



# France Telecom - Orange investors data book

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## table of contents

<b>definitions</b>	sheet 1	glossary
<b>Group</b>	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
	<b>France</b>	sheet 8
sheet 9		operational KPIs
<b>Spain</b>	sheet 10	financial figures
	sheet 11	operational KPIs
<b>Poland</b>	sheet 12	financial figures
	sheet 13	operational KPIs
<b>rest of the world</b>	sheet 14	financial figures
	sheet 15	operational KPIs
<b>enterprise</b>	sheet 16	financial figures and operational KPIs
<b>IC&amp;SS (international carrier &amp; shared services)</b>	sheet 17	financial figures
<b>EE (Everything Everywhere)</b>	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
<b>profit &amp; loss statement</b>															
<b>revenues</b>		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)
<b>restated EBITDA</b>	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
<b>reported EBITDA</b>	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)
<b>EBIT</b>						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)
<b>consolidated net income after tax</b>							2 095						1 733		3 828
non controlling interests													(217)		(67)
<b>consolidated net income, Group share</b>							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
<b>restated EBITDA - CAPEX</b>	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
<b>profit &amp; loss statement</b>															
<b>revenues</b>		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)
<b>restated EBITDA</b>	2.7	<b>3 689</b>	<b>3 432</b>	<b>3 820</b>	<b>3 572</b>	<b>7 509</b>	<b>7 004</b>	<b>3 932</b>	<b>3 645</b>	<b>3 438</b>	<b>3 135</b>	<b>7 370</b>	<b>6 780</b>	<b>14 879</b>	<b>13 785</b>
% 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)
<b>reported EBITDA</b>	2.7	<b>3 670</b>	<b>3 423</b>	<b>3 711</b>	<b>3 397</b>	<b>7 381</b>	<b>6 820</b>	<b>3 890</b>	<b>3 617</b>	<b>3 459</b>	<b>2 058</b>	<b>7 349</b>	<b>5 675</b>	<b>14 730</b>	<b>12 495</b>
% 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)
<b>EBIT</b>						<b>3 962</b>	<b>3 488</b>					<b>3 037</b>	<b>574</b>	<b>6 999</b>	<b>4 063</b>
% 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)
<b>consolidated net income after tax</b>							<b>1 909</b>						<b>(805)</b>		<b>1 104</b>
non controlling interests							171						113		284
<b>consolidated net income, Group share</b>							<b>1 738</b>						<b>(918)</b>		<b>820</b>

## 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
<b>restated EBITDA - CAPEX</b>	2.12	<b>2 616</b>	<b>2 335</b>	<b>2 458</b>	<b>2 209</b>	<b>5 074</b>	<b>4 544</b>	<b>2 668</b>	<b>2 405</b>	<b>1 417</b>	<b>1 018</b>	<b>4 085</b>	<b>3 422</b>	<b>9 160</b>	<b>7 967</b>

## 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
<b>profit &amp; loss statement</b>															
<b>revenues</b>		10 721	10 280	10 849	10 323	21 570	20 603	10 590	10 162						
external purchases	2.2	(4 666)	(4 451)	(4 658)	(4 485)	(9 324)	(8 936)	(4 477)	(4 323)						
- interconnection costs	2.3	(1 390)	(1 252)	(1 400)	(1 296)	(2 790)	(2 548)	(1 315)	(1 203)						
- other IT&N	2.4	(699)	(707)	(711)	(712)	(1 411)	(1 418)	(694)	(697)						
- property & general expenses, other and capitalized costs		(968)	(936)	(1 008)	(975)	(1 975)	(1 911)	(940)	(905)						
- commercial expenses & content costs	2.5	(1 609)	(1 556)	(1 539)	(1 503)	(3 148)	(3 059)	(1 529)	(1 519)						
labour expenses	2.1	(2 303)	(2 316)	(2 303)	(2 255)	(4 605)	(4 572)	(2 114)	(2 072)						
other operating income & expenses		(412)	(374)	(285)	(314)	(698)	(688)	(399)	(401)						
gain/loss on disposals of assets		9	(4)	1	34	11	30	25	9						
restructuring costs	2.6	(3)	(11)	(8)	(10)	(11)	(21)	(7)	(9)						
<b>restated EBITDA</b>	2.7	3 346	3 124	3 597	3 293	6 943	6 417	3 618	3 366						
% of revenues		31,2%	30,4%	33,1%	31,9%	32,2%	31,1%	34,2%	33,1%						
restatements		(115)	26	(162)	(26)	(276)	(0)	(28)	(24)						
<b>reported EBITDA</b>	2.7	3 232	3 150	3 435	3 267	6 666	6 417	3 590	3 342						
% of revenues		30,1%	30,6%	31,7%	31,6%	30,9%	31,1%	33,9%	32,9%						
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)								
<b>EBIT</b>						3 365	2 993								
% of revenues						15,6%	14,5%								
financial result							(869)								
income tax							(915)								
<b>consolidated net income after tax</b>							1 209								
non controlling interests							141								
<b>consolidated net income, Group share</b>							1 068								

## operating cash flow

<b>restated EBITDA</b>	2.7	3 346	3 124	3 597	3 293	6 943	6 417	3 618	3 366						
CAPEX	2.8	1 079	1 150	1 353	1 305	2 433	2 455	1 221	1 293						
<b>restated EBITDA - CAPEX</b>	2.12	2 267	1 975	2 243	1 987	4 510	3 962	2 397	2 072						

## 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
<b>statement of cash flows</b>										
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		
<b>net debt variation ((+) decrease / (-) increase)</b>	2.13	<b>1 555</b>	<b>(605)</b>	<b>950</b>	<b>(287)</b>	<b>632</b>	<b>345</b>	<b>935</b>		



## 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
<b>1Q12</b>																		
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			1,00	4,23	7,91	na		1,00	4,23	7,91	na		1,00	4,23	7,91	na	4,15	8,07
euro exchange rate applied in 1Q13			1,00	4,16	8,83	na		1,00	4,16	8,83	na		1,00	4,16	8,83	na	4,18	8,71
forex impact	EUR	(37)	0	15	(33)	(18)	(7)		5	(11)	(0)	(4)		2	(4)	(2)		
perimeter impact (3)	EUR	(165)	0	(0)	0	(165)	(79)	(32)	1	(0)	(47)	(14)	1	0	0	(14)		
<b>1Q12 comparable basis</b>	<b>EUR</b>	<b>10 721</b>	<b>8 437</b>	<b>839</b>	<b>286</b>	<b>1 159</b>	<b>3 346</b>	<b>2 687</b>	<b>288</b>	<b>99</b>	<b>272</b>	<b>1 079</b>	<b>842</b>	<b>100</b>	<b>32</b>	<b>106</b>		
<b>2Q12</b>																		
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			1,00	4,26	7,75	na		1,00	4,26	7,75	na		1,00	4,26	7,75	na	4,25	7,63
euro exchange rate in 2Q13			1,00	4,20	9,08	na		1,00	4,20	9,08	na		1,00	4,20	9,08	na	4,34	9,18
forex impact	EUR	(58)	0	11	(48)	(21)	(12)	0	4	(17)	1	(10)		1	(8)	(3)		
perimeter impact (3)	EUR	(13)	(7)	(0)	0	(6)	36	38	1	0	(2)	0	(0)	1	0	(0)		
<b>2Q12 comparable basis</b>	<b>EUR</b>	<b>10 849</b>	<b>8 510</b>	<b>864</b>	<b>282</b>	<b>1 194</b>	<b>3 597</b>	<b>2 903</b>	<b>292</b>	<b>96</b>	<b>306</b>	<b>1 353</b>	<b>1 015</b>	<b>112</b>	<b>51</b>	<b>174</b>		
<b>1H12</b>																		
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			1,00	4,24	7,83	na		1,00	4,24	7,83	na		1,00	4,24	7,83	na	4,25	7,63
euro exchange rate in 1H13			1,00	4,18	8,96	na		1,00	4,18	8,96	na		1,00	4,18	8,96	na	4,34	9,18
forex impact	EUR	(95)	0	26	(81)	(40)	(19)	0	8	(28)	0	(14)		3	(12)	(5)		
perimeter impact (3)	EUR	(178)	(7)	(1)	0	(171)	(43)	6	1	(0)	(50)	(14)	0	1	0	(14)		
<b>1h12 comparable basis</b>	<b>EUR</b>	<b>21 570</b>	<b>16 947</b>	<b>1 703</b>	<b>568</b>	<b>2 353</b>	<b>6 943</b>	<b>5 590</b>	<b>580</b>	<b>194</b>	<b>579</b>	<b>2 433</b>	<b>1 857</b>	<b>212</b>	<b>84</b>	<b>280</b>		





