



France Telecom - Orange investors data book

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table of contents

definitions

sheet 1

glossary

Group

sheet 2

consolidated profit & loss, operating cash flow and capital evolution statements

sheet 3

consolidated cash flows statements

sheet 4

comparable basis data

sheet 5

financial KPIs : revenues, restated EBITDA and CAPEX split by segment

sheet 6

operational KPIs

sheet 7

segment reporting : profit & loss statement by segment

France

sheet 8

financial figures

sheet 9

operational KPIs

Spain

sheet 10

financial figures

sheet 11

operational KPIs

Poland

sheet 12

financial figures

sheet 13

operational KPIs

rest of the world

sheet 14

financial figures

sheet 15

operational KPIs

enterprise

sheet 16

financial figures and operational KPIs

IC&SS (international carrier & shared services)

sheet 17

financial figures

EE (Everything Everywhere)

sheet 18

financial figures & operational KPIs



GROUP - glossary

1. operational KPIs

group

1.1	group customers	Number of customers in both mobile and fixed activities including broadband and fixed line activities.
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mobile

1.2	customers base (excl. MVNOs)	Number of customers with active simcard, including business and internet everywhere and M2M.
1.3	contract	Customer with whom France Telecom has a formal contractual agreement with the customer billed on a monthly basis for access fees and any additional voice or data use.
1.4	prepaid	Customer with whom France Telecom has written contract with the customer paying in advance any data or voice use by purchasing vouchers in retail outlets for example.
1.5	M2M (Machine to Machine)	Exchange of information between machines that is established between the central control system (server) and any type of equipment, through one or several communication networks.
1.6	MVNO customers	Hosted MVNO customers on FT networks and excluding EE (Everything Everywhere) MVNO customers.
1.7	mobile volume market share (in %)	Number of mobile customer divided by the population of the country at the end of the period multiplied by the penetration subscription rate. Most recent quarter published corresponds to company estimates.
1.8	ARPU (annual rolling)	Average annual revenues per user (ARPU) are calculated by dividing the revenues from mobile (outgoing and incoming) voice and non voice services and visitor roaming, generated over the past twelve months, excluding "machine to machine", by the weighted average number of customers over the same period, excluding "machine to machine" customers. The weighted average number of customers is the average of the monthly averages during the period in question. The monthly average is the arithmetic mean of the number of customers at the start and end of the month. Mobile ARPU is expressed as annual revenues per customer.
1.9	AUPU	Total minutes used over the preceding 12 months (outgoing, incoming and roaming calls, excluding the traffic of Mobile Virtual Network Operators - MVNOs) divided by the weighted average number of customers over the same period. AUPU is expressed in minutes as a monthly usage per customer.
1.10	churn	Total number of customers who disconnect or are considered to have disconnected from the network, voluntarily or involuntarily (excluding money-back return and fraudulent connections) over the previous 12 months, divided by the weighted average number of customers over the same period.
1.11	SACs	Sum of the acquisition costs for the handsets sold and the commissions paid to retailers from which are deducted the revenues received from the sale of handsets, for each new customer.
1.12	SRCs	Sum of the acquisition costs for the handset sold and the commission paid to retailers from which are deducted the revenues received from the sale of handset for each customer renewing his contract.

fixed

1.13	number of lines (copper + FTTH)	Number of fixed lines operated by France Telecom.
1.14	internet broadband ARPU	Average revenues per user of broadband services (ADSL, FTTH, satellite and WiMAX) are calculated by dividing the revenues from consumer broadband services over the past twelve months, by the weighted average number of accesses over the same period. The weighted average number of accesses is the average of the monthly averages during the period in question. The monthly average is the arithmetic mean of the number of accesses at the start and end of the month. ARPU is expressed as monthly revenues per access.
1.15	broadband market share (in %)	Number of France Telecom's DSL Internet customers divided by the number of DSL Internet customers in the market.
1.16	total net adds market share (in %)	Quarterly France Telecom's DSL net adds divided by the quarterly DSL net adds in the market.
1.17	homes connectable (vertical)	Homes in FTTH connected buildings.
1.18	FTTH customers	Number of FTTH customers signed and in billing system.
1.19	LLU coverage (in % of population)	Percentage of population eligible for Local loop unbundling (LLU).
1.20	consumer lines	End of period, including analog lines, optimales offers, retail naked ADSL lines, FTTH accesses and satellite and others in France.
1.21	other group fixed lines	Includes payphones.
1.22	naked DSL customers	The naked ADSL access offer is aimed at subscribers who do not wish to keep a standard and separate telephone contract. In France and Poland, France Telecom also offers wholesale naked ADSL to other operators, allowing their customers, especially the ones residing in areas where full unbundling is unavailable, to dispense with the traditional telephone subscription.
1.23	PSTN consumer lines	Number of consumer lines minus the sum of group's number naked adsl lines, FTTH customers and satellite and other.

others

1.24	Enterprise - XoIP	Number of XoIP connections that consists in BIV (Business Internet Voix) + BIC (Business Internet Centrex) + BTIP (Business Talk IP) + BTC (Business Talk Centrex).
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GROUP - glossary

2. financial KPIs

P&L elements

2.1	labour expenses	Includes wages and employee benefits expenses, employees profit sharing and share-based compensation costs.
2.2	external purchases	Includes commercial expenses, service fees, inter-operator costs, other network expenses and IT expenses (including outsourcing fees relating to technical operation and maintenance) and other external purchases (including overheads, real estate fees, equipment purchases and call center outsourcing fees, net of capitalized costs of goods and services).
2.3	interconnection costs	Costs incurred by France Telecom in the interconnection process.
2.4	other IT&N	External purchases including service fees, outsourcing fees relating to technical operation, and maintenance and IT expenses.
2.5	commercial expenses & content costs	External purchases including the purchase of handsets and other products sold, retail fees and commissions, and advertising, sponsoring, brand costs and content costs.
2.6	restructuring costs	Restructuring costs related to staff and other restructuring costs.
2.7	reported EBITDA / restated EBITDA	Reported EBITDA corresponds to the operating income before depreciation and amortization, before impairment of goodwill and fixed assets, and before share of profits (losses) of associates. Restated EBITDA corresponds to the EBITDA restated for exceptional items.

cash flow elements

2.8	CAPEX	Capital expenditures on tangible and intangible assets excluding telecommunication licenses and excluding investments through financial leases.
2.9	change in WCR	Change in net inventories, plus change in gross trade receivables, plus change in trade payables (excluding amounts due to fixed asset suppliers), plus change in other elements of WCR.
2.10	licences & spectrum	Cash out related to acquisitions of licences and spectrum.
2.11	other operational items	Offset of non cash items included in EBITDA and items included in EBITDA but not included in net cash provided by operating activities.
2.12	operating cash flow	Restated EBITDA minus CAPEX.
2.13	net debt variation	Variation of net debt level (see 2.14).

balance sheet elements

2.14	net debt	Net financial debt as defined and used by France Telecom corresponds to (A) financial liabilities excluding operating payables (translated at the year-end closing rate), less (B): i) all derivative instruments carried in assets, ii) cash collateral paid on derivative instruments, iii) some deposits related to financing, iv) cash, cash equivalents and securities at fair value, and v) the loan granted by the Group to Everything Everywhere. In addition, derivatives qualifying as cash flow and net investment hedges, included in financial debt, are put in place to hedge items that are not included in financial debt (future cash flows, net investment in foreign currencies). Thus, the effective portion of cash flow hedges and the effective portion of net investment hedges (C) are added to net financial debt to offset this temporary difference.
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others

2.17	data on a comparable basis	Data presented with comparable perimeter and foreign exchange for the preceding period.
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3. other KPIs

revenues

3.1	revenues by activity	Provide group revenues split in mobile services, mobile equipment sales, fixed services, enterprise and international carrier & shared services, and other revenues.
3.2	mobile services	Customer billed revenues, incoming revenues, visitor roaming, domestic mobile interconnection (i.e. network sharing and domestic roaming agreement), machine-to-machine and MVNO.
3.3	mobile equipment sales	Include subsidized and non subsidized equipment sales. It excludes accessories sales, according to future IFRS standards that will imply to display only equipment revenue directly linked to service.
3.4	fixed services	Include i) fixed narrowband, except equipment sales and rentals, ii) fixed broadband, iii) data infrastructure & managed networks, and global services, iv) fixed carriers services.
3.5	other revenues	Include i) fixed equipment sales and rentals, ii) mobile accessories sales, and iii) other revenues.
3.6	Enterprise - legacy networks	Includes all PSTN voice offers (access & traffic) as well as Data Legacy offers (Leased Lines, Frame Relay, X25, ...)
3.7	Enterprise - mature networks	Includes IPVPN, DSL access, all nomadism offers (such as Business Everywhere) & broadcasting
3.8	Enterprise - growth network	Includes Voice over IP, Image and Videoconference, Data infrastructure (satellite, wifi,...)
3.9	Enterprise - services	Includes Platform services (customer relationship management, application infrastructure management...); Collaborative services (integration, consulting...) and Equipment sales & rentals
3.10	IC&SS - international carrier	The international carrier activity operates an international network infrastructure and sells international traffic capacity. More specifically, it supplies network capacity to Enterprise & France, sells traffic capacity to internal FT Group entities and also externally and finally it also includes FT Marine's international cable activity.
3.11	IC&SS - shared services	The Shares Services activity includes corporate General Secretariat functions as well as other mutualised functions (finance, IS, HR, R&D, ...). Shared Services also includes transversal "business-line" activities such as the new growth activities like content and health, which contribute in a transversal manner to the Group's strategy and which help coordinate the Group's roadmap in our footprint.

headcount

3.12	headcount (end of periode)	Number of employees working on the last day of the period, including permanent contracts and fixed-term contracts.
3.13	headcount (average cumulated full time equivalent)	Average number of active employees over the period, pro-rata to their working time, including permanent contracts and fixed-term contracts.



GROUP - consolidated accounts

(in millions of euros)	glossary	2011													
		1Q10cb	1Q11	2Q10cb	2Q11	1H10cb	1H11	3Q10cb	3Q11	4Q10cb	4Q11	2H10cb	2H11	FY10cb	FY11
profit & loss statement															
revenues		11,382	11,228	11,491	11,341	22,873	22,569	11,520	11,280	11,627	11,428	23,146	22,708	46,020	45,277
external purchases	2.2	(4,755)	(4,842)	(4,754)	(4,797)	(9,509)	(9,639)	(4,813)	(4,779)	(5,288)	(5,220)	(10,101)	(9,998)	(19,610)	(19,638)
- interconnection costs	2.3	(1,555)	(1,490)	(1,572)	(1,487)	(3,126)	(2,977)	(1,516)	(1,454)	(1,506)	(1,452)	(3,022)	(2,906)	(6,148)	(5,883)
- other IT&N	2.4	(664)	(686)	(665)	(690)	(1,329)	(1,375)	(656)	(669)	(722)	(708)	(1,378)	(1,377)	(2,707)	(2,752)
- property & general expenses, other and capitalized costs		(898)	(892)	(873)	(865)	(1,771)	(1,758)	(848)	(846)	(894)	(910)	(1,742)	(1,756)	(3,512)	(3,513)
- commercial expenses & content costs	2.5	(1,639)	(1,775)	(1,644)	(1,755)	(3,283)	(3,530)	(1,793)	(1,810)	(2,167)	(2,150)	(3,959)	(3,960)	(7,242)	(7,490)
labour expenses	2.1	(2,221)	(2,208)	(2,184)	(2,293)	(4,405)	(4,501)	(2,068)	(2,077)	(2,311)	(2,230)	(4,379)	(4,307)	(8,784)	(8,808)
other operating income & expenses		(444)	(441)	(406)	(344)	(849)	(786)	(440)	(422)	(422)	(475)	(862)	(897)	(1,711)	(1,683)
gain/loss on disposals of assets		3	5	(2)	4	1	9	40	6	22	35	62	41	63	50
restructuring costs	2.6	(30)	(7)	(25)	(31)	(55)	(38)	(20)	(11)	(57)	(67)	(77)	(78)	(132)	(116)
restated EBITDA	2.7	3,936	3,734	4,120	3,879	8,056	7,613	4,219	3,998	3,571	3,472	7,789	7,470	15,846	15,083
% of revenues		34.6%	33.3%	35.9%	34.2%	35.2%	33.7%	36.6%	35.4%	30.7%	30.4%	33.7%	32.9%	34.4%	33.3%
restatements		(17)	(19)	(20)	87	(37)	68	(299)	(42)	(981)	20	(1,280)	(22)	(1,317)	47
reported EBITDA	2.7	3,918	3,716	4,101	3,966	8,019	7,681	3,920	3,956	2,589	3,492	6,509	7,448	14,528	15,129
% of revenues		34.4%	33.1%	35.7%	35.0%	35.1%	34.0%	34.0%	35.1%	22.3%	30.6%	28.1%	32.8%	31.6%	33.4%
depreciation & amortisation						(3,168)	(3,399)					(3,370)	(3,336)	(6,538)	(6,735)
remeasurement resulting from business combinations						0	0					0	642	0	642
impairment of goodwill and fixed assets						(1)	(47)					(591)	(944)	(592)	(991)
share of profit/loss of associates						(21)	(61)					(24)	(36)	(45)	(97)
EBIT						4,829	4,174					2,524	3,774	7,353	7,948
% of revenues						21.1%	18.5%					10.9%	16.6%	16.0%	17.6%
financial result							(941)						(1,092)		(2,033)
income tax							(1,138)						(949)		(2,087)
consolidated net income after tax							2,095						1,733		3,828
non controlling interests							150						(217)		(67)
consolidated net income, Group share							1,945						1,950		3,895

operating cash flow

restated EBITDA	2.7	3,936	3,734	4,120	3,879	8,056	7,613	4,219	3,998	3,571	3,472	7,789	7,470	15,846	15,083
CAPEX	2.8	938	1,081	1,295	1,387	2,233	2,469	1,237	1,262	2,115	2,039	3,352	3,301	5,584	5,770
restated EBITDA - CAPEX	2.12	2,998	2,653	2,826	2,492	5,823	5,144	2,982	2,735	1,456	1,433	4,438	4,169	10,261	9,313

capital evolution

number of ordinary shares at the end of the period						2,648,885,383									2,648,885,383
weighted average number of ordinary shares outstanding - basic						2,647,269,516									2,643,535,474
weighted average number of ordinary shares outstanding - diluted						2,710,317,023									2,711,972,965



