



Telecommunications observatory (mobile market)

1st quarter 2014
Number of SIM cards - Provisional results

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The figures of the first quarter 2014 relating to the sales turnover and the traffic will be published on July 3rd, 2014 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

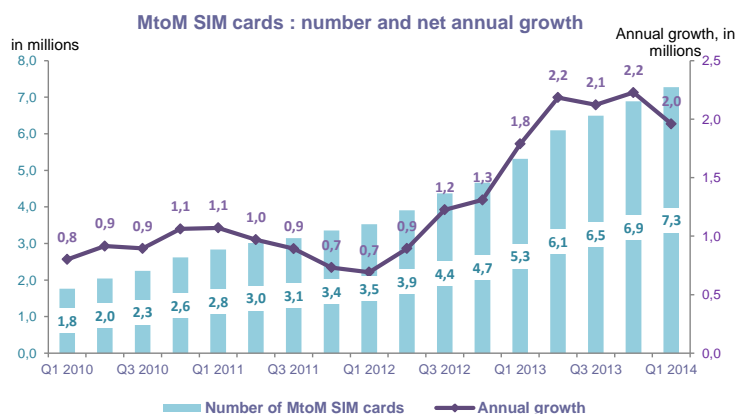
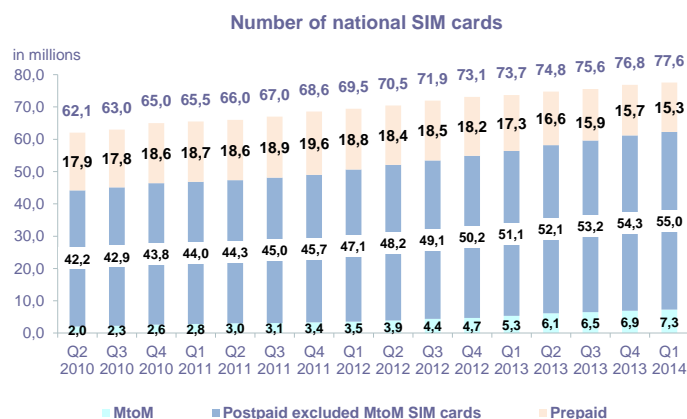
Total customers segmentation and total active customers

	March-13	June-13	Sept-13	Dec-13	March-14
Total customers	73,701	74,809	75,581	76,834	77,580
- Quarterly Net Adds	0,552	1,108	0,772	1,253	0,745
- Year on year net growth	6,1%	6,2%	5,1%	5,0%	5,3%
of which total customers, MtoM SIM cards excluded	68,385	68,718	69,088	69,944	70,304
- Quarterly Net Adds	-0,101	0,333	0,370	0,856	0,360
- Year on year net growth	3,7%	3,3%	2,2%	2,1%	2,8%
Penetration Rate	112,5%	114,2%	115,4%	117,3%	117,9%
<i>Population at January the 1st of previous year (source: INSEE)</i>	65,522	65,522	65,522	65,522	65,813
Penetration Rate, MtoM SIM cards excluded	104,4%	104,9%	105,4%	106,7%	106,8%
Postpaid customers, MtoM SIM cards excluded	51,066	52,079	53,154	54,276	54,980
- Quarterly Net Adds	0,824	1,013	1,075	1,123	0,703
- Year on year net growth	8,4%	8,1%	8,3%	8,0%	7,7%
MtoM SIM cards	5,316	6,091	6,493	6,890	7,276
- Quarterly Net Adds	0,653	0,775	0,402	0,397	0,385
- Year on year net growth	50,7%	55,9%	48,5%	47,8%	36,9%
Prepaid customers	17,319	16,639	15,934	15,667	15,324
- Quarterly Net Adds	-0,925	-0,681	-0,705	-0,267	-0,343
- Year on year net growth	-8,0%	-9,5%	-13,8%	-14,1%	-11,5%

	March-13	June-13	Sept-13	Dec-13	March-14
Total active customers*	70,907	71,971	72,739	73,939	74,292
- as a % of total customers	96,2%	96,2%	96,2%	96,2%	95,8%
- Quarterly Net Adds	0,529	1,064	0,768	1,200	0,353
- Year on year net growth	5,9%	6,3%	5,4%	5,1%	4,8%