## 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
<b>3Q12</b>																		
actual per currency	EUR	10 755	8 324	830	347	1 254	3 645	3 035	322	90	198	1 240	914	103	64	159		
euro exchange rate in 3Q12				4,14	7,61	na			4,14	7,61	na			4,14	7,61	na	4,10	7,89
euro exchange rate in 3Q13				4,25	9,23	na			4,25	9,23	na			4,25	9,23	na	4,23	9,31
forex impact	EUR	(143)	0	(22)	(60)	(61)	(28)	0	(7)	(17)	(4)	(20)		(3)	(11)	(6)		
perimeter impact (3)	EUR	(21)	(10)	(1)	0	(11)	1	5	1	0	(5)	(0)	(1)	0	0	0		
<b>3Q12 comparable basis</b>	<b>EUR</b>	<b>10 590</b>	<b>8 314</b>	<b>807</b>	<b>286</b>	<b>1 182</b>	<b>3 618</b>	<b>3 039</b>	<b>316</b>	<b>74</b>	<b>189</b>	<b>1 221</b>	<b>913</b>	<b>101</b>	<b>53</b>	<b>153</b>		
<b>9m12</b>																		
actual per currency	EUR	32 598	25 278	2 507	996	3 817	10 649	8 619	892	312	826	3 700	2 771	311	159	459		
euro exchange rate applied in 9m12			1,00	4,21	7,76	na		1,00	4,21	7,76	na		1,00	4,21	7,76	na	4,10	7,89
euro exchange rate applied in 9m13			1,00	4,20	9,05	na		1,00	4,20	9,05	na		1,00	4,20	9,05	na	4,23	9,31
forex impact	EUR	(239)	0	4	(142)	(101)	(47)	0	1	(44)	(4)	(33)	0	1	(23)	(11)		
perimeter impact (3)	EUR	(200)	(17)	(1)	0	(181)	(42)	10	2	(0)	(54)	(14)	(1)	1	0	(14)		
<b>9m12 comparable basis</b>	<b>EUR</b>	<b>32 160</b>	<b>25 261</b>	<b>2 510</b>	<b>854</b>	<b>3 535</b>	<b>10 560</b>	<b>8 629</b>	<b>895</b>	<b>268</b>	<b>768</b>	<b>3 653</b>	<b>2 770</b>	<b>313</b>	<b>137</b>	<b>433</b>		
<b>4Q12</b>																		
actual per currency	EUR	10 917	8 484	838	327	1 268	3 135	2 547	248	100	241	2 118	1 484	246	108	280		
euro exchange rate applied in 4Q12				4,11	7,94	na			4,11	7,94	na			4,11	7,94	na	4,07	8,40
euro exchange rate applied in 4Q13				4,19	9,34	na			4,19	9,34	na			4,19	9,34	na	4,20	9,12
forex impact	EUR	(124)	0	(17)	(49)	(58)	(19)	0	(6)	(14)	1	(28)	0	(3)	(16)	(10)		
perimeter impact (3)	EUR	(29)	(12)	(0)	0	(16)	(3)	1	1	(0)	(5)	0	(1)	1	0	(0)		
<b>4Q12 comparable basis</b>	<b>EUR</b>	<b>10 764</b>	<b>8 472</b>	<b>820</b>	<b>278</b>	<b>1 194</b>	<b>3 114</b>	<b>2 549</b>	<b>243</b>	<b>86</b>	<b>237</b>	<b>2 090</b>	<b>1 483</b>	<b>245</b>	<b>92</b>	<b>270</b>		
<b>2H12</b>																		
actual per currency	EUR	21 672	16 809	1 668	673	2 522	6 780	5 582	570	190	438	3 358	2 398	350	172	439		
euro exchange rate in 2H12				4,12	7,78	na			4,12	7,78	na			4,12	7,78	na	4,07	8,40
euro exchange rate in 2H13				4,22	9,28	na			4,22	9,28	na			4,22	9,28	na	4,20	9,12
forex impact	EUR	(268)	0	(39)	(109)	(119)	(47)	0	(13)	(31)	(3)	(48)	0	(5)	(27)	(16)		
perimeter impact (3)	EUR	(50)	(22)	(1)	0	(27)	(2)	6	2	(0)	(10)	(0)	(2)	2	0	(0)		
<b>2H12 comparable basis</b>	<b>EUR</b>	<b>21 354</b>	<b>16 786</b>	<b>1 628</b>	<b>564</b>	<b>2 376</b>	<b>6 731</b>	<b>5 588</b>	<b>559</b>	<b>159</b>	<b>426</b>	<b>3 310</b>	<b>2 396</b>	<b>346</b>	<b>145</b>	<b>423</b>		
<b>FY12</b>																		
actual per currency	EUR	43 515	33 762	3 345	1 322	5 085	13 785	11 166	1 140	412	1 066	5 818	4 254	558	267	738		
euro exchange rate applied in FY12			1,00	4,18	7,81	na		1,00	4,18	7,81	na		1,00	4,18	7,81	na	4,07	8,40
euro exchange rate applied in FY13			1,00	4,20	9,12	na		1,00	4,20	9,12	na		1,00	4,20	9,12	na	4,20	9,12
forex impact	EUR	(363)	0	(13)	(191)	(159)	(66)	0	(4)	(59)	(3)	(62)	0	(2)	(39)	(21)		
perimeter impact (3)	EUR	(228)	(29)	(1)	0	(198)	(45)	12	3	(0)	(60)	(14)	(2)	3	0	(14)		
<b>FY12 comparable basis</b>	<b>EUR</b>	<b>42 924</b>	<b>33 733</b>	<b>3 331</b>	<b>1 132</b>	<b>4 729</b>	<b>13 674</b>	<b>11 178</b>	<b>1 138</b>	<b>354</b>	<b>1 004</b>	<b>5 743</b>	<b>4 253</b>	<b>558</b>	<b>229</b>	<b>703</b>		

(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 impact on perimeter concerns Orange Switzerland and Etrali, which is 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
<b>revenues by country</b>															
<b>group revenues</b>		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%
<b>France</b>		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%
<b>Spain</b>		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%
<b>Poland</b>		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%
<b>rest of the world</b>		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%
<b>enterprise</b>		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%
<b>international carrier and shared services</b>		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%
<b>eliminations</b>		(640)	(598)	(653)	(587)	(1 294)	(1 184)	(664)	(595)	(657)	(600)	(1 320)	(1 196)	(2 614)	(2 381)
<b>revenues by activity</b>															
<b>group revenues</b>			11 228		11 341		22 569		11 280		11 428		22 708		45 277
<i>yoy variance (cb)</i>															
<b>mobile services</b>	3.2		5 270		5 415		10 684		5 440		5 379		10 819		21 504
<i>yoy variance (cb)</i>															
<b>mobile equipment sales</b>	3.3		232		231		463		208		343		550		1 013
<i>yoy variance (cb)</i>															
<b>fixed services</b>	3.4		3 539		3 514		7 054		3 472		3 420		6 892		13 945
<i>yoy variance (cb)</i>															
<b>enterprise &amp; international carrier &amp; shared services</b>			1 921		1 932		3 853		1 911		1 997		3 908		7 761
<i>yoy variance (cb)</i>															
<b>other revenues</b>	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
<b>restated EBITDA</b>															
group restated EBITDA	2.7	3 936	<b>3 734</b>	4 120	<b>3 879</b>	8 056	<b>7 613</b>	4 219	<b>3 998</b>	3 571	<b>3 472</b>	7 789	<b>7 470</b>	15 846	<b>15 083</b>
yoy variance (cb)			-5,1%		-5,9%		-5,5%		-5,2%		-2,8%		-4,1%		-4,8%
<b>France</b>						4 690	<b>4 355</b>					4 608	<b>4 299</b>	9 298	<b>8 654</b>
yoy variance (cb)							-7,2%						-6,7%		-6,9%
<b>Spain</b>						365	<b>381</b>					399	<b>458</b>	764	<b>839</b>
yoy variance (cb)							4,3%						14,8%		9,8%
<b>Poland</b>						732	<b>698</b>					665	<b>576</b>	1 397	<b>1 274</b>
yoy variance (cb)							-4,6%						-13,4%		-8,8%
<b>rest of the world</b>						1 629	<b>1 471</b>					1 561	<b>1 523</b>	3 190	<b>2 994</b>
yoy variance (cb)							-9,7%						-2,4%		-6,1%
<b>enterprise</b>						637	<b>649</b>					619	<b>634</b>	1 256	<b>1 283</b>
yoy variance (cb)							1,9%						2,4%		2,2%
<b>international carrier and shared services</b>						2	<b>60</b>					(62)	<b>(21)</b>	(60)	<b>39</b>
yoy variance (cb)							n/s						-66,6%		-165,6%
<b>CAPEX</b>															
group CAPEX	2.8	938	<b>1 081</b>	1 295	<b>1 387</b>	2 233	<b>2 469</b>	1 237	<b>1 262</b>	2 115	<b>2 039</b>	3 352	<b>3 301</b>	5 584	<b>5 770</b>
yoy variance (cb)			15,3%		7,1%		10,6%		2,1%		-3,6%		-1,5%		3,3%
<b>France</b>						1 110	<b>1 237</b>					1 464	<b>1 382</b>	2 574	<b>2 619</b>
yoy variance (cb)							11,5%						-5,6%		1,7%
<b>Spain</b>						164	<b>170</b>					234	<b>235</b>	397	<b>405</b>
yoy variance (cb)							3,9%						0,7%		2,0%
<b>Poland</b>						181	<b>228</b>					464	<b>399</b>	645	<b>627</b>
yoy variance (cb)							25,9%						-13,9%		-2,8%
<b>rest of the world</b>						500	<b>489</b>					840	<b>920</b>	1 340	<b>1 409</b>
yoy variance (cb)							-2,2%						9,5%		5,1%
<b>enterprise</b>						143	<b>163</b>					175	<b>180</b>	318	<b>343</b>
yoy variance (cb)							13,7%						3,0%		7,8%
<b>international carrier and shared services</b>						135	<b>182</b>					175	<b>185</b>	310	<b>367</b>
yoy variance (cb)							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
<b>revenues by country</b>																
<b>group revenues</b>			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%
<b>France</b>			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%
<b>Spain</b>			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%
<b>Poland</b>			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%
<b>rest of the world</b>			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%
<b>enterprise</b>			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%
<b>international carrier and shared services</b>			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%
<b>eliminations</b>			(586)	(569)	(571)	(546)	(1 157)	(1 115)	(578)	(556)	(583)	(558)	(1 161)	(1 114)	(2 318)	(2 229)
<b>revenues by activity</b>																
<b>group revenues</b>			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%
<b>mobile services</b>	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%
<b>mobile equipment sales</b>	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%
<b>fixed services</b>	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%
<b>enterprise &amp; international carrier &amp; shared services</b>			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%
<b>other revenues</b>	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													
		1Q11cb	1Q12	2Q11cb	2Q12	1H11cb	1H12	3Q11cb	3Q12	4Q11cb	4Q12	2H11cb	2H12	FY11cb	FY12
<b>restated EBITDA</b>															
<b>group restated EBITDA</b>	2.7	3 689	<b>3 432</b>	3 820	<b>3 572</b>	7 509	<b>7 004</b>	3 932	<b>3 645</b>	3 438	<b>3 135</b>	7 370	<b>6 780</b>	14 879	<b>13 785</b>
yoy variance (cb)			-7,0%		-6,5%		-6,7%		-7,3%		-8,8%		-8,0%		-7,4%
<b>France</b>						4 416	<b>4 020</b>					4 284	<b>3 814</b>	8 699	<b>7 834</b>
yoy variance (cb)							-9,0%						-11,0%		-9,9%
<b>Spain</b>						381	<b>455</b>					458	<b>496</b>	840	<b>951</b>
yoy variance (cb)							19,4%						8,3%		13,3%
<b>Poland</b>						643	<b>591</b>					595	<b>564</b>	1 238	<b>1 156</b>
yoy variance (cb)							-8,0%						-5,1%		-6,6%
<b>rest of the world</b>						1 418	<b>1 453</b>					1 400	<b>1 346</b>	2 818	<b>2 800</b>
yoy variance (cb)							2,5%						-3,8%		-0,6%
<b>enterprise</b>						649	<b>596</b>					642	<b>581</b>	1 291	<b>1 177</b>
yoy variance (cb)							-8,2%						-9,5%		-8,8%
<b>international carrier and shared services</b>						3	<b>(111)</b>					(9)	<b>(22)</b>	(6)	<b>(133)</b>
yoy variance (cb)							n/s						131,9%		n/s
<b>CAPEX</b>															
<b>group CAPEX</b>	2.8	1 073	<b>1 097</b>	1 362	<b>1 363</b>	2 435	<b>2 460</b>	1 264	<b>1 240</b>	2 021	<b>2 118</b>	3 285	<b>3 358</b>	5 720	<b>5 818</b>
yoy variance (cb)			2,2%		0,1%		1,0%		-1,9%		4,8%		2,2%		1,7%
<b>France</b>						1 239	<b>1 246</b>					1 380	<b>1 466</b>	2 620	<b>2 712</b>
yoy variance (cb)							0,5%						6,2%		3,5%
<b>Spain</b>						170	<b>210</b>					235	<b>263</b>	405	<b>473</b>
yoy variance (cb)							23,7%						11,9%		16,9%
<b>Poland</b>						205	<b>208</b>					405	<b>350</b>	610	<b>558</b>
yoy variance (cb)							1,5%						-13,6%		-8,5%
<b>rest of the world</b>						472	<b>493</b>					892	<b>815</b>	1 365	<b>1 308</b>
yoy variance (cb)							4,4%						-8,7%		-4,1%
<b>enterprise</b>						172	<b>172</b>					190	<b>180</b>	362	<b>352</b>
yoy variance (cb)							-0,2%						-4,9%		-2,6%
<b>international carrier and shared services</b>						176	<b>131</b>					183	<b>284</b>	359	<b>415</b>
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
<b>revenues by country</b>															
group revenues		10 721	10 280	10 849	10 323	21 570	20 603	10 590	10 162						
yoy variance (cb)			-4,1%		-4,8%		-4,5%		-4,0%						
France		5 399	5 068	5 423	5 015	10 822	10 084	5 278	4 980						
yoy variance (cb)			-6,1%		-7,5%		-6,8%		-5,6%						
Spain		981	989	1 007	1 032	1 988	2 021	1 027	1 040						
yoy variance (cb)			0,8%		2,5%		1,6%		1,2%						
Poland		847	786	873	786	1 720	1 572	817	752						
yoy variance (cb)			-7,2%		-9,9%		-8,6%		-7,9%						
rest of the world		1 920	1 934	1 945	1 943	3 866	3 877	1 954	1 944						
yoy variance (cb)			0,7%		-0,1%		0,3%		-0,5%						
enterprise		1 726	1 635	1 740	1 662	3 467	3 297	1 678	1 558						
yoy variance (cb)			-5,3%		-4,5%		-4,9%		-7,2%						
international carrier and shared services		409	407	405	424	814	830	390	443						
yoy variance (cb)			-0,4%		4,5%		2,0%		13,4%						
eliminations		(561)	(539)	(545)	(539)	(1 106)	(1 078)	(554)	(555)						
<b>revenues by activity</b>															
group revenues		10 721	10 280	10 849	10 323	21 570	20 603	10 590	10 162						
yoy variance (cb)			-4,1%		-4,8%		-4,5%		-4,0%						
mobile services	3.2	4 993	4 717	5 092	4 721	10 084	9 438	4 970	4 602						
yoy variance (cb)			-5,5%		-7,3%		-6,4%		-7,4%						
mobile equipment sales	3.3	237	262	253	277	489	539	241	330						
yoy variance (cb)			10,6%		9,8%		10,2%		36,9%						
fixed services	3.4	3 375	3 276	3 372	3 242	6 746	6 518	3 327	3 238						
yoy variance (cb)			-2,9%		-3,8%		-3,4%		-2,7%						
enterprise & international carrier & shared services		1 903	1 819	1 924	1 872	3 827	3 690	1 847	1 780						
yoy variance (cb)			-4,4%		-2,7%		-3,6%		-3,7%						
other revenues	3.5	214	206	210	211	423	418	206	212						
yoy variance (cb)			-3,4%		0,8%		-1,3%		3,2%						



