



Telecommunications observatory
(mobile market)

3rd quarter 2012 - provisional results

Summary:

➤ **National**

- Page 3 : customers base and multimedia
- Page 4 : customers geographic distribution

➤ **Metropolitan France**

- Pages 5 to 6: customers base, multimedia, penetration rate
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➤ **Overseas**

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➤ **Appendix (page 12)**

The figures relating to the sales turnover and the traffic are published within the “Telecommunications Observatory in France” to the following address:

<http://www.arcep.fr/index.php?id=36>

Except opposite mention, indicators are in millions of units.

I. NATIONAL REPORT

Mobile Network Operators (1) and Mobile Virtual Network Operators (1')

September 30th, 2012

	Sept-11	Dec-11	March-12	June-12	Sept-12
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Postpaid customers (2)	48,097	49,019	50,660	52,069	53,476
- Quarterly Net Adds (4)	0,752	0,922	1,641	1,409	1,407
- Quaterly net growth as a %	1,6%	1,9%	3,3%	2,8%	2,7%
- Year on year net growth (4)	6,6%	5,6%	8,2%	10,0%	11,2%

Prepaid customers (2)	18,918	19,570	18,834	18,391	18,506
- Quarterly Net Adds (4)	0,259	0,652	-0,736	-0,443	0,115
- Quaterly net growth as a %	1,4%	3,4%	-3,8%	-2,4%	0,6%
- Year on year net growth (4)	6,1%	5,1%	0,8%	-1,4%	-2,2%

Total customers (2)	67,015	68,589	69,494	70,460	71,982
- Quarterly Net Adds (4)	1,011	1,574	0,905	0,966	1,522
- Quaterly net growth as a %	1,5%	2,3%	1,3%	1,4%	2,2%
- Year on year net growth (4)	6,4%	5,5%	6,1%	6,8%	7,4%

Penetration Rate (5)	103,2%	105,7%	106,5%	108,0%	110,3%
Population at January the 1 st of previous year (source: INSEE)	64,920	64,920	65,259	65,259	65,259

Active customers*(7)	65,059	66,367	67,138	67,889	69,210
- as a % of total customers	97,1%	96,8%	96,6%	96,4%	96,1%
- Quarterly Net Adds (4)	1,100	1,308	0,771	0,751	1,321
- Quaterly net growth as a %	1,7%	2,0%	1,2%	1,1%	1,9%
- Year on year net growth (4)	6,1%	5,1%	5,8%	6,1%	6,4%

Active Penetration Rate (5)	100,2%	102,2%	102,9%	104,0%	106,1%
Population at January the 1 st of previous year (source: INSEE)	64,920	64,920	65,259	65,259	65,259

Adjusted figures

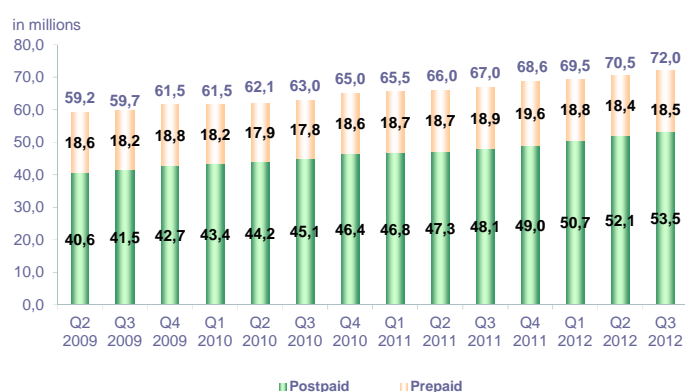
* Obtained by extrapolation to all operators of the data given by operators declaring more than 50 000 customers

SMS traffic - National

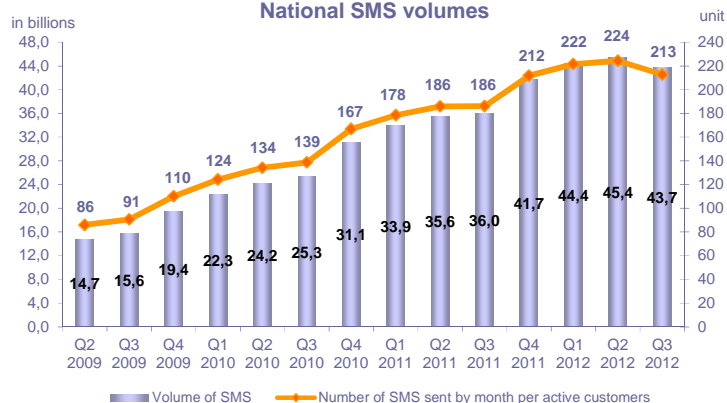
	Sept-11	Dec-11	March-12	June-12	Sept-12
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SMS traffic in billions of units (13)	36,038	41,740	44,385	45,438	43,743
- Quarterly growth in billions of units (4)	0,477	5,702	2,645	1,053	-1,695
- Quaterly growth as a %	1,3%	15,8%	6,3%	2,4%	-3,7%
- Year on year growth (4)	42,3%	34,0%	31,0%	27,8%	21,4%
Average monthly SMS Traffic per active customers (13)	186,2	211,7	221,6	224,3	212,7