Adjusted figures

*See definition in fine



II. 1. METROPOLITAN REPORT

Total customers segmentation and total active customers

	March-13	June-13	Sept-13	Dec-13	March-14
Total customers	71,036	72,143	72,884	74,087	74,811
among which Internet SIM cards	3,410	3,524	3,618	3,587	3,633
- Quarterly Net Adds	0,535	1,108	0,741	1,203	0,724
- Year on year net growth	6,3%	6,4%	5,2%	5,1%	5,3%
Penetration Rate	112,1%	113,8%	115,0%	116,9%	117,5%
<i>Population at January the 1st of previous year (source: INSEE)</i>	63,379	63,379	63,379	63,379	63,660

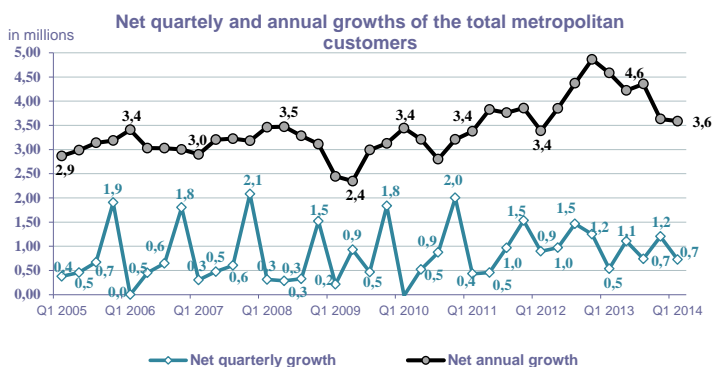
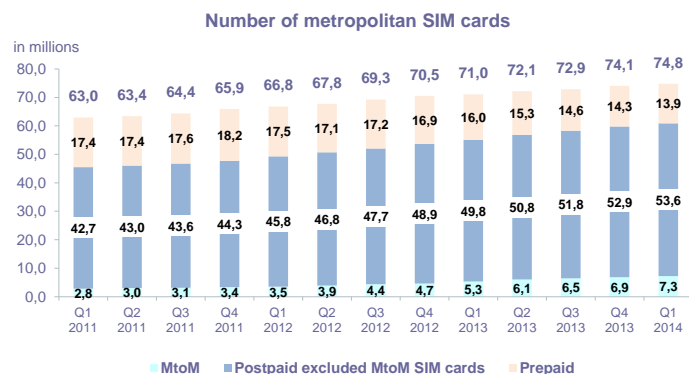
	March-13	June-13	Sept-13	Dec-13	March-14
Postpaid customers MtoM SIM cards excluded	49,766	50,770	51,843	52,941	53,642
- Quarterly gross sales	3,620	3,367	3,308	3,738	3,127
- Quarterly Net Adds	0,824	1,003	1,073	1,099	0,700
- Year on year net growth	8,7%	8,5%	8,6%	8,2%	7,8%

	March-13	June-13	Sept-13	Dec-13	March-14
MtoM SIM cards	5,300	6,072	6,474	6,871	7,251
-Gross sales for the quarter	0,668	0,835	0,449	0,433	0,416
- Quarterly Net Adds	0,636	0,773	0,401	0,397	0,381
- Year on year net growth	50,2%	55,4%	48,1%	47,3%	36,8%

	March-13	June-13	Sept-13	Dec-13	March-14
Prepaid customers	15,970	15,302	14,568	14,275	13,918
- Quarterly gross sales	2,113	2,125	2,401	2,347	2,059
- Quarterly Net Adds	-0,925	-0,668	-0,734	-0,293	-0,357
- Year on year net growth	-8,8%	-10,4%	-15,1%	-15,5%	-12,8%

	March-13	June-13	Sept-13	Dec-13	March-14
Total active customers	68,601	69,680	70,434	71,591	71,933
- as a % of total customers	96,6%	96,6%	96,6%	96,6%	96,2%
- Quarterly Net Adds	0,523	1,079	0,754	1,156	0,342
- Year on year net growth	6,2%	6,6%	5,7%	5,2%	4,9%

