

OBSERVATORY

Mobile observatory

Statistic indicators : march 31, 2003

Mobile observatory : march 31, 2003

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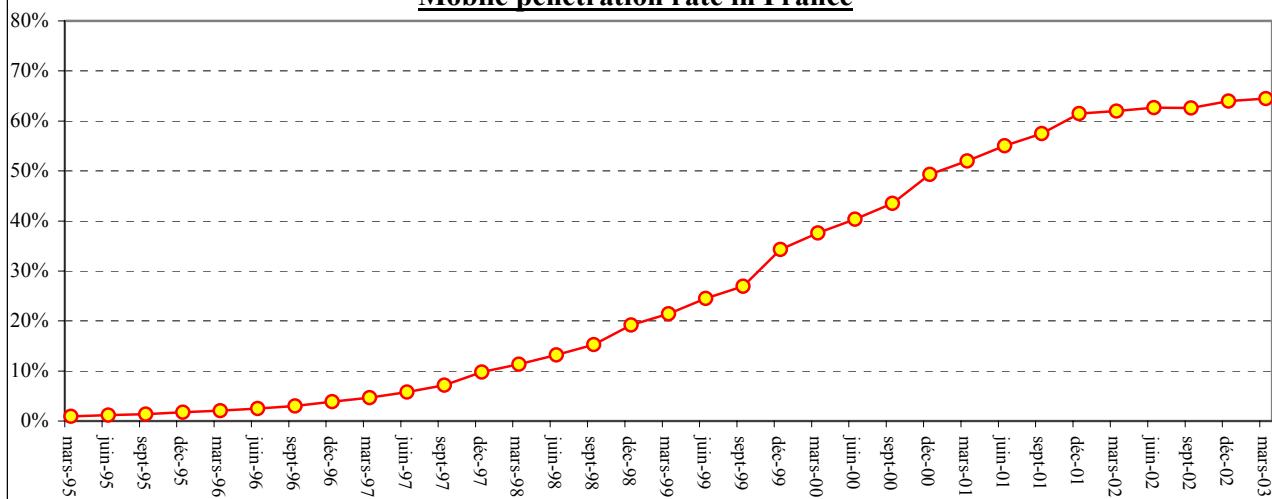
➤ Professionnal Mobile Radio (PMR) networks

MOBILE PANEL : NATIONAL MARKET (Metropolitan France, Overseas *Départments* & Mayotte)
Public networks
3/31/2003

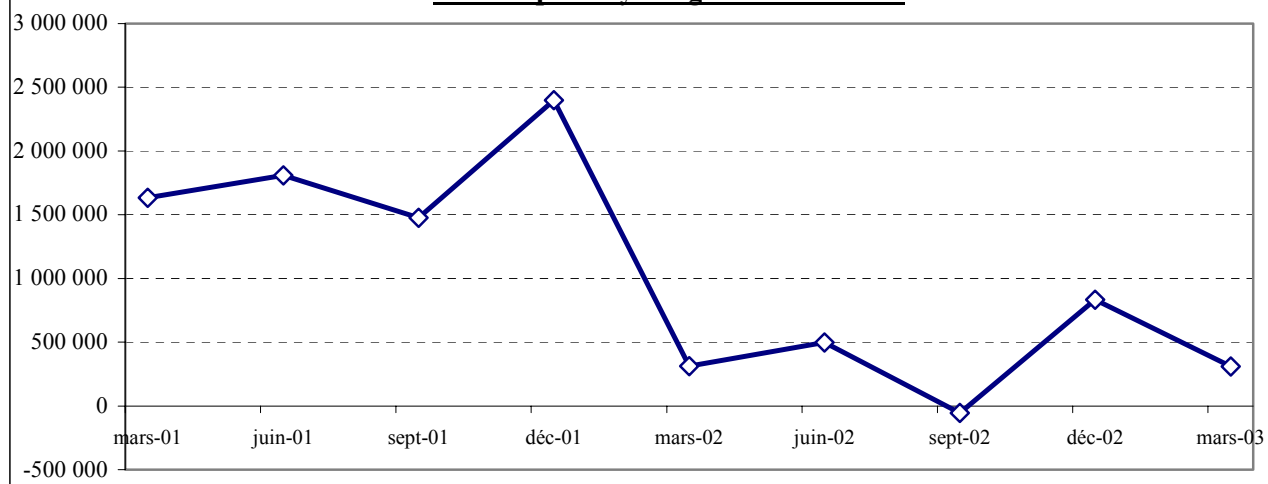
Mother country, overseas departments and Mayotte

