

Bouygues Telecom, Mobile, Fixed and Internet Communication Services

Created in 1994, Bouygues Telecom has 9.6 million customers, including 7.2 million with contracts, and 8,650 employees. Its ambition is to be the "preferred brand of personal communication services" thanks to a continuous focus on superior customer service.

After pioneering the talk-plan concept and free voicemail in France in 1996, followed by unlimited call plans (Millenium), in 2006 Bouygues Telecom launched Neo, the first call plan to offer unlimited calls to all operators every day after 8pm.

In 2008, the all-new range of Neo call plans lets customers select an unlimited calling time slot and includes easy Internet surfing. Bouygues Telecom has also become an Internet Service Provider (ISP), launching the Bbox broadband router in October on the fixed network it acquired in July 2008.

Bouygues Telecom's mobile internet network combines 3G+ (75% of the population to be covered by 3G+ by Summer 2009) and EDGE (over 94% of the population covered by EDGE) technologies in order to provide customers with seamless coverage everywhere in France and very high speeds in the country's biggest cities, in addition to service quality tailored to individual needs.

Ranked No. 1 in Customer Relations in the mobile phone sector*, Bouygues Telecom is committed to proactive, direct customer service. Six customer relations centres in France staffed by 2,000 customer advisors, a distribution network of 590 Bouygues Telecom Club stores, and a website available 24/7 combine to ensure optimum customer service.

** BearingPoint-TNS Sofres Customer Relations Quality League Table (April 2008)*

Press contact

Alexandre André – 01 39 26 62 42 – aandre@bouyguetelecom.fr

Adrienne de Rochequairie – 01 58 17 98 29 – aderoche@bouyguetelecom.fr

www.bouyguetelecom.fr

¹ In metropolitan France, see details of unlimited and bundle offers conditions on www.Bouyguetelecom.fr.