Number of mobile national customers



National SMS volumes



I. 2. Customers geographic distribution (8)
Metropolitan MNOs (1) and MVNOs (1')
September 30th, 2012

County	Population at January, the 1st 2011	County penetration rate* March 2012	County penetration rate* June 2012	County penetration rate* September 2012	County penetration rate* December 2012
Alsace	1,860	93,9%	95,9%	97,1%	
Aquitaine	3,258	94,5%	95,4%	97,6%	
Auvergne	1,348	79,9%	80,2%	80,7%	
Basse-Normandie	1,477	81,9%	82,1%	82,3%	
Bourgogne	1,648	85,7%	85,8%	86,5%	
Bretagne	3,221	79,9%	80,1%	81,2%	
Centre	2,551	91,6%	92,0%	93,2%	
Champagne-Ardenne	1,335	94,3%	95,0%	95,8%	
Corse	0,313	103,6%	102,3%	102,8%	
Franche-Comté	1,177	79,4%	81,4%	81,9%	
Haute-Normandie	1,843	91,0%	89,9%	91,0%	
Ile-de-France	11,867	157,8%	162,3%	168,6%	
Languedoc-Roussillon	2,661	95,4%	96,5%	98,0%	
Limousin	0,747	84,0%	84,0%	85,2%	
Lorraine	2,355	93,5%	95,3%	95,9%	
Midi-Pyrénées	2,916	92,2%	93,1%	95,5%	
Nord-Pas-De-Calais	4,038	96,8%	98,7%	100,4%	
Pays de la Loire	3,595	84,5%	85,2%	86,4%	
Picardie	1,919	87,1%	87,5%	87,7%	
Poitou-Charentes	1,780	84,3%	84,2%	85,3%	
PACA	4,944	122,9%	125,1%	128,1%	
Rhône-Alpes	6,272	99,0%	99,3%	101,1%	
Total	63,128	105,9%	107,4%	109,8%	

* Obtained by extrapolation to all operators of the data given by operators declaring more than 50 000 customers

I. 3. Customers geographic distribution (8)
Overseas MNOs (1)
September 30th, 2012

County	Population at January, the 1st 2011	County penetration rate March 2012	County penetration rate June 2012	County penetration rate September 2012	County penetration rate December 2012
Guadeloupe	0,449	150,6%	151,4%	152,7%	
Martinique	0,396	145,8%	146,0%	147,8%	
Guyane	0,236	122,6%	124,9%	127,1%	
Mayotte	0,204	94,4%	95,2%	96,0%	
Réunion	0,839	109,7%	109,8%	109,6%	
Saint Pierre et Miquelon	0,006	58,2%	57,7%	59,6%	
Total	2,131	124,9%	125,4%	126,3%	

II. 1. METROPOLITAN REPORT

Mobile Network Operators (1) and Mobile Virtual Network Operators (1')

September 30th, 2012

	Sept-11	Dec-11	March-12	June-12	Sept-12
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Postpaid customers (2)	46,791	47,681	49,310	50,709	52,100
- Quarterly gross sales (3)	2,579	3,143	5,241	3,914	3,814
- Quarterly Net Adds (4)	0,743	0,890	1,629	1,399	1,391
- Quaterly net growth as a %	1,6%	1,9%	3,4%	2,8%	2,7%
- Year on year net growth (4)	6,6%	5,6%	8,3%	10,1%	11,3%

Prepaid customers (2)	17,613	18,253	17,523	17,079	17,191
- Quarterly gross sales (3)	2,755	3,053	2,404	2,705	2,742
- Quarterly Net Adds (4)	0,221	0,640	-0,730	-0,444	0,112
- Quaterly net growth as a %	1,3%	3,6%	-4,0%	-2,5%	0,7%
- Year on year net growth (4)	5,8%	4,9%	0,5%	-1,8%	-2,4%

Total customers (2)	64,404	65,934	66,833	67,788	69,291
among which Internet SIM card	3,003	3,124	3,161	3,238	3,304
among which M2M SIM card	3,147	3,354	3,528	3,907	4,372
- Quarterly Net Adds (4)	0,964	1,530	0,899	0,955	1,503
- Quaterly net growth as a %	1,5%	2,4%	1,4%	1,4%	2,2%
- Year on year net growth (4)	6,4%	5,4%	6,1%	6,9%	7,6%

Penetration Rate (5)	102,6%	105,0%	105,9%	107,4%	109,8%
Population at January the 1st of previous year (source: INSEE)	62,799	62,799	63,128	63,128	63,128

Customers not under commitment contract* (6)	26,521	27,813	29,384	30,560	32,635
- post-paid customers not under commitment contract	8,908	9,560	11,861	13,481	15,444
- % of post-paid customers not under commitment contract	19,0%	20,0%	24,1%	26,6%	29,6%

Active customers*(7)	62,740	64,016	64,786	65,539	66,837
- as a % of total customers	97,4%	97,1%	96,9%	96,7%	96,5%
- Quarterly Net Adds (4)	1,069	1,276	0,770	0,753	1,298
- Quaterly net growth as a %	1,7%	2,0%	1,2%	1,2%	2,0%
- Year on year net growth (4)	6,2%	5,1%	5,9%	6,3%	6,5%