	3/31/2002	6/30/2002	9/30/2002	12/31/2002	3/31/2003
- Total subscribers (1)	37 309 100	37 807 400	37 751 500	38 585 200	38 895 200
- Quaterly net growth (3)	311 800	498 300	-55 900	833 700	310 000
- in %	0,8%	1,3%	-0,1%	2,2%	0,8%
- Postpaid subscribers	19 328 800	19 893 000	20 493 200	21 479 700	21 949 300
- Quaterly net growth (3)	392 200	564 200	600 200	986 500	469 600
- in %	2,1%	2,9%	3,0%	4,8%	2,2%
- Postpaid in % of total subscribers	51,8%	52,6%	54,3%	55,7%	56,4%
- Penetration rate (2)	62,0%	62,7%	62,6%	64,0%	64,5%
- Active subscribers (4)	Nd	Nd	Nd	38 001 600	38 261 700
- Active (4) in % of total subscribers	Ns	Ns	Ns	98,5%	98,4%
- Quaterly net growth (3)	Ns	Ns	Ns	Ns	260 100
- in %	Ns	Ns	Ns	Ns	0,7%
- Active penetration rate (2)	Nd	Nd	Nd	63,0%	63,4%

Mobile penetration rate in France



Mobile quaterly net growth in France

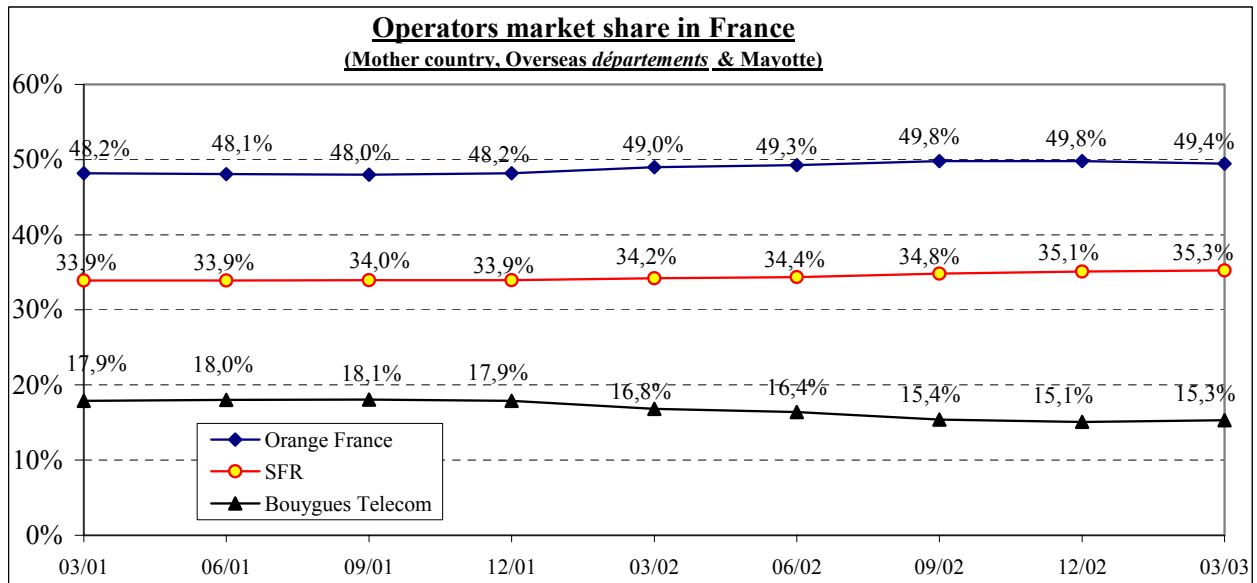


See on page 8 for the reference marks

MOBILE PANEL : NATIONAL MARKET (Metropolitan France, Overseas *Départements* & Mayotte)
Public Networks
3/31/2003

(values round up to the nearest hundred)

	3/31/2002	6/30/2002	9/30/2002	12/31/2002	3/31/2003
TOTAL SUBSCRIBERS (1)					
Orange	18 276 800	18 624 600	18 794 800	19 215 500	19 230 900
SFR	12 758 500	12 987 100	13 148 500	13 546 900	13 711 200
Bouygues Telecom	6 273 800	6 195 700	5 808 200	5 822 900	5 953 100
TOTAL	37 309 100	37 807 400	37 751 500	38 585 300	38 895 200
POSTPAID SUBSCRIBERS					
Orange	9 709 100	9 976 500	10 269 200	10 682 800	10 802 000