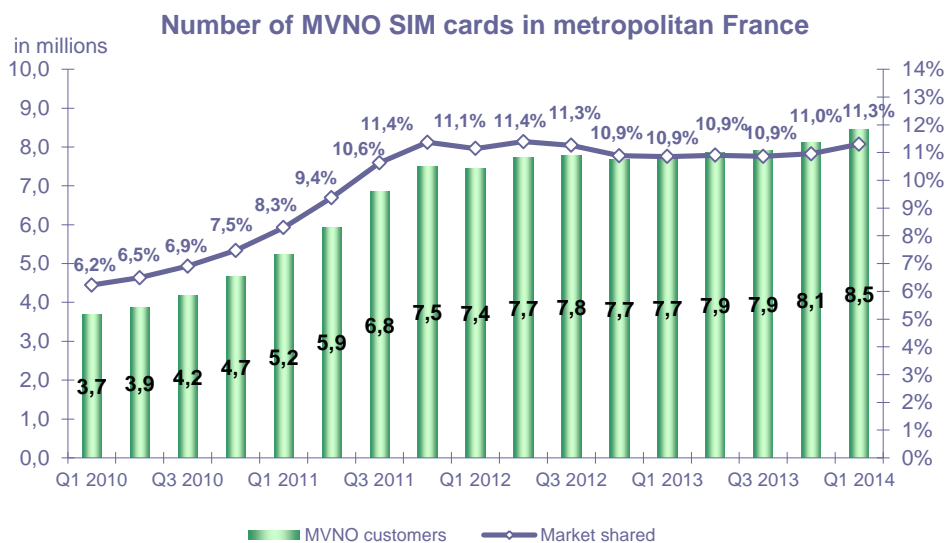
Adjusted figures



II. 2. METROPOLITAN COMPETITION REPORT

Mobile Virtual Network Operators Market shares

	March-13	June-13	Sept-13	Dec-13	March-14
MNOs	63,323	64,279	64,969	65,970	66,356
- Among which postpaid customers	51,330	53,026	54,391	55,748	56,659
- Quarterly Net Adds	0,496	0,956	0,690	1,001	0,387
- Year on year net growth	6,7%	7,0%	5,7%	5,0%	4,8%
MVNOs	7,713	7,865	7,915	8,117	8,455
- Quarterly Net Adds	0,039	0,152	0,051	0,202	0,338
- Year on year net growth	3,6%	1,8%	1,5%	5,8%	9,6%
MVNO Market shares	10,9%	10,9%	10,9%	11,0%	11,3%
MVNO Market share of gross postpaid sales	9,6%	10,4%	11,2%	11,3%	11,8%
MVNO Market share of gross prepaid sales	40,3%	44,0%	40,9%	42,6%	46,5%
Not relevant growths (integration of the customers of Futur Telecom in the MVNOs market)					
Not relevant growths (integration of a part of the MNOs customers in the MVNOs market)					
Adjusted figures					