Active Penetration Rate (5)	99,9%	101,9%	102,6%	103,8%	105,9%
Population at January the 1st of previous year (source: INSEE)	62,799	62,799	63,128	63,128	63,128

Active mobile multimedia clients - Metropolitan

	Sept-11	Dec-11	March-12	June-12	Sept-12
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Active mobile multimedia clients* (12)	30,027	31,626	31,429	32,746	32,905
- as a % of total active customers	47,9%	49,4%	48,5%	50,0%	49,2%
- Quarterly Net Adds (4)	0,890	1,599	-0,197	1,317	0,159
- Quaterly net growth as a %	3,1%	5,3%	-0,6%	4,2%	0,5%
- Year on year net growth	17,5%	13,5%	12,7%	12,4%	9,6%

SMS Traffic - Metropolitan

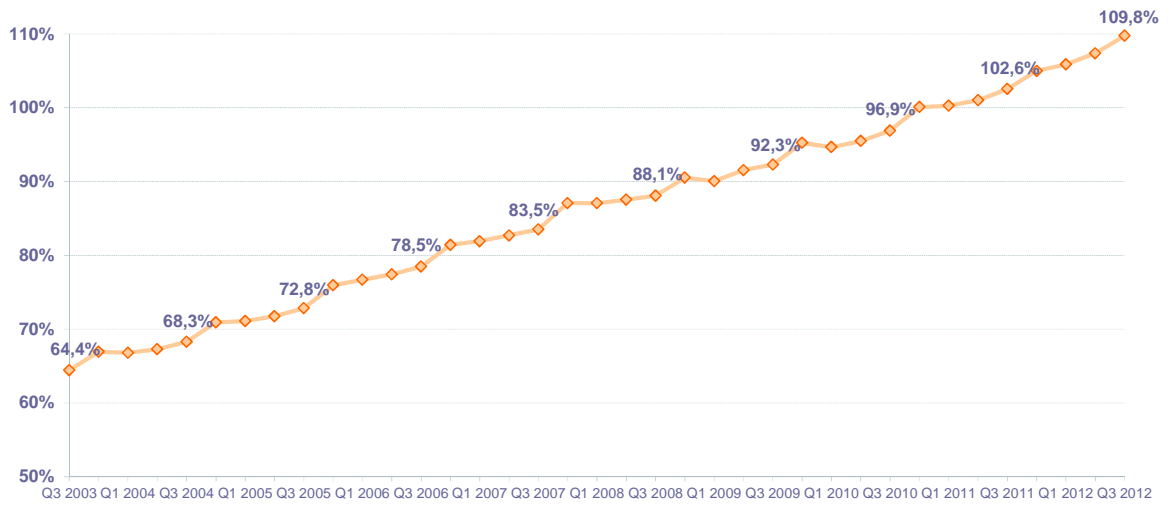
	Sept-11	Dec-11	March-12	June-12	Sept-12
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SMS traffic in billions of units (13)	35,031	40,640	43,229	44,256	42,523
- Quarterly growth in billions of units (4)	0,427	5,609	2,589	1,027	-1,733
- Quaterly growth as a %	1,2%	16,0%	6,4%	2,4%	-3,9%
- Year on year growth (4)	42,5%	34,2%	31,1%	27,9%	21,4%
Average monthly SMS Traffic per active customers (13)	187,7	213,7	223,7	226,4	214,2

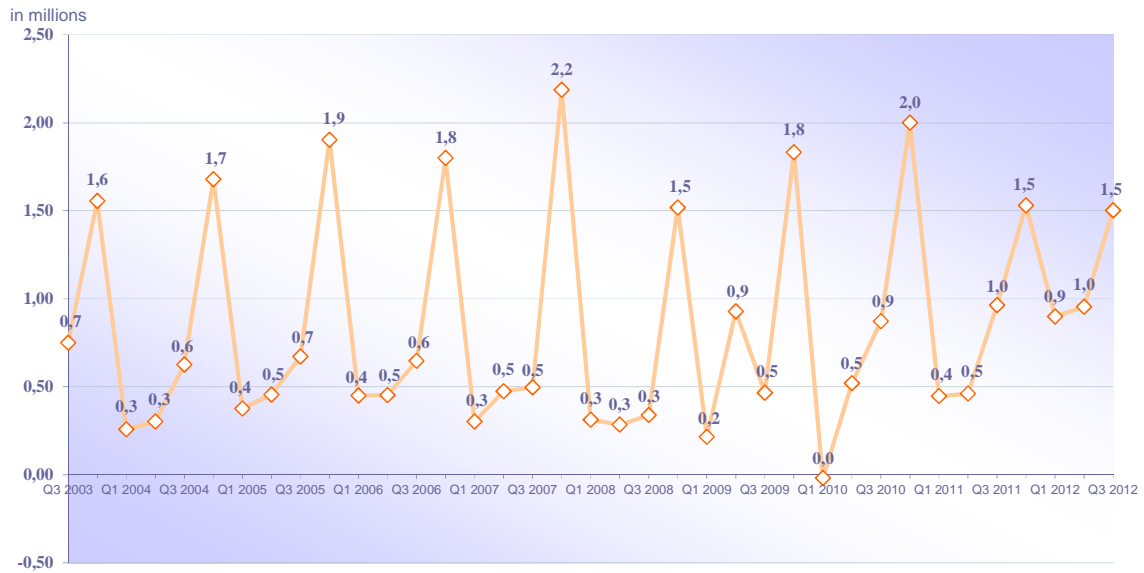
* Obtained by extrapolation to all operators of the data given by operators declaring more than 50 000 customers