SFR	6 392 700	6 531 900	6 746 000	7 187 000	7 428 100
Bouygues Telecom	3 226 900	3 384 500	3 478 100	3 609 900	3 719 200
TOTAL	19 328 700	19 892 900	20 493 300	21 479 700	21 949 300
ACTIVE SUBSCRIBERS (4)					
Orange	Nd Na	Nd Na	Nd Na	18 770 200 97,7%	18 733 000 97,4%
SFR	Nd Na	Nd Na	Nd Na	13 438 900 99,2%	13 607 900 99,2%
Bouygues Telecom	Nd Na	Nd Na	Nd Na	5 792 400 99,5%	5 920 800 99,5%
TOTAL	Nd Na	Nd Na	Nd Na	38 001 500 98,5%	38 261 700 98,4%



See on page 8 for the reference marks

MOBILE PANEL IN MOTHER COUNTRY (Metropolitan France)
Public networks
3/31/2003

(values round up to the nearest hundred)

	3/31/2002	6/30/2002	9/30/2002	12/31/2002	3/31/2003
- Total subscribers (1)	36 177 500	36 637 100	36 565 400	37 342 900	37 637 000
- Quaterly net growth (3)	255 200	459 600	-71 700	777 500	294 100
- in %	0,7%	1,3%	-0,2%	2,1%	0,8%
- Postpaid subscribers	18 834 200	19 385 100	19 973 000	20 970 600	21 431 800
- Quaterly net growth (3)	385 700	550 900	587 900	997 600	461 200
- in %	2,1%	2,9%	3,0%	5,0%	2,2%
- Postpaid in % of total subscribers	52,1%	52,9%	54,6%	56,2%	56,9%
- Penetration rate (2)	61,8%	62,6%	62,5%	63,8%	64,3%
- Active subscribers (4)	35 382 200	35 832 000	35 957 600	36 849 700	37 092 100
- Active (4) in % of total subscribers	97,8%	97,8%	98,3%	98,7%	98,6%
- Quaterly net growth (3)	393 700	449 800	125 600	892 100	242 400
- in %	1,1%	1,3%	0,4%	2,5%	0,7%
- Active penetration rate (5)	60,5%	61,2%	61,4%	63,0%	63,4%

