

Survey of the Mobile Market

Statistic Indicators for : December 31th, 2008

Mobile Market Survey

December 31th, 2008

Summary :

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- Page 6 : Panel of competition
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As from the 4th quarter 2008, the data relating to the recurring sales turnover and the recurring traffic are published within the “Market Observatory” to the following address:

www.arcep.fr/index.php?id=9934

L'Observatoire des MARCHES DES SERVICES DE TELECOMMUNICATIONS / Le marché des services de télécommunications en France au 3ème trimestre 2008 enquêtes trimestrielles / Les derniers chiffres : 3ème trimestre 2008

I. NATIONAL REPORT
Mobile Network Operators and Mobile Virtual Network Operators (1)
December 31th 2008

	Dec-07	March-08	June-08	sept-08	Dec-08
Postpaid customers (2)	36 309 500	36 857 500	37 461 100	38 259 900	39 263 200
- Quarterly Net Adds (4)	1 061 600	548 000	603 600	798 800	1 003 300
- Quaterly net growrh as a %	3,0%	1,5%	1,6%	2,1%	2,6%
- Year on year net growth (4)	8,2%	8,3%	8,3%	8,5%	8,1%
Prepaid customers (2)	19 048 600	18 851 700	18 552 500	18 143 000	18 810 700
- Quarterly Net Adds (4)	1 220 600	-196 900	-299 200	-409 500	667 700
- Quaterly net growrh as a %	6,8%	-1,0%	-1,6%	-2,2%	3,7%
- Year on year net growth (4)	5,1%	4,7%	3,4%	1,8%	-1,2%
Total customers (2)	55 358 100	55 709 200	56 013 600	56 402 900	58 073 900
- Quarterly Net Adds (4)	2 282 200	351 100	304 400	389 300	1 671 000
- Quaterly net growrh as a %	4,3%	0,6%	0,5%	0,7%	3,0%
- Year on year net growth (4)	7,1%	7,1%	6,6%	6,3%	4,9%
Penetration Rate (5)	87,6%	87,6%	88,1%	88,7%	91,3%
Population at January the 1 st of previous year (source: INSEE)	63 186 300	63 598 300	63 598 300	63 598 300	63 598 300

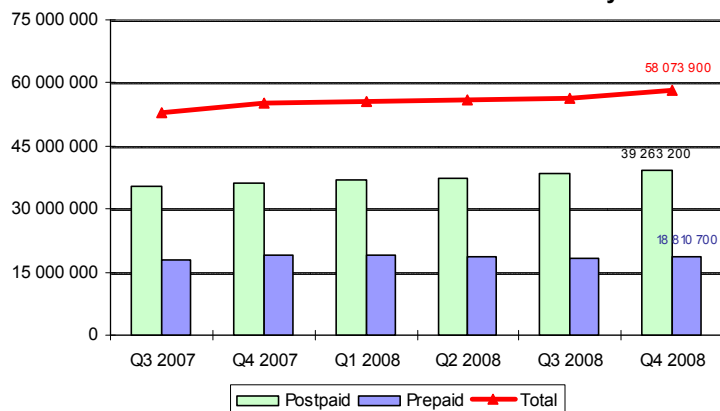
Active customers*(7)	54 071 800	54 317 200	54 451 800	55 060 000	56 691 900
- as a % of total customers	97,7%	97,5%	97,2%	97,6%	97,6%
- Quarterly Net Adds (4)	2 006 000	245 400	134 600	608 200	1 631 900
- Quaterly net growrh as a %	3,9%	0,5%	0,2%	1,1%	3,0%
- Year on year net growth (4)	5,9%	5,8%	4,8%	5,8%	4,8%
Active Penetration Rate (5)	85,6%	85,4%	85,6%	86,6%	89,1%
Population at January the 1 st of previous year (source: INSEE)	63 186 300	63 598 300	63 598 300	63 598 300	63 598 300

SMS traffic - National

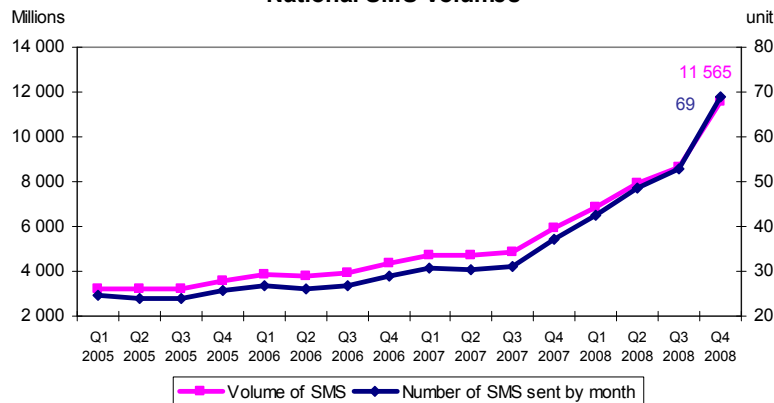
	Dec-07	March-08	June-08	sept-08	Dec-08
SMS traffic in thousands of units (13)	5 893 900	6 892 600	7 932 100	8 661 700	11 564 900
- Quarterly growth in thousands of units (4)	1 035 600	998 700	1 039 500	729 600	2 903 200
- Quaterly growrh as a %	21,3%	16,9%	15,1%	9,2%	33,5%
- Year on year growth (4)	35,7%	46,4%	68,9%	78,3%	96,2%
Average monthly SMS Traffic per active customers (13)	37,0	42,4	48,6	52,7	69,0