Adjusted figures

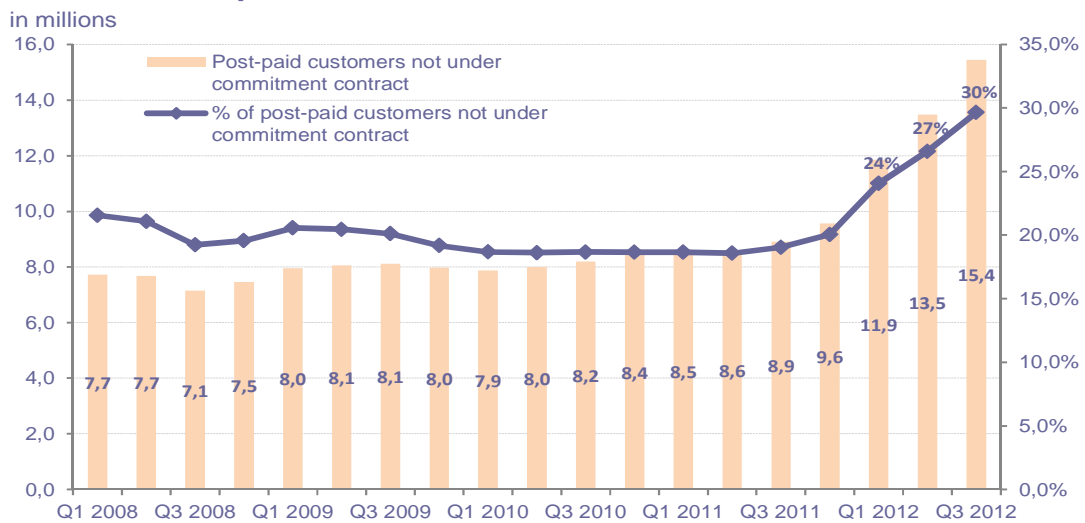
Mobile telephone penetration rate in metropolitan France



Quarterly net mobile telephony growth in metropolitan France



Post-paid customers not under commitment contract



II. 2. METROPOLITAN COMPETITION REPORT
Mobile Network Operators (1) and Mobile Virtual Network Operators (1')
 September 30th, 2012

	Sept-11	Dec-11	March-12	June-12	Sept-12
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MNOs	57,542	58,425	59,368	60,063	61,443
- Among which postpaid customers	43,636	44,292	45,974	47,223	48,571
- Quarterly Net Adds (4)	0,069	0,883	0,943	0,695	1,380
- Quaterly net growth as a %	0,1%	1,5%	1,6%	1,2%	2,3%
- Year on year net growth (4)	2,1%	1,0%	2,8%	4,5%	6,8%

MVNOs	6,862	7,510	7,465	7,725	7,847
- Quarterly Net Adds (4)	0,895	0,648	-0,045	0,260	0,122
- Quaterly net growth as a %	15,0%	9,4%	-0,6%	3,5%	1,6%
- Year on year net growth (4)	64,1%	60,7%	42,5%	29,5%	14,4%

MVNO Market share	10,65%	11,39%	11,17%	11,40%	11,32%
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MVNO Market share of gross postpaid sales (9)	18,1%	15,0%	7,3%	10,5%	9,2%
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MVNO Market share of gross prepaid sales (9)	35,9%	34,3%	38,9%	45,8%	38,5%
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Quaterly postpaid cancellation rate (10)	4,0%	4,8%	7,5%	5,0%	4,7%
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Quaterly prepaid cancellation rate (10)	14,4%	13,3%	17,4%	18,2%	15,4%
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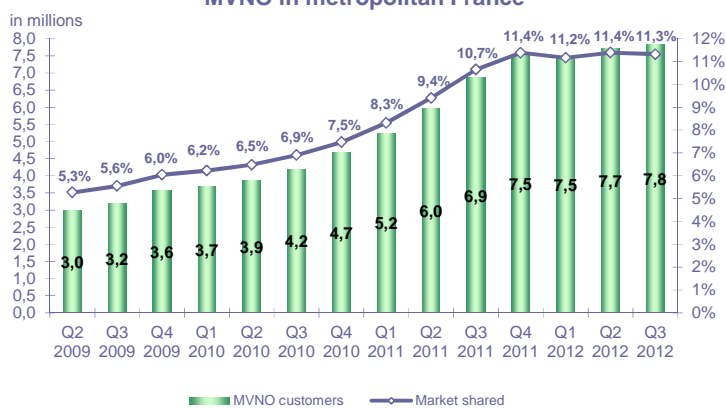
Numbers ported during the quarter	0,740	1,018	2,640	1,395	1,362
- Total numbers ported since July 2003 (11)	9,510	10,528	13,168	14,563	15,925
- Year on year growth (4)	30,7%	37,4%	233,8%	92,1%	84,1%