See on page 8 for the reference marks

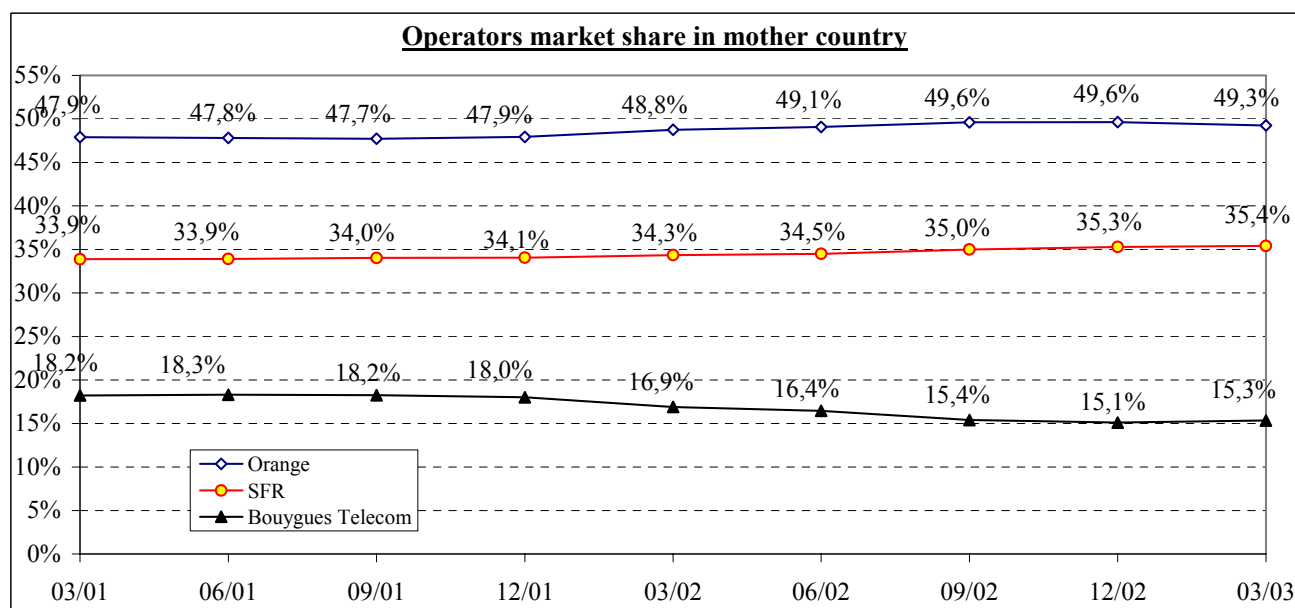
MOBILE PANEL IN MOTHER COUNTRY (Metropolitan France)

Public networks

3/31/2003

(values round up to the nearest hundred)

	3/31/2002	6/30/2002	9/30/2002	12/31/2002	3/31/2003
TOTAL SUBSCRIBERS (1)					
Orange	17 641 900	17 979 400	18 139 800	18 529 900	18 541 600
SFR	12 425 900	12 633 900	12 793 600	13 174 600	13 323 600
Bouygues Telecom	6 109 600	6 023 800	5 632 000	5 638 400	5 771 800
TOTAL	36 177 400	36 637 100	36 565 400	37 342 900	37 637 000
POSTPAID SUBSCRIBERS					
Orange	9 448 900	9 711 600	9 993 800	10 383 800	10 494 200
SFR	6 263 400	6 401 100	6 615 200	7 052 700	7 289 300
Bouygues Telecom	3 122 000	3 272 400	3 364 000	3 534 100	3 648 400
TOTAL	18 834 300	19 385 100	19 973 000	20 970 600	21 431 900
ACTIVE SUBSCRIBERS (4)					
Orange	17 274 100 97,9%	17 561 800 97,7%	17 730 900 97,7%	18 156 800 98,0%	18 116 700 97,7%
SFR	12 161 500 97,9%	12 372 600 97,9%	12 649 600 98,9%	13 082 800 99,3%	13 233 700 99,3%
Bouygues Telecom	5 946 600 97,3%	5 897 600 97,9%	5 577 000 99,0%	5 610 000 99,5%	5 741 700 99,5%
TOTAL	35 382 200 97,8%	35 832 000 97,8%	35 957 500 98,3%	36 849 600 98,7%	37 092 100 98,6%