## GROUP - financial KPIs

(in millions of euros)	glossary	2013													
		1Q12cb	1Q13	2Q12cb	2Q13	1H12cb	1H13	3Q12cb	3Q13	4Q12cb	4Q13	2H12cb	2H13	FY12cb	FY13
<b>restated EBITDA</b>															
<b>group restated EBITDA</b>	2.7	3 346	<b>3 124</b>	3 597	<b>3 293</b>	6 943	<b>6 417</b>	3 618	<b>3 366</b>						
<i>yoy variance (cb)</i>			-6,6%		-8,4%		-7,6%		-7,0%						
<b>France</b>						3 960	<b>3 662</b>								
<i>yoy variance (cb)</i>							-7,5%								
<b>Spain</b>						455	<b>469</b>								
<i>yoy variance (cb)</i>							3,1%								
<b>Poland</b>						602	<b>487</b>								
<i>yoy variance (cb)</i>							-19,0%								
<b>rest of the world</b>						1 374	<b>1 240</b>								
<i>yoy variance (cb)</i>							-9,8%								
<b>enterprise</b>						592	<b>517</b>								
<i>yoy variance (cb)</i>							-12,7%								
<b>international carrier and shared services</b>						(40)	<b>43</b>								
<i>yoy variance (cb)</i>							n/s								
<b>CAPEX</b>															
<b>group CAPEX</b>	2.8	1 079	<b>1 150</b>	1 353	<b>1 305</b>	2 433	<b>2 455</b>	1 221	<b>1 293</b>						
<i>yoy variance (cb)</i>			6,5%		-3,5%		0,9%		6,0%						
<b>France</b>						1 246	<b>1 277</b>								
<i>yoy variance (cb)</i>							2,5%								
<b>Spain</b>						210	<b>237</b>								
<i>yoy variance (cb)</i>							12,9%								
<b>Poland</b>						212	<b>204</b>								
<i>yoy variance (cb)</i>							-3,8%								
<b>rest of the world</b>						462	<b>398</b>								
<i>yoy variance (cb)</i>							-13,8%								
<b>enterprise</b>						171	<b>149</b>								
<i>yoy variance (cb)</i>							-12,7%								
<b>international carrier and shared services</b>						131	<b>189</b>								
<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
<b>group KPIs</b>													
<b>group customers (excl. MVNOs)</b>	1.1	215 244	216 522	220 279	225 506	223 932	224 526	227 636	230 657	229 847	231 462	232 521	
Orange branded customers		137 024	138 221	140 870	142 624	176 214	184 020	186 679	188 127	186 772	189 977	190 101	
<b>mobile group KPIs</b>													
<b>customer base</b>													
<b>mobile customers (excl. MVNOs)</b>	1.2	156 091	157 537	161 327	166 569	165 151	165 976	169 216	172 404	171 800	173 629	174 677	
- contract	1.3	51 665	52 477	53 138	54 194	53 624	54 255	55 633	56 992	57 758	59 099	60 144	
- prepaid	1.4	104 426	105 061	108 189	112 375	111 528	111 721	113 583	115 413	114 042	114 530	114 533	
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	4 873	
<b>fixed group KPIs</b>													
<b>customer base</b>													
<b>number of lines (copper + FTTH)</b>	1.13	44 939	44 660	44 469	44 265	43 992	43 664	43 428	43 168	42 899	42 579	42 410	
<b>broadband customers</b>		13 905	14 032	14 215	14 425	14 557	14 677	14 798	14 910	14 994	15 107	15 297	
- ADSL		13 720	13 837	14 010	14 203	14 317	14 418	14 519	14 593	14 643	14 723	14 876	
- FTTH	1.18	114	124	134	149	162	179	201	234	265	299	334	
- others		68	72	74	77	78	80	81	83	85	85	87	
<b>internet features (in Europe) (1)</b>													
VoIP customers		8 496	8 635	8 879	9 149	9 354	9 489	9 687	9 880	10 019	10 190	10 416	
IPTV and satellite customers		4 395	4 598	4 856	5 138	5 349	5 506	5 705	5 908	6 043	6 164	6 299	
<b>enterprise group KPIs</b>													
IP VPN accesses		312	313	315	317	320	322	323	326	327	327	330	
<b>headcount</b>													
<b>headcount (end of periode - historical basis) (2)</b>													
<b>group headcount</b>	3.12	170 389	169 849	169 115	171 949	170 727	170 338	170 451	170 531	169 504	167 835	165 779	
- France		80 884	81 117	81 223	82 931	82 547	82 497	82 310	82 630	81 472	80 778	79 965	
- Spain		3 191	3 173	3 162	3 187	3 151	3 151	3 947	3 962	4 036	4 018	4 055	
- Poland		25 088	23 959	23 407	23 560	23 388	23 091	22 581	22 235	22 231	21 654	20 735	
- Rest of the world		26 951	27 142	26 649	26 611	25 936	25 933	26 003	26 195	26 129	26 340	26 287	
- Entrepriise		21 061	21 244	21 578	21 642	21 679	21 662	21 705	21 641	21 559	21 067	20 872	
- IC & SS		13 214	13 214	13 096	14 018	14 026	14 004	13 905	13 868	14 077	13 978	13 865	
<b>headcount (average cumulated full time equivalent - historical basis) (2)</b>													
<b>group headcount</b>	3.13	165 778	165 469	165 198	165 109	164 822	164 092	163 848	163 545	162 241	161 457	160 374	
- France					77 235				76 753	75 579	75 114	74 655	
- Spain					3 089				3 406	3 824	3 835	3 860	
- Poland					24 119				22 700	22 085	21 850	21 470	
- Rest of the world					26 650				26 013	26 141	26 188	26 170	
- Entrepriise					21 103				21 387	21 267	21 171	20 978	
- IC & SS					12 913				13 287	13 346	13 299	13 242	

(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
<b>profit &amp; loss statement</b>																			
<b>revenues</b>		11 577	<b>11 305</b>	1 867	<b>1 943</b>	1 989	<b>1 902</b>	4 333	<b>4 281</b>	3 604	<b>3 548</b>	797	<b>774</b>	(1 294)	<b>(1 185)</b>	22 873	<b>22 569</b>		
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)		
<b>restated EBITDA</b>	2.7	4 690	<b>4 355</b>	365	<b>381</b>	732	<b>698</b>	1 629	<b>1 471</b>	637	<b>649</b>	2	<b>60</b>	1	<b>(0)</b>	8 056	<b>7 613</b>		
% 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		
<b>reported EBITDA</b>	2.7	4 662	<b>4 323</b>	365	<b>381</b>	732	<b>779</b>	1 629	<b>1 471</b>	636	<b>648</b>	(5)	<b>79</b>	1	<b>(0)</b>	8 019	<b>7 681</b>		
% 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)		
<b>EBIT</b>		3 584	<b>3 164</b>	(115)	<b>(112)</b>	249	<b>278</b>	966	<b>619</b>	469	<b>484</b>	(326)	<b>(259)</b>	1	<b>0</b>	4 829	<b>4 174</b>		
% 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