Adjusted figures

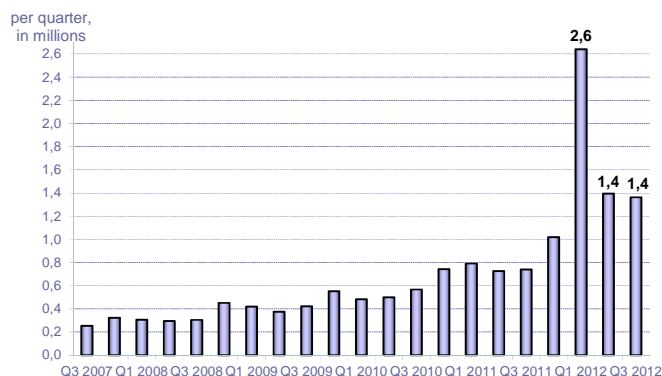
Not relevant growths (integration of the customers of La Poste Telecom formerly Débitel in the MVNOs market)

Not relevant growths (integration of the customers of Darty Mobile and KPN France in the MNOs market)

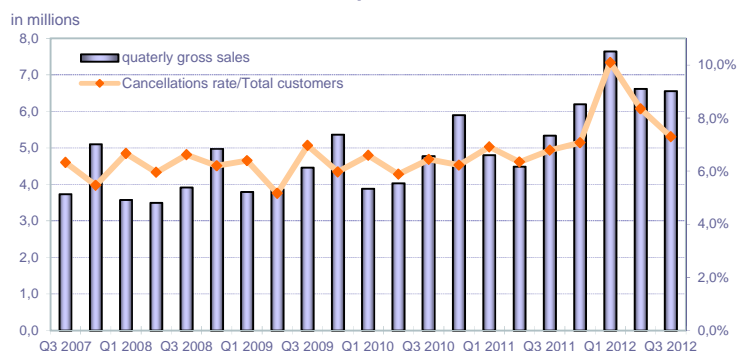
MVNO in metropolitan France



Numbers ported in metropolitan France



Gross sales and cancellation rate in metropolitan France



II. 3. METROPOLITAN REPORT - RESIDENTIAL MARKET

Mobile Network Operators (1) and Mobile Virtual Network Operators (1')

September 30th, 2012

	Sept-11	Dec-11	March-12	June-12	Sept-12
Postpaid residential customers (2)	36,545	37,120	38,513	39,480	40,361
- Quarterly gross sales (3)	2,072	2,479	4,634	3,172	3,004
- Quarterly Net Adds (4)	0,527	0,575	1,393	0,967	0,881
- Quaterly net growth as a %	1,5%	1,6%	3,8%	2,5%	2,2%
- Year on year net growth (4)	4,1%	3,6%	7,6%	9,6%	10,4%
Prepaid residential customers (2)	17,613	18,253	17,523	17,079	17,191
- Quarterly gross sales (3)	2,755	3,053	2,404	2,705	2,742
- Quarterly Net Adds (4)	0,221	0,640	-0,730	-0,444	0,112
- Quaterly net growth as a %	1,3%	3,6%	-4,0%	-2,5%	0,7%
- Year on year net growth (4)	5,8%	4,9%	0,5%	-1,8%	-2,4%
Total residential customers (2)	54,158	55,373	56,036	56,559	57,552
<i>among which Internet SIM card</i>	2,006	2,095	2,107	2,157	2,211
- Quarterly Net Adds (4)	0,748	1,215	0,663	0,523	0,993
- Quaterly net growth as a %	1,4%	2,2%	1,2%	0,9%	1,8%
- Year on year net growth (4)	4,7%	4,0%	5,3%	5,9%	6,3%
Adjusted figures					

II. 4. METROPOLITAN COMPETITION REPORT - RESIDENTIAL MARKET

Mobile Network Operators (1) and Mobile Virtual Network Operators (1')

September 30th, 2012

	Sept-11	Dec-11	March-12	June-12	Sept-12
MNOs	47,352	47,926	48,643	48,907	49,783
- Quarterly Net Adds (4)	-0,146	0,574	0,717	0,264	0,876
- Quaterly net growth as a %	-0,3%	1,2%	1,5%	0,5%	1,8%
- Year on year net growth (4)	-0,5%	-1,4%	1,2%	3,0%	5,1%
MVNOs	6,806	7,447	7,394	7,653	7,769
- Quarterly Net Adds (4)	0,894	0,641	-0,053	0,259	0,116
- Quaterly net growth as a %	15,1%	9,4%	-0,7%	3,5%	1,5%
- Year on year net growth (4)	63,9%	60,8%	42,4%	29,4%	14,1%
MVNO Market share	12,57%	13,45%	13,20%	13,53%	13,50%
MVNO Market share of gross postpaid sales (9)	22,3%	18,6%	8,1%	12,7%	11,4%
MVNO Market share of gross prepaid sales (9)	35,9%	34,3%	38,9%	45,8%	38,5%
Quaterly postpaid cancellation rate (10)	4,3%	5,2%	8,6%	5,6%	5,4%
Quaterly prepaid cancellation rate (10)	14,4%	13,3%	17,4%	18,2%	15,4%
Numbers ported during the quarter	0,664	0,913	2,486	1,290	1,288
Adjusted figures					
Not relevant growths (integration of the customers of La Poste Telecom formerly Débitel in the MVNOs market)					
Not relevant growths (integration of the customers of Darty Mobile and KPN France in the MNOs market)					