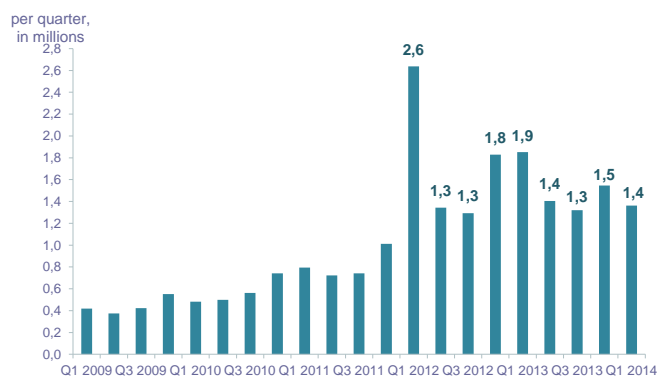
II. 3. METROPOLITAN COMPETITION REPORT

Fluidity of the market

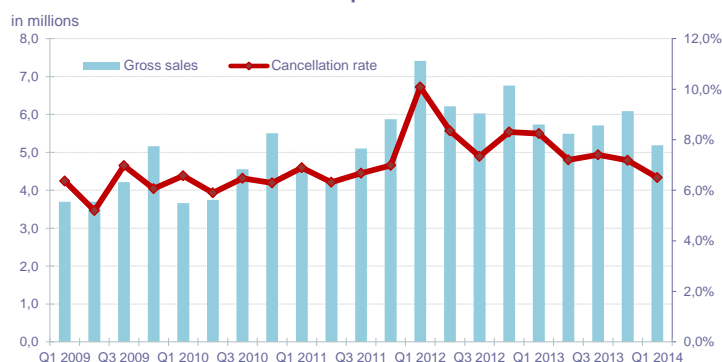
	March-13	June-13	Sept-13	Dec-13	March-14
Quarterly postpaid cancellation rate	5,3%	4,4%	4,1%	4,6%	4,2%
Quarterly prepaid cancellation rate	18,1%	17,4%	20,8%	17,9%	16,8%
Numbers ported during the quarter	1,851	1,405	1,320	1,547	1,363
- Year on year growth	-29,8%	4,7%	2,1%	-15,4%	-26,4%
Post-paid customers not under commitment contract	20,000	22,275	23,844	26,203	27,714
- % of post-paid customers not under commitment contract	36,3%	39,2%	40,9%	43,8%	45,5%
Total customers not under commitment contract	35,970	37,576	38,412	40,478	41,632
- % of customers not under commitment contract	50,6%	52,1%	52,7%	54,6%	55,6%

Adjusted figures

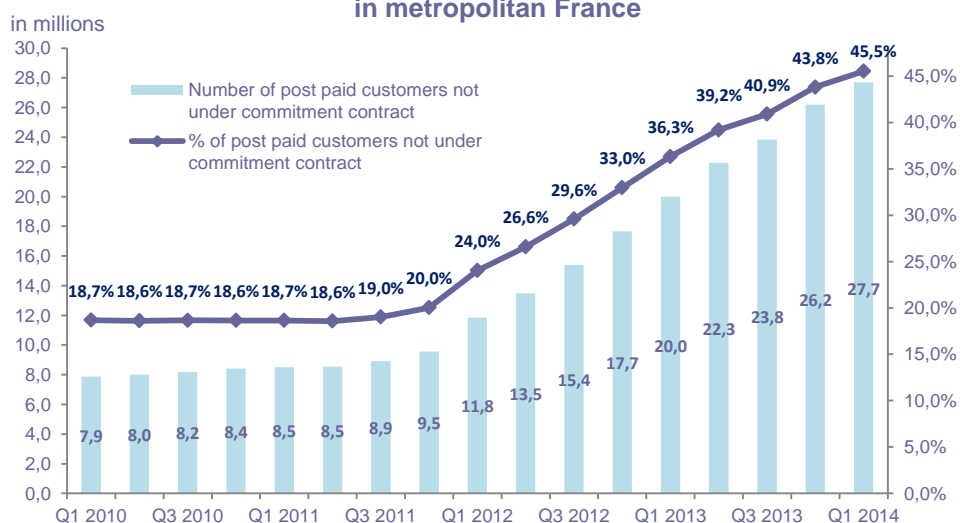
Numbers ported in metropolitan France



Gross sales and cancellation rate in metropolitan France



Post-paid customers not under commitment contract in metropolitan France



II.4. METROPOLITAN RESIDENTIEL MARKET

Total customers segmentation

	March-13	June-13	Sept-13	Dec-13	March-14
Total residential customers	58,283	58,603	58,925	59,667	59,993
among which Internet SIM cards	2,290	2,393	2,488	2,445	2,488
- Quarterly Net Adds	-0,132	0,320	0,322	0,743	0,326
- Year on year net growth	4,0%	3,6%	2,5%	2,1%	2,9%
Postpaid residential customers	42,313	43,301	44,357	45,392	46,074
- Quarterly gross sales	3,278	3,067	3,029	3,391	2,786
- Quarterly Net Adds	0,793	0,988	1,056	1,035	0,683
- Year on year net growth	9,9%	9,7%	9,9%	9,3%	8,9%
Prepaid residential customers	15,970	15,302	14,568	14,275	13,918
- Quarterly gross sales	2,113	2,125	2,401	2,347	2,059
- Quarterly Net Adds	-0,925	-0,668	-0,734	-0,293	-0,357
- Year on year net growth	-8,8%	-10,4%	-15,1%	-15,5%	-12,8%