GROUP - consolidated accounts

(in millions of euros)	glossary	2012													
		1Q11cb	1Q12	2Q11cb	2Q12	1H11cb	1H12	3Q11cb	3Q12	4Q11cb	4Q12	2H11cb	2H12	FY11cb	FY12
profit & loss statement															
revenues		11,124	10,922	11,151	10,921	22,275	21,843	11,150	10,755	11,278	10,917	22,428	21,672	44,703	43,515
external purchases	2.2	(4,788)	(4,787)	(4,698)	(4,699)	(9,486)	(9,486)	(4,717)	(4,582)	(5,126)	(5,032)	(9,843)	(9,614)	(19,329)	(19,100)
- interconnection costs	2.3	(1,478)	(1,422)	(1,466)	(1,415)	(2,944)	(2,837)	(1,447)	(1,350)	(1,435)	(1,309)	(2,882)	(2,659)	(5,826)	(5,496)
- other IT&N	2.4	(687)	(715)	(688)	(724)	(1,375)	(1,440)	(676)	(711)	(713)	(771)	(1,389)	(1,483)	(2,764)	(2,922)
- property & general expenses, other and capitalized costs		(955)	(976)	(929)	(998)	(1,884)	(1,973)	(952)	(952)	(996)	(1,030)	(1,948)	(1,982)	(3,832)	(3,956)
- commercial expenses & content costs	2.5	(1,667)	(1,674)	(1,615)	(1,562)	(3,283)	(3,236)	(1,643)	(1,568)	(1,981)	(1,922)	(3,624)	(3,490)	(6,907)	(6,726)
labour expenses	2.1	(2,206)	(2,292)	(2,279)	(2,352)	(4,485)	(4,643)	(2,074)	(2,141)	(2,202)	(2,286)	(4,275)	(4,427)	(8,761)	(9,070)
other operating income & expenses		(440)	(417)	(325)	(290)	(765)	(708)	(427)	(405)	(481)	(477)	(908)	(882)	(1,673)	(1,590)
gain/loss on disposals of assets		6	9	2	0	8	10	7	24	35	32	42	56	50	66
restructuring costs	2.6	(7)	(4)	(31)	(8)	(38)	(11)	(7)	(7)	(66)	(18)	(73)	(25)	(111)	(37)
restated EBITDA	2.7	3,689	3,432	3,820	3,572	7,509	7,004	3,932	3,645	3,438	3,135	7,370	6,780	14,879	13,785
% of revenues		33.2%	31.4%	34.3%	32.7%	33.7%	32.1%	35.3%	33.9%	30.5%	28.7%	32.9%	31.3%	33.3%	31.7%
restatements		(19)	(9)	(109)	(175)	(128)	(184)	(42)	(28)	20	(1,078)	(22)	(1,105)	(150)	(1,289)
reported EBITDA	2.7	3,670	3,423	3,711	3,397	7,381	6,820	3,890	3,617	3,459	2,058	7,349	5,675	14,730	12,495
% of revenues		33.0%	31.3%	33.3%	31.1%	33.1%	31.2%	34.9%	33.6%	30.7%	18.8%	32.8%	26.2%	33.0%	28.7%
depreciation & amortisation						(3,309)	(3,114)					(3,318)	(3,215)	(6,627)	(6,329)
remeasurement resulting from business combinations						0	0					0	0	0	0
impairment of goodwill and fixed assets						(51)	(161)					(955)	(1,680)	(1,006)	(1,841)
share of profit/loss of associates						(59)	(57)					(38)	(206)	(98)	(263)
EBIT						3,962	3,488					3,037	574	6,999	4,063
% of revenues						17.8%	16.0%					13.5%	2.7%	15.7%	9.3%
financial result						(697)						(1,031)		(1,728)	
income tax						(882)						(349)		(1,231)	
consolidated net income after tax						1,909						(805)		1,104	
non controlling interests							171						113		284
consolidated net income, Group share						1,738						(918)		820	

operating cash flow

restated EBITDA	2.7	3,689	3,432	3,820	3,572	7,509	7,004	3,932	3,645	3,438	3,135	7,370	6,780	14,879	13,785
CAPEX	2.8	1,073	1,097	1,362	1,363	2,435	2,460	1,264	1,240	2,021	2,118	3,285	3,358	5,720	5,818
restated EBITDA - CAPEX	2.12	2,616	2,335	2,458	2,209	5,074	4,544	2,668	2,405	1,417	1,018	4,085	3,422	9,160	7,967

capital evolution

number of ordinary shares at the end of the period						2,648,885,383									2,648,885,383
weighted average number of ordinary shares outstanding - basic						2,633,047,324									2,632,833,980
weighted average number of ordinary shares outstanding - diluted						2,711,101,269									2,646,157,346



GROUP - consolidated accounts

(in millions of euros)	glossary	2013													
		1Q12cb	1Q13	2Q12cb	2Q13	1H12cb	1H13	3Q12cb	3Q13	4Q12cb	4Q13	2H12cb	2H13	FY12cb	FY13
profit & loss statement															
revenues		10,721	10,280	10,849	10,323	21,570	20,603								
external purchases	2.2	(4,666)	(4,451)	(4,658)	(4,485)	(9,324)	(8,936)								
- interconnection costs	2.3	(1,390)	(1,252)	(1,400)	(1,296)	(2,790)	(2,548)								
- other IT&N	2.4	(699)	(707)	(711)	(712)	(1,411)	(1,418)								
- property & general expenses, other and capitalized costs		(968)	(936)	(1,008)	(975)	(1,975)	(1,911)								
- commercial expenses & content costs	2.5	(1,609)	(1,556)	(1,539)	(1,503)	(3,148)	(3,059)								
labour expenses	2.1	(2,303)	(2,316)	(2,303)	(2,255)	(4,605)	(4,572)								
other operating income & expenses		(412)	(374)	(285)	(314)	(698)	(688)								
gain/loss on disposals of assets		9	(4)	1	34	11	30								
restructuring costs	2.6	(3)	(11)	(8)	(10)	(11)	(21)								
restated EBITDA	2.7	3,346	3,124	3,597	3,293	6,943	6,417								
% of revenues		31.2%	30.4%	33.1%	31.9%	32.2%	31.1%								
restatements		(115)	26	(162)	(26)	(276)	(0)								
reported EBITDA	2.7	3,232	3,150	3,435	3,267	6,666	6,417								
% of revenues		30.1%	30.6%	31.7%	31.6%	30.9%	31.1%								
depreciation & amortisation						(3,086)	(2,962)								
remeasurement resulting from business combinations						0	0								
impairment of goodwill and fixed assets						(160)	(388)								
share of profit/loss of associates						(55)	(74)								
EBIT						3,365	2,993								
% of revenues						15.6%	14.5%								
financial result							(869)								
income tax							(915)								
consolidated net income after tax							1,209								
non controlling interests							141								
consolidated net income, Group share							1,068								

operating cash flow

restated EBITDA	2.7	3,346	3,124	3,597	3,293	6,943	6,417								
CAPEX	2.8	1,079	1,150	1,353	1,305	2,433	2,455								
restated EBITDA - CAPEX	2.12	2,267	1,975	2,243	1,987	4,510	3,962								

capital evolution

number of ordinary shares at the end of the period						2 648 885 383									
weighted average number of ordinary shares outstanding - basic						2 627 519 063									
weighted average number of ordinary shares outstanding - diluted						2 699 229 484									



GROUP - consolidated accounts

(in millions of euros)	glossary	2011			2012			2013		
		1H11	2H11	FY11	1H12	2H12	FY12	1H13	2H13	FY13
statement of cash flows										
restated EBITDA	2.7	7,613	7,470	15,083	7,004	6,781	13,785	6,417		
CAPEX	2.8	(2,469)	(3,301)	(5,770)	(2,460)	(3,358)	(5,818)	(2,455)		
restated EBITDA - CAPEX	2.12	5,144	4,169	9,313	4,544	3,423	7,967	3,962		
spectrum and licences paid	2.10	(136)	(631)	(767)	(1,111)	(144)	(1,255)	(231)		
net interest paid		(832)	(246)	(1,078)	(920)	(450)	(1,370)	(1,117)		
income tax paid		(296)	(725)	(1,021)	(748)	(397)	(1,145)	(369)		
change in WCR including variation of fixed assets suppliers	2.9	(100)	334	234	(618)	562	(56)	(883)		
other operational items	2.11	(268)	(132)	(400)	(745)	(224)	(969)	(210)		
dividends to FTSA shareholders		(2,118)	(1,585)	(3,703)	(2,104)	(1,528)	(3,632)	(526)		
minority shareholders remuneration in group subsidiaries		(391)	(292)	(683)	(316)	(267)	(583)	(262)		
purchase of own shares		(63)	(212)	(275)	(71)	(23)	(94)	66		
net of acquisitions and disposals		344	(360)	(16)	1,635	(117)	1,518	(42)		
other financial items		271	(925)	(654)	167	(203)	(36)	547		
net debt variation (+) decrease / (-) increase	2.13	1,555	(605)	950	(287)	632	345	935		



GROUP - comparable basis

(in millions of euros)	currency	revenues (1)					restated EBITDA (1)					CAPEX (1)					B/S (2)	
		Total	euros	zloty	egyptian pound	other	Total	euros	zloty	egyptian pound	other	Total	euros	zloty	egyptian pound	other	zloty	egyptian pound
1Q12																		
actual per currency	EUR	10,922	8,437	824	319	1,343	3,432	2,719	282	110	320	1,097	841	98	36	122		
euro exchange rate applied in 1Q12			1.0000	4.2322	7.9124	na		1.0000	4.2322	7.9124	na		1.0000	4.2322	7.9124	na	4.1522	8.0671
euro exchange rate applied in 1Q13			-	-	-	na		-	-	-	na		-	-	-	na	4.1804	8.7125
forex impact	EUR	-37	0	15	-33	-18	-7	0	5	-11	0	-4	0	2	-4	-2		
perimeter impact (3)	EUR	-165	0	0	0	-165	-79	-32	1	0	-47	-14	1	0	0	-14		
1Q12 comparable basis	EUR	10,721	8,437	839	286	1,159	3,346	2,687	288	99	272	1,079	842	100	32	106		
2Q12																		
actual per currency	EUR	10,921	8,517	853	330	1,221	3,572	2,865	288	112	308	1,363	1,016	110	59	178		
euro exchange rate in 2Q12			1.0000	4.2564	7.7534	na		1.0000	4.2564	7.7534	na		1.0000	4.2564	7.7534	na	4.2488	7.6307
euro exchange rate in 2Q13			1.0000	4.2016	9.0793	na		1.0000	4.2016	9.0793	na		1.0000	4.2016	9.0793	na	4.3376	9.1771
forex impact	EUR	-58	0	11	-48	-21	-12	0	4	-17	1	-10	0	1	-8	-3		
perimeter impact (3)	EUR	-13	-7	0	0	-6	36	38	1	0	-2	0	0	1	0	0		
2Q12 comparable basis	EUR	10,849	8,510	864	282	1,194	3,597	2,903	292	96	306	1,353	1,015	112	51	174		
1H12																		
actual per currency	EUR	21,843	16,953	1,677	649	2,564	7,004	5,584	570	222	628	2,460	1,857	208	96	299		
euro exchange rate in 1H12			1.0000	4.2443	7.8329	na		1.0000	4.2443	7.8329	na		1.0000	4.2443	7.8329	na	4.2488	7.6307
euro exchange rate in 1H13			1.0000	4.1789	8.9566	na		1.0000	4.1789	8.9566	na		1.0000	4.1789	8.9566	na	4.3376	9.1771
forex impact	EUR	-95	0	26	-81	-40	-19	0	8	-28	0	-14	0	3	-12	-5		
perimeter impact (3)	EUR	-178	-7	-1	0	-171	-43	6	1	0	-50	-14	0	1	0	-14		
1h12 comparable basis	EUR	21,570	16,947	1,703	568	2,353	6,943	5,590	580	194	579	2,433	1,857	212	84	280		

orange **GROUP - comparable basis**

(in millions of euros)	currency	revenues (1)					restated EBITDA (1)					CAPEX (1)					B/S (2)	
		Total	euros	zloty	egyptian pound	other	Total	euros	zloty	egyptian pound	other	Total	euros	zloty	egyptian pound	other	zloty	egyptian pound
3Q12																		
actual per currency	EUR	10,755	8,324	830	347	1,254	3,645	2,895	322	112	315	1,240	909	103	64	164		
euro exchange rate in 3Q12			1.0000	4.1373	7.6108	na		1.0000	4.1373	7.6108	na		1.0000	4.1373	7.6108	na	4.1038	7.8859
euro exchange rate in 3Q13			1.0000	4.2422	9.0867	na		1.0000	4.2422	9.0867	na		1.0000	4.2422	9.0867	na	4.2000	9.0000
forex impact	EUR	-94	0	-21	-56	-17	-17	0	-7	-18	8	-15	0	-3	-10	-3		
perimeter impact (3)	EUR	-21	-10	0	0	-11	1	5	1	0	-5	0	-1	0	0	0		
3Q12 comparable basis	EUR	10,640	8,314	809	291	1,227	3,629	2,900	316	94	319	1,225	909	101	54	161		
9m12																		
actual per currency	EUR	32,598	25,277	2,507	996	3,818	10,649	8,480	892	334	943	3,700	2,766	311	159	463		
euro exchange rate applied in 9m12			1.0000	4.2086	7.7589	na		1.0000	4.2086	7.7589	na		1.0000	4.2086	7.7589	na	4.1038	7.8859
euro exchange rate applied in 9m13			1.0000	4.2000	9.0000	na		1.0000	4.2000	9.0000	na		1.0000	4.2000	9.0000	na	4.2000	9.0000
forex impact	EUR	-189	0	5	-137	-57	-36	0	2	-46	8	-29	0	1	-22	-7		
perimeter impact (3)	EUR	-199	-17	-1	0	-181	-42	10	2	0	-54	-14	-1	1	0	-14		
9m12 comparable basis	EUR	32,210	25,261	2,512	858	3,579	10,572	8,490	896	288	898	3,657	2,766	313	137	441		
4Q12																		
actual per currency	EUR	10,917	8,484	838	327	1,268	3,135	2,513	248	107	267	2,118	1,481	246	108	282		
euro exchange rate applied in 4Q12			1.0000	4.1117	7.9444	na		1.0000	4.1117	7.9444	na		1.0000	4.1117	7.9444	na	4.0740	8.3965
euro exchange rate applied in 4Q13			1.0000	4.2000	9.0000	na		1.0000	4.2000	9.0000	na		1.0000	4.2000	9.0000	na	4.2000	9.0000
forex impact	EUR	-64	0	-18	-38	-8	-15	0	-6	-12	3	-19	0	-3	-14	-3		
perimeter impact (3)	EUR	-29	-12	0	0	-16	-3	1	1	0	-5	0	-1	1	0	0		
4Q12 comparable basis	EUR	10,824	8,472	820	289	1,244	3,117	2,514	243	95	265	2,099	1,480	245	95	279		
2H12																		
actual per currency	EUR	21,672	16,808	1,668	673	2,522	6,780	5,408	570	219	583	3,358	2,391	350	172	446		
euro exchange rate in 2H12			1.0000	4.1245	7.7776			1.0000	4.1245	7.7776			1.0000	4.1245	7.7776		4.0740	8.3965
euro exchange rate in 2H13			1.0000	4.2211	9.0434			1.0000	4.2211	9.0434			1.0000	4.2211	9.0434		4.2000	9.0000
forex impact	EUR	-158	0	-39	-94	-25	-32	0	-12	-30	11	-34	0	-5	-24	-5		
perimeter impact (3)	EUR	-50	-22	-1	0	-27	-2	6	2	0	-10	0	-2	2	0	0		
2H12 comparable basis	EUR	21,464	16,786	1,629	579	2,470	6,747	5,414	560	189	584	3,324	2,389	346	148	440		
FY12																		
actual per currency	EUR	43,515	33,762	3,345	1,322	5,086	13,785	10,993	1,140	441	1,211	5,818	4,248	558	267	745		
euro exchange rate applied in FY12			1.0000	4.1844	7.8052	na		1.0000	4.1844	7.8052	na		1.0000	4.1844	7.8052	na	4.0740	8.3965
euro exchange rate applied in FY13			1.0000	4.2000	9.0000	na		1.0000	4.2000	9.0000	na		1.0000	4.2000	9.0000	na	4.2000	9.0000
forex impact	EUR	-253	0	-12	-176	-65	-50	0	-4	-58	12	-48	0	-2	-36	-10		
perimeter impact (3)	EUR	-228	-29	-1	0	-198	-45	12	3	0	-60	-14	-2	3	0	-14		
FY12 comparable basis	EUR	43,034	33,733	3,331	1,147	4,823	13,689	11,004	1,139	383	1,163	5,756	4,246	558	232	721		

(1) average exchange rates over the period used to convert the P&L accounts of the group foreign subsidiaries from local currency to euros.
(2) end of period exchange rates used to convert the balance sheet accounts of the group foreign subsidiaries from local currency to euros.
(3) unaudited figures, subject to adjustments. Main impacts on perimeter concern Orange Switzerland and Etrali, which are excluded from 2012 comparable basis