III. 1. OVERSEAS REPORT : DOM, Saint-Martin, Saint-Barthélemy, Mayotte, Saint-Pierre-et-Miquelon Mobile Network Operators (1)

September 30th, 2012

	Sept-11	Dec-11	March-12	June-12	Sept-12
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Postpaid customers (2)	1,306	1,337	1,351	1,361	1,376
- Quarterly Net Adds (4)	0,009	0,031	0,014	0,010	0,015
- Quaterly net growrh as a %	0,7%	2,4%	1,0%	0,7%	1,1%
- Year on year net growth (4)	4,8%	5,5%	5,3%	4,9%	5,4%

Prepaid customers (2)	1,305	1,317	1,311	1,312	1,315
- Quarterly Net Adds (4)	0,038	0,012	-0,006	0,001	0,003
- Quaterly net growrh as a %	3,0%	0,9%	-0,5%	0,1%	0,2%
- Year on year net growth (4)	9,9%	7,1%	4,7%	3,6%	0,8%

Total customers (2)	2,611	2,654	2,662	2,673	2,691
- Quarterly Net Adds (4)	0,047	0,043	0,008	0,011	0,018
- Quaterly net growrh as a %	1,8%	1,6%	0,3%	0,4%	0,7%
- Year on year net growth (4)	7,3%	6,3%	5,0%	4,3%	3,1%

Penetration Rate (5)	123,1%	125,1%	124,9%	125,4%	126,3%
Population at January the 1st of previous year (source: INSEE)	2,121	2,121	2,131	2,131	2,131

Active customer (7)	2,319	2,350	2,353	2,351	2,373
- as a % of total active customers	88,8%	88,5%	88,4%	88,0%	88,2%
- Quarterly Net Adds (4)	0,030	0,031	0,003	-0,002	0,022
- Quaterly net growrh as a %	1,3%	1,3%	0,1%	-0,1%	0,9%
- Year on year net growth	4,3%	3,1%	2,9%	2,7%	2,3%

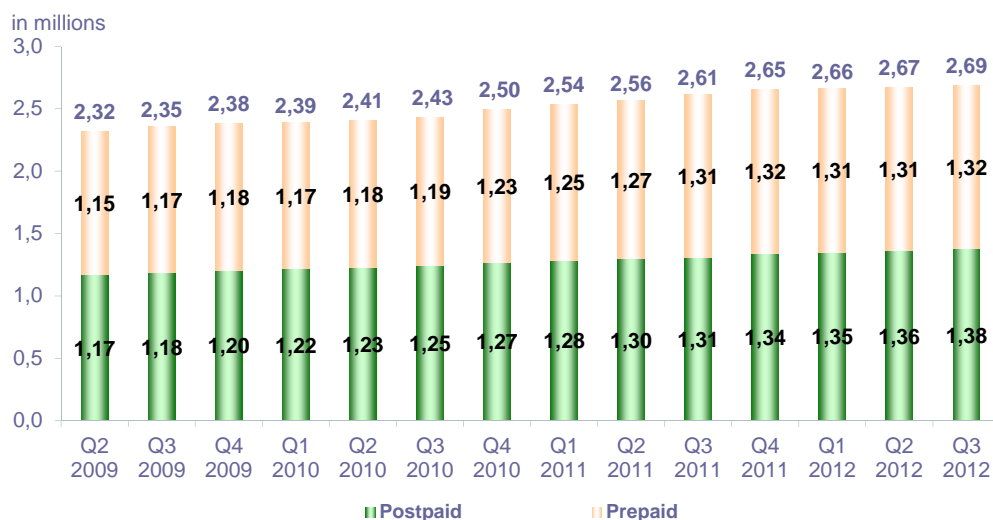
Active Penetration Rate (5)	109,3%	110,8%	110,4%	110,3%	111,3%
Population at January the 1st of previous year (source: INSEE)	2,121	2,121	2,131	2,131	2,131

SMS Traffic - Overseas

	Sept-11	Dec-11	March-12	June-12	Sept-12
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SMS traffic in billions of units (13)	1,007	1,100	1,156	1,182	1,220
- Quarterly growth in billions of units (4)	0,050	0,093	0,056	0,026	0,038
- Quaterly growrh as a %	5,2%	9,2%	5,1%	2,2%	3,2%
- Year on year growth (4)	36,1%	27,2%	25,0%	23,5%	21,2%
Average monthly SMS Traffic per active customers (13)	145,7	157,1	163,9	167,5	172,2