* Obtained by extrapolation to all operators of the data given by operators declaring more than 200 000 customers

Number of mobile customers nationally



National SMS Volumes



II. 1. METROPOLITAN REPORT
Mobile Network Operators and Mobile Virtual Network Operators (1)
December 31th 2008

	Dec-07	March-07	June-08	sept-08	Dec-08
Postpaid customers (2)	35 271 400	35 790 000	36 383 300	37 164 500	38 134 500
- Quarterly gross sales (3)	2 300 800	1 716 900	1 688 900	1 911 800	2 423 000
- Quarterly Net Adds (4)	1 014 000	518 600	593 300	781 200	970 000
- Quarterly net growth as a %	3,0%	1,5%	1,7%	2,1%	2,6%
- Year on year net growth (4)	8,0%	8,2%	8,2%	8,5%	8,1%

Prepaid customers (2)	17 998 500	17 793 100	17 484 400	17 042 000	17 657 600
- Quarterly gross sales (3)	2 799 700	1 852 300	1 804 700	2 003 100	2 548 800
- Quarterly Net Adds (4)	1 173 100	-205 400	-308 700	-442 400	615 600
- Quarterly net growth as a %	7,0%	-1,1%	-1,7%	-2,5%	3,6%
- Year on year net growth (4)	4,9%	4,5%	3,0%	1,3%	-1,9%

Total customers (2)	53 269 900	53 583 100	53 867 700	54 206 500	55 792 100
among which Internet SIM card	-	-	700 800	821 500	986 800
among which M2M SIM card	-	-	681 100	753 300	897 200
- Quarterly Net Adds (4)	2 187 100	313 200	284 600	338 800	1 585 600
- Quarterly net growth as a %	4,3%	0,6%	0,5%	0,6%	2,9%
- Year on year net growth (4)	6,9%	6,9%	6,5%	6,1%	4,7%

Penetration Rate (5)	87,1%	87,1%	87,5%	88,1%	90,7%
Population at January the 1st of previous year (source: INSEE)	61 168 000	61 538 000	61 538 000	61 538 000	61 538 000

Customers not under commitment contract* (6)	26 237 200	25 508 500	25 154 700	24 166 600	25 086 700
- post-paid customers not under commitment contract	8 238 700	7 715 400	7 670 300	7 124 600	7 429 100
- % of post-paid customers not under commitment contract	23,4%	21,6%	21,1%	19,2%	19,5%
adjusted figures					

Active customers*(7)	52 111 900	52 346 900	52 486 400	53 047 100	54 648 000
- as a % of total customers	97,8%	97,7%	97,4%	97,9%	97,9%
- Quarterly Net Adds (4)	1 884 400	235 000	139 500	560 700	1 600 900
- Quarterly net growth as a %	3,8%	0,5%	0,3%	1,1%	3,0%
- Year on year net growth (4)	5,7%	5,6%	4,7%	5,6%	4,9%

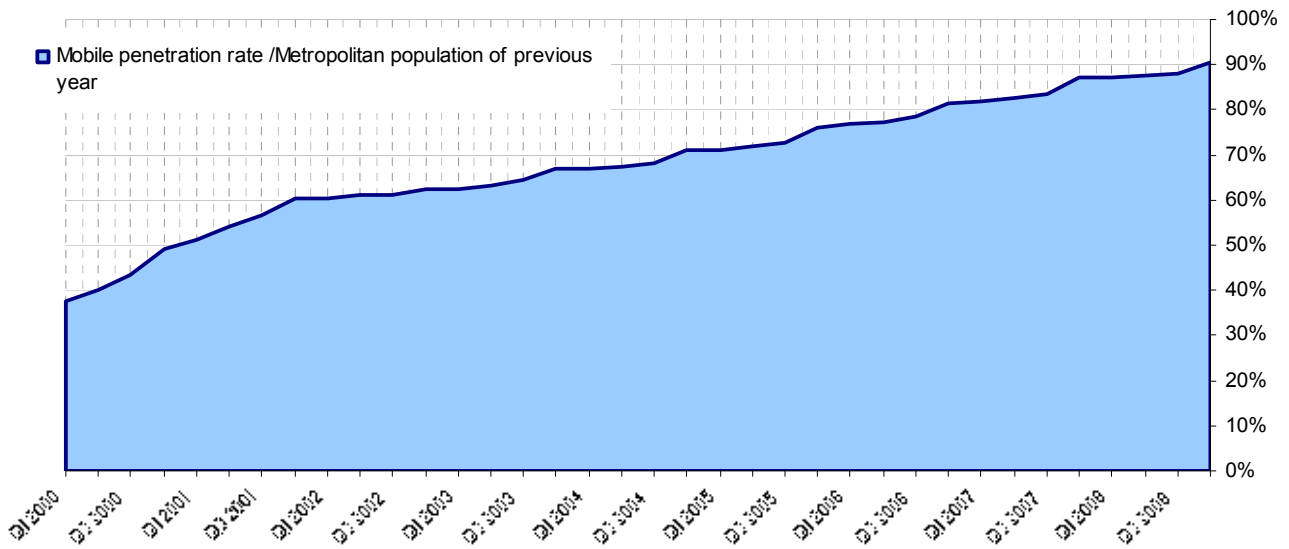
Active Penetration Rate (5)	85,2%	85,1%	85,3%	86,2%	88,8%
Population at January the 1st of previous year (source: INSEE)	61 168 000	61 538 000	61 538 000	61 538 000	61 538 000