		FY11															
(in millions of euros)	glossary	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
<b>profit &amp; loss statement</b>																	
<b>revenues</b>		23 314	<b>22 534</b>	3 821	<b>3 993</b>	3 781	<b>3 625</b>	8 879	<b>8 795</b>	7 213	<b>7 101</b>	1 626	<b>1 610</b>	(2 614)	<b>(2 381)</b>	46 020	<b>45 277</b>
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)
<b>restated EBITDA</b>	2.7	<b>9 298</b>	<b>8 654</b>	764	<b>839</b>	1 397	<b>1 274</b>	3 190	<b>2 994</b>	1 256	<b>1 283</b>	(60)	<b>39</b>	0	0	15 846	<b>15 083</b>
% of revenues		39,9%	<b>38,4%</b>	20,0%	<b>21,0%</b>	36,9%	<b>35,1%</b>	35,9%	<b>34,0%</b>	17,4%	<b>18,1%</b>	-3,7%	<b>2,4%</b>	0,0%	0,0%	34,4%	<b>33,3%</b>
restatements		(401)	(84)	0	0	(278)	74	0	(1)	(18)	(7)	(621)	65	0	0	(1 317)	47
<b>reported EBITDA</b>	2.7	<b>8 898</b>	<b>8 569</b>	764	<b>839</b>	1 118	<b>1 347</b>	3 190	<b>2 993</b>	1 238	<b>1 276</b>	(680)	<b>104</b>	0	0	14 528	<b>15 129</b>
% of revenues		38,2%	<b>38,0%</b>	20,0%	<b>21,0%</b>	29,6%	<b>37,2%</b>	35,9%	<b>34,0%</b>	17,2%	<b>18,0%</b>	-41,8%	<b>6,5%</b>	0,0%	0,0%	31,6%	<b>33,4%</b>
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	642	0	0	0	642	0
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)
<b>EBIT</b>		<b>6 636</b>	<b>6 241</b>	(219)	<b>(168)</b>	201	<b>443</b>	1 201	<b>595</b>	897	<b>940</b>	(1 364)	<b>(104)</b>	0	0	7 353	<b>7 948</b>
% of revenues		28,5%	<b>27,7%</b>	-5,7%	<b>-4,2%</b>	5,3%	<b>12,2%</b>	13,5%	<b>6,8%</b>	12,4%	<b>13,2%</b>	-83,9%	<b>-6,5%</b>	0,0%	0,0%	16,0%	<b>17,6%</b>



## GROUP - segment reporting

		1H12															
(in millions of euros)	glossary	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
<b>profit &amp; loss statement</b>																	
<b>revenues</b>		11 332	<b>10 826</b>	1 942	<b>1 988</b>	1 734	<b>1 694</b>	4 078	<b>4 144</b>	3 582	<b>3 489</b>	764	<b>817</b>	(1 157)	<b>(1 115)</b>	22 275	<b>21 843</b>
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)
<b>restated EBITDA</b>	2.7	4 416	<b>4 020</b>	381	<b>455</b>	643	<b>591</b>	1 418	<b>1 453</b>	649	<b>596</b>	3	<b>(111)</b>	(0)	<b>(0)</b>	7 509	<b>7 004</b>
% 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)
<b>reported EBITDA</b>	2.7	4 384	<b>3 984</b>	381	<b>455</b>	528	<b>591</b>	1 418	<b>1 544</b>	648	<b>591</b>	23	<b>(345)</b>	(0)	<b>(0)</b>	7 381	<b>6 820</b>
% 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)
<b>EBIT</b>		3 222	<b>2 815</b>	(112)	<b>4</b>	68	<b>207</b>	615	<b>668</b>	478	<b>411</b>	(309)	<b>(615)</b>	(0)	<b>(0)</b>	3 962	<b>3 488</b>
% 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
<b>profit &amp; loss statement</b>																			
<b>revenues</b>		22 560	<b>21 431</b>	3 989	<b>4 027</b>	3 526	<b>3 381</b>	8 164	<b>8 281</b>	7 196	<b>7 001</b>	1 585	<b>1 623</b>	(2 318)	<b>(2 229)</b>	44 703	<b>43 515</b>		
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)		
<b>restated EBITDA</b>	2.7	8 699	<b>7 834</b>	840	<b>951</b>	1 238	<b>1 156</b>	2 818	<b>2 800</b>	1 291	<b>1 177</b>	(6)	<b>(133)</b>	0	<b>(0)</b>	14 879	<b>13 785</b>		
% 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)		
<b>reported EBITDA</b>	2.7	8 615	<b>6 763</b>	840	<b>951</b>	1 115	<b>1 156</b>	2 817	<b>2 893</b>	1 284	<b>1 134</b>	59	<b>(401)</b>	0	<b>(0)</b>	14 730	<b>12 495</b>		
% 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)		
<b>EBIT</b>		6 283	<b>4 306</b>	(168)	<b>169</b>	233	<b>(505)</b>	492	<b>332</b>	937	<b>763</b>	(780)	<b>(1 002)</b>	0	<b>(0)</b>	6 999	<b>4 063</b>		
% 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