Number of mobile customers in Overseas



III. 2. OVERSEAS REPORT : ANTILLES-GUYANE
Mobile Network Operators (1)
 September 30th, 2012

	Sept-11	Dec-11	March-12	June-12	Sept-12
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Postpaid customers (2)	0,721	0,735	0,744	0,749	0,759
- Quarterly Net Adds (4)	0,005	0,014	0,009	0,005	0,010
- Quaterly net growth as a %	0,7%	1,9%	1,2%	0,7%	1,3%
- Year on year net growth (4)	4,6%	5,0%	4,8%	4,6%	5,3%

Prepaid customers (2)	0,790	0,803	0,800	0,804	0,812
- Quarterly Net Adds (4)	0,043	0,013	-0,003	0,004	0,008
- Quaterly net growth as a %	5,8%	1,6%	-0,4%	0,5%	1,0%
- Year on year net growth (4)	19,2%	14,4%	10,2%	7,6%	2,8%

Total customers (2)	1,511	1,538	1,544	1,553	1,571
- Quarterly Net Adds (4)	0,048	0,027	0,006	0,009	0,018
- Quaterly net growth as a %	3,3%	1,8%	0,4%	0,6%	1,2%
- Year on year net growth (4)	11,8%	9,7%	7,5%	6,2%	4,0%

Penetration Rate (5)	139,9%	142,4%	142,8%	143,6%	145,3%
Population at January the 1st of previous year (source: INSEE)	1,080	1,080	1,081	1,081	1,081

Active customer (7)	1,304	1,325	1,325	1,325	1,345
- as a % of total active customers	86,3%	86,2%	85,8%	85,3%	85,6%
- Quarterly Net Adds (4)	0,031	0,021	0,000	0,000	0,020
- Quaterly net growth as a %	2,4%	1,6%	0,0%	0,0%	1,5%
- Year on year net growth	6,7%	4,7%	4,7%	4,1%	3,1%

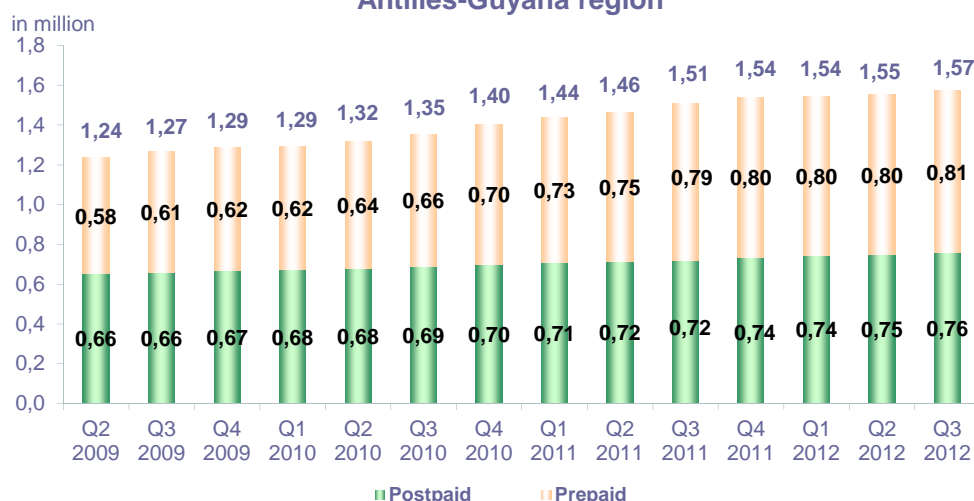
Active Penetration Rate (5)	120,7%	122,7%	122,5%	122,5%	124,4%
Population at January the 1st of previous year (source: INSEE)	1,080	1,080	1,081	1,081	1,081

SMS Traffic - Overseas (ANTILLES-GUYANE)

	Sept-11	Dec-11	March-12	June-12	Sept-12
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SMS traffic in billions of units (13)	0,365	0,424	0,455	0,479	0,477
- Quarterly growth in billions of units (4)	0,020	0,059	0,031	0,024	-0,002
- Quaterly growth as a %	5,8%	16,2%	7,3%	5,3%	-0,4%
- Year on year growth (4)	43,7%	38,1%	38,7%	38,8%	30,7%
Average monthly SMS Traffic per active customers (13)	94,4	107,5	114,5	120,5	119,1