See on page 8 for the reference marks

MOBILE PANEL : SHORT MESSAGE SERVICE (SMS) IN MOTHER COUNTRY**Public networks****3/31/2003**

(values round up to the nearest thousand)

Outgoing SMS volume	Quarterly SMS volume (6)	Monthly SMS volume per average active subscriber (7)
Orange France	827 473 000	15,2
SFR	735 053 000	18,6
Bouygues Telecom	341 784 000	20,1
TOTAL	1 904 310 000	17,2

See on page 8 for the reference marks

Mother country subscribers geographic distribution (Metropolitan France)

Region	Orange	SFR	Bouygues Telecom	Total
Alsace	567 500	293 100	146 000	1 006 600
Aquitaine	994 300	573 800	220 300	1 788 400
Auvergne	332 900	150 200	113 900	597 000
Basse-Normandie	331 700	246 800	103 900	682 400
Bourgogne	452 900	244 400	118 700	816 000
Bretagne	670 900	388 900	290 300	1 350 100
Centre	611 300	465 500	227 100	1 303 900
Champagne-Ardenne	430 900	220 000	107 200	758 100
Corse	88 300	139 700	7 400	235 400
Franche-Comté	352 800	90 100	82 900	525 800
Haute-Normandie	425 600	438 800	153 400	1 017 800
Ile-de-France	4 752 000	3 751 400	1 650 700	10 154 100
Languedoc-Roussillon	605 900	629 000	193 500	1 428 400
Limousin	220 300	105 800	24 800	350 900
Lorraine	757 200	432 000	171 800	1 361 000
Midi-Pyrénées	753 900	504 000	168 000	1 425 900
Nord - Pas-de-Calais	1 108 600	811 500	386 500	2 306 600
Pays de la Loire	824 200	561 100	251 400	1 636 700
Picardie	579 000	380 000	117 200	1 076 200
Poitou-Charentes	450 500	252 500	124 200	827 200
PACA	1 543 400	1 535 800	619 100	3 698 300
Rhône-Alpes	1 687 600	1 109 200	493 400	3 290 200
Total	18 541 700	13 323 600	5 771 700	37 637 000

See on page 8 for the reference marks

MOBILE PANEL : OVERSEAS *DEPARTEMENTS* & MAYOTTE

Public networks

3/31/2003

Overseas departments & Mayotte

	3/31/2002	6/30/2002	9/30/2002	12/31/2002	3/31/2003
- Total subscribers (1)	1 131 600	1 170 300	1 186 100	1 242 300	1 258 200
- Quaterly net growth (3)	56 500	38 700	15 800	56 200	15 900
- in %	5,3%	3,4%	1,4%	4,7%	1,3%
- Postpaid subscribers	494 600	507 900	520 200	509 100	517 500
- Quaterly net growth (3)	6 500	13 300	12 300	-11 100	8 400
- in %	1,3%	2,7%	2,4%	-2,1%	1,6%
- Postpaid in % of total subscribers	43,7%	43,4%	43,9%	41,0%	41,1%
- Penetration rate (2)	67,9%	65,1%	65,9%	69,1%	70,0%
- Active subscribers (4)	Nd	Nd	Nd	1 151 900	1 169 700
- Active (4) in % of total subscribers	Ns	Ns	Ns	92,7%	93,0%
- Quaterly net growth (3)	Ns	Ns	Ns	Ns	17 800
- in %	Ns	Ns	Ns	Ns	1,5%
- Active penetration rate (2)	Nd	Nd	Nd	64,0%	65,0%

See on page 8 for the reference marks

MOBILE PANEL : OVERSEAS DEPARTEMENTS & MAYOTTE

Public networks

3/31/2003

(values round up to the nearest hundred)

