as a customer. A post-paid customer is a customer for whom services are invoiced on a regular basis (flat rates, metered offers, blocked accounts, etc.). By default, any non post-paid customer is considered as a pre-paid customer.
- (3) Gross sales are defined as the operator's customers at the end of the quarter who have been registered in the HLR during the course of the quarter. Gross sales exclude migrations : a pre-paid to post-paid migration occurs when a customer requests that his/her operator replace the pre-paid offer applicable at the start of the quarter with a post-paid offer; conversely, post-paid to pre-paid migration correspond migration is when a customer requests that his/her operator replace the post-paid offer applicable at the start of the quarter with a pre-paid offer.
- (4) Net growth for the quarter is the difference between customer numbers at the beginning and end of the quarter. Growth on a year-over-year basis is obtained by dividing the difference between the number of customers of two semesters set a year apart by the number of customers at the end of the first semester considered.
- (5) The penetration rate is obtained by dividing the total number of customers or number of "active" customers by the population under examination. From 4Q 06 onwards, the population numbers employed are extracted from the 2006 INSEE figures, and when necessary previously published penetration rates have been updated in accordance with the relevant annual figures. According to 2006 figures, the Metropolitan population stands at 61 168 000, to which should be added, for Outermost regions, a population of 2 018 300, of which 1 048 000 for Antilles-Guyane and 784 000 for Réunion. For information purposes, penetratio rates obtained under 1999 population figures are temporarily maintained in the SIM.
- (6) A customer under contract, known as a "restricted" customer, is defined as any customer having signed or renewed a contract (for all or some of the contracts associated with mobile service) for a minimum contract period which has not expired at the date under examination. An unrestricted customer is any customer who is no longer bound by his subscription to his mobile operator, and is thus free to switch to a new provider without incurring a penalty or a fine, in an unconstrained way.
- (7) The number of active customers is the total number of post-paid or pre-paid customers having made or received a telephone call, whether free or payable, within the past three months (SMS are not included).
- (8) The registration region for a customer is the administrative region in Metropolitan France in which the customer is registered, from the operator's point of view. For post-paid customers, this is the region corresponding to the billing address.
- (9) Quarterly recurring revenue is defined as the sum of revenues (in thousands of euros) of the operators generated through : customer access to mobile services on the retail market (for instance, access fee on pay-as-you go offers) or on wholesale market (MVNO contracts) ; outbound traffic on the retail market (including roaming out) and on the wholesale market for access and call origination, as regards the operator's MVNOs ; incoming traffic (termination revenues including those directed towards MVNOs). Special offers and discounts are deducted from the revenues. Unpaid bills are not (in accordance with IFRS provisions). Moreover, are excluded from the scope of the revenue connection fees, handset sales and roaming in (traffic generated by foreign customers roaming on the networks of French operators). The quarterly recurring revenue excludes third-party revenues linked to the provision of value-added services (special numbers, SMS) or of phone directories (118XYZ numbers). The average monthly recurring revenue per active customer equals the quarter's recurring revenue divided by 3, over the average number of active customers ((number of active customers at the end of the previous quarter + number of active customers at the end of the quarter under examination)/2). Growth on a y-o-y basis is obtained by dividing the difference between the revenues of two semesters set a year apart by the revenues at the end of the first semester considered.
- (10) Quarterly recurring traffic (in circuit mode), generated during the quarter and in the geographic area under examination by the mobile network operators consists in outgoing calls (to fixed phones, third-party mobiles, mobiles on the same network and calls to consult voice mail) including MVNOs, incoming calls from fixed networks as well as roaming out (traffic generated by calls made by the French operator's customers roaming on a foreign network). Recurring traffic (in circuit mode) includes incoming mobile calls but excludes roaming-in (traffic generated by foreign customers roaming on the networks of French operators).
- (11) The market share of MVNOs in gross post-paid sales is the ratio of gross post-paid sales realised by MVNOs for the quarter to total gross post-paid sales for the same quarter, expressed as a percentage.
- (12) The quarterly post-paid cancellation rate is obtained by doubling the ratio between post-paid cancellation during the quarter and the sum of post-paid customers at the start and end of the quarter (= average post-paid customers for the period). Note that cancellation is defined as a customer of the operator at the start of the quarter whose entry in the HLR has been deleted during the quarter. Changes to customer status in the HLR are not considered as cancellations. Therefore, this definition does not include switching offers within a range, pre-paid to post-paid or post-paid to pre-paid migrations, or suspended services.
- (13) The amount of ported numbers is calculated as half of the sum of "in" and "out" ported number volumes performed by all operators. "In" porting is effective porting from the point of view of the receiving operator, and "out" porting is effective porting from the point of view of the donor operator.
- (14) Active multimedia customers are all customers having used a multimedia service such as mobile Internet (Wap, I-Mode, Vodafone live, Orange World, etc.), or having sent an MMS or mobile e-mail (excluding SMS), regardless of the technology used (CSD, GPRS, EDGE, UMTS, etc.) at least once within the past month.
- (15) Quarterly SMS traffic refers to all SMS sent (outgoing SMS) during the quarter. Data for St Pierre and Miquelon is not included. Monthly SMS traffic per active customer is the quarterly SMS traffic divided by 3, over the average number of active customers ((Number of active customers at the end of the previous quarter + Number of active customers at the end of the quarter under examination)/2).