Adjusted figures

II.5. METROPOLITAN RESIDENTIEL MARKET

Mobile Virtual Network Operators Market shares

	March-13	June-13	Sept-13	Dec-13	March-14
MNOs	50,737	50,921	51,218	51,795	51,888
- Quarterly Net Adds	-0,084	0,183	0,297	0,577	0,093
- Year on year net growth	4,3%	4,1%	2,9%	1,9%	2,3%
MVNOs	7,546	7,682	7,707	7,872	8,105
- Quarterly Net Adds	-0,048	0,136	0,025	0,165	0,233
- Year on year net growth	2,2%	0,4%	-0,2%	3,7%	7,4%
MVNO Market shares	12,9%	13,1%	13,1%	13,2%	13,5%

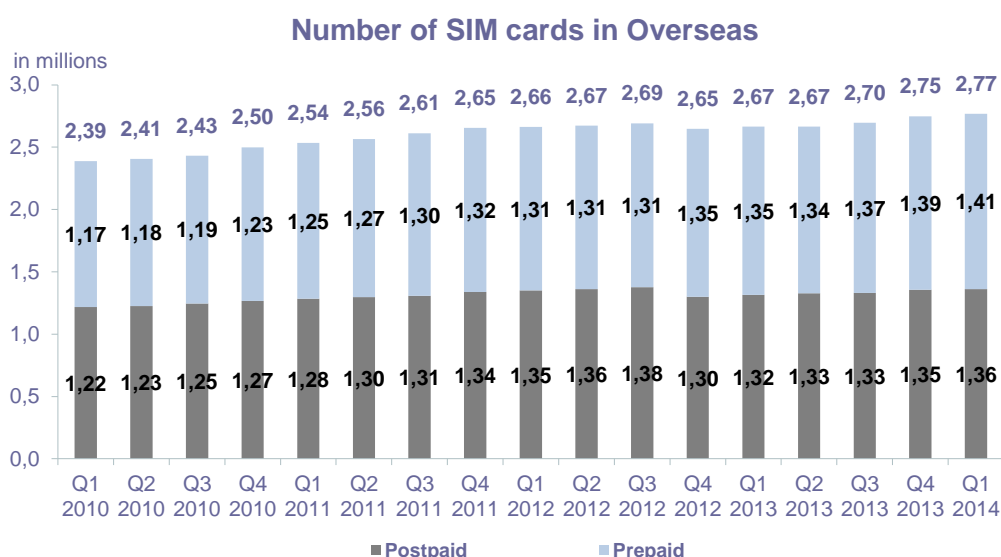
Not relevant growths (integration of a part of the MNOs customers in the MVNOs market)

Adjusted figures

III. 1. OVERSEAS REPORT : DOM, Saint-Martin, Saint-Barthélemy, Saint-Pierre-et-Miquelon

Total customers segmentation and total active customers

	March-13	June-13	Sept-13	Dec-13	March-14
Total customers	2,665	2,666	2,697	2,747	2,768
- Quarterly Net Adds	0,017	0,001	0,031	0,050	0,021
- Year on year net growth	0,1%	-0,3%	0,2%	3,7%	3,9%
Penetration Rate	124,4%	124,4%	125,8%	128,2%	128,6%
<i>Population at January the 1st of previous year (source: INSEE)</i>	<i>2,143</i>	<i>2,143</i>	<i>2,143</i>	<i>2,143</i>	<i>2,153</i>
Postpaid customers	1,316	1,328	1,331	1,355	1,362
- Quarterly Net Adds	0,017	0,013	0,002	0,024	0,007
- Year on year net growth	-2,6%	-2,4%	-3,3%	4,3%	3,5%
Prepaid customers	1,349	1,337	1,366	1,392	1,406
- Quarterly Net Adds	0,000	-0,012	0,029	0,026	0,014
- Year on year net growth	2,9%	1,9%	3,9%	3,2%	4,2%
Total active customers	2,306	2,291	2,305	2,348	2,359
- as a % of total customers	86,5%	85,9%	85,5%	85,5%	85,2%
- Quarterly Net Adds	0,006	-0,015	0,014	0,043	0,011
- Year on year net growth	-2,0%	-2,6%	-2,9%	2,1%	2,3%