	3/31/2002	6/30/2002	9/30/2002	12/31/2002	3/31/2003
TOTAL SUBSCRIBERS (1)					
Total Martinique	299 000	300 800	303 400	319 900	316 900
• Orange Caraïbe (8)	219 900	219 000	219 800	228 100	228 600
• Bouygues Télécom Caraïbe (11)	79 100	81 800	83 600	91 800	88 300
Total Guadeloupe	307 400	311 500	314 600	323 500	324 300
• Orange Caraïbe (8)	231 800	232 300	232 600	240 600	241 000
• Bouygues Télécom Caraïbe (11)	75 600	79 200	82 000	82 900	83 300
Total Guyane	81 800	83 500	85 600	87 300	88 000
• Orange Caraïbe (8)	72 300	72 600	74 900	77 600	78 200
• Bouygues Télécom Caraïbe (11)	9 500	10 900	10 700	9 700	9 800
Total Réunion	443 300	459 600	464 100	489 800	504 100
• Orange Réunion (9)	110 800	121 400	127 700	139 300	141 400
• SRR (10)	332 500	338 200	336 400	350 500	362 700
Total Mayotte	Nd	14 900	18 500	21 700	24 900
• SRR (Mayotte Télécom Mobile) (12)	Nd	14 900	18 500	21 700	24 900
TOTAL	1 131 500	1 170 300	1 186 200	1 242 200	1 258 200
POSTPAID SUBSCRIBERS					
Total Martinique	161 900	161 600	168 900	158 800	158 600
• Orange Caraïbe (8)	108 200	108 300	111 300	119 000	121 400
• Bouygues Télécom Caraïbe (11)	53 700	53 300	57 600	39 800	37 200
Total Guadeloupe	137 600	145 800	146 100	136 800	137 700
• Orange Caraïbe (8)	92 900	94 100	96 600	104 900	107 900
• Bouygues Télécom Caraïbe (11)	44 700	51 700	49 500	31 900	29 800
Total Guyane	36 900	36 000	37 300	36 400	36 500
• Orange Caraïbe (8)	30 300	28 900	30 300	32 300	32 700
• Bouygues Télécom Caraïbe (11)	6 600	7 100	7 000	4 100	3 800
Total Réunion	158 200	162 300	165 300	174 100	181 500
• Orange Réunion (9)	28 800	33 600	37 100	42 800	45 900
• SRR (10)	129 400	128 700	128 200	131 300	135 600
Total Mayotte	Nd	2 100	2 600	2 900	3 200
• SRR (Mayotte Télécom Mobile) (12)	Nd	2 100	2 600	2 900	3 200
TOTAL	494 600	507 800	520 200	509 000	517 500

See on page 8 for the reference marks

MOBILE PANEL : OVERSEAS DEPARTEMENTS & MAYOTTE

Public networks

3/31/2003

(values round up to the nearest hundred)