GROUP - financial KPIs

(in millions of euros)

glossary

2011

	1Q10cb	1Q11	2Q10cb	2Q11	1H10cb	1H11	3Q10cb	3Q11	4Q10cb	4Q11	2H10cb	2H11	FY10cb	FY11
group revenues	11,382	11,228	11,491	11,341	22,873	22,569	11,520	11,280	11,627	11,428	23,146	22,708	46,020	45,277
<i>yoy variance (cb)</i>		-1.4%		-1.3%		-1.3%		-2.1%		-1.7%		-1.9%		-1.6%
France	5,767	5,623	5,809	5,682	11,577	11,305	5,835	5,569	5,903	5,661	11,737	11,230	23,314	22,534
<i>yoy variance (cb)</i>		-2.5%		-2.2%		-2.3%		-4.6%		-4.1%		-4.3%		-3.3%
Spain	923	959	945	984	1,867	1,943	991	1,039	962	1,010	1,953	2,049	3,821	3,993
<i>yoy variance (cb)</i>		4.0%		4.2%		4.1%		4.8%		5.0%		4.9%		4.5%
Poland	982	946	1,007	957	1,989	1,902	934	899	858	824	1,792	1,722	3,781	3,625
<i>yoy variance (cb)</i>		-3.7%		-5.0%		-4.3%		-3.7%		-4.1%		-3.9%		-4.1%
rest of the world	2,153	2,136	2,180	2,145	4,333	4,281	2,245	2,222	2,301	2,292	4,546	4,514	8,879	8,795
<i>yoy variance (cb)</i>		-0.8%		-1.6%		-1.2%		-1.0%		-0.4%		-0.7%		-0.9%
enterprise	1,803	1,784	1,802	1,765	3,604	3,548	1,753	1,734	1,856	1,818	3,608	3,552	7,213	7,101
<i>yoy variance (cb)</i>		-1.0%		-2.1%		-1.6%		-1.1%		-2.0%		-1.6%		-1.6%
international carrier and shared services	394	378	402	396	797	774	426	413	403	423	830	836	1,626	1,610
<i>yoy variance (cb)</i>		-4.2%		-1.5%		-2.8%		-3.2%		5.0%		0.8%		-1.0%
eliminations	(640)	(598)	(653)	(587)	(1,294)	(1,184)	(664)	(595)	(657)	(600)	(1,320)	(1,196)	(2,614)	(2,381)

revenues by activity

		11,228	11,341	22,569	11,280	11,428	22,708	45,277
group revenues								
<i>yoy variance (cb)</i>								
mobile services	3.2	5,270	5,415	10,684	5,440	5,379	10,819	21,504
<i>yoy variance (cb)</i>								
mobile equipment sales	3.3	232	231	463	208	343	550	1,013
<i>yoy variance (cb)</i>								
fixed services	3.4	3,539	3,514	7,054	3,472	3,420	6,892	13,945
<i>yoy variance (cb)</i>								
enterprise & international carrier & shared services		1,921	1,932	3,853	1,911	1,997	3,908	7,761
<i>yoy variance (cb)</i>								
other revenues	3.5	266	249	515	249	290	539	1,054
<i>yoy variance (cb)</i>								



GROUP - financial KPIs

(in millions of euros)	glossary	2011													
		1Q10cb	1Q11	2Q10cb	2Q11	1H10cb	1H11	3Q10cb	3Q11	4Q10cb	4Q11	2H10cb	2H11	FY10cb	FY11
restated EBITDA															
group restated EBITDA	2.7	3,936	3,734	4,120	3,879	8,056	7,613	4,219	3,998	3,571	3,472	7,789	7,470	15,846	15,083
<i>yoy variance (cb)</i>			-5.1%		-5.9%		-5.5%		-5.2%		-2.8%		-4.1%		-4.8%
France						4,690	4,355					4,608	4,299	9,298	8,654
<i>yoy variance (cb)</i>							-7.2%						-6.7%		-6.9%
Spain						365	381					399	458	764	839
<i>yoy variance (cb)</i>							4.3%						14.8%		9.8%
Poland						732	698					665	576	1,397	1,274
<i>yoy variance (cb)</i>							-4.6%						-13.4%		-8.8%
rest of the world						1,629	1,471					1,561	1,523	3,190	2,994
<i>yoy variance (cb)</i>							-9.7%						-2.4%		-6.1%
enterprise						637	649					619	634	1,256	1,283
<i>yoy variance (cb)</i>							1.9%						2.4%		2.2%
international carrier and shared services						2	60					(62)	(21)	(60)	39
<i>yoy variance (cb)</i>							n/s						-66.6%		-165.6%
CAPEX															
group CAPEX	2.8	938	1,081	1,295	1,387	2,233	2,469	1,237	1,262	2,115	2,039	3,352	3,301	5,584	5,770
<i>yoy variance (cb)</i>			15.3%		7.1%		10.6%		2.1%		-3.6%		-1.5%		3.3%
France						1,110	1,237					1,464	1,382	2,574	2,619
<i>yoy variance (cb)</i>							11.5%						-5.6%		1.7%
Spain						164	170					234	235	397	405
<i>yoy variance (cb)</i>							3.9%						0.7%		2.0%
Poland						181	228					464	399	645	627
<i>yoy variance (cb)</i>							25.9%						-13.9%		-2.8%
rest of the world						500	489					840	920	1,340	1,409
<i>yoy variance (cb)</i>							-2.2%						9.5%		5.1%
enterprise						143	163					175	180	318	343
<i>yoy variance (cb)</i>							13.7%						3.0%		7.8%
international carrier and shared services						135	182					175	185	310	367
<i>yoy variance (cb)</i>							34.9%						5.7%		18.4%



GROUP - financial KPIs

(in millions of euros)

glossary

2012

	1Q11cb	1Q12	2Q11cb	2Q12	1H11cb	1H12	3Q11cb	3Q12	4Q11cb	4Q12	2H11cb	2H12	FY11cb	FY12
group revenues	11,124	10,922	11,151	10,921	22,275	21,843	11,150	10,755	11,278	10,917	22,428	21,672	44,703	43,515
<i>yoy variance (cb)</i>		-1.8%		-2.1%		-1.9%		-3.5%		-3.2%		-3.4%		-2.7%
France	5,636	5,401	5,696	5,425	11,332	10,826	5,583	5,280	5,645	5,325	11,228	10,605	22,560	21,431
<i>yoy variance (cb)</i>		-4.2%		-4.8%		-4.5%		-5.4%		-5.7%		-5.5%		-5.0%
Spain	959	981	983	1,007	1,942	1,988	1,038	1,027	1,010	1,011	2,047	2,038	3,989	4,027
<i>yoy variance (cb)</i>		2.3%		2.5%		2.4%		-1.0%		0.1%		-0.4%		0.9%
Poland	862	832	872	862	1,734	1,694	888	840	904	847	1,793	1,687	3,526	3,381
<i>yoy variance (cb)</i>		-3.4%		-1.2%		-2.3%		-5.5%		-6.3%		-5.9%		-4.1%
rest of the world	2,091	2,134	1,986	2,011	4,078	4,144	2,034	2,047	2,052	2,090	4,086	4,137	8,164	8,281
<i>yoy variance (cb)</i>		2.0%		1.2%		1.6%		0.6%		1.9%		1.2%		1.4%
enterprise	1,790	1,734	1,792	1,755	3,582	3,489	1,778	1,726	1,836	1,786	3,614	3,513	7,196	7,001
<i>yoy variance (cb)</i>		-3.1%		-2.1%		-2.6%		-2.9%		-2.7%		-2.8%		-2.7%
international carrier and shared services	372	410	392	407	764	817	407	391	414	415	821	806	1,585	1,623
<i>yoy variance (cb)</i>		10.2%		3.8%		6.9%		-3.9%		0.1%		-1.9%		2.4%
eliminations	(586)	(569)	(571)	(546)	(1,157)	(1,115)	(578)	(556)	(583)	(558)	(1,161)	(1,114)	(2,318)	(2,229)

revenues by activity

		1Q11cb	1Q12	2Q11cb	2Q12	1H11cb	1H12	3Q11cb	3Q12	4Q11cb	4Q12	2H11cb	2H12	FY11cb	FY12
group revenues		11,124	10,922	11,151	10,921	22,275	21,843	11,150	10,755	11,278	10,917	22,428	21,672	44,703	43,515
<i>yoy variance (cb)</i>			-1.8%		-2.1%		-1.9%		-3.5%		-3.2%		-3.4%		-2.7%
mobile services	3.2	5,206	5,163	5,238	5,135	10,444	10,298	5,261	5,049	5,207	4,966	10,468	10,015	20,912	20,313
<i>yoy variance (cb)</i>			-0.8%		-2.0%		-1.4%		-4.0%		-4.6%		-4.3%		-2.9%
mobile equipment sales	3.3	226	251	221	254	447	505	192	244	319	364	512	607	958	1,112
<i>yoy variance (cb)</i>			11.2%		15.2%		13.2%		26.6%		13.9%		18.7%		16.1%
fixed services	3.4	3,495	3,369	3,477	3,368	6,972	6,737	3,479	3,344	3,464	3,362	6,944	6,707	13,916	13,444
<i>yoy variance (cb)</i>			-3.6%		-3.1%		-3.4%		-3.9%		-2.9%		-3.4%		-3.4%
enterprise & international carrier & shared services		1,930	1,910	1,965	1,940	3,895	3,850	1,961	1,896	2,018	1,973	3,979	3,869	7,874	7,719
<i>yoy variance (cb)</i>			-1.1%		-1.3%		-1.2%		-3.3%		-2.2%		-2.7%		-2.0%
other revenues	3.5	266	229	251	223	517	452	257	222	270	252	527	474	1,043	926
<i>yoy variance (cb)</i>			-13.9%		-10.9%		-12.5%		-13.4%		-6.7%		-10.0%		-11.2%



GROUP - financial KPIs

(in millions of euros)	glossary	2012												FY11cb	FY12
		1Q11cb	1Q12	2Q11cb	2Q12	1H11cb	1H12	3Q11cb	3Q12	4Q11cb	4Q12	2H11cb	2H12		
restated EBITDA															
group restated EBITDA	2.7	3,689	3,432	3,820	3,572	7,509	7,004	3,932	3,645	3,438	3,135	7,370	6,780	14,879	13,785
yoy variance (cb)			-7.0%		-6.5%		-6.7%		-7.3%		-8.8%		-8.0%		-7.4%
France						4,416	4,020					4,284	3,814	8,699	7,834
yoy variance (cb)							-9.0%						-11.0%		-9.9%
Spain						381	455					458	496	840	951
yoy variance (cb)							19.4%						8.3%		13.3%
Poland						643	591					595	564	1,238	1,156
yoy variance (cb)							-8.0%						-5.1%		-6.6%
rest of the world						1,418	1,453					1,400	1,346	2,818	2,800
yoy variance (cb)							2.5%						-3.8%		-0.6%
enterprise						649	596					642	581	1,291	1,177
yoy variance (cb)							-8.2%						-9.5%		-8.8%
international carrier and shared services						3	(111)					(9)	(22)	(6)	(133)
yoy variance (cb)							n/s						131.9%		n/s
CAPEX															
group CAPEX	2.8	1,073	1,097	1,362	1,363	2,435	2,460	1,264	1,240	2,021	2,118	3,285	3,358	5,720	5,818
yoy variance (cb)			2.2%		0.1%		1.0%		-1.9%		4.8%		2.2%		1.7%
France						1,239	1,246					1,380	1,466	2,620	2,712
yoy variance (cb)							0.5%						6.2%		3.5%
Spain						170	210					235	263	405	473
yoy variance (cb)							23.7%						11.9%		16.9%
Poland						205	208					405	350	610	558
yoy variance (cb)							1.5%						-13.6%		-8.5%
rest of the world						472	493					892	815	1,365	1,308
yoy variance (cb)							4.4%						-8.7%		-4.1%
enterprise						172	172					190	180	362	352
yoy variance (cb)							-0.2%						-4.9%		-2.6%
international carrier and shared services						176	131					183	284	359	415
yoy variance (cb)							-25.6%						55.0%		15.5%



GROUP - financial KPIs

(in millions of euros)	glossary	2013													
		1Q12cb	1Q13	2Q12cb	2Q13	1H12cb	1H13	3Q12cb	3Q13	4Q12cb	4Q13	2H12cb	2H13	FY12cb	FY13
revenues by country															
group revenues		10,721	10,280	10,849	10,323	21,570	20,603								
<i>yoy variance (cb)</i>			-4.1%		-4.8%		-4.5%								
France		5,399	5,068	5,423	5,015	10,822	10,084								
<i>yoy variance (cb)</i>			-6.1%		-7.5%		-6.8%								
Spain		981	989	1,007	1,032	1,988	2,021								
<i>yoy variance (cb)</i>			0.8%		2.5%		1.6%								
Poland		847	786	873	786	1,720	1,572								
<i>yoy variance (cb)</i>			-7.2%		-9.9%		-8.6%								
rest of the world		1,920	1,934	1,945	1,943	3,866	3,877								
<i>yoy variance (cb)</i>			0.7%		-0.1%		0.3%								
enterprise		1,726	1,635	1,740	1,662	3,467	3,297								
<i>yoy variance (cb)</i>			-5.3%		-4.5%		-4.9%								
international carrier and shared services		409	407	405	424	814	830								
<i>yoy variance (cb)</i>			-0.4%		4.5%		2.0%								
eliminations		(561)	(539)	(545)	(539)	(1,106)	(1,078)								

revenues by activity

group revenues		10,721	10,280	10,849	10,323	21,570	20,603								
<i>yoy variance (cb)</i>			-4.1%		-4.8%		-4.5%								
mobile services	3.2	4,993	4,717	5,092	4,721	10,084	9,438								
<i>yoy variance (cb)</i>			-5.5%		-7.3%		-6.4%								
mobile equipment sales	3.3	237	262	253	277	489	539								
<i>yoy variance (cb)</i>			10.6%		9.8%		10.2%								
fixed services	3.4	3,375	3,276	3,372	3,242	6,746	6,518								
<i>yoy variance (cb)</i>			-2.9%		-3.8%		-3.4%								
enterprise & international carrier & shared services		1,903	1,819	1,924	1,872	3,827	3,690								
<i>yoy variance (cb)</i>			-4.4%		-2.7%		-3.6%								
other revenues	3.5	214	206	210	211	423	418								
<i>yoy variance (cb)</i>			-3.4%		0.8%		-1.3%								



GROUP - financial KPIs

(in millions of euros)	glossary	2013													
		1Q12cb	1Q13	2Q12cb	2Q13	1H12cb	1H13	3Q12cb	3Q13	4Q12cb	4Q13	2H12cb	2H13	FY12cb	FY13
restated EBITDA															
group restated EBITDA	2.7	3,346	3,124	3,597	3,293	6,943	6,417								
<i>yoy variance (cb)</i>			-6.6%		-8.4%		-7.6%								
France						3,960	3,662								
<i>yoy variance (cb)</i>							-7.5%								
Spain						455	469								
<i>yoy variance (cb)</i>							3.1%								
Poland						602	487								
<i>yoy variance (cb)</i>							-19.0%								
rest of the world						1,374	1,240								
<i>yoy variance (cb)</i>							-9.8%								
enterprise						592	517								
<i>yoy variance (cb)</i>							-12.7%								
international carrier and shared services						(40)	43								
<i>yoy variance (cb)</i>							n/s								
CAPEX															
group CAPEX	2.8	1,079	1,150	1,353	1,305	2,433	2,455								
<i>yoy variance (cb)</i>			6.5%		-3.5%		0.9%								
France						1,246	1,277								
<i>yoy variance (cb)</i>							2.5%								
Spain						210	237								
<i>yoy variance (cb)</i>							12.9%								
Poland						212	204								
<i>yoy variance (cb)</i>							-3.8%								
rest of the world						462	398								
<i>yoy variance (cb)</i>							-13.8%								
enterprise						171	149								
<i>yoy variance (cb)</i>							-12.7%								
international carrier and shared services						131	189								
<i>yoy variance (cb)</i>							43.5%								



GROUP - operational KPIs

(in thousands)	glossary	2011				2012				2013			
		1Q11	2Q11	3Q11	4Q11	1Q12	2Q12	3Q12	4Q12	1Q13	2Q13	3Q13	4Q13
group KPIs													
group customers (excl. MVNOs)	1.1	215,244	216,522	220,279	225,506	223,932	224,526	227,636	230,657	229,847	231,462		
Orange branded customers		141,316	142,429	144,987	146,656	180,134	187,852	190,428	191,808	190,358	193,493		
mobile group KPIs													
customers base (excl. MVNOs)	1.2	156,091	157,537	161,327	166,569	165,151	165,976	169,216	172,404	171,800	173,629		
- contract	1.3	51,665	52,477	53,138	54,194	53,624	54,255	55,633	56,992	57,758	59,099		
- prepaid	1.4	104,426	105,061	108,189	112,375	111,528	111,721	113,583	115,413	114,042	114,530		
MVNOs customers (in Europe)	1.6	4,936	5,177	5,138	5,614	5,166	5,272	5,045	5,031	4,464	4,644		
fixed group KPIs													
customers base													
number of lines (copper + FTTH)	1.13	44,939	44,660	44,469	44,265	43,992	43,664	43,428	43,168	42,899	42,579		
broadband		13,905	14,032	14,215	14,425	14,557	14,677	14,798	14,910	14,994	15,107		
- ADSL		13,720	13,837	14,006	14,199	14,317	14,418	14,516	14,593	14,643	14,723		
- FTTH	1.18	114	124	134	149	162	179	201	234	265	299		
- others		70	72	74	77	78	80	81	83	85	85		
internet features (in Europe) (1)													
VoIP customers		8,496	8,635	8,879	9,149	9,354	9,489	9,687	9,880	10,019	10,190		
IPTV and TVoSAT		4,395	4,598	4,856	5,138	5,349	5,506	5,705	5,908	6,043	6,164		
enterprise group KPIs													
IP VPN accesses		312	313	315	317	320	322	323	326	327	327		
headcount													
headcount (end of periode - historical basis) (2)													
group headcount	3.12	170,389	169,849	169,115	171,949	170,727	170,338	170,451	170,531	169,504	167,835		
- France		80,884	81,117	81,223	82,931	82,547	82,497	82,310	82,630	81,472	80,778		
- Spain		3,191	3,173	3,162	3,187	3,151	3,151	3,947	3,962	4,036	4,018		
- Poland		25,088	23,959	23,407	23,560	23,388	23,091	22,581	22,235	22,231	21,654		
- Rest of the world		26,951	27,142	26,649	26,611	25,936	25,933	26,003	26,195	26,129	26,340		
- Entreprise		21,061	21,244	21,578	21,642	21,679	21,662	21,705	21,641	21,559	21,067		
- IC & SS		13,214	13,214	13,096	14,018	14,026	14,004	13,905	13,868	14,077	13,978		
headcount (average cumulated full time equivalent - historical basis) (2)													
group headcount	3.13	165,778	165,469	165,198	165,109	164,822	164,092	163,848	163,545	162,241	161,457		
- France					77,235				76,753	75,579	75,114		
- Spain					3,089				3,406	3,824	3,835		
- Poland					24,119				22,700	22,085	21,850		
- Rest of the world					26,650				26,013	26,141	26,188		
- Entreprise					21,103				21,387	21,267	21,171		
- IC & SS					12,913				13,287	13,346	13,299		

(1) This includes France, UK, Spain, Poland, Belgium and Slovakia.