III. 2. OVERSEAS REPORT : ANTILLES-GUYANE

Total customers segmentation and total active customers

	March-13	June-13	Sept-13	Dec-13	March-14
Total customers	1,568	1,579	1,614	1,643	1,663
- Quarterly Net Adds	0,026	0,011	0,035	0,030	0,019
- Year on year net growth	1,5%	1,6%	2,7%	6,6%	6,0%
of which Guadeloupe, Saint-Martin, Saint-Barthélemy	0,693	0,699	0,713	0,723	0,736
of which Guyane	0,299	0,302	0,312	0,318	0,325
of which Martinique	0,576	0,577	0,589	0,602	0,602
Penetration Rate	144,5%	145,5%	148,7%	151,5%	152,7%
<i>Population at January the 1st of previous year (source: INSEE)</i>	<i>1,085</i>	<i>1,085</i>	<i>1,085</i>	<i>1,085</i>	<i>1,089</i>
Postpaid customers	0,716	0,726	0,723	0,736	0,737
- Quarterly Net Adds	0,015	0,010	-0,003	0,013	0,001
- Year on year net growth	-3,8%	-3,1%	-4,7%	5,0%	2,9%
Prepaid customers	0,852	0,852	0,890	0,907	0,926
- Quarterly Net Adds	0,011	0,000	0,038	0,017	0,019
- Year on year net growth	6,5%	6,1%	9,6%	7,9%	8,7%
Total active customers	1,310	1,307	1,308	1,325	1,328
- as a % of total customers	83,5%	82,8%	81,0%	80,6%	79,9%
- Quarterly Net Adds	0,018	-0,002	0,000	0,017	0,003
- Year on year net growth	-1,1%	-1,3%	-2,7%	2,6%	1,4%

III. 3. OVERSEAS REPORT : REUNION / MAYOTTE

Total customers segmentation and total active customers

	March-13	June-13	Sept-13	Dec-13	March-14
Total customers	1,093	1,083	1,079	1,100	1,102
- Quarterly Net Adds	-0,009	-0,010	-0,004	0,021	0,002
- Year on year net growth	-1,8%	-2,9%	-3,3%	-0,2%	0,8%
of which Mayotte	0,195	0,195	0,196	0,203	0,207
of which Réunion	0,898	0,889	0,883	0,897	0,895
Penetration Rate	104,0%	103,0%	102,6%	104,6%	104,1%
<i>Population at January the 1st of previous year (source: INSEE)</i>	<i>1,052</i>	<i>1,052</i>	<i>1,052</i>	<i>1,052</i>	<i>1,058</i>
Postpaid customers	0,598	0,600	0,605	0,616	0,623
- Quarterly Net Adds	0,002	0,002	0,005	0,011	0,007
- Year on year net growth	-1,1%	-1,5%	-1,6%	3,5%	4,3%
Prepaid customers	0,496	0,483	0,475	0,484	0,479
- Quarterly Net Adds	-0,011	-0,013	-0,009	0,009	-0,005
- Year on year net growth	-2,6%	-4,6%	-5,3%	-4,6%	-3,5%
Total active customers	0,992	0,980	0,993	1,019	1,026
- as a % of total customers	90,7%	90,4%	92,0%	92,7%	93,2%
- Quarterly Net Adds	-0,013	-0,013	0,014	0,026	0,007
- Year on year net growth	-3,1%	-4,2%	-3,1%	1,4%	3,5%

Definitions

Total SIM cards: Total SIM cards registered with an operator's Home Location Register (HLR) at the date in question. So, for business clients, each line is considered as a post-paid contract. Post-paid cards 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.

MtoM SIM cards: number of SIM cards employed solely for remote machine-to-machine communications for uses other than person-to-person messaging or accessing the Internet.

Internet SIM cards: number of SIM cards sold by mobile operators (flat rates or prepaid cards), to be used solely for accessing the Internet (PCMCIA cards, 3G/3G+ USB keys). These cards cannot be used to make voice calls.

Gross sales: total SIM cards 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.

Cancellation Total SIM cards 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.

Customers not under commitment contract: 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.

Total active customers: the number of active clients equals to all post-paid customers under contract and pre-paid customers under contract 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).

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.

Operators

- **Metropolitan mobile network operators** : Orange SA, Société Française du Radiotéléphone (SFR), Bouygues Telecom, Free mobile.
- **Overseas mobile network operators** Orange Caraïbe, Orange Réunion, Société Réunionnaise du Radiotéléphone (SRR), Digicel AFG, SAS SPM, Dauphin Telecom, Outremer Telecom.
- **Mobile Virtual Network Operators.**