	3/31/2002		6/30/2002		9/30/2002		12/31/2002		3/31/2003	
ACTIVE SUBSCRIBERS (4)										
Total Martinique	Nd	Ns	Nd	Ns	Nd	Ns	298 400	93,3%	295 700	93,3%
• Orange Caraïbe (8)	Nd	Ns	Nd	Ns	Nd	Ns	207 600	91,0%	208 600	91,3%
• Bouygues Télécom Caraïbe (11)	Nd	Ns	Nd	Ns	Nd	Ns	90 800	98,9%	87 100	98,6%
Total Guadeloupe	Nd	Ns	Nd	Ns	Nd	Ns	299 100	92,5%	299 100	92,2%
• Orange Caraïbe (8)	Nd	Ns	Nd	Ns	Nd	Ns	217 100	90,2%	216 700	89,9%
• Bouygues Télécom Caraïbe (11)	Nd	Ns	Nd	Ns	Nd	Ns	82 000	98,9%	82 400	98,9%
Total Guyane	Nd	Ns	Nd	Ns	Nd	Ns	79 500	91,1%	79 600	90,5%
• Orange Caraïbe (8)	Nd	Ns	Nd	Ns	Nd	Ns	69 900	90,1%	69 900	89,4%
• Bouygues Télécom Caraïbe (11)	Nd	Ns	Nd	Ns	Nd	Ns	9 600	99,0%	9 700	99,0%
Total Réunion	Nd	Ns	Nd	Ns	Nd	Ns	454 600	92,8%	472 000	93,6%
• Orange Réunion (9)	Nd	Ns	Nd	Ns	Nd	Ns	118 800	85,3%	121 100	85,6%
• SRR (10)	Nd	Ns	Nd	Ns	Nd	Ns	335 800	95,8%	350 900	96,7%
Total Mayotte	Nd	Ns	Nd	Ns	Nd	Ns	20 300	93,5%	23 300	93,6%
• SRR (Mayotte Télécom Mobile) (12)	Nd	Ns	Nd	Ns	Nd	Ns	20 300	93,5%	23 300	93,6%
TOTAL	Na	Na	Na	Na	Na	Na	1 151 900	92,7%	1 169 700	93,0%

See on page 8 for the reference marks

REFERENCE MARKS

The cross-references in the tables are for the following :

- (1) Wireless: a customer is any holder of a SIM card or prepaid card (having made at least one call, before the contractual date after which he/she may not receive calls) registered in the operator's Home Location Register (HLR).
- (2) The penetration rate is obtained by dividing the total number of wireless customers or total number of "active" customers by the French population, which is 60317100 (60185800 according to the July 1999 INSEE census, 131300 for Mayotte according to the 1997 INSEE census).
- (3) Net growth figures refer to either the total number of customers, the total number of flat-rate customers or the total number of active customers.
- (4) The total number of active customers refers to the total number of customers having subscribed to a flat-rate offer and active prepaid customers. Active prepaid customers are those having made or received a call within the past three months. Only telephone calls are considered, whether free or paid. SMS are not included in this calculation.
- (5) The penetration rate is obtained by dividing the total number of customers or "active" wireless customers by the population of Metropolitan France, which is 58518400 according to the July 1999 INSEE census.
- (6) Quarterly SMS traffic ("Short Message Service") refers to all SMS sent (outgoing SMS) for the quarter by any wireless customer (cf. (1)).
- (7) Monthly SMS traffic per average active customer refers to the quarterly SMS traffic divided by 3, divided by the average number of active customers ((number of active customers at the end of the previous quarter + number of active customers at the end of the quarter being considered)/2)
- (8) Orange Caraïbe, subsidiary of Orange France.
- (9) Orange Réunion, subsidiary of Orange France.
- (10) Société Réunionnaise du Radiotéléphone, subsidiary of SFR.
- (11) Bouygues Télécom Caraïbe, subsidiary of Bouygues Télécom.
- (12) Mayotte Télécom Mobile is the trademark in Mayotte of SRR's services.
- (13) The penetration rate is obtained by dividing the total number of customers or number of "active" wireless customers by the total population of the Overseas *Départements* (DOM) (1667400 according to the July 1999 INSEE census) and Mayotte (131300 according to the 1997 INSEE census) which is 1798700.

THE MOBILE MARKET

National market :

At 31 March 2003, there were 38.9 million wireless services customers in France, of which 21.9 million subscribed to a flat-rate offer. The number of wireless customers increased by 1.6 million over one year, between 31 March 2002 and 31 March 2003 (for net annual growth of 4.3%). The total number of customers increased by 310000 between 31 December 2002 and 31 March 2003 (for net growth of 0.8% over the previous quarter).

Orange, SFR and Bouygues Telecom's market share was 49.4%, 35.3% and 15.3% respectively. The penetration rate reached 64.5% at 31 March 2003. The active penetration rate was 63.4% at the same date.