Active mobile multimedia clients - Metropolitan	Dec-07	March-07	June-08	sept-08	Dec-08
Active mobile multimedia clients* (12)	17 119 200	16 667 800	16 734 700	17 392 400	18 704 100
- as a % of total active customers	32,9%	31,8%	31,9%	32,8%	34,2%
- Quarterly Net Adds (4)	1 887 700	-451 400	66 900	657 700	1 311 700
- Quarterly net growth as a %	12,4%	-2,6%	0,4%	3,9%	7,5%
- Year on year net growth	14,1%	13,8%	12,3%	14,2%	9,3%

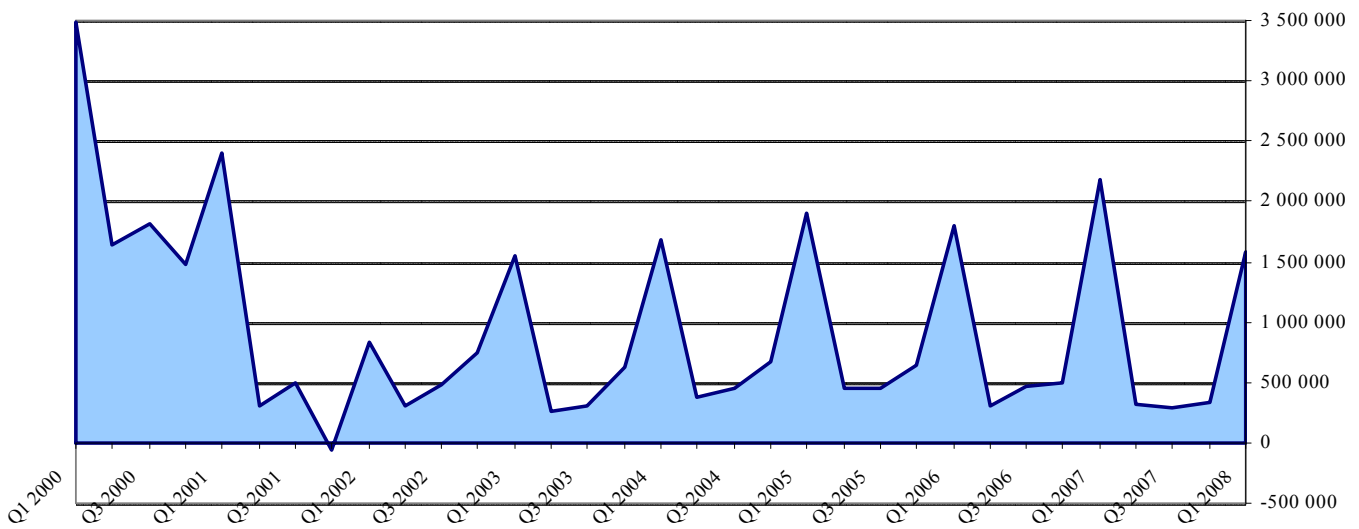
SMS Traffic - Metropolitan	Dec-07	March-07	June-08	sept-08	Dec-08
SMS traffic in thousands of units (13)	5 695 100	6 698 100	7 666 700	8 336 100	11 179 300
- Quarterly growth in thousands of units (4)	1 012 800	1 003 000	968 600	669 400	2 843 200
- Quarterly growth as a %	21,6%	17,6%	14,5%	8,7%	34,1%
- Year on year growth (4)	35,1%	46,7%	68,5%	78,0%	96,3%
Average monthly SMS Traffic per active customers (13)	37,1	42,7	48,7	52,7	69,2

* Obtained by extrapolation to all operators of the data given by operators declaring more than 200 000 customers

Mobile telephone penetration rate in Metropolitan France



Quarterly net mobile telephony growth in Metropolitan France



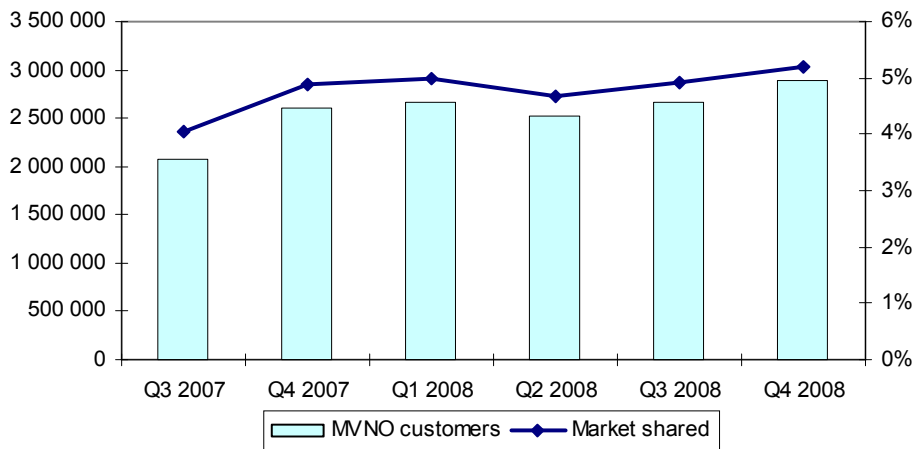
II. 2. METROPOLITAN COMPETITION REPORT
Mobile Network Operators and Mobile Virtual Network Operators (1)
December 31th 2008