		1H13															
(in millions of euros)	glossary	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
<b>profit &amp; loss statement</b>																	
<b>revenues</b>		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)
<b>restated EBITDA</b>	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)
<b>reported EBITDA</b>	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)
<b>EBIT</b>		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
<b>revenues</b>		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%
<b>mobile services</b>	3.2		2 430		2 517		4 946		2 449		2 432		4 882		9 828
<i>yoy variance (cb)</i>															
<b>mobile equipment sales</b>	3.3		125		116		240		103		179		282		522
<i>yoy variance (cb)</i>															
<b>fixed services</b>	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>															
<b>other revenues</b>	3.5		157		151		308		149		183		333		641
<i>yoy variance (cb)</i>															
<b>restated EBITDA</b>	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%
<b>CAPEX</b>	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													
		1Q11cb	1Q12	2Q11cb	2Q12	1H11cb	1H12	3Q11cb	3Q12	4Q11cb	4Q12	2H11cb	2H12	FY11cb	FY12
<b>revenues</b>		5 636	<b>5 401</b>	5 696	<b>5 425</b>	11 332	<b>10 826</b>	5 583	<b>5 280</b>	5 645	<b>5 325</b>	11 228	<b>10 605</b>	22 560	<b>21 431</b>
<i>yoy variance (cb)</i>			-4,2%		-4,8%		-4,5%		-5,4%		-5,7%		-5,5%		-5,0%
<b>mobile services</b>	3.2	2 432	<b>2 347</b>	2 518	<b>2 410</b>	4 950	<b>4 757</b>	2 451	<b>2 295</b>	2 430	<b>2 254</b>	4 882	<b>4 548</b>	9 832	<b>9 305</b>
<i>yoy variance (cb)</i>			-3,5%		-4,3%		-3,9%		-6,4%		-7,3%		-6,8%		-5,4%
<b>mobile equipment sales</b>	3.3	125	<b>123</b>	116	<b>125</b>	240	<b>248</b>	103	<b>124</b>	179	<b>187</b>	282	<b>311</b>	522	<b>559</b>
<i>yoy variance (cb)</i>			-1,4%		8,1%		3,2%		20,0%		4,7%		10,3%		7,0%
<b>fixed services</b>	3.4	2 913	<b>2 781</b>	2 899	<b>2 751</b>	5 812	<b>5 532</b>	2 868	<b>2 724</b>	2 868	<b>2 748</b>	5 735	<b>5 472</b>	11 547	<b>11 004</b>
<i>yoy variance (cb)</i>			-4,5%		-5,1%		-4,8%		-5,0%		-4,2%		-4,6%		-4,7%
fixed services retail		1 989	<b>1 876</b>	1 952	<b>1 836</b>	3 941	<b>3 712</b>	1 941	<b>1 817</b>	1 929	<b>1 827</b>	3 871	<b>3 645</b>	7 812	<b>7 357</b>
<i>yoy variance (cb)</i>			-5,7%		-5,9%		-5,8%		-6,4%		-5,3%		-5,8%		-5,8%
- fixed narrowband		1 019	<b>873</b>	983	<b>836</b>	2 002	<b>1 709</b>	953	<b>816</b>	913	<b>786</b>	1 867	<b>1 602</b>	3 869	<b>3 311</b>
<i>yoy variance (cb)</i>			-14,4%		-14,9%		-14,6%		-14,4%		-14,0%		-14,2%		-14,4%
- fixed broadband		970	<b>1 003</b>	968	<b>1 000</b>	1 939	<b>2 003</b>	988	<b>1 001</b>	1 016	<b>1 041</b>	2 004	<b>2 043</b>	3 943	<b>4 046</b>
<i>yoy variance (cb)</i>			3,4%		3,3%		3,3%		1,3%		2,5%		1,9%		2,6%
fixed wholesale		923	<b>905</b>	947	<b>914</b>	1 871	<b>1 820</b>	926	<b>907</b>	938	<b>921</b>	1 865	<b>1 828</b>	3 735	<b>3 647</b>
<i>yoy variance (cb)</i>			-1,9%		-3,5%		-2,7%		-2,1%		-1,8%		-2,0%		-2,4%
<b>other revenues</b>	3.5	167	<b>150</b>	163	<b>139</b>	330	<b>289</b>	160	<b>137</b>	169	<b>137</b>	329	<b>274</b>	660	<b>563</b>
<i>yoy variance (cb)</i>			-10,3%		-14,9%		-12,6%		-14,3%		-19,2%		-16,8%		-14,7%
<b>restated EBITDA</b>	2.7					4 416	<b>4 020</b>					4 284	<b>3 814</b>	8 699	<b>7 834</b>
<i>% of revenues</i>						39,0%	37,1%					38,2%	36,0%	38,6%	36,6%
<b>CAPEX</b>	2.8					1 239	<b>1 246</b>					1 380	<b>1 466</b>	2 620	<b>2 712</b>
<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
<b>revenues</b>		5 399	5 068	5 423	5 015	10 822	10 084	5 278	4 980						
<i>yoy variance (cb)</i>			-6,1%		-7,5%		-7,5%		-5,6%						
<b>mobile services</b>	3.2	2 347	2 157	2 410	2 132	4 757	4 289	2 295	2 079						
<i>yoy variance (cb)</i>			-8,1%		-11,5%		-9,8%		-9,4%						
<b>mobile equipment sales</b>	3.3	123	119	125	112	248	231	124	123						
<i>yoy variance (cb)</i>			-3,5%		-10,1%		-6,8%		-0,8%						
<b>fixed services</b>	3.4	2 781	2 662	2 751	2 645	5 532	5 307	2 724	2 653						
<i>yoy variance (cb)</i>			-4,3%		-3,9%		-4,1%		-2,6%						
fixed services retail		1 876	1 759	1 836	1 723	3 712	3 483	1 817	1 729						
<i>yoy variance (cb)</i>			-6,2%		-6,2%		-6,2%		-4,9%						
- fixed narrowband		873	752	836	721	1 709	1 473	816	724						
<i>yoy variance (cb)</i>			-13,8%		-13,8%		-13,8%		-11,3%						
- fixed broadband		1 003	1 007	1 000	1 002	2 003	2 009	1 001	1 005						
<i>yoy variance (cb)</i>			0,4%		0,2%		0,3%		0,4%						
fixed wholesale		905	903	914	921	1 820	1 824	907	924						
<i>yoy variance (cb)</i>			-0,3%		0,8%		0,2%		1,9%						
<b>other revenues</b>	3.5	148	131	137	126	285	257	135	126						
<i>yoy variance (cb)</i>			-11,6%		-8,3%		-10,0%		-7,0%						
<b>restated EBITDA</b>	2.7					3 960	3 662								
<i>% of revenues</i>						36,6%	36,3%								
<b>CAPEX</b>	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
<b>mobile KPIs</b>													
<b>commercial offers</b>													
<b>Open</b>		509	695	898	1 196	1 658	2 111	2 537	3 038	3 438	3 821	4 268	
o/w open multi SIM					32	182	334	473	653	792	945	1 140	
<b>Sosh</b>					28	211	367	541	794	1 088	1 364	1 617	
<b>customer base</b>													
<b>mobile customers (excl. MVNOs)</b>	1.2	26 668	26 656	26 589	27 090	26 475	26 321	26 638	27 190	26 829	26 710	26 768	
- contract (1)	1.3	18 898	19 025	19 256	19 453	19 066	19 152	19 472	19 704	19 789	20 033	20 447	
- M2M	1.5	687	764	824	871	917	1 036	1 203	1 302	1 473	1 547	1 662	
- excluding M2M		18 211	18 261	18 432	18 582	18 149	18 116	18 269	18 402	18 316	18 486	18 785	
- prepaid	1.4	7 770	7 631	7 334	7 638	7 409	7 169	7 166	7 486	7 040	6 677	6 322	
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	1 634	
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%	35,8%	35,3%	
<b>ARPU per year (annual rolling)</b>													
<b>blended ARPU</b>	1.8	374	374	370	366	361	354	345	333	323	311	303	
- contract ARPU		476	475	471	465	460	451	441	428	415	399	387	
- prepaid ARPU		140	136	130	126	120	114	106	98	92	87	82	
<b>volumes &amp; churn</b>													
AJPU	1.9	189	190	192	193	196	200	203	206	209	214	218	
churn	1.10	26,4%	26,6%	27,1%	27,5%	29,1%	30,4%	29,2%	28,7%	27,7%	27,0%	27,8%	
o/w contract churn		15,8%	16,1%	16,4%	17,1%	19,0%	20,0%	20,4%	20,9%	19,2%	18,6%	18,0%	
<b>subsidies (6 months rolling)</b>													
SACs	1.11		126		125		115		121		89		
SRCs	1.12		179		190		197		206		166		
<b>network coverage</b>													
% 3G coverage of population		96%	97%	97%	98%	98%	99%	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
<b>fixed KPIs</b>													
<b>customer base</b>													
<b>number of lines (copper + FTTH)</b>	1.13	34 334	34 242	34 209	34 235	34 235	34 135	34 096	34 078	34 044	33 937	33 861	
- consumer lines	1.20	19 190	18 901	18 718	18 548	18 281	18 024	17 832	17 623	17 387	17 442	17 288	
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	10 903	
- business lines		4 292	4 208	4 117	4 032	3 920	3 832	3 749	3 681	3 586	3 516	3 425	
- total wholesale lines		10 612	10 897	11 142	11 428	11 810	12 061	12 312	12 577	12 880	12 796	12 973	
o/w full unbundling		8 071	8 322	8 577	8 886	9 277	9 513	9 745	10 004	10 287	10 399	10 603	
- other group fixed lines	1.21	239	237	232	227	224	218	203	197	191	182	175	
<b>broadband customers</b>		9 308	9 371	9 478	9 598	9 671	9 749	9 827	9 893	9 934	9 975	10 046	
- ADSL		9 217	9 272	9 368	9 475	9 535	9 596	9 652	9 685	9 693	9 700	9 735	
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	6 074	
- FTTH customers	1.18	65	73	82	95	108	123	144	176	206	239	273	
- satellite and others		26	27	27	28	28	30	31	33	34	36	38	
<b>internet narrowband customers</b>		218	204	190	174	161	149	138	120	102	96	91	
<b>ARPU per month (annual rolling, per month)</b>													
<b>internet broadband ARPU</b>	1.14	36,1	35,6	35,4	35,1	35,0	35,0	34,8	34,7	34,5	34,3	34,1	
<b>internet features</b>													
VoIP customers		7 546	7 640	7 842	8 030	8 122	8 183	8 281	8 366	8 434	8 500	8 612	
IPTV and satellite customers		3 711	3 896	4 124	4 374	4 555	4 703	4 882	5 067	5 208	5 322	5 463	
<b>Broadband</b>													
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%	40,9%	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%	15,8%	27,9%	27,0%	
<b>FTTH</b>													
homes connectable (vertical)	1.17	639	727	813	926	1 071	1 327	1 457	1 669	1 867	2 113	2 297	

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



## SPAIN - financial KPIs

(in millions of euros)	glossary	2011													
		1Q10cb	1Q11	2Q10cb	2Q11	1H10cb	1H11	3Q10cb	3Q11	4Q10cb	4Q11	2H10cb	2H11	FY10cb	FY11
<b>revenues</b>		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%
<b>mobile services</b>	3.2		766		786		1 552		832		782		1 614		3 166
<i>yoy variance (cb)</i>															
<b>mobile equipment sales</b>	3.3		23		27		49		30		40		70		119
<i>yoy variance (cb)</i>															
<b>fixed services</b>	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>															
<b>other revenues</b>	3.5		5		6		11		5		6		12		23
<i>yoy variance (cb)</i>															
<b>restated EBITDA</b>	2.7					365	381					399	458	764	839
<i>% of revenues</i>						19,6%	19,6%					20,4%	22,4%	20,0%	21,0%
<b>CAPEX</b>	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													
		1Q11cb	1Q12	2Q11cb	2Q12	1H11cb	1H12	3Q11cb	3Q12	4Q11cb	4Q12	2H11cb	2H12	FY11cb	FY12
<b>revenues</b>		959	<b>981</b>	983	<b>1 007</b>	1 942	<b>1 988</b>	1 038	<b>1 027</b>	1 010	<b>1 011</b>	2 047	<b>2 038</b>	3 989	<b>4 027</b>
<i>yoy variance (cb)</i>			2,3%		2,5%		2,4%		-1,0%		0,1%		-0,4%		0,9%
<b>mobile services</b>	3.2	766	<b>759</b>	786	<b>772</b>	1 552	<b>1 530</b>	832	<b>795</b>	782	<b>766</b>	1 614	<b>1 561</b>	3 166	<b>3 092</b>
<i>yoy variance (cb)</i>			-1,0%		-1,8%		-1,4%		-4,5%		-1,9%		-3,3%		-2,4%
<b>mobile equipment sales</b>	3.3	23	<b>38</b>	27	<b>49</b>	49	<b>87</b>	30	<b>39</b>	40	<b>40</b>	70	<b>79</b>	119	<b>167</b>
<i>yoy variance (cb)</i>			67,6%		85,1%		77,0%		33,0%		-0,7%		13,6%		39,7%
<b>fixed services</b>	3.4	165	<b>180</b>	165	<b>182</b>	331	<b>362</b>	172	<b>187</b>	182	<b>199</b>	354	<b>387</b>	684	<b>749</b>
<i>yoy variance (cb)</i>			8,7%		10,4%		9,6%		9,1%		9,6%		9,3%		9,4%
o/w fixed broadband		107	<b>125</b>	112	<b>131</b>	219	<b>256</b>	116	<b>130</b>	125	<b>138</b>	241	<b>268</b>	460	<b>525</b>
<i>yoy variance (cb)</i>			17,0%		17,1%		17,1%		12,7%		10,3%		11,5%		14,1%
<b>other revenues</b>	3.5	4	<b>5</b>	5	<b>4</b>	10	<b>9</b>	4	<b>6</b>	6	<b>5</b>	10	<b>11</b>	19	<b>20</b>
<i>yoy variance (cb)</i>			3,7%		-20,1%		-9,2%		42,9%		-10,8%		11,4%		1,2%
<b>restated EBITDA</b>	2.7					381	<b>455</b>					458	<b>496</b>	840	<b>951</b>
<i>% of revenues</i>						19,6%	22,9%					22,4%	24,3%	21,0%	23,6%
<b>CAPEX</b>	2.8					170	<b>210</b>					235	<b>263</b>	405	<b>473</b>
<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
<b>revenues</b>		981	989	1 007	1 032	1 988	2 021	1 027	1 040						
<i>yoy variance (cb)</i>			0,8%		2,5%		1,6%		1,2%						
<b>mobile services</b>	3.2	759	741	772	744	1 530	1 485	795	706						
<i>yoy variance (cb)</i>			-2,3%		-3,6%		-3,0%		-11,1%						
<b>mobile equipment sales</b>	3.3	38	36	49	75	87	110	39	121						
<i>yoy variance (cb)</i>			-6,1%		51,6%		26,5%		208,1%						
<b>fixed services</b>	3.4	180	209	182	209	362	418	187	209						
<i>yoy variance (cb)</i>			16,0%		14,8%		15,4%		11,5%						
o/w fixed broadband		125	142	131	142	256	284	130	146						
<i>yoy variance (cb)</i>			13,3%		7,9%		10,6%		11,8%						
<b>other revenues</b>	3.5	5	4	4	4	9	8	6	3						
<i>yoy variance (cb)</i>			-20,7%		-1,0%		-11,3%		-43,3%						
<b>restated EBITDA</b>	2.7					455	469								
<i>% of revenues</i>						22,9%	23,2%								
<b>CAPEX</b>	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
<b>mobile KPIs</b>													
<b>customer base</b>													
mobile 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	12 414	
- contract	1.3	7 250	7 323	7 445	7 616	7 745	7 845	7 949	8 100	8 493	8 614	8 793	
- prepaid	1.4	4 168	4 072	4 157	4 046	3 887	3 872	3 905	3 739	3 686	3 624	3 621	
MVNOs customers	1.6	1 287	1 336	1 405	1 477	1 443	1 661	1 655	1 786	1 576	1 847	2 029	
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%	22,6%	na	
<b>ARPU per year (annual rolling)</b>													
blended ARPU	1.8	280	277	275	271	269	266	261	259	255	249	238	
- contract ARPU		392	389	387	382	376	368	359	353	343	333	315	
- prepaid ARPU		93	88	85	81	81	81	79	79	77	76	73	
<b>volumes &amp; churn</b>													
AUPU	1.9	172	174	174	174	174	172	170	169	166	166	167	
churn	1.10	32,5%	30,5%	30,9%	31,7%	31,8%	29,9%	29,7%	29,8%	30,0%	30,6%	30,7%	
o/w contract churn		20,3%	20,2%	20,4%	20,3%	19,7%	19,0%	18,6%	18,6%	20,0%	21,2%	21,4%	
<b>subsidies (6 months rolling)</b>													
SACs	1.11		108		115		96		99		91		
SRCs	1.12		135		138		143		146		126		
<b>network coverage</b>													
% 3G coverage of population		91%	91%	91%	91%	91%	91%	92%	92%	97%	97%	98%	
<b>fixed KPIs</b>													
<b>customer base</b>													
internet customers		1 205	1 242	1 273	1 312	1 338	1 365	1 402	1 436	1 475	1 550	1 633	
o/w broadband (ADSL)		1 150	1 187	1 225	1 265	1 293	1 323	1 359	1 396	1 436	1 512	1 594	
o/w LLU		906	932	960	996	1 024	1 058	1 103	1 152	1 198	1 285	1 380	
<b>ARPU (annual rolling, per month)</b>													
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	32,6	
<b>internet features</b>													
VoIP customers		654	696	732	777	814	849	897	945	1 000	1 098	1 201	
IPTV customers		69	68	67	68	68	68	69	71	68	65	62	
<b>ADSL</b>													
LLU coverage (in % of population)	1.19	63,6%	63,6%	64,1%	64,8%	65,9%	66,6%	71,5%	73,7%	75,4%	76,6%	76,9%	