Metropolitan France :

The total penetration rate at 31 March 2003 was 64.3%.

At 31 March 2003, total active customers in Metropolitan France represented 98.6% of all customers. Counting only active customers, the "active" penetration rate in Metropolitan France was 63.4% (compared with 63.0% at 31 December 2002).

Net growth of active customers was 0.7% between 31 December 2002 and 31 March 2003 and represents 242400 new active subscribers.

Net growth of total customers for the first quarter 2003 was 0.8%.

Total outgoing SMS traffic for the first quarter 2003 was 1.904 billion, representing an average of 17.2 SMS sent per active customer for the period.

Overseas *Départements* (DOM) and Mayotte:

The penetration rate for the Overseas *Départements* (DOM) and Mayotte at 31 March 2003 was 70.0%.

At 31 March 2003, total active customers represented 93.0% of total customers. Counting only active customers, the "active" penetration rate in the DOM and Mayotte was 65.0%.

There were 1258200 wireless customers in the DOM and Mayotte, with net quarterly growth of 1.3%, representing 15900 new customers. The share of customers subscribing to a flat-rate offer was 41.1% at 31 March 2003.

RADIO-PAGING

3/31/2003

(values round up about ten)

Standard	Trade service name	Total (1) subscribers	NET GROWTH			
			Quarterly	%	Past 6 months	%
E*MESSAGE						
• POCSAG	Bip, Num, Text, Tatoon, Expresso (with or without subscription)	113 850	440	0,4%	-3 890	-3,3%
	Bip+	15 560	-1 700	-9,8%	-2 240	-12,6%
• RDS	Alphapage Num +, Text +, Expresso RDS	4 910	-710	-12,6%	-260	-5,0%
TOTAL		134 320	-1 970	-1,4%	-6 390	-4,5%
BOUYGUES						
• ERMES / FLEX	Kobby (2)	38 780	15 110	63,8%	15 210	64,5%
TOTAL		38 780	15 110	63,8%	15 210	64,5%
TOTAL		173 100	13 140	8,2%	8 820	5,4%
Penetration rate		0,3%				

(1) Radio-paging : include commercial offer subscription, including commercial offer without subscription.

(2) Kobby, trade service of Infomobile, subsidiary of Bouygues group.

REPORT ON
Professional Mobile Radio (PMR) Networks
3/31/2003

Terrestrial mobile service Independent Radio Networks (IRNs)

IRNs are private or shared networks established to meet professional mobile radio needs. These can be commercial networks using 3RP technology ("commercial 3RP") or a digital technology (Dolphin Telecom has been chosen to establish a national PMR network). The other networks are those using conventional or 3RP technologies deployed primarily for the needs of users.

Data as of 03 31 2003	Number of fleets	Number of terminals
3RP Commercial networks (1)	1 831	20 757
National PMR networks *	1 074	7 691
Other IRNs (2)	34 356	395 107
<i>Total IRNs</i>	37 261	423 555

(1): data received from Dolphin Telecom and Serta

(2): Conventional IRN (2RP and 2RC) and other 3RPs including LU (large users), data collected at quarter end

* Dolphin's Tetra network was opened on 2 October 2000.

Terrestrial mobile radiolocation network (CFL)

The terrestrial mobile radiolocation network is an independent radio network operated by Consortium français de localisation, subsidiary of ADP, TDF and CGG

Data as of 03 31 2003		Net change in subscriber numbers			
		quarterly	en %	past 6 months	en %
No. of fleets	115	21	22,3%	21	22,3%
No. de terminals	3 634	130	3,7%	130	3,7%

Number of terminals for all professional mobile radio networks

Total		Net change in subscriber numbers			
		quarterly	en %	past 6 months	en %
Commercial networks	32 082	-716	-2,2%	-1 201	-3,6%
All networks	427 189	15 604	3,8%	-3 819	-0,9%

Penetration rate : 0,7 %