	Dec-07	March-07	June-08	sept-08	Dec-08
MNOs	50 668 800	50 912 500	51 354 500	51 548 000	52 896 000
- Quarterly Net Adds (4)	1 659 300			193 500	1 348 000
- Quaterly net growrh as a %	3,4%			0,4%	2,6%
- Year on year net growth (4)	4,7%				
MVNOs	2 601 000	2 670 700	2 513 100	2 658 500	2 896 100
- Quarterly Net Adds (4)	527 700			145 400	237 600
- Quaterly net growrh as a %	25,5%			5,8%	8,9%
- Year on year net growth (4)	86,8%				
MVNO Market share	4,88%	4,98%	4,67%	4,90%	5,19%
MVNO Market share of gross postpaid sales (9)	9,7%	10,1%	6,4%	6,5%	6,7%
MVNO Market share of gross prepaid sales (9)	14,2%	20,7%	19,4%	16,0%	14,5%
Quarterly postpaid cancellation rate (10)	3,9%	3,5%	3,1%	3,3%	4,0%
Quarterly prepaid cancellation rate (10)	9,4%	11,3%	11,8%	13,9%	10,9%
Total numbers ported since July 2003 (11)	1 842 300	2 148 200	2 442 500	2 746 900	3 196 400
- Numbers ported during the quarter	351 700	305 900	294 300	304 400	449 500
- Quaterly growth as a %	23,6%	16,6%	13,7%	12,5%	16,4%
- Year on year growth (4)	89,7%	98,3%	97,3%	84,3%	73,5%

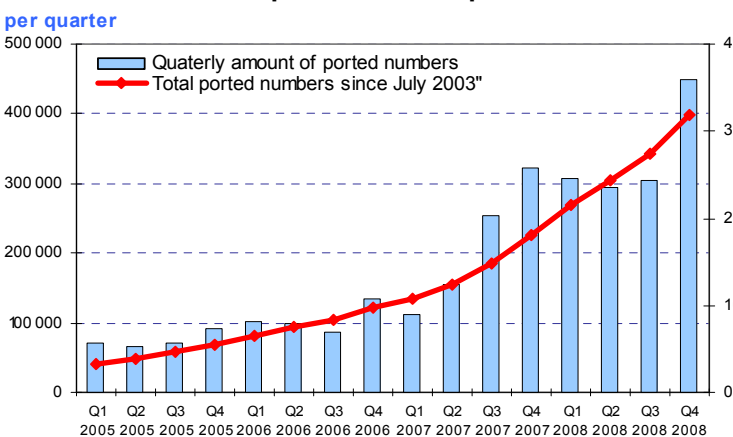
(*): Since the MVNOs Débitel and Ten mobile were no longer independent at Q108, their data have been integrated into those of the MNOs controlling th

(**): Since the MVNO Neuf Cégétel was no longer independent at Q208, its data have been integrated into those of the MNO controlling it.

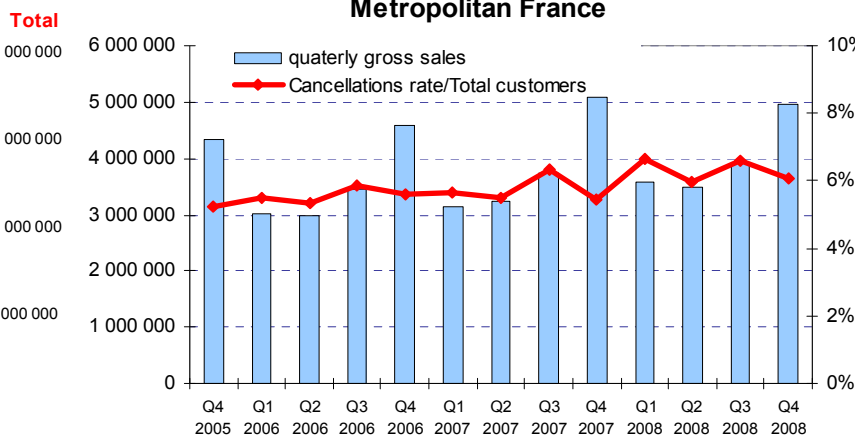
MVNO in Metropolitan France



Numbers ported in Metropolitan France



Gross sales and cancellation rate in Metropolitan France



II. 3. METROPOLITAN REPORT - RESIDENTIAL MARKET
Mobile Network Operators and Mobile Virtual Network Operators (1)
December 31th 2008

	Dec-07	March-07	June-08	sept-08	Dec-08
RESIDENTIAL MARKET					
Postpaid residential customers (2)	29 634 300	29 941 500	30 263 900	30 873 900	31 552 900
- Quarterly gross sales (3)	1 926 900	1 364 100	1 302 600	1 583 600	1 951 200
- Quarterly Net Adds (4)	741 300	307 200	322 400	610 000	679 000
- Quaterly net growrh as a %	2,6%	1,0%	1,1%	2,0%	2,2%
- Year on year net growth (4)	-	-	-	6,9%	6,5%
Prepaid residential customers (2)	17 992 900	17 793 100	17 515 600	17 042 000	17 657 600
- Quarterly gross sales (3)	2 799 700	1 852 300	1 804 700	2 003 100	2 548 800
- Quarterly Net Adds (4)	1 117 300	-199 800	-277 500	-473 600	615 600
- Quaterly net growrh as a %	6,6%	-1,1%	-1,6%	-2,7%	3,6%
- Year on year net growth (4)	-	-	-	1,0%	-1,9%
Total residential customers (2)	47 627 200	47 734 600	47 779 500	47 915 900	49 210 500
<i>among which Internet SIM card</i>	-	-	189 300	274 300	391 400
- Quarterly Net Adds (4)	1 858 600	107 400	44 900	136 400	1 294 600
- Quaterly net growrh as a %	4,1%	0,2%	0,1%	0,3%	2,7%
- Year on year net growth (4)	-	-	-	4,7%	3,3%