## POLAND - financial KPIs

(in millions of euros)	glossary	2011													
		1Q10cb	1Q11	2Q10cb	2Q11	1H10cb	1H11	3Q10cb	3Q11	4Q10cb	4Q11	2H10cb	2H11	FY10cb	FY11
<b>revenues</b>		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%
<b>mobile services</b>	3.2		424		444		868		430		385		814		1 682
<i>yoy variance (cb)</i>															
<b>mobile equipment sales</b>	3.3		8		13		21		6		9		15		36
<i>yoy variance (cb)</i>															
<b>fixed services</b>	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>															
<b>other revenues</b>	3.5		37		41		78		36		51		86		165
<i>yoy variance (cb)</i>															
<b>reported EBITDA</b>	2.7					732	779					387	568	1 118	1 347
<i>% of revenues</i>						36,8%	41,0%					21,6%	33,0%	29,6%	37,2%
<b>restated EBITDA</b>	2.7					732	698					665	576	1 397	1 274
<i>% of revenues</i>						36,8%	36,7%					37,1%	33,4%	36,9%	35,1%
<b>CAPEX</b>	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)

<b>revenues (PLN)</b>		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%
<b>mobile services</b>			1 671		1 759		3 430		1 758		1 740		3 499		6 928
<b>mobile equipment sales</b>			32		52		84		25		40		65		149
<b>fixed services</b>			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
<b>other revenues</b>			147		163		310		146		221		367		677
<b>reported EBITDA (PLN)</b>	2.7					2 892	3 081					1 711	2 464	4 604	5 545
<b>CAPEX (PLN)</b>	2.8					715	900					1 938	1 680	2 653	2 580



## POLAND - financial KPIs

(in millions of euros)	glossary	2012													
		1Q11cb	1Q12	2Q11cb	2Q12	1H11cb	1H12	3Q11cb	3Q12	4Q11cb	4Q12	2H11cb	2H12	FY11cb	FY12
<b>revenues</b>		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%
<b>mobile services</b>	3.2	395	394	413	411	808	805	425	404	423	395	848	800	1 656	1 605
<i>yoy variance (cb)</i>			-0,2%		-0,6%		-0,4%		-4,8%		-6,5%		-5,7%		-3,1%
<b>mobile equipment sales</b>	3.3	8	8	12	8	20	16	7	8	10	9	17	17	37	34
<i>yoy variance (cb)</i>			4,7%		-34,4%		-19,3%		18,9%		-5,7%		4,0%		-8,9%
<b>fixed services</b>	3.4	429	396	412	402	841	798	423	390	419	388	842	777	1 683	1 576
<i>yoy variance (cb)</i>			-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
<i>yoy variance (cb)</i>			-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
<i>yoy variance (cb)</i>			-2,5%		1,6%		-0,4%		3,2%		6,0%		4,6%		2,1%
<b>other revenues</b>	3.5	30	34	34	41	64	74	34	38	52	55	86	93	151	167
<i>yoy variance (cb)</i>			11,5%		19,1%		15,6%		11,1%		4,4%		7,1%		10,7%
<b>reported EBITDA</b>	2.7					528	591					587	564	1 115	1 156
<i>% of revenues</i>						30,5%	34,9%					32,7%	33,5%	31,6%	34,2%
<b>restated EBITDA</b>	2.7					643	591					595	564	1 238	1 156
<i>% of revenues</i>						37,1%	34,9%					33,2%	33,5%	35,1%	34,2%
<b>CAPEX</b>	2.8					205	208					405	350	610	558
<i>% of revenues</i>						11,8%	12,3%					22,6%	20,7%	17,3%	16,5%

### local currency (in millions of zlotys)

<b>revenues (PLN)</b>		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
<i>yoy variance (cb)</i>			-3,4%		-1,2%		-2,3%		-5,5%		-6,4%		-5,9%		-4,1%
<b>mobile services</b>		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
<b>mobile equipment sales</b>		33	35	53	35	86	70	27	32	41	39	68	71	154	141
<b>fixed services</b>		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
<b>other revenues</b>		128	142	145	173	273	316	141	157	217	226	358	383	631	699
<b>reported EBITDA (PLN)</b>	2.7					2 242	2 510					2 424	2 326	4 666	4 836
<b>CAPEX (PLN)</b>	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
<b>revenues</b>		847	786	873	786	1 720	1 572	817	752						
yoy variance (cb)			-7,2%		-9,9%		-8,6%		-7,9%						
<b>mobile services</b>	3.2	408	369	425	378	833	747	401	356						
yoy variance (cb)			-9,7%		-10,9%		-10,3%		-11,2%						
<b>mobile equipment sales</b>	3.3	8	8	8	10	17	18	8	8						
yoy variance (cb)			-5,2%		15,8%		5,3%		8,9%						
<b>fixed services</b>	3.4	403	374	407	361	811	734	379	353						
yoy variance (cb)			-7,3%		-11,5%		-9,4%		-6,9%						
o/w PSTN		178	148	167	138	345	286	156	131						
yoy variance (cb)			-17,0%		-17,0%		-17,0%		-15,9%						
o/w fixed broadband		93	101	94	100	187	202	94	99						
yoy variance (cb)			9,3%		6,8%		8,1%		5,9%						
<b>other revenues</b>	3.5	27	35	33	38	60	73	29	35						
yoy variance (cb)			31,9%		14,8%		22,5%		20,8%						
<b>reported EBITDA</b>	2.7					602	487								
% of revenues						35,0%	31,0%								
<b>restated EBITDA</b>	2.7					602	487								
% of revenues						35,0%	31,0%								
<b>CAPEX</b>	2.8					212	204								
% of revenues						12,3%	13,0%								

### local currency (in millions of zlotys)

<b>revenues (PLN)</b>		3 520	3 267	3 667	3 303	7 187	6 570	3 471	3 196						
yoy variance (cb)			-7,2%		-9,9%		-8,6%		-7,9%						
<b>mobile services</b>		1 697	1 533	1 784	1 589	3 481	3 123	1 706	1 515						
<b>mobile equipment sales</b>		35	33	35	40	70	73	32	35						
<b>fixed services</b>		1 676	1 554	1 711	1 516	3 387	3 069	1 611	1 499						
o/w PSTN		739	614	701	582	1 441	1 196	665	559						
o/w fixed broadband		385	421	395	422	780	843	398	422						
<b>other revenues</b>		111	147	137	158	249	305	122	147						
<b>reported EBITDA (PLN)</b>	2.7					2 515	2 036								
<b>CAPEX (PLN)</b>	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
<b>mobile KPIs</b>													
<b>customer base</b>													
mobile 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	15 126	
- contract	1.3	6 962	6 967	6 973	6 977	6 927	6 937	6 894	6 911	6 906	6 970	7 052	
- prepaid	1.4	7 457	7 568	7 641	7 681	7 685	7 820	7 865	7 984	7 981	7 977	8 073	
MVNOs customers	1.6	73	78	83	87	88	87	78	69	66	67	69	
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%	27,0%	
<b>ARPU per year (PLN &amp; annual rolling)</b>													
blended ARPU	1.8	506	501	498	483	488	487	479	470	458	444	429	
- contract ARPU		813	810	812	788	807	807	799	790	776	759	740	
- prepaid ARPU		226	221	211	211	209	209	206	201	194	185	176	
<b>volumes &amp; churn</b>													
AUPU	1.9	164	165	164	165	164	166	166	170	171	163	179	
churn	1.10	37,6%	39,0%	39,6%	40,0%	41,5%	42,1%	42,2%	41,4%	41,0%	40,1%	38,7%	
o/w contract churn		13,3%	14,0%	13,8%	15,0%	14,8%	14,8%	14,8%	14,1%	14,0%	14,2%	14,0%	
<b>subsidies (6 months rolling)</b>													
SACs (in PLN)	1.11		124		112		110		121		130		
SRCs (in PLN)	1.12		363		386		433		376		416		
<b>network coverage</b>													
% 3G coverage of population		61%	62%	62%	62%	63%	63%	65%	69%	70%	74%	76%	
<b>fixed KPIs</b>													
<b>customer base</b>													
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	5 913	
- total retail lines		6 164	6 005	5 837	5 623	5 332	5 117	4 930	4 768	4 605	4 476	4 376	
- total wholesale lines		1 522	1 557	1 598	1 657	1 699	1 723	1 705	1 657	1 601	1 534	1 536	
internet customers		2 308	2 322	2 343	2 354	2 356	2 351	2 342	2 350	2 338	2 321	2 306	
- broadband (ADSL)		2 297	2 311	2 332	2 346	2 348	2 344	2 338	2 345	2 333	2 317	2 306	
<b>ARPU per year (PLN &amp; annual rolling)</b>													
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	59,6	
<b>internet features</b>													
VoIP customers		137	134	136	165	232	275	330	394	440	465	480	
IPTV and satellite customers		577	592	615	636	663	677	695	706	699	699	702	
<b>broadband</b>													
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%	32,0%	
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%	-118,2%	-37,0%	