Number of mobile customers in Overseas : Dependencies
Antilles-Guyana region



III. 3. OVERSEAS REPORT : REUNION-MAYOTTE
Mobile Network Operators (1)
 September 30th, 2012

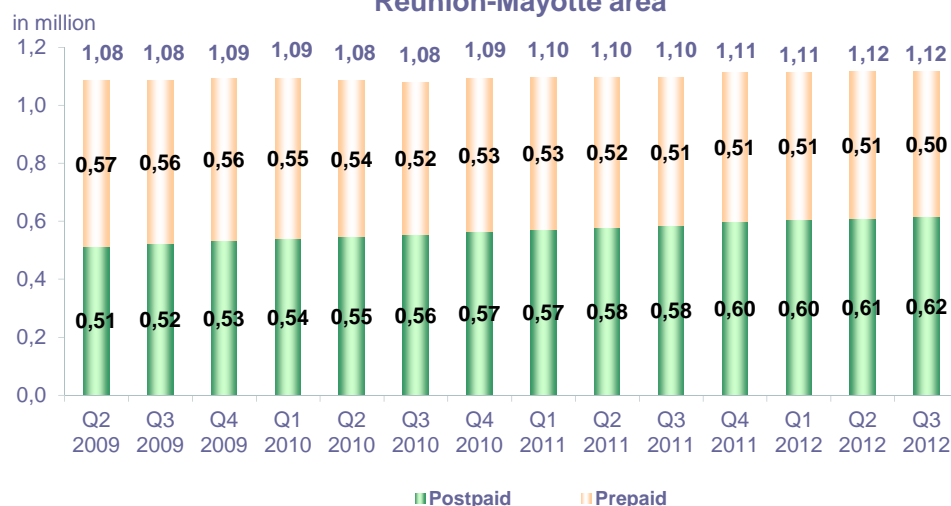
	Sept-11	Dec-11	March-12	June-12	Sept-12
Postpaid customers (2)	0,583	0,600	0,604	0,609	0,615
- Quarterly Net Adds (4)	0,004	0,017	0,004	0,005	0,006
- Quaterly net growrh as a %	0,7%	2,9%	0,7%	0,8%	1,0%
- Year on year net growth (4)	5,0%	6,2%	5,8%	5,2%	5,5%
Prepaid customers (2)	0,513	0,513	0,509	0,507	0,501
- Quarterly Net Adds (4)	-0,005	0,000	-0,004	-0,002	-0,006
- Quaterly net growrh as a %	-1,0%	0,0%	-0,8%	-0,4%	-1,2%
- Year on year net growth (4)	-1,7%	-2,7%	-3,0%	-2,1%	-2,3%
Total customers (2)	1,096	1,113	1,113	1,116	1,116
- Quarterly Net Adds (4)	-0,001	0,017	0,000	0,003	0,000
- Quaterly net growrh as a %	-0,1%	1,6%	0,0%	0,3%	0,0%
- Year on year net growth (4)	1,8%	1,9%	1,6%	1,7%	1,8%
Penetration Rate (5)	105,9%	107,6%	106,7%	106,9%	106,9%
Population at January the 1st of previous year (source: INSEE)	1,034	1,034	1,044	1,044	1,044

Active customer (7)	1,012	1,022	1,024	1,022	1,026
- as a % of total active customers	92,3%	91,8%	92,0%	91,6%	91,9%
- Quarterly Net Adds (4)	-0,001	0,010	0,002	-0,002	0,004
- Quaterly net growrh as a %	-0,1%	1,0%	0,2%	-0,2%	0,4%
- Year on year net growth	1,4%	1,1%	0,6%	0,9%	1,4%
adjusted figure					
Active Penetration Rate (5)	97,8%	98,8%	98,1%	97,9%	98,3%
Population at January the 1st of previous year (source: INSEE)	1,034	1,034	1,044	1,044	1,044

SMS Traffic - Overseas (REUNION-MAYOTTE)

	Sept-11	Dec-11	March-12	June-12	Sept-12
SMS traffic in billions of units (13)	0,642	0,676	0,701	0,703	0,742
- Quarterly growth in billions of units (4)	0,030	0,034	0,025	0,002	0,039
- Quaterly growrh as a %	4,9%	5,3%	3,7%	0,3%	5,5%
- Year on year growth (4)	32,1%	21,1%	17,4%	14,9%	15,6%
Average monthly SMS Traffic per active customers (13)	211,4	221,6	228,4	229,1	241,5

Number of mobile customers in Overseas : Dependencies
Réunion-Mayotte area



Appendix

The references in the tables refer to the following notes:

(1) Metropolitan mobile network operators (MNOs): Bouygues Telecom, Free Mobile, Orange France, Société Française du Radiotéléphone (SFR) and active MVNOs controlled by network operators: BuzzMobile, Darty Mobile, E-plus (KPN France), and France Télécom.

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.

(1') Metropolitan MVNOs independent of mobile operators and active during the quarter : Afone, Auchan Telecom, Bazile Telecom, Carrefour mobile, Coriolis Telecom, IC Telecom, La Poste Telecom, Lebara mobile, Legos, Lycamobile, Mobeel, NRJ Mobile, Numericable, Omer mobile, Omer Telecom, Ortel Mobile, Prixtel, SCT Telecom, Sim +, Sisteer, Symacom, Transatel, Zéro forfait.

(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 2012, taken from the estimates published on 1st January 2012 (and therefore on 1st January 2011), is a Metropolitan population of 63 127 768, to which are added a population of 2 131 393 for the DOM and COM, broken down as 1 081 455 inhabitants for the Antilles-Guyana area and 1 043 593 for the Réunion-Mayotte area. The Mayotte population of January 1st, 2011 results from an estimation of the World Bank.

(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, sent a SMS, MMS or used a multimedia (e-mail, etc.) service during the past three months (not including incoming 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 (½ 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 (½ 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. 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).