II. 4. METROPOLITAN COMPETITION REPORT - RESIDENTIAL MARKET
Mobile Network Operators and Mobile Virtual Network Operators (1)
December 31th 2008

	Dec-07	mars-08 (*)	juin-08 (**)	sept-08	Dec-08
RESIDENTIAL MARKET					
MNOs	45 048 400	45 080 400	45 277 000	45 270 300	46 327 100
- Quarterly Net Adds (4)	1 445 100			-6 700	1 056 800
- Quaterly net growrh as a %	3,3%			0,0%	2,3%
- Year on year net growth (4)	-			-	
MVNOs	2 578 900	2 654 100	2 502 600	2 645 700	2 883 400
- Quarterly Net Adds (4)	413 600			143 100	237 700
- Quaterly net growrh as a %	19,1%			5,7%	9,0%
- Year on year net growth (4)	-				
MVNO Market share	5,41%	5,56%	5,24%	5,52%	5,86%
MVNO Market share of gross postpaid sales (9)	11,4%	12,5%	8,2%	7,7%	8,2%
MVNO Market share of gross prepaid sales (9)	14,2%	20,7%	19,4%	16,0%	14,5%
Quaterly postpaid cancellation rate (10)	4,1%	3,7%	3,3%	3,5%	4,2%
Quaterly prepaid cancellation rate (10)	9,4%	11,3%	11,8%	13,8%	10,9%
- Numbers ported during the quarter	-	-	-	248 700	358 800

(*): Since the MVNOs Débitel and Ten mobile were no longer independent at Q108, their data have been integrated into those of the MNOs controlling them.

(**): Since the MVNO Neuf Cégétel was no longer independent at Q208, its data have been integrated into those of the MNO controlling it.

**II. 5. Customers geographic distribution (8)
Metropolitan MNOs and MVNOs (1)
december 31th 2008**

County	Population at January, the 1 st 2007	County penetration rate* March 2008	County penetration rate* June 2008	County penetration rate* September 2008	County penetration rate* December 2008
Alsace	1 829 000	74,6%	75,5%	76,2%	79,1%
Aquitaine	3 123 000	78,6%	79,7%	80,2%	83,0%
Auvergne	1 337 000	65,6%	66,3%	66,7%	69,0%
Basse-Normandie	1 453 000	68,6%	70,1%	70,8%	74,0%
Bourgogne	1 626 000	72,0%	73,1%	74,0%	76,3%
Bretagne	3 103 000	66,4%	67,4%	68,4%	70,6%
Centre	2 515 000	74,0%	74,7%	75,2%	78,3%
Champagne-Ardenne	1 337 000	79,3%	80,2%	82,7%	84,1%
Corse	281 000	97,8%	106,0%	105,8%	108,0%
Franche-Comté	1 151 000	65,1%	65,8%	66,1%	69,0%
Haute-Normandie	1 815 000	78,8%	80,8%	81,8%	85,1%
Ile-de-France	11 577 000	128,6%	125,8%	126,2%	128,2%
Languedoc-Roussillon	2 548 000	79,1%	80,4%	80,6%	83,4%
Limousin	727 000	70,1%	70,9%	71,7%	74,4%
Lorraine	2 343 000	77,1%	78,6%	78,4%	82,0%
Midi-Pyrénées	2 782 000	73,3%	74,4%	74,8%	77,7%
Nord-Pas-De-Calais	4 048 000	78,9%	79,6%	80,3%	83,5%
Pays de la Loire	3 455 000	69,1%	70,7%	70,9%	74,1%
Picardie	1 890 000	78,4%	78,6%	78,5%	81,4%
Poitou-Charentes	1 722 000	70,9%	72,2%	72,8%	75,8%
PACA	4 818 000	101,8%	103,3%	103,3%	105,4%
Rhône-Alpes	6 058 000	79,7%	81,3%	82,3%	84,6%
Total	61 538 000	87,1%	87,5%	88,1%	90,6%

* Obtained by extrapolation to all operators of the data given by operators declaring more than 200 000 customers

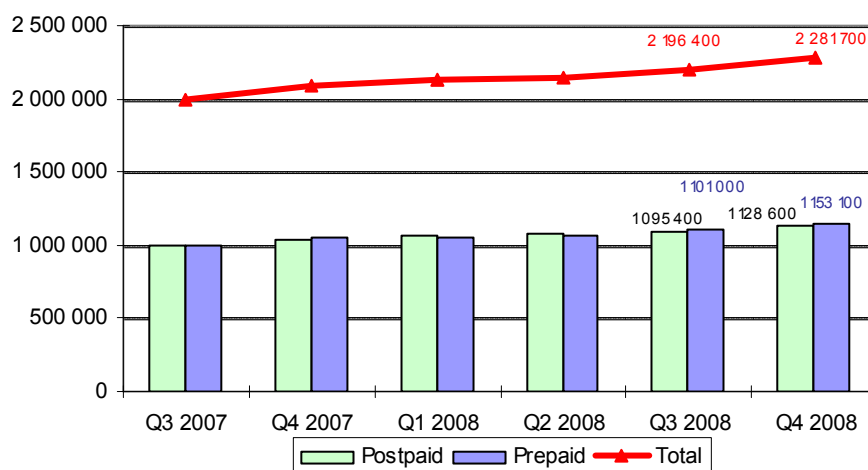
III. 1. OVERSEAS REPORT : DOM, Saint-Martin, Saint-Barthélemy, Mayotte, Saint Pierre & Miquelon
Mobile Network Operators (1)
December 31th 2008