## ROW - financial KPIs

(in millions of euros)	glossary	2011													
		1Q10cb	1Q11	2Q10cb	2Q11	1H10cb	1H11	3Q10cb	3Q11	4Q10cb	4Q11	2H10cb	2H11	FY10cb	FY11
<b>revenues by activity</b>															
<b>revenues</b>		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%
<b>mobile services</b>	3.2		1 722		1 739		3 461		1 805		1 852		3 657		7 118
<i>yoy variance (cb)</i>															
<b>mobile equipment sales</b>	3.3		77		75		152		69		115		184		337
<i>yoy variance (cb)</i>															
<b>fixed services</b>	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>															
<b>other revenues</b>	3.5		106		94		199		100		93		193		393
<i>yoy variance (cb)</i>															
<b>revenues by country</b>															
<b>Belgium</b>		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
<b>Romania</b>		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
<b>Egypt (1)</b>		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
<b>Slovakia</b>		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
<b>Switzerland (only 2 months in 2012)</b>		248	232	255	237	503	469	278	269	269	274	547	543	1 050	1 012
<b>Senegal (1)</b>		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
<b>Ivory Coast</b>		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
<b>Republica Dominicana</b>		105	109	100	100	205	209	98	102	108	108	205	210	410	419
<b>Jordan (1)</b>		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
<b>Mali (1)</b>		72	76	75	88	147	164	75	77	77	79	153	156	300	320
<b>Cameroon</b>		57	68	60	69	116	137	69	74	69	74	138	148	255	285
<b>Moldova</b>		35	36	38	40	73	76	42	43	43	43	85	86	158	162
<b>Kenya</b>		21	20	20	18	42	38	20	19	19	18	39	37	81	75
<b>Madagascar</b>		16	15	16	16	32	31	17	17	17	17	34	35	66	66
<b>Bostwana</b>		25	27	26	26	51	52	26	26	27	28	52	54	104	106
<b>others and Sofrecom</b>		66	92	77	100	143	192	82	101	94	109	176	210	319	403
<b>eliminations</b>		(24)	(29)	(28)	(28)	(54)	(57)	(29)	(32)	(28)	(34)	(58)	(66)	(110)	(123)
<b>restated EBITDA</b>	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%
<b>CAPEX</b>	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.

(in millions of euros)	glossary	2012													
		1Q11cb	1Q12	2Q11cb	2Q12	1H11cb	1H12	3Q11cb	3Q12	4Q11cb	4Q12	2H11cb	2H12	FY11cb	FY12
<b>revenues by activity</b>															
<b>revenues</b>		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%
<b>mobile services</b>	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%
<b>mobile equipment sales</b>	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%
<b>fixed services</b>	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%
<b>other revenues</b>	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%
<b>revenues by country</b>															
<b>Belgium</b>		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
<b>Romania</b>		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
<b>Egypt (1)</b>		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
<b>Slovakia</b>		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
<b>Switzerland (only 2 months in 2012)</b>		162	168	0	0	162	168	0	0	0	0	0	0	162	168
<b>Senegal (1)</b>		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
<b>Ivory Coast</b>		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
<b>Republica Dominicana</b>		110	113	109	111	219	224	112	115	109	113	221	228	440	451
<b>Jordan (1)</b>		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
<b>Mali (1)</b>		76	78	88	79	164	157	77	81	79	82	156	164	320	320
<b>Cameroon</b>		68	77	69	73	137	151	74	77	74	78	148	156	285	307
<b>Moldova</b>		38	39	43	43	82	82	45	46	43	44	88	91	170	172
<b>Kenya</b>		21	22	21	23	41	45	22	24	21	21	44	45	85	90
<b>Madagascar</b>		15	17	17	18	32	34	17	18	17	17	35	36	66	70
<b>Bostwana</b>		25	26	25	25	50	51	26	24	27	26	53	50	103	101
<b>others and Sofrecom</b>		107	120	120	131	226	250	119	134	127	146	246	280	472	530
<b>eliminations</b>		(29)	(30)	(28)	(36)	(57)	(67)	(32)	(41)	(34)	(42)	(66)	(82)	(123)	(149)
<b>restated EBITDA</b>	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%
<b>CAPEX</b>	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 r



## ROW - financial KPIs

(in millions of euros)	glossary	2013													
		1Q12cb	1Q13	2Q12cb	2Q13	1H12cb	1H13	3Q12cb	3Q13	4Q12cb	4Q13	2H12cb	2H13	FY12cb	FY13
<b>revenues by activity</b>															
<b>revenues</b>		1 920	<b>1 934</b>	1 945	<b>1 943</b>	3 866	<b>3 877</b>	1 954	<b>1 944</b>						
<i>yoy variance (cb)</i>			0,7%		-0,1%		0,3%		-0,5%						
<b>mobile services</b>	3.2	1 541	<b>1 514</b>	1 549	<b>1 532</b>	3 091	<b>3 046</b>	1 549	<b>1 532</b>						
<i>yoy variance (cb)</i>			-1,8%		-1,1%		-1,4%		-1,1%						
<b>mobile equipment sales</b>	3.3	68	<b>100</b>	70	<b>81</b>	139	<b>181</b>	70	<b>78</b>						
<i>yoy variance (cb)</i>			45,7%		14,9%		30,1%		10,5%						
<b>fixed services</b>	3.4	244	<b>254</b>	258	<b>255</b>	502	<b>509</b>	268	<b>257</b>						
<i>yoy variance (cb)</i>			4,2%		-1,2%		1,4%		-3,8%						
o/w fixed broadband		61	<b>67</b>	61	<b>65</b>	122	<b>133</b>	63	<b>65</b>						
<i>yoy variance (cb)</i>			10,9%		7,2%		9,1%		3,0%						
<b>other revenues</b>	3.5	67	<b>67</b>	67	<b>74</b>	134	<b>141</b>	67	<b>77</b>						
<i>yoy variance (cb)</i>			0,3%		10,1%		5,2%		14,0%						
<b>revenues by country</b>															
<b>Belgium</b>		386	<b>379</b>	388	<b>348</b>	774	<b>726</b>	383	<b>332</b>						
o/w mobile services	3.3	302	279	310	273	613	552	306	261						
<b>Romania</b>		222	<b>219</b>	230	<b>230</b>	452	<b>449</b>	233	<b>241</b>						
o/w mobile services	3.3	197	187	203	198	401	385	198	206						
<b>Egypt (1)</b>		286	<b>290</b>	283	<b>297</b>	568	<b>587</b>								
o/w mobile services	3.3	254	255	249	258	504	513								
<b>Slovakia</b>		167	<b>156</b>	175	<b>163</b>	342	<b>319</b>	167	<b>153</b>						
o/w mobile services	3.3	150	134	151	136	301	270	147	131						
o/w fixed services	3.4	11	13	18	15	28	28	13	13						
<b>Switzerland (only 2 months in 2012)</b>		0	<b>0</b>	0	<b>0</b>	0	<b>0</b>	0	<b>0</b>						
<b>Senegal (1)</b>		171	<b>181</b>	174	<b>189</b>	345	<b>370</b>								
o/w mobile services	3.3	110	111	107	113	217	224								
o/w fixed services	3.4	58	66	63	72	121	138								
<b>Ivory Coast</b>		138	<b>149</b>	134	<b>148</b>	272	<b>297</b>	141	<b>156</b>						
o/w mobile services	3.3	95	105	97	107	193	212	98	107						
o/w fixed services	3.4	39	41	36	38	75	80	41	40						
<b>Republica Dominicana</b>		107	<b>111</b>	104	<b>109</b>	210	<b>220</b>	100	<b>109</b>						
<b>Jordan (1)</b>		103	<b>101</b>	112	<b>93</b>	215	<b>194</b>								
o/w mobile services	3.3	44	41	49	35	92	75								
o/w fixed services	3.4	57	57	61	56	118	113								
<b>Mali (1)</b>		78	<b>80</b>	79	<b>86</b>	157	<b>167</b>								
<b>Cameroon</b>		77	<b>73</b>	73	<b>69</b>	151	<b>143</b>	77	<b>74</b>						
<b>Moldova</b>		37	<b>40</b>	41	<b>43</b>	78	<b>83</b>	43	<b>44</b>						
<b>Kenya</b>		21	<b>19</b>	23	<b>20</b>	44	<b>40</b>	22	<b>22</b>						
<b>Madagascar</b>		16	<b>17</b>	17	<b>18</b>	33	<b>34</b>	18	<b>19</b>						
<b>Bostwana</b>		24	<b>22</b>	22	<b>24</b>	46	<b>46</b>	20	<b>23</b>						
<b>others and Sofrecom</b>		117	<b>133</b>	127	<b>144</b>	245	<b>278</b>	131	<b>148</b>						
<b>eliminations</b>		(30)	<b>(36)</b>	(36)	<b>(39)</b>	(65)	<b>(76)</b>	(40)	<b>(37)</b>						
<b>restated EBITDA</b>	2.7					1 374	<b>1 240</b>								
<i>% of revenues</i>						35,5%	<b>32,0%</b>								
<b>CAPEX</b>	2.8					462	<b>398</b>								
<i>% of revenues</i>						12,0%	<b>10,3%</b>								

