



Press release
22 August 2011

Bouygues Telecom's Bbox broadband internet offers will remain unlimited for all customers

Following the controversy sparked by a website, which claims that members of France's telecoms federation, *Fédération Française des Télécoms*, are planning to "impose caps on fixed line broadband internet offers", **Bouygues Telecom firmly denies it intends to do so in relation to its Bbox fixed line offers.**

Olivier Roussat, CEO of Bouygues Telecom, said the following: "We wish to reassure all our customers that Bouygues Telecom has never had any intention of restricting the fixed line internet access of our Bbox offers. We are committed to providing the same internet experience to all, without any restrictions. The ongoing roll-out of very-high-speed internet, which our Bbox Fibre customers are already enjoying, boosts our confidence in the long-term future of this business model".

About Bouygues Telecom

Created in 1994, Bouygues Telecom has 11,191,000 mobile customers and one million fixed line broadband customers. Bouygues Telecom is committed to continually enhancing the customer experience for its mobile and fixed telephone, TV and Internet services. Each day, the company's 9,200 employees develop solutions aligned with changing customer needs and deliver efficient support.

After pioneering the mobile talk-plan concept in France in 1996, Bouygues Telecom introduced groundbreaking unlimited call plans: Millennium (1999) and neo (2006).

Bouygues Telecom acquired its own fixed network in 2008 and became an Internet Service Provider (ISP), launching the Bbox broadband router.

In 2009, Bouygues Telecom invented the "all-in-one" solution with ideo the first quadruple play offer in the market.

In 2010, Bouygues Telecom launched Bbox fibre, its very-high-speed offer, and began investing in fibre in high-density areas.

Bouygues Telecom's mobile network covers 99% of the population. Its 3G+ network provides mobile Internet access for 87% of the population.

Bouygues Telecom is the only operator to be awarded *NF Service Centre de Relation Client* certification from French standards agency AFNOR Certification for all its consumer activities (mobile and fixed) and in 2011 it was also ranked no. 1 for its customer relations in both its mobile (the 5th year running) and fixed* activities (for the first time). Customer relations centres, a distribution network of 630 Club Bouygues Telecom stores and a website available 24/7 combine to ensure optimum customer service.

* *BearingPoint-TNS Sofres Customer Relations Quality League Table (April 2011)*

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