	Dec-07	March-08	June-08	sept-08	Dec-08
Postpaid customers (2)	1 038 100	1 067 500	1 077 800	1 095 400	1 128 600
- Quarterly Net Adds (4)	47 600	29 400	10 300	17 600	33 200
- Quarterly net growth as a %	4,8%	2,8%	1,0%	1,6%	3,0%
- Year on year net growth (4)	13,4%	13,7%	11,8%	11,5%	8,7%
Prepaid customers (2)	1 050 100	1 058 600	1 068 100	1 101 000	1 153 100
- Quarterly Net Adds (4)	47 500	8 500	9 500	32 900	52 100
- Quarterly net growth as a %	4,7%	0,8%	0,9%	3,1%	4,7%
- Year on year net growth (4)	8,3%	8,3%	9,8%	9,8%	9,8%
Total customers (2)	2 088 200	2 126 100	2 145 900	2 196 400	2 281 700
- Quarterly Net Adds (4)	95 100	37 900	19 800	50 500	85 300
- Quarterly net growth as a %	4,8%	1,8%	0,9%	2,4%	3,9%
- Year on year net growth (4)	10,8%	10,9%	10,8%	10,2%	9,3%
Penetration Rate (5)	103,5%	103,2%	104,2%	106,6%	110,7%
Population at January the 1st of previous year (source: INSEE)	2 018 300	2 060 300	2 060 300	2 060 300	2 060 300
Active customers*(7)	1 959 900	1 970 300	1 965 400	2 012 900	2 043 800
- as a % of total active customers	93,9%	92,7%	91,6%	91,6%	89,6%
- Quarterly Net Adds (4)	121 600	10 400	-4 900	47 500	30 900
- Quarterly net growth as a %	6,6%	0,5%	-0,2%	2,4%	1,5%
- Year on year net growth	-	10,1%	10,0%	9,5%	4,3%
Active Penetration Rate (5)	97,1%	95,6%	95,4%	97,7%	99,2%
Population at January the 1st of previous year (source: INSEE)	2 018 300	2 060 300	2 060 300	2 060 300	2 060 300

SMS Traffic - Overseas

	Dec-07	March-08	June-08	sept-08	Dec-08
SMS traffic in thousands of units (13)	198 800	194 500	265 400	325 600	385 600
- Quarterly growth in thousands of units (4)	22 700	-4 300	70 900	60 200	60 000
- Quarterly growth as a %	12,9%	-2,2%	36,5%	22,7%	18,4%
- Year on year growth (4)	53,4%	38,0%	82,3%	85,0%	94,0%
Average monthly SMS Traffic per active customers (13)	34,9	33,0	45,0	54,6	63,4

Number of mobile customers in Overseas



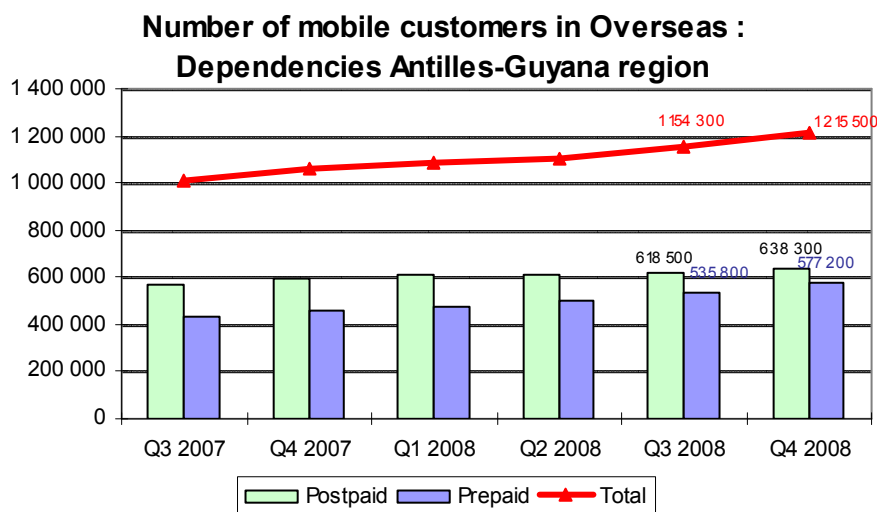
III. 2. OVERSEAS REPORT : ANTILLES-GUYANE
Mobile Network Operators (1)
December 31th 2008