(2) The headcount numbers reflect the Group's current consolidated scope (all associates are excluded).



GROUP - segment reporting

(in millions of euros)	glossary	1H11															
		France		Spain		Poland		ROW		OBS		IC&SS		eliminations		total	
		1H10 cb	1H11	1H10 cb	1H11	1H10 cb	1H11	1H10 cb	1H11	1H10 cb	1H11	1H10 cb	1H11	1H10 cb	1H11	1H10 cb	1H11
profit & loss statement																	
revenues		11,577	11,305	1,867	1,943	1,989	1,902	4,333	4,281	3,604	3,548	797	774	(1,294)	(1,185)	22,873	22,569
external purchases	2.2	(4,227)	(4,232)	(1,302)	(1,356)	(892)	(878)	(2,116)	(2,164)	(2,134)	(2,051)	(1,652)	(1,547)	2,814	2,590	(9,509)	(9,639)
labour expenses	2.1	(2,395)	(2,446)	(88)	(92)	(293)	(275)	(371)	(408)	(749)	(776)	(509)	(504)	0	0	(4,405)	(4,501)
other operating incomes & expenses		(228)	(248)	(112)	(112)	(69)	(53)	(213)	(230)	(76)	(69)	1,368	1,332	(1,520)	(1,405)	(850)	(786)
gain/loss on disposals of assets		(4)	0	(1)	(0)	1	2	(1)	(3)	(0)	0	6	9	0	0	1	9
restructuring costs	2.6	(33)	(24)	(0)	(1)	(4)	(1)	(4)	(5)	(8)	(3)	(7)	(4)	0	0	(55)	(38)
restated EBITDA	2.7	4,690	4,355	365	381	732	698	1,629	1,471	637	649	2	60	1	(0)	8,056	7,613
% of revenues		40.5%	38.5%	19.6%	19.6%	36.8%	36.7%	37.6%	34.4%	17.7%	18.3%	0.3%	7.7%	0.0%	0.0%	35.2%	33.7%
restatements		(28)	(32)	0	0	0	82	0	0	(2)	(1)	(7)	20	0	0	(37)	68
reported EBITDA	2.7	4,662	4,323	365	381	732	779	1,629	1,471	636	648	(5)	79	1	(0)	8,019	7,681
% of revenues		40.3%	38.2%	19.6%	19.6%	36.8%	41.0%	37.6%	34.4%	17.6%	18.3%	-0.6%	10.3%	0.0%	0.0%	35.1%	34.0%
depreciation & amortisation		(1,079)	(1,158)	(478)	(491)	(481)	(501)	(659)	(799)	(166)	(165)	(305)	(285)	0	0	(3,168)	(3,399)
remeasurement resulting from business combinations		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
impairment of goodwill and fixed assets		(1)	0	(1)	(1)	(1)	(1)	0	(46)	0	0	2	1	0	0	(1)	(47)
share of profit/loss of associates		2	(1)	(1)	0	0	0	(4)	(7)	(1)	1	(18)	(53)	0	0	(21)	(61)
EBIT		3,584	3,164	(115)	(112)	249	278	966	619	469	484	(326)	(259)	1	0	4,829	4,174
% of revenues		31.0%	28.0%	-6.1%	-5.8%	12.5%	14.6%	22.3%	14.5%	13.0%	13.6%	-40.9%	-33.4%	0.0%	0.0%	21.1%	18.5%



GROUP - segment reporting

(in millions of euros)	glossary	FY11															
		France		Spain		Poland		ROW		OBS		IC&SS		eliminations		total	
		FY10 cb	FY11	FY10 cb	FY11	FY10 cb	FY11	FY10 cb	FY11	FY10 cb	FY11	FY10 cb	FY11	FY10 cb	FY11	FY10 cb	FY11
profit & loss statement																	
revenues		23,314	22,534	3,821	3,993	3,781	3,625	8,879	8,795	7,213	7,101	1,626	1,610	(2,614)	(2,381)	46,020	45,277
external purchases	2.2	(8,730)	(8,564)	(2,640)	(2,742)	(1,739)	(1,703)	(4,435)	(4,558)	(4,313)	(4,120)	(3,359)	(3,182)	5,606	5,232	(19,610)	(19,638)
labour expenses	2.1	(4,690)	(4,733)	(175)	(181)	(529)	(494)	(765)	(816)	(1,482)	(1,538)	(1,142)	(1,046)	0	0	(8,784)	(8,808)
other operating incomes & expenses		(535)	(550)	(240)	(230)	(120)	(117)	(475)	(408)	(143)	(145)	2,792	2,617	(2,992)	(2,851)	(1,712)	(1,683)
gain/loss on disposals of assets		(3)	(0)	(1)	1	12	4	(6)	(8)	(0)	0	61	53	0	0	63	50
restructuring costs	2.6	(57)	(34)	(0)	(1)	(8)	(42)	(9)	(11)	(19)	(15)	(39)	(12)	0	0	(132)	(116)
restated EBITDA	2.7	9,298	8,654	764	839	1,397	1,274	3,190	2,994	1,256	1,283	(60)	39	0	0	15,846	15,083
% of revenues		39.9%	38.4%	20.0%	21.0%	36.9%	35.1%	35.9%	34.0%	17.4%	18.1%	-3.7%	2.4%	0.0%	0.0%	34.4%	33.3%
restatements		(401)	(84)	0	0	(278)	74	0	(1)	(18)	(7)	(621)	65	0	0	(1,317)	47
reported EBITDA	2.7	8,898	8,569	764	839	1,118	1,347	3,190	2,993	1,238	1,276	(680)	104	0	0	14,528	15,129
% of revenues		38.2%	38.0%	20.0%	21.0%	29.6%	37.2%	35.9%	34.0%	17.2%	18.0%	-41.8%	6.5%	0.0%	0.0%	31.6%	33.4%
depreciation & amortisation		(2,265)	(2,327)	(979)	(1,005)	(914)	(902)	(1,395)	(1,571)	(341)	(338)	(643)	(593)	0	0	(6,538)	(6,735)
remeasurement resulting from business combinations		0	0	0	0	0	0	0	0	0	0	0	642	0	0	0	642
impairment of goodwill and fixed assets		(1)	(1)	(2)	(2)	(3)	(2)	(587)	(822)	0	(1)	2	(162)	0	0	(592)	(991)
share of profit/loss of associates		4	0	(2)	0	0	0	(6)	(5)	0	2	(42)	(95)	0	0	(45)	(97)
EBIT		6,636	6,241	(219)	(168)	201	443	1,201	595	897	940	(1,364)	(104)	0	0	7,353	7,948
% of revenues		28.5%	27.7%	-5.7%	-4.2%	5.3%	12.2%	13.5%	6.8%	12.4%	13.2%	-83.9%	-6.5%	0.0%	0.0%	16.0%	17.6%



GROUP - segment reporting

(in millions of euros)	glossary	1H12															
		France		Spain		Poland		ROW		OBS		IC&SS		eliminations		total	
		1H11 cb	1H12	1H11 cb	1H12	1H11 cb	1H12	1H11 cb	1H12	1H11 cb	1H12	1H11 cb	1H12	1H11 cb	1H12	1H11 cb	1H12
profit & loss statement																	
revenues		11,332	10,826	1,942	1,988	1,734	1,694	4,078	4,144	3,582	3,489	764	817	(1,157)	(1,115)	22,275	21,843
external purchases	2.2	(4,188)	(4,054)	(1,354)	(1,326)	(814)	(845)	(2,042)	(2,132)	(2,070)	(2,013)	(1,544)	(1,602)	2,527	2,486	(9,486)	(9,486)
labour expenses	2.1	(2,425)	(2,453)	(92)	(92)	(245)	(252)	(379)	(390)	(788)	(824)	(555)	(632)	0	0	(4,485)	(4,643)
other operating incomes & expenses		(280)	(294)	(112)	(115)	(33)	(8)	(230)	(168)	(73)	(51)	1,334	1,299	(1,370)	(1,371)	(765)	(708)
gain/loss on disposals of assets		0	1	(0)	0	2	3	(3)	2	0	(0)	9	4	0	0	8	10
restructuring costs	2.6	(24)	(6)	(1)	0	(1)	(0)	(5)	(2)	(3)	(5)	(5)	2	0	0	(38)	(11)
restated EBITDA	2.7	4,416	4,020	381	455	643	591	1,418	1,453	649	596	3	(111)	(0)	(0)	7,509	7,004
% of revenues		39.0%	37.1%	19.6%	22.9%	37.1%	34.9%	34.8%	35.1%	18.1%	17.1%	0.4%	-13.6%	0.0%	0.0%	33.7%	32.1%
restatements		(32)	(36)	0	0	(115)	0	0	91	(1)	(5)	20	(234)	0	0	(128)	(184)
reported EBITDA	2.7	4,384	3,984	381	455	528	591	1,418	1,544	648	591	23	(345)	(0)	(0)	7,381	6,820
% of revenues		38.7%	36.8%	19.6%	22.9%	30.5%	34.9%	34.8%	37.3%	18.1%	16.9%	3.0%	-42.2%	0.0%	0.0%	33.1%	31.2%
depreciation & amortisation		(1,164)	(1,170)	(491)	(450)	(459)	(383)	(747)	(718)	(170)	(180)	(277)	(214)	0	0	(3,309)	(3,114)
remeasurement resulting from business combinations		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
impairment of goodwill and fixed assets		(0)	0	(1)	(1)	(1)	(2)	(49)	(157)	0	0	1	(0)	0	0	(51)	(161)
share of profit/loss of associates		2	1	(0)	0	0	1	(7)	(1)	1	1	(55)	(57)	0	0	(59)	(57)
EBIT		3,222	2,815	(112)	4	68	207	615	668	478	411	(309)	(615)	(0)	(0)	3,962	3,488
% of revenues		28.4%	26.0%	-5.7%	0.2%	3.9%	12.2%	15.1%	16.1%	13.3%	11.8%	-40.4%	-75.3%	0.0%	0.0%	17.8%	16.0%



GROUP - segment reporting

(in millions of euros)	glossary	FY12															
		France		Spain		Poland		ROW		OBS		IC&SS		eliminations		total	
		FY11 cb	FY12	FY11 cb	FY12	FY11 cb	FY12	FY11 cb	FY12	FY11 cb	FY12	FY11 cb	FY12	FY11 cb	FY12	FY11 cb	FY12
profit & loss statement																	
revenues		22,560	21,431	3,989	4,027	3,526	3,381	8,164	8,281	7,196	7,001	1,585	1,623	(2,318)	(2,229)	44,703	43,515
external purchases	2.2	(8,526)	(8,178)	(2,738)	(2,654)	(1,671)	(1,662)	(4,186)	(4,338)	(4,172)	(4,045)	(3,172)	(3,202)	5,136	4,978	(19,329)	(19,100)
labour expenses	2.1	(4,721)	(4,779)	(181)	(195)	(474)	(486)	(733)	(765)	(1,565)	(1,631)	(1,087)	(1,214)	0	0	(8,761)	(9,070)
other operating incomes & expenses		(581)	(624)	(230)	(227)	(106)	(83)	(409)	(379)	(154)	(130)	2,625	2,603	(2,818)	(2,750)	(1,673)	(1,590)
gain/loss on disposals of assets		(0)	(1)	1	0	4	3	(8)	3	0	(1)	53	61	0	0	50	66
restructuring costs	2.6	(33)	(15)	(1)	0	(41)	2	(10)	(3)	(16)	(17)	(10)	(4)	0	0	(111)	(37)
restated EBITDA	2.7	8,699	7,834	840	951	1,238	1,156	2,818	2,800	1,291	1,177	(6)	(133)	0	(0)	14,879	13,785
% of revenues		38.6%	36.6%	21.0%	23.6%	35.1%	34.2%	34.5%	33.8%	17.9%	16.8%	-0.4%	-8.2%	0.0%	0.0%	33.3%	31.7%
restatements		(84)	(1,071)	0	0	(123)	0	(1)	93	(7)	(43)	65	(269)	0	0	(150)	(1,289)
reported EBITDA	2.7	8,615	6,763	840	951	1,115	1,156	2,817	2,893	1,284	1,134	59	(401)	0	(0)	14,730	12,495
% of revenues		38.2%	31.6%	21.0%	23.6%	31.6%	34.2%	34.5%	34.9%	17.8%	16.2%	3.7%	-24.7%	0.0%	0.0%	33.0%	28.7%
depreciation & amortisation		(2,333)	(2,431)	(1,005)	(774)	(880)	(769)	(1,480)	(1,516)	(349)	(362)	(580)	(477)	0	0	(6,627)	(6,329)
remeasurement resulting from business combinations		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
impairment of goodwill and fixed assets		(1)	(26)	(2)	(8)	(2)	(893)	(841)	(901)	(1)	(11)	(159)	(2)	0	0	(1,006)	(1,841)
share of profit/loss of associates		3	0	0	0	0	1	(4)	(145)	2	3	(99)	(122)	0	0	(98)	(263)
EBIT		6,283	4,306	(168)	169	233	(505)	492	332	937	763	(780)	(1,002)	0	(0)	6,999	4,063
% of revenues		27.9%	20.1%	-4.2%	4.2%	6.6%	-14.9%	6.0%	4.0%	13.0%	10.9%	-49.2%	-61.8%	0.0%	0.0%	15.7%	9.3%



