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Press release

**Bouygues Telecom wins first prize in 2007 TNS Sofres – BearingPoint
customer relations league tables**

Bouygues Telecom has won first prize in the 2007 TNS Sofres – BearingPoint customer relations league tables in the mobile telephony category.

The customer relations league tables, first established four years ago, pay tribute to companies and organisations which strive to best satisfy their customers on a day-to-day basis. TNS Sofres and BearingPoint jointly conducted the survey in April 2007 among a representative sample of the French population made up of more than 4,000 people.

Bouygues Telecom was rewarded for its sustainable customer relations in the mobile telephony category.

Laurent Biojoux, Executive Vice President, Customer Relations, said: "This prize honours our constant efforts to simplify our offers and improve our customer service. I would like to dedicate the award to our 2,000 customer advisors, who are our customer service ambassadors and who already won 'NF Service' certification in late 2006."

Bouygues Telecom – the first and only mobile operator to win "NF Service" certification

In December 2006, Bouygues Telecom obtained "NF Service Centre de Relation Client" certification for its consumer call plans, following a two-year audit process. Service certification is based on qualitative and quantitative commitments defined by customer relations professionals and consumer associations under the aegis of the AFNOR group.

To build up a relationship based on quality and trust with customers, Bouygues Telecom directly manages its six customer relations centres, which are all located in France and employ more than 2,000 customer advisors.

Bouygues Telecom has 4,000 sales outlets and 520 Bouygues Telecom Club stores, boosting its customer service policy.

Presse contacts

Julie Lejour: +33 1 58 17 97 06 – jlejour@bouyguetelecom.fr

Guillaume Stérin: +33 1 58 17 94 82 – gsterin@bouyguetelecom.fr

www.bouyguetelecom.fr