	Dec-07	March-08	June-08	sept-08	Dec-08
Postpaid customers (2)	596 200	608 400	607 200	618 500	638 300
- Quarterly Net Adds (4)	25 200	12 200	-1 200	11 300	19 800
- Quaterly net growrh as a %	4,4%	2,0%	-0,2%	1,9%	3,2%
- Year on year net growth (4)	9,8%	9,5%	7,9%	8,3%	7,1%
Prepaid customers (2)	462 000	478 200	498 100	535 800	577 200
- Quarterly Net Adds (4)	26 100	16 200	19 900	37 700	41 400
- Quaterly net growrh as a %	6,0%	3,5%	4,2%	7,6%	7,7%
- Year on year net growth (4)	8,2%	5,4%	16,5%	22,9%	24,9%
Total customers (2)	1 058 200	1 086 600	1 105 300	1 154 300	1 215 500
- Quarterly Net Adds (4)	51 300	28 400	18 700	49 000	61 200
- Quaterly net growrh as a %	5,1%	2,7%	1,7%	4,4%	5,3%
- Year on year net growth (4)	9,1%	9,2%	13,2%	14,6%	14,9%
Penetration Rate (5)	101,0%	102,4%	104,2%	108,8%	114,6%
Population at January the 1st of previous year (source: INSEE)	1 048 000	1 061 000	1 061 000	1 061 000	1 061 000

Active customers* (7)	-	1 023 500	1 036 100	1 061 100	1 087 800
- as a % of total active customers	-	94,0%	93,7%	91,9%	89,5%
- Quarterly Net Adds (4)	-	-	12 600	25 000	26 700
- Quaterly net growrh as a %	-	-	1,2%	2,4%	2,5%
- Year on year net growth	-	-	-	-	-
Active Penetration Rate (5)	-	96,5%	97,7%	100,0%	102,5%
Population at January the 1st of previous year (source: INSEE)	-	1 061 000	1 061 000	1 061 000	1 061 000

SMS Traffic - Overseas (ANTILLES-GUYANE)

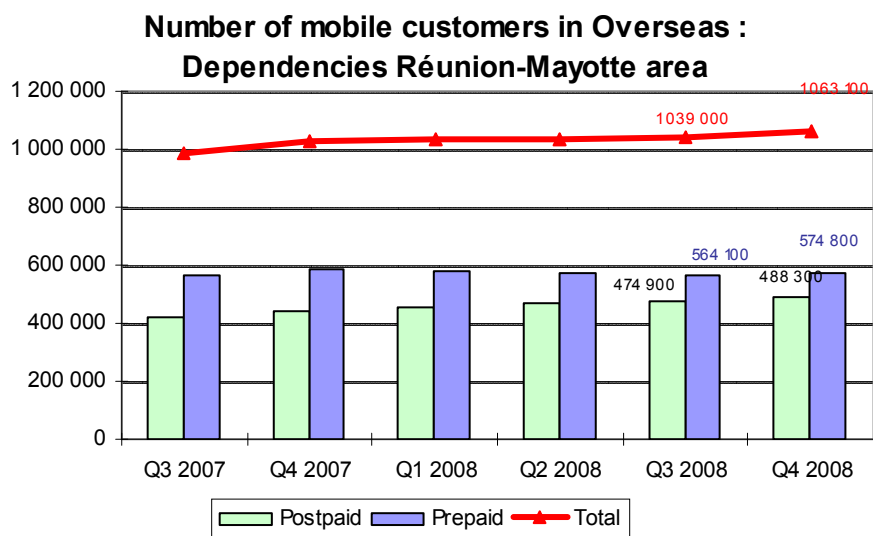
	Dec-07	March-08	June-08	sept-08	Dec-08
SMS traffic in thousands of units (13)	-	135 300	133 200	138 700	164 700
- Quarterly growth in thousands of units (4)	-	-	-2 114	5 491	26 000
- Quaterly growth as a %	-	-	-1,6%	4,1%	18,7%
- Year on year growth (4)	-	-	-	-	-
Average monthly SMS Traffic per active customers (13)	-	-	42,4	43,5	51,1



III. 3. OVERSEAS REPORT : REUNION-MAYOTTE
Mobile Network Operators (1)
December 31th 2008

	Dec-07	March-08	June-08	sept-08	Dec-08
Postpaid customers (2)	440 000	457 100	468 600	474 900	488 300
- Quarterly Net Adds (4)	22 500	17 100	11 500	6 300	13 400
- Quarterly net growth as a %	5,4%	3,9%	2,5%	1,3%	2,8%
- Year on year net growth (4)	18,9%	20,2%	16,8%	13,7%	11,0%
Prepaid customers (2)	587 100	579 500	569 100	564 100	574 800
- Quarterly Net Adds (4)	21 300	-7 600	-10 400	-5 000	10 700
- Quarterly net growth as a %	3,8%	-1,3%	-1,8%	-0,9%	1,9%
- Year on year net growth (4)	8,5%	6,5%	1,4%	-0,3%	-2,1%
Total customers (2)	1 027 100	1 036 600	1 037 700	1 039 000	1 063 100
- Quarterly Net Adds (4)	43 800	9 500	1 100	1 300	24 100
- Quarterly net growth as a %	4,5%	0,9%	0,1%	0,1%	2,3%
- Year on year net growth (4)	12,7%	12,1%	7,8%	5,7%	3,5%
Penetration Rate (5)	102,0%	104,4%	104,5%	104,6%	107,1%
Population at January the 1st of previous year (source: INSEE)	964 000	993 000	993 000	993 000	993 000
Active customers*(7)		943 800	926 300	948 700	952 800
- as a % of total active customers		91,0%	89,3%	91,3%	89,6%
- Quarterly Net Adds (4)			-17 500	22 400	4 100
- Quarterly net growth as a %			-1,9%	2,4%	0,4%
- Year on year net growth					
Active Penetration Rate (5)		95,0%	93,3%	95,5%	96,0%
Population at January the 1st of previous year (source: INSEE)		993 000	993 000	993 000	993 000