GROUP - segment reporting

(in millions of euros)	glossary	1H13															
		France		Spain		Poland		ROW		OBS		IC&SS		eliminations		total	
		1H12 cb	1H13	1H12 cb	1H13	1H12 cb	1H13	1H12 cb	1H13	1H12 cb	1H13	1H12 cb	1H13	1H12 cb	1H13	1H12 cb	1H13
profit & loss statement																	
revenues		10,822	10,084	1,988	2,021	1,720	1,572	3,866	3,877	3,467	3,297	814	830	(1,106)	(1,078)	21,570	20,603
external purchases	2.2	(4,052)	(3,640)	(1,326)	(1,350)	(852)	(777)	(1,976)	(2,031)	(2,000)	(1,917)	(1,601)	(1,606)	2,482	2,386	(9,324)	(8,936)
labour expenses	2.1	(2,518)	(2,478)	(92)	(101)	(260)	(254)	(359)	(376)	(818)	(811)	(558)	(552)	0	0	(4,605)	(4,572)
other operating incomes & expenses		(289)	(296)	(115)	(100)	(8)	(51)	(158)	(228)	(50)	(52)	1,299	1,346	(1,376)	(1,307)	(698)	(688)
gain/loss on disposals of assets		2	0	0	0	3	1	2	(2)	(0)	5	4	26	0	0	11	30
restructuring costs	2.6	(6)	(7)	0	0	(0)	(4)	(1)	(1)	(5)	(6)	2	(3)	0	0	(11)	(21)
restated EBITDA	2.7	3,960	3,662	455	469	602	487	1,374	1,240	592	517	(40)	43	(0)	(0)	6,943	6,417
% of revenues		36.6%	36.3%	22.9%	23.2%	35.0%	31.0%	35.5%	32.0%	17.1%	15.7%	-4.9%	5.1%	0.0%	0.0%	32.2%	31.1%
restatements		(36)	(65)	0	0	0	0	(2)	65	(5)	(3)	(234)	3	0	0	(276)	(0)
reported EBITDA	2.7	3,923	3,597	455	469	602	487	1,372	1,304	587	514	(273)	46	(0)	(0)	6,666	6,417
% of revenues		36.3%	35.7%	22.9%	23.2%	35.0%	31.0%	35.5%	33.6%	16.9%	15.6%	-33.6%	5.5%	0.0%	0.0%	30.9%	31.1%
depreciation & amortisation		(1,168)	(1,220)	(450)	(293)	(390)	(374)	(685)	(664)	(180)	(181)	(214)	(230)	0	0	(3,086)	(2,962)
remeasurement resulting from business combinations		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
impairment of goodwill and fixed assets		0	(2)	(1)	0	(2)	(1)	(157)	(385)	0	(0)	(0)	(0)	0	0	(160)	(388)
share of profit/loss of associates		1	(0)	0	0	0	0	(1)	(4)	1	(2)	(55)	(68)	0	0	(55)	(74)
EBIT		2,756	2,375	4	176	210	113	529	251	408	331	(542)	(253)	(0)	(0)	3,365	2,993
% of revenues		25.5%	23.6%	0.2%	8.7%	12.2%	7.2%	13.7%	6.5%	11.8%	10.0%	-66.6%	-30.4%	0.0%	0.0%	15.6%	14.5%



FRANCE - financial KPIs

(in millions of euros)	glossary	2011													
		1Q10cb	1Q11	2Q10cb	2Q11	1H10cb	1H11	3Q10cb	3Q11	4Q10cb	4Q11	2H10cb	2H11	FY10cb	FY11
revenues		5,767	5,623	5,809	5,682	11,577	11,305	5,835	5,569	5,903	5,661	11,737	11,230	23,314	22,534
<i>yoy variance (cb)</i>			-2.5%		-2.2%		-2.3%		-4.6%		-4.1%		-4.3%		-3.3%
mobile services	3.2		2,430		2,517		4,946		2,449		2,432		4,882		9,828
<i>yoy variance (cb)</i>															
mobile equipment sales	3.3		125		116		240		103		179		282		522
<i>yoy variance (cb)</i>															
fixed services	3.4		2,912		2,898		5,810		2,867		2,867		5,734		11,544
<i>yoy variance (cb)</i>															
fixed services retail			1,988		1,950		3,938		1,940		1,928		3,868		7,806
<i>yoy variance (cb)</i>															
- fixed narrowband			1,018		982		2,000		952		912		1,864		3,864
<i>yoy variance (cb)</i>															
- fixed broadband			970		968		1,939		988		1,016		2,004		3,943
<i>yoy variance (cb)</i>															
fixed wholesale			924		948		1,872		927		939		1,866		3,737
<i>yoy variance (cb)</i>															
other revenues	3.5		157		151		308		149		183		333		641
<i>yoy variance (cb)</i>															
restated EBITDA	2.7					4,690	4,355					4,608	4,299	9,298	8,654
<i>% of revenues</i>						40.5%	38.5%					39.3%	38.3%	39.9%	38.4%
CAPEX	2.8					1,110	1,237					1,464	1,382	2,574	2,619
<i>% of revenues</i>						9.6%	10.9%					12.5%	12.3%	11.0%	11.6%



FRANCE - financial KPIs

(in millions of euros)	glossary	2012												FY11cb	FY12
		1Q11cb	1Q12	2Q11cb	2Q12	1H11cb	1H12	3Q11cb	3Q12	4Q11cb	4Q12	2H11cb	2H12		
revenues		5,636	5,401	5,696	5,425	11,332	10,826	5,583	5,280	5,645	5,325	11,228	10,605	22,560	21,431
<i>yoy variance (cb)</i>			-4.2%		-4.8%		-4.5%		-5.4%		-5.7%		-5.5%		-5.0%
mobile services	3.2	2,432	2,347	2,518	2,410	4,950	4,757	2,451	2,295	2,430	2,254	4,882	4,548	9,832	9,305
<i>yoy variance (cb)</i>			-3.5%		-4.3%		-3.9%		-6.4%		-7.3%		-6.8%		-5.4%
mobile equipment sales	3.3	125	123	116	125	240	248	103	124	179	187	282	311	522	559
<i>yoy variance (cb)</i>			-1.4%		8.1%		3.2%		20.0%		4.7%		10.3%		7.0%
fixed services	3.4	2,913	2,781	2,899	2,751	5,812	5,532	2,868	2,724	2,868	2,748	5,735	5,472	11,547	11,004
<i>yoy variance (cb)</i>			-4.5%		-5.1%		-4.8%		-5.0%		-4.2%		-4.6%		-4.7%
fixed services retail		1,989	1,876	1,952	1,836	3,941	3,712	1,941	1,817	1,929	1,827	3,871	3,645	7,812	7,357
<i>yoy variance (cb)</i>			-5.7%		-5.9%		-5.8%		-6.4%		-5.3%		-5.8%		-5.8%
- fixed narrowband		1,019	873	983	836	2,002	1,709	953	816	913	786	1,867	1,602	3,869	3,311
<i>yoy variance (cb)</i>			-14.4%		-14.9%		-14.6%		-14.4%		-14.0%		-14.2%		-14.4%
- fixed broadband		970	1,003	968	1,000	1,939	2,003	988	1,001	1,016	1,041	2,004	2,043	3,943	4,046
<i>yoy variance (cb)</i>			3.4%		3.3%		3.3%		1.3%		2.5%		1.9%		2.6%
fixed wholesale		923	905	947	914	1,871	1,820	926	907	938	921	1,865	1,828	3,735	3,647
<i>yoy variance (cb)</i>			-1.9%		-3.5%		-2.7%		-2.1%		-1.8%		-2.0%		-2.4%
other revenues	3.5	167	150	163	139	330	289	160	137	169	137	329	274	660	563
<i>yoy variance (cb)</i>			-10.3%		-14.9%		-12.6%		-14.3%		-19.2%		-16.8%		-14.7%
restated EBITDA	2.7					4,416	4,020					4,284	3,814	8,699	7,834
<i>% of revenues</i>						39.0%	37.1%					38.2%	36.0%	38.6%	36.6%
CAPEX	2.8					1,239	1,246					1,380	1,466	2,620	2,712
<i>% of revenues</i>						10.9%	11.5%					12.3%	13.8%	11.6%	12.7%



FRANCE - financial KPIs

(in millions of euros)	glossary	2013													
		1Q12cb	1Q13	2Q12cb	2Q13	1H12cb	1H13	3Q12cb	3Q13	4Q12cb	4Q13	2H12cb	2H13	FY12cb	FY13
revenues		5,399	5,068	5,423	5,015	10,822	10,084								
<i>yoy variance (cb)</i>			-6.1%		-7.5%		-6.8%								
mobile services	3.2	2,347	2,157	2,410	2,132	4,757	4,289								
<i>yoy variance (cb)</i>			-8.1%		-11.5%		-9.8%								
mobile equipment sales	3.3	123	119	125	112	248	231								
<i>yoy variance (cb)</i>			-3.5%		-10.1%		-6.8%								
fixed services	3.4	2,781	2,662	2,751	2,645	5,532	5,307								
<i>yoy variance (cb)</i>			-4.3%		-3.9%		-4.1%								
fixed services retail		1,876	1,759	1,836	1,723	3,712	3,483								
<i>yoy variance (cb)</i>			-6.2%		-6.2%		-6.2%								
- fixed narrowband		873	752	836	721	1,709	1,473								
<i>yoy variance (cb)</i>			-13.8%		-13.8%		-13.8%								
- fixed broadband		1,003	1,007	1,000	1,002	2,003	2,009								
<i>yoy variance (cb)</i>			0.4%		0.2%		0.3%								
fixed wholesale		905	903	914	921	1,820	1,824								
<i>yoy variance (cb)</i>			-0.3%		0.8%		0.2%								
other revenues	3.5	148	131	137	126	285	257								
<i>yoy variance (cb)</i>			-11.6%		-8.3%		-10.0%								
restated EBITDA	2.7					3,960	3,662								
<i>% of revenues</i>						36.6%	36.3%								
CAPEX	2.8					1,246	1,277								
<i>% of revenues</i>						11.5%	12.7%								



FRANCE - operational KPIs

(customers in thousands)	glossary	2011				2012				2013			
		1Q11	2Q11	3Q11	4Q11	1Q12	2Q12	3Q12	4Q12	1Q13	2Q13	3Q13	4Q13
mobile KPIs													
commercial offers													
Open		509	695	898	1,196	1,658	2,111	2,537	3,038	3,438	3,821		
o/w open multi SIM					32	182	334	473	653	792	945		
Sosh					28	211	367	541	794	1,088	1,364		
customer base													
customers (excl. MVNOs)	1.2	26,668	26,656	26,589	27,090	26,475	26,321	26,638	27,190	26,829	26,710		
- contract (1)	1.3	18,898	19,025	19,256	19,453	19,066	19,152	19,472	19,704	19,789	20,033		
M2M	1.5	687	764	824	871	917	1,036	1,203	1,302	1,473	1,547		
excluding M2M		18,211	18,261	18,432	18,582	18,149	18,116	18,269	18,402	18,316	18,486		
- prepaid	1.4	7,770	7,631	7,334	7,638	7,409	7,169	7,166	7,486	7,040	6,677		
MVNOs customers (1)	1.6	3,066	3,309	3,235	3,351	3,062	2,905	2,612	2,288	1,849	1,658		
mobile volume market share (in %) (2)	1.7	41.0%	40.7%	40.0%	39.8%	38.3%	37.6%	37.2%	37.3%	36.5%	36.2%		
ARPU per year (annual rolling)													
overall ARPU	1.8	374	374	370	366	361	354	345	333	323	311		
contract ARPU		476	475	471	465	460	451	441	428	415	399		
prepaid ARPU		140	136	130	126	120	114	106	98	92	87		
volumes & churn													
AUPU	1.9	189	190	192	193	196	200	203	206	209	214		
churn	1.10	26.4%	26.6%	27.1%	27.5%	29.1%	30.4%	29.2%	28.7%	27.7%	27.0%		
o/w contract churn		15.8%	16.1%	16.4%	17.1%	19.0%	20.0%	20.4%	20.9%	19.2%	18.6%		
subsidies (6 months rolling)													
SACs	1.11		126		125		115		121		89		
SRCs	1.12		179		190		197		206		166		
network coverage													
% 3G coverage of population		96%	97%	97%	98%	98%	99%	99%	99%	99%	99%		

(1) From 1Q 2012, "Open Pro" SIM cards are included in mobile contract customers instead of MVNO customers.

(2) Numbers for the latest quarter are company estimates.



FRANCE - operational KPIs

(customers in thousands)	glossary	2011				2012				2013			
		1Q11	2Q11	3Q11	4Q11	1Q12	2Q12	3Q12	4Q12	1Q13	2Q13	3Q13	4Q13
fixed KPIs													
customer base													
number of lines (copper + FTTH)	1.13	34,334	34,242	34,209	34,235	34,235	34,135	34,096	34,078	34,044	33,937		
- consumer lines	1.20	19,190	18,901	18,718	18,548	18,281	18,024	17,832	17,623	17,387	17,442		
o/w retail PSTN customers	1.23	15,089	14,608	14,151	13,681	13,151	12,691	12,270	11,827	11,384	11,273		
- business lines		4,292	4,208	4,117	4,032	3,920	3,832	3,749	3,681	3,586	3,516		
- total wholesale lines		10,612	10,897	11,142	11,428	11,810	12,061	12,312	12,577	12,880	12,796		
o/w full unbundling		8,071	8,322	8,577	8,886	9,277	9,513	9,745	10,004	10,287	10,399		
- other group fixed lines	1.21	239	237	232	227	224	218	203	197	191	182		
broadband		9,308	9,371	9,478	9,598	9,671	9,749	9,827	9,893	9,934	9,975		
- ADSL		9,217	9,272	9,368	9,475	9,535	9,596	9,652	9,685	9,693	9,700		
o/w naked ADSL	1.22	4,010	4,193	4,458	4,744	4,993	5,180	5,387	5,588	5,762	5,894		
- FTTH customers	1.18	65	73	82	95	108	123	144	176	206	239		
- satellite and others		26	27	27	28	28	30	31	33	34	36		
internet narrowband		218	204	190	174	161	149	138	120	102	96		
ARPU per month (annual rolling, per month)													
internet broadband ARPU	1.14	36.1	35.6	35.4	35.1	35.0	35.0	34.8	34.7	34.5	34.3		
internet features													
VOIP customers		7,546	7,640	7,842	8,030	8,122	8,183	8,281	8,366	8,434	8,500		
IPTV and satellite customers		3,711	3,896	4,124	4,374	4,555	4,703	4,882	5,067	5,208	5,322		
Broadband													
broadband market share (in %) (2)	1.15	42.7%	42.5%	42.3%	42.2%	41.9%	41.8%	41.6%	41.3%	41.0%	40.8%		
total net adds market share (in %) (2)	1.16	21.7%	24.7%	31.0%	32.5%	21.9%	31.5%	24.5%	20.3%	15.7%	19.6%		
FTTH													
homes connectable (vertical)	1.17	639	727	813	926	1,071	1,327	1,457	1,669	1,867	2,113		

(2) Numbers for the latest quarter are company estimates.



SPAIN - financial KPIs

(in millions of euros)	glossary	2011												FY10cb	FY11
		1Q10cb	1Q11	2Q10cb	2Q11	1H10cb	1H11	3Q10cb	3Q11	4Q10cb	4Q11	2H10cb	2H11		
revenues		923	959	945	984	1,867	1,943	991	1,039	962	1,010	1,953	2,049	3,821	3,993
<i>yoy variance (cb)</i>			4.0%		4.2%		4.1%		4.8%		5.0%		4.9%		4.5%
mobile services	3.2		766		786		1,552		832		782		1,614		3,166
<i>yoy variance (cb)</i>															
mobile equipment sales	3.3		23		27		49		30		40		70		119
<i>yoy variance (cb)</i>															
fixed services	3.4		165		165		331		172		182		354		684
<i>yoy variance (cb)</i>															
o/w fixed broadband			107		112		219		116		125		241		460
<i>yoy variance (cb)</i>															
other revenues	3.5		5		6		11		5		6		12		23
<i>yoy variance (cb)</i>															
restated EBITDA	2.7					365	381					399	458	764	839
<i>% of revenues</i>						19.6%	19.6%					20.4%	22.4%	20.0%	21.0%
CAPEX	2.8					164	170					234	235	397	405
<i>% of revenues</i>						8.8%	8.7%					12.0%	11.5%	10.4%	10.1%



SPAIN - financial KPIs

(in millions of euros)	glossary	2012												FY11cb	FY12
		1Q11cb	1Q12	2Q11cb	2Q12	1H11cb	1H12	3Q11cb	3Q12	4Q11cb	4Q12	2H11cb	2H12		
revenues		959	981	983	1,007	1,942	1,988	1,038	1,027	1,010	1,011	2,047	2,038	3,989	4,027
<i>yoy variance (cb)</i>			2.3%		2.5%		2.4%		-1.0%		0.1%		-0.4%		0.9%
mobile services	3.2	766	759	786	772	1,552	1,530	832	795	782	766	1,614	1,561	3,166	3,092
<i>yoy variance (cb)</i>			-1.0%		-1.8%		-1.4%		-4.5%		-1.9%		-3.3%		-2.4%
mobile equipment sales	3.3	23	38	27	49	49	87	30	39	40	40	70	79	119	167
<i>yoy variance (cb)</i>			67.6%		85.1%		77.0%		33.0%		-0.7%		13.6%		39.7%
fixed services	3.4	165	180	165	182	331	362	172	187	182	199	354	387	684	749
<i>yoy variance (cb)</i>			8.7%		10.4%		9.6%		9.1%		9.6%		9.3%		9.4%
o/w fixed broadband		107	125	112	131	219	256	116	130	125	138	241	268	460	525
<i>yoy variance (cb)</i>			17.0%		17.1%		17.1%		12.7%		10.3%		11.5%		14.1%
other revenues	3.5	4	5	5	4	10	9	4	6	6	5	10	11	19	20
<i>yoy variance (cb)</i>			3.7%		-20.1%		-9.2%		42.9%		-10.8%		11.4%		1.2%
restated EBITDA	2.7					381	455					458	496	840	951
<i>% of revenues</i>						19.6%	22.9%					22.4%	24.3%	21.0%	23.6%
CAPEX	2.8					170	210					235	263	405	473
<i>% of revenues</i>						8.7%	10.6%					11.5%	12.9%	10.2%	11.8%



SPAIN - financial KPIs

(in millions of euros)	glossary	2013													
		1Q12cb	1Q13	2Q12cb	2Q13	1H12cb	1H13	3Q12cb	3Q13	4Q12cb	4Q13	2H12cb	2H13	FY12cb	FY13
revenues		981	989	1,007	1,032	1,988	2,021								
<i>yoy variance (cb)</i>			0.8%		2.5%		1.6%								
mobile services	3.2	759	741	772	744	1,530	1,485								
<i>yoy variance (cb)</i>			-2.3%		-3.6%		-3.0%								
mobile equipment sales	3.3	38	36	49	75	87	110								
<i>yoy variance (cb)</i>			-6.1%		51.6%		26.5%								
fixed services	3.4	180	209	182	209	362	418								
<i>yoy variance (cb)</i>			16.0%		14.8%		15.4%								
o/w fixed broadband		125	142	131	142	256	284								
<i>yoy variance (cb)</i>			13.3%		7.9%		10.6%								
other revenues	3.5	5	4	4	4	9	8								
<i>yoy variance (cb)</i>			-20.7%		-1.0%		-11.3%								
restated EBITDA	2.7					455	469								
<i>% of revenues</i>						22.9%	23.2%								
CAPEX	2.8					210	237								
<i>% of revenues</i>						10.6%	11.7%								



SPAIN - operational KPIs

(customers in thousands)	glossary	2011				2012				2013			
		1Q11	2Q11	3Q11	4Q11	1Q12	2Q12	3Q12	4Q12	1Q13	2Q13	3Q13	4Q13
mobile KPIs													
customer base													
customers (excl. MVNOs)	1.2	11,417	11,395	11,602	11,662	11,632	11,717	11,854	11,839	12,179	12,238		
- contract	1.3	7,250	7,323	7,445	7,616	7,745	7,845	7,949	8,100	8,493	8,614		
- prepaid	1.4	4,168	4,072	4,157	4,046	3,887	3,872	3,905	3,739	3,686	3,624		
MVNOs customers	1.6	1,287	1,336	1,405	1,477	1,443	1,661	1,655	1,786	1,576	1,847		
mobile volume market share (in %)	1.7	20.3%	20.1%	20.3%	20.3%	20.3%	20.7%	21.1%	21.5%	22.7%	n/a		
ARPU per year (annual rolling)													
overall ARPU	1.8	280	277	275	271	269	266	261	259	255	249		
contract ARPU		392	389	387	382	376	368	359	353	343	333		
prepaid ARPU		93	88	85	81	81	81	79	79	77	76		
volumes & churn													
AUPU	1.9	172	174	174	174	174	172	170	169	166	166		
churn	1.10	32.5%	30.5%	30.9%	31.7%	31.8%	29.9%	29.7%	29.8%	30.0%	30.6%		
o/w contract churn		20.3%	20.2%	20.4%	20.3%	19.7%	19.0%	18.6%	18.6%	20.0%	21.2%		
subsidies (6 months rolling)													
SACs	1.11		108		115		96		99		91		
SRCs	1.12		135		138		143		146		126		
network coverage													
% 3G coverage of population		91%	91%	91%	91%	91%	91%	92%	92%	97%	97%		
fixed KPIs													
customer base													
internet customers		1,205	1,242	1,273	1,312	1,338	1,365	1,402	1,436	1,475	1,550		
o/w broadband (ADSL)		1,150	1,187	1,225	1,265	1,293	1,323	1,359	1,396	1,436	1,512		
o/w LLU		906	932	960	996	1,024	1,058	1,103	1,152	1,198	1,285		
ARPU (annual rolling, per month)													
internet broadband ARPU	1.14	31.9	32.0	32.1	32.4	32.6	32.9	33.0	33.0	33.1	32.9		
internet features													
VoIP customers		654	696	732	777	814	849	897	945	1,000	1,098		
IPTV customers		69	68	67	68	68	68	69	71	68	65		
ADSL													
LLU coverage (in % of population)	1.19	69%	69%	73%	73%	75%	76%	82%	85%	87%	89%		



POLAND - financial KPIs

(in millions of euros)	glossary	2011												FY10cb	FY11
		1Q10cb	1Q11	2Q10cb	2Q11	1H10cb	1H11	3Q10cb	3Q11	4Q10cb	4Q11	2H10cb	2H11		
revenues		982	946	1,007	957	1,989	1,902	934	899	858	824	1,792	1,722	3,781	3,625
<i>yoy variance (cb)</i>			-3.7%		-5.0%		-4.3%		-3.7%		-4.1%		-3.9%		-4.1%
mobile services	3.2		424		444		868		430		385		814		1,682
<i>yoy variance (cb)</i>															
mobile equipment sales	3.3		8		13		21		6		9		15		36
<i>yoy variance (cb)</i>															
fixed services	3.4		477		458		935		427		379		807		1,742
<i>yoy variance (cb)</i>															
o/w PSTN			226		210		436		198		173		370		806
<i>yoy variance (cb)</i>															
o/w fixed broadband			100		98		198		94		85		179		377
<i>yoy variance (cb)</i>															
other revenues	3.5		37		41		78		36		51		86		165
<i>yoy variance (cb)</i>															
reported EBITDA	2.7					732	779					387	568	1,118	1,347
<i>% of revenue</i>						36.8%	41.0%					21.6%	33.0%	29.6%	37.2%
restated EBITDA	2.7					732	698					665	576	1,397	1,274
<i>% of revenue</i>						36.8%	36.7%					37.1%	33.4%	36.9%	35.1%
CAPEX	2.8					181	228					464	399	645	627
<i>% of revenues</i>						9.1%	12.0%					25.9%	23.2%	17.0%	17.3%

local currency (in millions of zlotys)

revenues (PLN)		3,873	3,729	3,987	3,789	7,860	7,519	3,824	3,680	3,881	3,723	7,705	7,403	15,565	14,922
<i>yoy variance (cb)</i>			-3.7%		-5.0%		-4.3%		-3.8%		-4.1%		-3.9%		-4.1%
mobile services			1,671		1,759		3,430		1,758		1,740		3,499		6,928
mobile equipment sales			32		52		84		25		40		65		149
fixed services			1,879		1,816		3,695		1,750		1,722		3,472		7,167
o/w PSTN			890		833		1,723		810		787		1,598		3,320
o/w fixed broadband			395		389		784		386		385		770		1,554
other revenues			147		163		310		146		221		367		677
reported EBITDA (PLN)	2.7					2,892	3,081					1,711	2,464	4,604	5,545
CAPEX (PLN)	2.8					715	900					1,938	1,680	2,653	2,580



POLAND - financial KPIs

(in millions of euros)	glossary	2012												FY11cb	FY12
		1Q11cb	1Q12	2Q11cb	2Q12	1H11cb	1H12	3Q11cb	3Q12	4Q11cb	4Q12	2H11cb	2H12		
revenues		862	832	872	862	1,734	1,694	888	840	904	847	1,793	1,687	3,526	3,381
yoy variance (cb)			-3.4%		-1.2%		-2.3%		-5.5%		-6.3%		-5.9%		-4.1%
mobile services	3.2	395	394	413	411	808	805	425	404	423	395	848	800	1,656	1,605
yoy variance (cb)			-0.2%		-0.6%		-0.4%		-4.8%		-6.5%		-5.7%		-3.1%
mobile equipment sales	3.3	8	8	12	8	20	16	7	8	10	9	17	17	37	34
yoy variance (cb)			4.7%		-34.4%		-19.3%		18.9%		-5.7%		4.0%		-8.9%
fixed services	3.4	429	396	412	402	841	798	423	390	419	388	842	777	1,683	1,576
yoy variance (cb)			-7.6%		-2.4%		-5.1%		-7.9%		-7.4%		-7.7%		-6.4%
o/w PSTN		210	175	196	165	406	339	196	161	192	156	388	317	794	656
yoy variance (cb)			-16.9%		-15.9%		-16.4%		-18.0%		-18.5%		-18.2%		-17.3%
o/w fixed broadband		93	91	91	93	185	184	93	96	94	99	187	195	371	379
yoy variance (cb)			-2.5%		1.6%		-0.4%		3.2%		6.0%		4.6%		2.1%
other revenues	3.5	30	34	34	41	64	74	34	38	52	55	86	93	151	167
yoy variance (cb)			11.5%		19.1%		15.6%		11.1%		4.4%		7.1%		10.7%
reported EBITDA	2.7					528	591					587	564	1,115	1,156
% of revenue						30.5%	34.9%					32.7%	33.5%	31.6%	34.2%
restated EBITDA	2.7					643	591					595	564	1,238	1,156
% of revenue						37.1%	34.9%					33.2%	33.5%	35.1%	34.2%
CAPEX	2.8					205	208					405	350	610	558
% of revenues						11.8%	12.3%					22.6%	20.7%	17.3%	16.5%

local currency (in millions of zlotys)

revenues (PLN)		3,646	3,521	3,712	3,669	7,358	7,190	3,677	3,474	3,721	3,484	7,397	6,957	14,756	14,147
yoy variance (cb)			-3.4%		-1.2%		-2.3%		-5.5%		-6.4%		-5.9%		-4.1%
mobile services		1,672	1,668	1,759	1,749	3,430	3,417	1,758	1,673	1,740	1,625	3,499	3,298	6,929	6,715
mobile equipment sales		33	35	53	35	86	70	27	32	41	39	68	71	154	141
fixed services		1,814	1,676	1,755	1,712	3,569	3,388	1,750	1,612	1,722	1,594	3,472	3,205	7,041	6,593
o/w PSTN		890	739	833	701	1,723	1,441	810	665	787	642	1,598	1,306	3,321	2,747
o/w fixed broadband		395	385	388	395	783	780	386	398	385	408	770	807	1,554	1,586
other revenues		128	142	145	173	273	316	141	157	217	226	358	383	631	699
reported EBITDA (PLN)	2.7					2,242	2,510					2,424	2,326	4,666	4,836
CAPEX (PLN)	2.8					870	883					1,681	1,450	2,551	2,333



POLAND - financial KPIs

(in millions of euros)	glossary	2013													
		1Q12cb	1Q13	2Q12cb	2Q13	1H12cb	1H13	3Q12cb	3Q13	4Q12cb	4Q13	2H12cb	2H13	FY12cb	FY13
revenues		847	786	873	786	1,720	1,572								
<i>yoy variance (cb)</i>			-7.2%		-9.9%		-8.6%								
mobile services	3.2	408	369	425	378	833	747								
<i>yoy variance (cb)</i>			-9.7%		-10.9%		-10.3%								
mobile equipment sales	3.3	8	8	8	10	17	18								
<i>yoy variance (cb)</i>			-5.2%		15.8%		5.3%								
fixed services	3.4	403	374	407	361	811	734								
<i>yoy variance (cb)</i>			-7.3%		-11.5%		-9.4%								
o/w PSTN		178	148	167	138	345	286								
<i>yoy variance (cb)</i>			-17.0%		-17.0%		-17.0%								
o/w fixed broadband		93	101	94	100	187	202								
<i>yoy variance (cb)</i>			9.3%		6.8%		8.1%								
other revenues	3.5	27	35	33	38	60	73								
<i>yoy variance (cb)</i>			31.9%		14.8%		22.5%								
reported EBITDA	2.7					602	487								
<i>% of revenue</i>						35.0%	31.0%								
restated EBITDA	2.7					602	487								
<i>% of revenue</i>						35.0%	31.0%								
CAPEX	2.8					212	204								
<i>% of revenues</i>						12.3%	13.0%								

local currency (in millions of zlotys)

revenues (PLN)		3,520	3,267	3,667	3,303	7,187	6,570								
<i>yoy variance (cb)</i>			-7.2%		-9.9%		-8.6%								
mobile services		1,697	1,533	1,784	1,589	3,481	3,123								
mobile equipment sales		35	33	35	40	70	73								
fixed services		1,676	1,554	1,711	1,516	3,387	3,069								
o/w PSTN		739	614	701	582	1,441	1,196								
o/w fixed broadband		385	421	395	422	780	843								
other revenues		111	147	137	158	249	305								
reported EBITDA (PLN)	2.7					2,515	2,036								
CAPEX (PLN)	2.8					886	852								



POLAND - operational KPIs

(customers in thousands)	glossary	2011				2012				2013			
		1Q11	2Q11	3Q11	4Q11	1Q12	2Q12	3Q12	4Q12	1Q13	2Q13	3Q13	4Q13
mobile KPIs													
customer base													
customers (excl. MVNOs)	1.2	14,420	14,535	14,614	14,658	14,613	14,757	14,758	14,895	14,886	14,947		
- contract	1.3	6,962	6,967	6,973	6,977	6,927	6,937	6,894	6,911	6,906	6,970		
- prepaid	1.4	7,457	7,568	7,641	7,681	7,685	7,820	7,865	7,984	7,981	7,977		
MVNOs customers	1.6	73	78	83	87	88	87	78	69	66	67		
mobile volume market share (in %)	1.7	30.1%	30.0%	29.9%	29.2%	28.5%	28.5%	27.9%	27.6%	27.3%	27.2%		
ARPU per year (PLN & annual rolling)													
overall ARPU	1.8	506	501	498	483	488	487	479	470	458	444		
contract ARPU		813	810	812	788	807	807	799	790	776	759		
prepaid ARPU		226	221	211	211	209	209	206	201	194	185		
volumes & churn													
AUPU	1.9	164	165	164	165	164	166	166	170	171	163		
churn	1.10	37.6%	39.0%	39.6%	40.0%	41.5%	42.1%	42.2%	41.4%	41.0%	40.1%		
o/w contract churn		13.3%	14.0%	13.8%	15.0%	14.8%	14.8%	14.8%	14.1%	14.0%	14.2%		
subsidies (6 months rolling)													
SACs (in PLN)	1.11		124		112		110		121		130		
SRCs (in PLN)	1.12		363		386		433		376		416		
network coverage													
% 3G coverage of population		61%	62%	62%	62%	63%	63%	65%	69%	70%	74%		
fixed KPIs													
customer base													
total number of lines (copper + FTTH)	1.13	7,686	7,562	7,434	7,280	7,030	6,840	6,636	6,425	6,205	6,010		
- total retail lines		6,164	6,005	5,837	5,623	5,332	5,117	4,930	4,768	4,605	4,476		
- total wholesale lines		1,522	1,557	1,598	1,657	1,699	1,723	1,705	1,657	1,601	1,534		
internet customers		2,308	2,322	2,343	2,354	2,356	2,351	2,342	2,350	2,338	2,321		
- broadband (ADSL)		2,297	2,311	2,332	2,346	2,348	2,344	2,338	2,345	2,333	2,317		
ARPU per year (PLN & annual rolling)													
internet broadband ARPU (PLN & annual rolling)	1.14	58.3	57.6	56.6	55.8	55.1	55.1	55.4	56.2	57.5	58.6		
internet features													
VoIP customers		137	134	136	165	232	275	330	394	440	465		
IPTV and satellite customers		577	592	615	636	663	677	695	706	699	699		
broadband													
broadband market share (in %)	1.15	34.8%	34.6%	34.5%	34.1%	33.8%	33.5%	33.2%	32.9%	32.6%	32.3%		
total net adds market share (in %)	1.16	10.1%	19.3%	27.4%	11.6%	2.6%	-7.7%	-14.3%	9.4%	-33.0%	-76.1%		