SMS Traffic - Overseas (REUNION-MAYOTTE)	Dec-07	March-08	June-08	sept-08	Dec-08
SMS traffic in thousands of units (13)		59 200	132 200	186 900	220 900
- Quarterly growth in thousands of units (4)			73 000	54 700	34 000
- Quarterly growth as a %			123,3%	41,4%	18,2%
- Year on year growth (4)					
Average monthly SMS Traffic per active customers (13)			47,1	66,5	77,4



The references in the tables refer to the following notes:

- (1) Metropolitan mobile network operators (MNOs): Orange France, Société Française du Radiotéléphone (SFR) and Bouygues Telecom; and active MVNOs controlled by network operators and counted as such: Débitel, Ten and Neuf Cegetel. Metropolitan MVNOs independent of mobile operators and active during the quarter: Afone, Auchan Télécom, Carrefour mobile, Coriolis, Mobisud, NRJ Mobile, Numéricable, Omer Telecom, Tele2 and 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-et-Miquelon; Dauphin Telecom; Outremer Telecom and UTS Caraïbe.
- (2) A client is considered to be any user of a mobile service provided by an operator (MNO or MVNO) and having a mobile line registered with an operator's Home Location Register (HLR) at the date in question. Due to misuse of language, the term "client" also refers to the mobile line itself. So, for business clients, each line is considered a client. Post-paid clients are those whose service is invoiced regularly (packages, metered offers, blocked accounts, etc.). By default, any non-post-paying client is considered to be a pre-paying client.
- (3) Gross sales are the operator's clients at the end of the quarter which are registered with the HLR during the quarter. They exclude migrations: pre-paid to post-paid migration corresponds to clients asking their operator to replace their pre-paid offer in force at the beginning of the quarter with a post-paid offer; conversely, post-paid to pre-paid migration corresponds to clients asking their operator to replace their post-paid offer in force at the beginning of the quarter with a pre-paid offer.
- (4) Net growth data for the quarter are calculated as the difference in the number of clients between the beginning and end of the quarter. Year-on-year growth is obtained by comparing the numbers of clients of two ends of quarters one year apart to the end of the first quarter in question.
- (5) The penetration rate is obtained by dividing the total number of clients or the number of "active" clients by the population in question. The MIM publication of December 2006 updated the populations resulting from INSEE's ten-year census of 1st January 1999. From now on, the reference population is that published by INSEE on 1st January of the year in question, with no retroactive updating. On 1st January of year N, INSEE publishes its population estimates for 1st January of the year N-1. So, the reference population for 2008, taken from the estimates published on 1st January 2008 (and therefore on 1st January 2007), is a Metropolitan population of 61 538 000, to which are added a population of 2 060 300 for the DOM, broken down as 1 061 000 inhabitants for the Antilles-Guyana area and 793 000 for the Réunion area.
- (6) A client under a commitment contract is any client having taken out or renewed a contract (out of all or part of the contracts related to mobile service) for a minimum period not having expired at the date in question. A client not under commitment contract is any client not having a contract.
- (7) The number of active clients equals all post-paid clients or pre-paid clients having made or received a telephone call, whether free or paid, during the past three months (not including SMS).
- (8) A client's registration region is that of the Metropolitan administrative region in which the client was registered from the operator's point of view. For post-paid clients, this is the region of the invoicing address.
- (9) The market share of MVNOs in gross post-paid sales is the ratio as a percentage of gross sales made by the MVNOs during the quarter to total post-paid gross for the same quarter. The market share of MVNOs in gross pre-paid sales is the ratio as a percentage of gross pre-paid sales made by the MVNOs during the quarter to total gross pre-paid sales for the same quarter.
- (10) The quarterly post-paid cancellation rate is the ratio of post-paid cancellations during the quarter to the average number of post-paid clients during the period ($\frac{1}{2}$ sum of post-paid numbers at the beginning and end of the quarter). The quarterly pre-paid cancellation rate is the ratio between pre-paid cancellations during the quarter and the average number of pre-paid clients during the period ($\frac{1}{2}$ sum of pre-paid clients at the beginning and end of the quarter). Note that a cancellation is defined as an operator's client at the beginning of the quarter whose registration in the HLR was deleted during the quarter. Modifications to the registration in the HLR are not cancellations. So, this definition does not cover changes in offers within a line, or pre- to post-paid migrations or post- to pre-paid migrations, or service suspensions.
- (11) The number of ported numbers is calculated as half of the volume of numbers of "in" porting and "out" porting done by all operators. "In" porting is considered to be an effective porting from the receiving operator's point of view. "Out" porting is an effective porting from the donor operator's point of view.
- (12) The active number of multimedia clients is defined as all clients having used a multimedia service such as Internet mobile (Wap, I-Mode, Vodafone live, Orange World, etc.) at least once during the past month or, having sent an MMS or mobile e-mail (this does not include SMS), regardless of the support technology (CSD, GPRS, EDGE, UMTS, etc.).
- (13) Quarterly SMS (Short Message Service) traffic corresponds to all SMS sent (outgoing SMS) during the quarter. The data for St. Pierre and Miquelon are not considered. Average monthly SMS traffic per active client equals quarterly SMS traffic divided by 3, divided by the average number of active clients ((number of active clients at the end of the previous quarter + number of active clients at the end of the quarter in question)/2).