ROW - financial KPIs

(in millions of euros)	glossary	2011												FY10cb	FY11
		1Q10cb	1Q11	2Q10cb	2Q11	1H10cb	1H11	3Q10cb	3Q11	4Q10cb	4Q11	2H10cb	2H11		
revenues by activity															
revenues		2,153	2,136	2,180	2,145	4,333	4,281	2,245	2,222	2,301	2,292	4,546	4,514	8,879	8,795
<i>yoy variance (cb)</i>			-0.8%		-1.6%		-1.2%		-1.0%		-0.4%		-0.7%		-0.9%
mobile services	3.2		1,722		1,739		3,461		1,805		1,852		3,657		7,118
<i>yoy variance (cb)</i>															
mobile equipment sales	3.3		77		75		152		69		115		184		337
<i>yoy variance (cb)</i>															
fixed services	3.4		231		237		468		247		233		479		948
<i>yoy variance (cb)</i>															
o/w fixed broadband			56		57		113		60		58		118		231
<i>yoy variance (cb)</i>															
other revenues	3.5		106		94		199		100		93		193		393
<i>yoy variance (cb)</i>															
revenues by country															
Belgium		403	389	414	405	817	794	405	391	419	419	824	810	1,640	1,604
o/w mobile services	3.3		314		324		639		322		321		643		1,282
Romania		237	222	247	235	484	457	246	241	243	239	489	480	974	937
o/w mobile services	3.3		199		209		408		216		210		426		834
Egypt (1)		328	304	306	306	635	610	333	308	342	314	675	623	1,310	1,233
o/w mobile services	3.3		275		274		549		272		290		562		1,111
Slovakia		184	188	191	180	375	368	192	182	189	188	381	370	755	737
o/w mobile services	3.3		163		163		326		164		157		321		646
o/w fixed services	3.4		8		13		21		11		14		25		45
Switzerland (only 2 months in 2012)		248	232	255	237	503	469	278	269	269	274	547	543	1,050	1,012
Senegal (1)		161	165	165	167	326	333	167	177	166	175	334	352	660	684
o/w mobile services	3.3		99		99		198		104		110		214		412
o/w fixed services	3.4		60		65		125		68		61		129		254
Ivory Coast		122	119	119	85	241	204	122	118	139	135	261	253	501	456
o/w mobile services	3.3		75		49		123		75		93		167		291
o/w fixed services	3.4		39		32		71		39		38		77		148
Republica Dominicana		105	109	100	100	205	209	98	102	108	108	205	210	410	419
Jordan (1)		97	103	100	101	197	203	103	108	108	106	211	214	408	418
o/w mobile services	3.3		42		44		86		44		54		98		184
o/w fixed services	3.4		57		53		110		61		49		110		220
Mali (1)		72	76	75	88	147	164	75	77	77	79	153	156	300	320
Cameroon		57	68	60	69	116	137	69	74	69	74	138	148	255	285
Moldova		35	36	38	40	73	76	42	43	43	43	85	86	158	162
Kenya		21	20	20	18	42	38	20	19	19	18	39	37	81	75
Madagascar		16	15	16	16	32	31	17	17	17	17	34	35	66	66
Botswana		25	27	26	26	51	52	26	26	27	28	52	54	104	106
others and Sofrecom		66	92	77	100	143	192	82	101	94	109	176	210	319	403
eliminations		(24)	(29)	(28)	(28)	(54)	(57)	(29)	(32)	(28)	(34)	(58)	(66)	(110)	(123)
restated EBITDA	2.7					1,629	1,471					1,561	1,523	3,190	2,994
<i>% of revenues</i>						37.6%	34.4%					34.3%	33.7%	35.9%	34.0%
CAPEX	2.8					500	489					840	920	1,340	1,409
<i>% of revenues</i>						11.5%	11.4%					18.5%	20.4%	15.1%	16.0%

(1) When data is not disclosed for these countries, it is because they have not yet been released by the legal entity.



ROW - financial KPIs

(in millions of euros)	glossary	2012												FY11cb	FY12
		1Q11cb	1Q12	2Q11cb	2Q12	1H11cb	1H12	3Q11cb	3Q12	4Q11cb	4Q12	2H11cb	2H12		
revenues by activity															
revenues		2,091	2,134	1,986	2,011	4,078	4,144	2,034	2,047	2,052	2,090	4,086	4,137	8,164	8,281
yoy variance (cb)			2.0%		1.2%		1.6%		0.6%		1.9%		1.2%		1.4%
mobile services	3.2	1,683	1,731	1,585	1,607	3,268	3,338	1,623	1,626	1,638	1,613	3,261	3,239	6,530	6,577
yoy variance (cb)			2.8%		1.4%		2.1%		0.2%		-1.5%		-0.7%		0.7%
mobile equipment sales	3.3	71	83	66	72	137	155	53	73	90	127	144	200	281	355
yoy variance (cb)			16.7%		8.8%		12.9%		36.3%		40.7%		39.0%		26.3%
fixed services	3.4	234	245	244	260	477	505	258	275	237	262	495	537	972	1,042
yoy variance (cb)			5.0%		6.6%		5.8%		6.5%		10.6%		8.5%		7.2%
o/w fixed broadband		56	63	59	64	115	126	62	67	57	68	119	135	234	261
yoy variance (cb)			11.7%		7.6%		9.6%		7.0%		19.4%		12.9%		11.3%
other revenues	3.5	103	75	91	72	194	146	99	73	87	88	186	161	381	308
yoy variance (cb)			-27.9%		-21.0%		-24.7%		-26.4%		1.3%		-13.4%		-19.2%
revenues by country															
Belgium		389	386	405	388	794	774	391	383	419	436	810	819	1,604	1,593
o/w mobile services	3.3	314	302	324	310	639	613	322	306	321	314	643	620	1,282	1,233
Romania		222	220	235	228	457	448	243	232	243	233	485	465	942	913
o/w mobile services	3.3	199	197	209	203	408	401	216	198	210	196	426	394	834	795
Egypt (1)		308	319	338	331	646	650	341	347	319	328	660	675	1,306	1,325
o/w mobile services	3.3	279	284	302	292	582	576	301	302	295	286	596	588	1,177	1,164
Slovakia		188	167	180	175	368	342	182	167	188	167	370	334	737	676
o/w mobile services	3.3	163	150	163	151	326	301	164	147	157	142	321	289	646	590
o/w fixed services	3.4	8	11	13	18	21	28	11	13	14	17	25	29	45	58
Switzerland (only 2 months in 2012)		162	168	0	0	162	168	0	0	0	0	0	0	162	168
Senegal (1)		165	171	167	174	333	345	177	177	175	180	352	357	684	701
o/w mobile services	3.3	99	110	99	107	198	217	104	104	110	112	214	216	412	433
o/w fixed services	3.4	60	58	65	63	125	121	68	69	61	64	129	134	254	255
Ivory Coast		119	138	85	134	204	272	118	141	135	149	253	290	456	563
o/w mobile services	3.3	75	95	49	97	123	193	75	98	93	107	167	206	291	398
o/w fixed services	3.4	39	39	32	36	71	75	39	41	38	38	77	80	148	155
Republica Dominicana		110	113	109	111	219	224	112	115	109	113	221	228	440	451
Jordan (1)		107	104	113	114	220	217	122	120	110	111	232	231	452	448
o/w mobile services	3.3	44	44	49	49	93	94	50	53	56	47	106	100	199	194
o/w fixed services	3.4	59	57	60	62	119	119	69	64	50	60	119	124	238	243
Mali (1)		76	78	88	79	164	157	77	81	79	82	156	164	320	320
Cameroon		68	77	69	73	137	151	74	77	74	78	148	156	285	307
Moldova		38	39	43	43	82	82	45	46	43	44	88	91	170	172
Kenya		21	22	21	23	41	45	22	24	21	21	44	45	85	90
Madagascar		15	17	17	18	32	34	17	18	17	17	35	36	66	70
Botswana		25	26	25	25	50	51	26	24	27	26	53	50	103	101
others and Sofrecom		107	120	120	131	226	250	119	134	127	146	246	280	472	530
eliminations		(29)	(30)	(28)	(36)	(57)	(67)	(32)	(41)	(34)	(42)	(66)	(82)	(123)	(149)
restated EBITDA	2.7					1,418	1,453					1,400	1,346	2,818	2,800
% of revenues						34.8%	35.1%					34.3%	32.5%	34.5%	33.8%
CAPEX	2.8					472	493					892	815	1,365	1,308
% of revenues						11.6%	11.9%					21.8%	19.7%	16.7%	15.8%

(1) When data is not disclosed for these countries, it is because they have not yet been reported.



ROW - financial KPIs

(in millions of euros)	glossary	2013													
		1Q12cb	1Q13	2Q12cb	2Q13	1H12cb	1H13	3Q12cb	3Q13	4Q12cb	4Q13	2H12cb	2H13	FY12cb	FY13
revenues by activity															
revenues		1,920	1,934	1,945	1,943	3,866	3,877								
yoy variance (cb)			0.7%		-0.1%		0.3%								
mobile services	3.2	1,541	1,514	1,549	1,532	3,091	3,046								
yoy variance (cb)			-1.8%		-1.1%		-1.4%								
mobile equipment sales	3.3	68	100	70	81	139	181								
yoy variance (cb)			45.7%		14.9%		30.1%								
fixed services	3.4	244	254	258	255	502	509								
yoy variance (cb)			4.2%		-1.2%		1.4%								
o/w fixed broadband		61	67	61	65	122	133								
yoy variance (cb)			10.9%		7.2%		9.1%								
other revenues	3.5	67	67	67	74	134	141								
yoy variance (cb)			0.3%		10.1%		5.2%								
revenues by country															
Belgium		386	379	388	348	774	726								
o/w mobile services	3.3	302	279	310	273	613	552								
Romania		222	219	230	230	452	449								
o/w mobile services	3.3	197	187	203	198	401	385								
Egypt (1)		286	290	283	297	568	587								
o/w mobile services	3.3	254	255	249	258	504	513								
Slovakia		167	156	175	163	342	319								
o/w mobile services	3.3	150	134	151	136	301	270								
o/w fixed services	3.4	11	13	18	15	28	28								
Switzerland (only 2 months in 2012)		0	0	0	0	0	0								
Senegal (1)		171	181	174	189	345	370								
o/w mobile services	3.3	110	111	107	113	217	224								
o/w fixed services	3.4	58	66	63	72	121	138								
Ivory Coast		138	149	134	148	272	297								
o/w mobile services	3.3	95	105	97	107	193	212								
o/w fixed services	3.4	39	41	36	38	75	80								
Republica Dominicana		107	111	104	109	210	220								
Jordan (1)		103	101	112		215									
o/w mobile services	3.3	44	41	49		92									
o/w fixed services	3.4	57	57	61		118									
Mali (1)		78	80	79	86	157	167								
Cameroon		77	73	73	69	151	143								
Moldova		37	40	41	43	78	83								
Kenya		21	19	23	20	44	40								
Madagascar		16	17	17	18	33	34								
Bostwana		24	22	22	24	46	46								
others and Sofrecom		117	133	127	144	245	278								
eliminations		(30)	(36)	(36)	(39)	(65)	(76)								
restated EBITDA	2.7					1,374	1,240								
% of revenues						35.5%	32.0%								
CAPEX	2.8					462	398								
% of revenues						12.0%	10.3%								

(1) When data is not disclosed for these countries, it is because they have not yet been r



ROW - operational KPIs

(customers in thousands)	glossary	2011				2012				2013			
		1Q11	2Q11	3Q11	4Q11	1Q12	2Q12	3Q12	4Q12	1Q13	2Q13	3Q13	4Q13
mobile KPIs													
customer base													
rest of the world mobile customers (excl. MVNOs)	1.2	90,097	91,550	95,141	99,741	99,186	100,017	102,873	105,406	105,034	107,090		
- Belgium		3,743	3,805	3,866	3,933	3,950	3,979	3,989	3,950	3,926	3,917		
- Romania		10,274	10,112	10,184	10,262	10,087	10,046	10,243	10,283	10,214	10,200		
- Egypt		30,358	30,541	31,576	32,914	32,624	32,392	32,768	33,841	32,939	33,472		
- Slovakia		2,867	2,849	2,888	2,935	2,915	2,884	2,871	2,852	2,819	2,787		
- Switzerland		1,572	1,573	1,592	1,614	0	0	0	0	0	0		
- Senegal (1)		5,474	5,689	5,894	6,083	6,317	6,741	6,832	7,118	7,405	7,363		
- Ivory Coast (2)		5,757	5,498	5,748	5,884	6,273	6,148	6,203	6,217	6,341	6,574		
- Republica Dominicana		2,927	3,005	2,958	3,106	3,159	3,132	3,106	3,214	3,330	3,361		
- Jordan (1) (2)		2,319	2,521	2,618	2,694	2,811	3,072	3,213	3,185	3,351			
- Mali (1)		4,999	5,683	6,461	6,444	7,049	7,136	7,754	8,582	9,087	9,503		
- Cameroon (2)		3,939	4,137	4,506	4,687	5,007	5,188	6,294	5,801	5,829	6,239		
- Moldova		1,711	1,741	1,807	1,837	1,814	1,833	1,918	1,999	2,029	2,040		
- Kenya		1,122	865	815	832	883	937	822	807	850	872		
- Madagascar		2,212	2,316	2,327	2,196	2,155	1,883	1,846	1,835	1,706	1,629		
- Bostwana		821	821	830	853	866	864	844	871	831	821		
- Mauritius Island (40%)		272	274	280	286	290	292	295	301	306	304		
- Luxembourg		91	94	98	105	108	113	119	122	124	127		
- Guinea (1)		1,042	1,227	1,274	1,353	1,390	1,521	1,672	1,850	2,129	2,476		
- Niger		979	1,074	1,143	1,174	1,285	1,378	1,465	1,548	1,559	1,615		
- Republic of Centrafrica		318	319	318	308	308	314	333	364	294	308		
- Equatorial Guinea (40%)		164	169	182	184	184	184	184	184	184	184		
- Guinea Bissau (1)		214	246	256	273	303	351	359	361	398	431		
- Vanuatu		27	27	32	49	46	42	41	27	26	25		
- Uganda		638	717	861	622	625	545	511	508	501	540		
- Armenia		617	606	592	580	564	645	594	597	586	598		
- Austria (35%)		765	761	758	762	777	780	784	781	0	0		
- Tunisia (49%)		426	431	532	678	744	824	900	924	961	968		
- Maroc (40%)		4,448	4,448	4,746	4,814	4,494	4,574	4,585	4,609	4,598	4,554		
- Iraq (20%)		0	0	0	607	669	728	798	840	909	956		
- Congo		0	0	0	1,672	1,491	1,489	1,528	1,836	1,801	1,757		
rest of the world MVNO customers (in Belgium)	1.6	510	454	415	699	572	619	700	888	974	1073		
ARPU per year (annual rolling, in euros)													
overall ARPU Belgium	1.8	363	355	350	348	345	342	337	336	330	321		
overall ARPU Romania		83	82	82	82	82	82	80	79	77	77		
overall ARPU Slovakia		243	239	235	229	224	219	214	209	205	202		
overall ARPU Switzerland		522	530	544	562	n/a	n/a	n/a	n/a	n/a	n/a		
overall ARPU Senegal (1)		88	84	82	80	78	77	74	72	69	68		
overall ARPU Ivory Coast (2)		69	59	57	57	60	67	69	71	72	73		
overall ARPU Jordan (1) (2)		77	73	73	71	68	66	68	65	62			
overall ARPU Cameroon (2)		76	73	68	66	64	61	58	55	51	48		
overall ARPU Madagascar		29	28	28	27	28	29	31	32	33	35		
overall ARPU Egypt		46	42	38	36	36	36	36	36	35	33		
overall ARPU Moldova		93	91	89	88	88	88	89	87	85	83		

(1) When data is not disclosed for these countries, it is because they have not yet been released by the legal entity.

(2) Based on the definition used by the local regulator.



ROW - operational KPIs

(customers in thousands)	glossary	2011				2012				2013			
		1Q11	2Q11	3Q11	4Q11	1Q12	2Q12	3Q12	4Q12	1Q13	2Q13	3Q13	4Q13
fixed KPIs													
customer base													
total number of lines (copper + FTTH)	1.13	2,308	2,256	2,221	2,149	2,137	2,102	2,089	2,055	2,040	2,021		
- Belgium		665	674	673	683	682	682	682	682	682	681		
- Senegal (1)		288	288	288	283	282	284	284	282	286	286		
- Ivory Coast		286	287	290	290	290	286	290	290	291	293		
- Jordan (1)		491	482	479	474	474	471	462	453	444			
- Kenya		443	382	349	278	268	238	229	207	193	180		
- Mauritius (40%)		134	133	133	134	135	135	136	138	139	140		
- Equatorial Guinea (40%)		6	6	6	0	0	0	0	0	0	0		
- Vanuatu		3	3	3	6	6	6	6	4	4	4		
internet customers		799	816	833	867	897	912	920	936	950	957		
- Belgium broadband customers		68	71	73	83	83	78	76	72	70	67		
- Luxembourg broadband customers		0	0	0	0	4	4	4	5	5	5		
- Slovakia FTTH connected		49	49	50	51	55	62	69	77	84	90		
- Switzerland broadband customers		10	9	9	9	0	0	0	0	0	0		
- Romania		17	19	19	20	20	20	20	19	19	19		
- Senegal (1)		86	95	95	93	94	95	96	96	100	100		
- Ivory Coast		45	34	36	36	39	38	37	36	36	37		
- Jordan (1)		164	165	170	174	184	188	182	182	182			
- Mali (1)		10	10	11	12	12	13	13	14	14	16		
- Kenya		5	5	5	5	5	5	5	4	4	4		
- Mauritius (40%)		46	47	48	51	53	54	55	58	60	61		
- Cameroon		4	3	3	4	4	3	3	3	3	3		
- Moldavie		2	3	3	3	3	3	3	3	3	3		
- Egypt		227	238	241	257	271	280	286	299	301	299		
- Tunisia (49%)		58	58	58	59	59	59	59	59	59	59		

(1) When data is not disclosed for these countries, it is because they have not yet been released publicly by the legal entity.



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(in millions of euros)

glossary

2011

1Q10cb 1Q11 2Q10cb 2Q11 1H10cb 1H11 3Q10cb 3Q11 4Q10cb 4Q11 2H10cb 2H11 FY10cb FY11

financial KPIs

		1Q10cb	1Q11	2Q10cb	2Q11	1H10cb	1H11	3Q10cb	3Q11	4Q10cb	4Q11	2H10cb	2H11	FY10cb	FY11
revenues		1,803	1,784	1,802	1,765	3,604	3,548	1,753	1,734	1,856	1,818	3,608	3,552	7,213	7,101
<i>yoy variance (cb)</i>			-1.0%		-2.1%		-1.6%		-1.1%		-2.0%		-1.6%		-1.6%
legacy networks	3.6	644	581	633	555	1,276	1,136	605	523	578	523	1,182	1,046	2,459	2,182
mature networks	3.7	705	696	684	694	1,389	1,390	677	686	703	706	1,381	1,392	2,770	2,782
growth networks	3.8	72	85	79	92	151	177	77	85	91	103	169	189	320	366
services	3.9	382	421	405	424	788	845	394	439	483	486	877	925	1,664	1,771
restated EBITDA	2.7					637	649					619	634	1,256	1,283
% of revenues						17.7%	18.3%					17.1%	17.8%	17.4%	18.1%
CAPEX	2.8					143	163					175	180	318	343
% of revenues						4.0%	4.6%					4.9%	5.1%	4.4%	4.8%

operational KPIs

worldwide															
IP VPN accesses			312		313				315		317				
France															
PSTN lines			4,292		4,208				4,117		4,032				
data permanent access advanced			336		338				341		344				
o/w IP VPN accesses			271		272				274		277				
XoIP offers France	1.24		51		54				57		59				
business everywhere			1,577		1,605				1,588		1,613				
o/w business everywhere France			809		813				804		810				



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(in millions of euros)

glossary

2012

1Q11cb 1Q12 2Q11cb 2Q12 1H11cb 1H12 3Q11cb 3Q12 4Q11cb 4Q12 2H11cb 2H12 FY11cb FY12

financial KPIs

		1Q11cb	1Q12	2Q11cb	2Q12	1H11cb	1H12	3Q11cb	3Q12	4Q11cb	4Q12	2H11cb	2H12	FY11cb	FY12
revenues		1,790	1,734	1,792	1,755	3,582	3,489	1,778	1,726	1,836	1,786	3,614	3,513	7,196	7,001
<i>yoy variance (cb)</i>			-3.1%		-2.1%		-2.6%		-2.9%		-2.7%		-2.8%		-2.7%
legacy networks	3.6	576	497	553	472	1,129	969	516	454	518	450	1,034	904	2,163	1,872
mature networks	3.7	704	709	711	725	1,414	1,434	710	730	718	731	1,428	1,461	2,842	2,895
growth networks	3.8	88	97	94	100	182	197	88	96	107	109	195	205	377	402
services	3.9	423	431	434	458	857	889	465	446	493	497	958	943	1,815	1,832
restated EBITDA	2.7					649	596					642	581	1,291	1,177
% of revenues						18.1%	17.1%					17.8%	16.6%	17.9%	16.8%
CAPEX	2.8					172	172					190	180	362	352
% of revenues						4.8%	4.9%					5.2%	5.1%	5.0%	5.0%

operational KPIs

worldwide															
IP VPN accesses			320		322				323		326				
France															
PSTN lines			3,920		3,833				3,749		3,681				
data permanent access advanced			343		344				346		349				
o/w IP VPN accesses			275		277				278		281				
XoIP offers France	1.24		61		64				65		67				
business everywhere			1,643		1,692				1,738		1,763				
o/w business everywhere France			801		809				811		813				



ENTERPRISE

(in millions of euros)

glossary

2013

1Q12cb 1Q13 2Q12cb 2Q13 1H12cb 1H13 3Q12cb 3Q13 4Q12cb 4Q13 2H12cb 2H13 FY12cb FY13

financial KPIs

		1Q12cb	1Q13	2Q12cb	2Q13	1H12cb	1H13	3Q12cb	3Q13	4Q12cb	4Q13	2H12cb	2H13	FY12cb	FY13
revenues		1,726	1,635	1,740	1,662	3,467	3,297								
<i>yoy variance (cb)</i>			-5.3%		-4.5%		-4.9%								
legacy networks	3.6	516	443	491	429	1,007	871								
mature networks	3.7	684	681	703	696	1,386	1,377								
growth networks	3.8	97	100	99	106	196	205								
services	3.9	429	412	448	432	877	843								
restated EBITDA	2.7					592	517								
% of revenues						17.1%	15.7%								
CAPEX	2.8					171	149								
% of revenues						4.9%	4.5%								

operational KPIs

worldwide															
IP VPN accesses			327		327										
France															
PSTN lines			3,586		3,516										
data permanent access advanced			349		350										
o/w IP VPN accesses			282		283										
XoIP offers France	1.24		69		70										
business everywhere			1,754		1,763										
o/w business everywhere France			811		817										



INTERNATIONAL CARRIER & SHARED SERVICES

(in millions of euros)	glossary	2011												FY10cb	FY11
		1Q10cb	1Q11	2Q10cb	2Q11	1H10cb	1H11	3Q10cb	3Q11	4Q10cb	4Q11	2H10cb	2H11		
revenues		394	378	402	396	797	774	426	413	403	423	830	836	1,626	1,610
<i>yoy variance (cb)</i>			-4.2%		-1.5%		-2.8%		-3.2%		5.0%		0.8%		-1.0%
international carrier services	3.10	342	322	349	325	692	647	367	355	335	360	702	714	1,394	1,361
shared services	3.11	52	56	53	71	105	127	59	58	68	64	127	122	232	249
restated EBITDA	2.7					2	60					(62)	(21)	(60)	39
% of revenues						0.3%	7.7%					-7.4%	-2.5%	-3.7%	2.4%
CAPEX	2.8					135	182					175	185	310	367
% of revenues						16.9%	23.5%					21.1%	22.1%	19.0%	22.8%



INTERNATIONAL CARRIER & SHARED SERVICES

(in millions of euros)	glossary	2012												FY11cb	FY12
		1Q11cb	1Q12	2Q11cb	2Q12	1H11cb	1H12	3Q11cb	3Q12	4Q11cb	4Q12	2H11cb	2H12		
revenues		372	410	392	407	764	817	407	391	414	415	821	806	1,585	1,623
<i>yoy variance (cb)</i>			10.2%		3.8%		6.8%		-3.9%		0.1%		-1.9%		2.4%
international carrier services	3.10	315	352	319	344	633	696	348	340	350	346	698	686	1,331	1,382
shared services	3.11	57	58	73	63	131	121	59	51	64	69	123	120	254	241
restated EBITDA	2.7					3	(111)					(9)	(22)	(6)	(133)
<i>% of revenues</i>						0.4%	-13.6%					-1.1%	-2.7%	-0.4%	-8.2%
CAPEX	2.8					176	131					183	284	359	415
<i>% of revenues</i>						23.0%	16.0%					22.3%	35.2%	22.6%	25.6%



INTERNATIONAL CARRIER & SHARED SERVICES

(in millions of euros)	glossary	2013													
		1Q12cb	1Q13	2Q12cb	2Q13	1H12cb	1H13	3Q12cb	3Q13	4Q12cb	4Q13	2H12cb	2H13	FY12cb	FY13
revenues		409	407	405	424	814	830								
<i>yoy variance (cb)</i>			-0.4%		4.5%		2.0%								
international carrier services	3.10	352	336	344	359	696	694								
shared services	3.11	56	71	62	65	118	136								
restated EBITDA	2.7					(40)	43								
% of revenues						-4.9%	5.1%								
CAPEX	2.8					131	189								
% of revenues						16.1%	22.7%								



EE (Everything Everywhere)

(in millions of pounds)	glossary	2011												FY10	FY11
		1Q10	1Q11	2Q10	2Q11	1H10	1H11	3Q10	3Q11	4Q10	4Q11	2H10	2H11		
financial KPIs															
revenues		1,751	1,704	1,721	1,663	3,472	3,367	1,773	1,697	1,804	1,720	3,577	3,417	7,049	6,784
yoy variance (cb)			-2.7%		-3.4%		-3.0%		-4.3%		-4.7%		-4.5%		-3.8%
mobile service revenue		1,548	1,554	1,557	1,516	3,105	3,071	1,586	1,556	1,605	1,540	3,191	3,096	6,296	6,167
adjusted EBITDA						714	682					668	733	1,382	1,416
% of revenues						20.6%	20.3%					18.7%	21.5%	19.6%	20.9%
CAPEX	2.8					221	225					217	351	438	576
% of revenues						6.4%	6.7%					6.1%	10.3%	6.2%	8.5%
operational KPIs															
customers (in thousands)															
- Customers (end of period) excl. M2M		27,884	27,729	27,931	27,541			27,896	27,493	27,984	27,563				
- contract		11,196	12,107	11,463	12,343			11,648	12,529	11,948	12,842				
- prepay		15,825	14,871	15,630	14,460			15,453	14,233	15,266	13,992				
- home		863	751	838	738			795	731	770	729				
- Net adds		(291)	(255)	47	(188)			(35)	(48)	88	70				
- Contract		222	160	267	236			185	185	300	313				
- Prepay		(480)	(394)	(195)	(412)			(177)	(227)	(187)	(241)				
- Average monthly churn (%)		3.0%	2.7%	2.5%	2.4%			2.9%	2.2%	3.2%	2.4%				
- Contract (%)		1.5%	1.3%	1.4%	1.1%			1.4%	1.1%	1.3%	1.1%				
mobile (in GBP)															
SAC per gross add				55	57					51	56				
- Contract				148	156					150	156				
- Prepay				14	14					18	10				
SRC per retained customer				155	160					148	172				
ARPU (monthly average)		19	19	19	19			19.3	19.3	19.7	19.1				
- Contract		36	35	36	34			35.5	34.0	35.2	32.9				
- Prepay		7	7	7	6			7.3	6.6	7.6	6.7				
Voice ARPU (monthly average)		14	14	14	14			12.3	11.3	12.5	10.9				
Non-voice % of ARPU		26%	25%	36%	39%			36%	42%	37%	43%				
MOU per customer per month (minutes)		195	193	197	199			191	198	196	198				
- Contract (minutes)		378	368	372	367			361	363	371	359				



EE (Everything Everywhere)

(in millions of pounds)	glossary	2012												FY11	FY12
		1Q11	1Q12	2Q11	2Q12	1H11	1H12	3Q11	3Q12	4Q11	4Q12	2H11	2H12		
financial KPIs															
revenues		1,704	1,670	1,663	1,644	3,367	3,314	1,697	1,671	1,720	1,672	3,417	3,343	6,784	6,657
yoy variance (cb)			-2.0%				-1.6%		-1.5%		-2.8%		-2.2%		-1.9%
mobile service revenue		1,541	1,503	1,503	1,486	3,044	2,989	1,542	1,496	1,526	1,467	3,068	2,963	6,112	5,953
adjusted EBITDA						682	673					733	737	1,416	1,410
% of revenues						20.3%	20.3%					21.5%	22.0%	20.9%	21.2%
CAPEX	2.8					216	245					351	361	567	606
% of revenues						6.4%	7.4%					10.3%	10.8%	8.4%	9.1%
operational KPIs															
customers (in thousands)															
- Customers (end of period) excl. M2M			27,218		27,047				26,913		26,845				
- contract			12,993		13,143				13,393		13,594				
- prepay			13,498		13,185				12,792		12,554				
- home			728		719				728		698				
- Net adds			(344)		(171)				(134)		(68)				
- Contract			151		150				250		201				
- Prepay			(494)		(313)				(393)		(239)				
- Average monthly churn (%)			2.4%		2.2%				2.3%		2.3%				
- Contract (%)			1.2%		1.2%				1.2%		1.2%				
mobile (in GBP)															
SAC per gross add				57	57					56	55				
- Contract				156	165					156	146				
- Prepay				14	7					10	7				
SRC per retained customer				160	183					172	206				
ARPU (monthly average)			18.9	18.7	18.6	18.7		19.1	18.9	18.9	18.6				
- Contract			34.1	32.4	33.2	31.7		33.6	31.8	32.5	30.7				
- Prepay			6.8	5.8	6.4	5.9		6.6	5.7	6.7	5.7				
Voice ARPU (monthly average)			11.8	10.2	11.3	9.9		11.1	9.8	10.8	9.3				
Non-voice % of ARPU			37.5%	45.5%	39.1%	47.1%		41.7%	48.4%	42.8%	50.2%				
MOU per customer per month (minutes)			193	198	199	199		198	194	198	195				
- Contract (minutes)			368	357	367	352		363	338	359	335				



EE (Everything Everywhere)

(in millions of pounds)	glossary	2013													
		1Q12	1Q13	2Q12	2Q13	1H12	1H13	3Q12	3Q13	4Q12	4Q13	2H12	2H13	FY12	FY13
financial KPIs															
revenues		1,670	1,605	1,644	1,606	3,314	3,211								
<i>yoy variance (cb)</i>			-3.9%		-2.3%		-3.1%								
mobile service revenue		1,503	1,422	1,486	1,421	2,989	2,843								
adjusted EBITDA						673	734								
<i>% of revenues</i>						20.3%	22.9%								
CAPEX	2.8					245	295								
<i>% of revenues</i>						7.4%	9.2%								
operational KPIs															
customers (in thousands)															
- Customers (end of period) excl. M2M			26,441		25,996										
- contract			13,759		13,976										
- prepay			11,983		11,312										
- home			699		709										
- Net adds			(404)		(445)										
- Contract			166		216										
- Prepay			(571)		(671)										
- Average monthly churn (%)			2.6%		2.6%										
- Contract (%)			1.2%		1.1%										
mobile (in GBP)															
SAC per gross add				57	56										
- Contract				165	147										
- Prepay				7	5										
SRC per retained customer				183	168										
ARPU (monthly average)		18.7	18.2	18.7	18.4										
- Contract		32.4	30.0	31.7	29.7										
- Prepay		5.8	5.0	5.9	5.0										
Voice ARPU (monthly average)		10.2	8.9	9.9	8.4										
Non-voice % of ARPU		45.5%	51.1%	47.1%	54.6%										
MOU per customer per month (minutes)		198	199	199	201										
- Contract (minutes)		357	338	352	335										