(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
<b>mobile KPIs</b>													
<b>customer base</b>													
<b>rest of the world mobile customers (excl. MVNOs)</b>	1.2	<b>90 097</b>	<b>91 550</b>	<b>95 141</b>	<b>99 741</b>	<b>99 186</b>	<b>100 017</b>	<b>102 873</b>	<b>105 406</b>	<b>105 034</b>	<b>107 090</b>	<b>107 807</b>	
- Belgium		3 743	3 805	3 866	3 933	3 950	3 979	3 989	3 950	3 926	3 917	3 886	
- Romania		10 274	10 112	10 184	10 262	10 087	10 046	10 243	10 283	10 214	10 200	10 383	
- Egypt (1)		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	2 770	
- Switzerland		1 572	1 573	1 592	1 614	0	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	6 710	
- Republica Dominicana		2 927	3 005	2 958	3 106	3 159	3 132	3 106	3 214	3 330	3 361	3 303	
- Jordan (1) (2)		2 319	2 521	2 618	2 694	2 811	3 072	3 213	3 185	3 351	3 469		
- 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	5 892	
- Moldova		1 711	1 741	1 807	1 837	1 814	1 833	1 918	1 999	2 029	2 040	2 106	
- Kenya		1 122	865	815	832	883	937	822	807	850	872	916	
- Madagascar		2 212	2 316	2 327	2 196	2 155	1 883	1 846	1 835	1 706	1 629	1 409	
- Bostwana		821	821	830	853	866	864	844	871	831	821	865	
- Mauritius Island (40%)		272	274	280	286	290	292	295	301	306	304	309	
- Luxembourg		91	94	98	105	108	113	119	122	124	127	126	
- 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	1 608	
- Republic of Centrafica		318	319	318	308	308	314	333	364	294	308	345	
- Equatorial Guinea (40%)		164	169	182	184	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	17	
- Uganda		638	717	861	622	625	545	511	508	501	540	582	
- Armenia		617	606	592	580	564	645	594	597	586	598	617	
- Austria (35%)		765	761	758	762	777	780	784	781	0	0	0	
- Tunisia (49%)		426	431	532	678	744	824	900	924	961	968	1 002	
- Maroc (40%)		4 448	4 448	4 746	4 814	4 494	4 574	4 585	4 609	4 598	4 554	4 636	
- Iraq (20%)		0	0	0	607	669	728	798	840	909	956	984	
- Congo		0	0	0	1 672	1 491	1 489	1 528	1 836	1 801	1 757	1 924	
<b>rest of the world MVNO customers (in Belgium)</b>	1.6	<b>510</b>	<b>454</b>	<b>415</b>	<b>699</b>	<b>572</b>	<b>619</b>	<b>700</b>	<b>888</b>	<b>974</b>	<b>1 073</b>	<b>1 142</b>	
<b>ARPU per year (annual rolling, in euros)</b>													
<b>blended ARPU Belgium</b>	1.8	<b>363</b>	<b>355</b>	<b>350</b>	<b>348</b>	<b>345</b>	<b>342</b>	<b>337</b>	<b>336</b>	<b>330</b>	<b>321</b>	<b>311</b>	
blended ARPU Romania		83	82	82	82	82	82	80	79	77	77	77	
blended ARPU Slovakia		243	239	235	229	224	219	214	209	205	202	198	
blended ARPU Switzerland		522	530	544	562	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
blended ARPU Senegal (1)		88	84	82	80	78	77	74	72	69	68		
blended ARPU Ivory Coast (2)		69	59	57	57	60	67	69	71	72	73	73	
blended ARPU Jordan (1) (2)		77	73	73	71	68	66	68	65	62	57		
blended ARPU Cameroon (2)		76	73	68	66	64	61	58	55	51	48	47	
blended ARPU Madagascar		29	28	28	27	28	29	31	32	33	35	37	
blended ARPU Egypt (1)		46	42	38	36	36	36	36	36	35	33		
blended ARPU Moldova		93	91	89	88	88	88	89	87	85	83	79	

(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
<b>fixed KPIs</b>													
<b>customer base</b>													
<b>total number of lines (copper + FTTH)</b>	1.13	<b>2 308</b>	<b>2 256</b>	<b>2 221</b>	<b>2 149</b>	<b>2 137</b>	<b>2 102</b>	<b>2 089</b>	<b>2 055</b>	<b>2 040</b>	<b>2 021</b>	<b>2 025</b>	
- Belgium		665	674	673	683	682	682	682	682	682	681	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	293	
- Jordan (1)		491	482	479	474	474	471	462	453	444	437		
- Kenya		443	382	349	278	268	238	229	207	193	180	181	
- Mauritius (40%)		134	133	133	134	135	135	136	138	139	140	141	
- Equatorial Guinea (40%)		6	6	6	0	0	0	0	0	0	0	0	
- Vanuatu		3	3	3	6	6	6	6	4	4	4	3	
<b>internet customers</b>		<b>799</b>	<b>816</b>	<b>833</b>	<b>867</b>	<b>897</b>	<b>912</b>	<b>920</b>	<b>936</b>	<b>950</b>	<b>957</b>	<b>1 001</b>	
- Belgium broadband customers		68	71	73	83	83	78	76	72	70	67	55	
- Luxembourg broadband customers		0	0	0	0	4	4	4	5	5	5	5	
- Slovakia FTTH connected		49	49	50	51	55	62	69	77	84	90	97	
- Switzerland broadband customers		10	9	9	9	0	0	0	0	0	0	0	
- Romania		17	19	19	20	20	20	20	19	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	39	
- Jordan (1)		164	165	170	174	184	188	182	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	4	
- Mauritius (40%)		46	47	48	51	53	54	55	58	60	61	62	
- Cameroon		4	3	3	4	4	3	3	3	3	3	3	
- Moldavie		2	3	3	3	3	3	3	3	3	3	3	
- Egypt (1)		227	238	241	257	271	280	286	299	301	299		
- Tunisia (49%)		58	58	58	59	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.



# ENTERPRISE

(in millions of euros)	glossary	2011													
		1Q10cb	1Q11	2Q10cb	2Q11	1H10cb	1H11	3Q10cb	3Q11	4Q10cb	4Q11	2H10cb	2H11	FY10cb	FY11
<b>revenues</b>		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
<b>restated EBITDA</b>	2.7					637	649					619	634	1 256	1 283
% of revenues						17,7%	18,3%					17,1%	17,8%	17,4%	18,1%
<b>CAPEX</b>	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		
<b>France</b>									
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		





# ENTERPRISE

(in millions of euros)	glossary	2012													
		1Q11cb	1Q12	2Q11cb	2Q12	1H11cb	1H12	3Q11cb	3Q12	4Q11cb	4Q12	2H11cb	2H12	FY11cb	FY12
<b>revenues</b>		1 790	<b>1 734</b>	1 792	<b>1 755</b>	3 582	<b>3 489</b>	1 778	<b>1 726</b>	1 836	<b>1 786</b>	3 614	<b>3 513</b>	7 196	<b>7 001</b>
<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
<b>restated EBITDA</b>	2.7					649	<b>596</b>					642	<b>581</b>	1 291	<b>1 177</b>
% of revenues						18,1%	17,1%					17,8%	16,6%	17,9%	16,8%
<b>CAPEX</b>	2.8					172	<b>172</b>					190	<b>180</b>	362	<b>352</b>
% 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
<b>revenues</b>		1 726	1 635	1 740	1 662	3 467	3 297	1 678	1 558						
<i>yoy variance (cb)</i>			-5,3%		-4,5%		-4,9%		-7,2%						
legacy networks	3.6	516	443	491	429	1 007	871	470	407						
mature networks	3.7	684	681	703	696	1 386	1 377	698	675						
growth networks	3.8	97	100	99	106	196	205	95	98						
services	3.9	429	412	448	432	877	843	415	378						
<b>restated EBITDA</b>	2.7					592	517								
% of revenues						17,1%	15,7%								
<b>CAPEX</b>	2.8					171	149								
% of revenues						4,9%	4,5%								

## operational KPIs

### worldwide

IP VPN accesses		327		327				330							
<b>France</b>															
PSTN lines		3 586		3 516				3 425							
data permanent access advanced		349		350				353							
o/w IP VPN accesses		282		283				285							
XoIP offers France	1.24	69		70				71							
business everywhere		1 754		1 763				1 747							
o/w business everywhere France		811		817				775							



## INTERNATIONAL CARRIER & SHARED SERVICES

(in millions of euros)	glossary	2011													
		1Q10cb	1Q11	2Q10cb	2Q11	1H10cb	1H11	3Q10cb	3Q11	4Q10cb	4Q11	2H10cb	2H11	FY10cb	FY11
<b>revenues</b>		394	<b>378</b>	402	<b>396</b>	797	<b>774</b>	426	<b>413</b>	403	<b>423</b>	830	<b>836</b>	1 626	<b>1 610</b>
<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	<b>322</b>	349	<b>325</b>	692	<b>647</b>	367	<b>355</b>	335	<b>360</b>	702	<b>714</b>	1 394	<b>1 361</b>
shared services	3.11	52	<b>56</b>	53	<b>71</b>	105	<b>127</b>	59	<b>58</b>	68	<b>64</b>	127	<b>122</b>	232	<b>249</b>
<b>restated EBITDA</b>	2.7					2	<b>60</b>					(62)	<b>(21)</b>	(60)	<b>39</b>
% of revenues						0,3%	<b>7,7%</b>					-7,4%	<b>-2,5%</b>	-3,7%	<b>2,4%</b>
<b>CAPEX</b>	2.8					135	<b>182</b>					175	<b>185</b>	310	<b>367</b>
% of revenues						16,9%	<b>23,5%</b>					21,1%	<b>22,1%</b>	19,0%	<b>22,8%</b>



## INTERNATIONAL CARRIER & SHARED SERVICES

(in millions of euros)	glossary	2012													
		1Q11cb	1Q12	2Q11cb	2Q12	1H11cb	1H12	3Q11cb	3Q12	4Q11cb	4Q12	2H11cb	2H12	FY11cb	FY12
<b>revenues</b>		372	<b>410</b>	392	<b>407</b>	764	<b>817</b>	407	<b>391</b>	414	<b>415</b>	821	<b>806</b>	1 585	<b>1 623</b>
<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
<b>restated EBITDA</b>	2.7					3	<b>(111)</b>					(9)	<b>(22)</b>	(6)	<b>(133)</b>
% of revenues						0,4%	-13,6%					-1,1%	-2,7%	-0,4%	-8,2%
<b>CAPEX</b>	2.8					176	<b>131</b>					183	<b>284</b>	359	<b>415</b>
% of revenues						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
<b>revenues</b>		409	<b>407</b>	405	<b>424</b>	814	<b>830</b>	390	<b>443</b>						
<i>yoy variance (cb)</i>			-0,4%		4,5%		2,0%		13,4%						
international carrier services	3.10	352	336	344	359	696	694	340	374						
shared services	3.11	56	71	62	65	118	136	50	68						
<b>restated EBITDA</b>	2.7					(40)	<b>43</b>								
% of revenues						-4,9%	5,1%								
<b>CAPEX</b>	2.8					131	<b>189</b>								
% of revenues						16,1%	22,7%								



## EE (Everything Everywhere)

	(in millions of pounds)	glossary	2011													
			1Q10	1Q11	2Q10	2Q11	1H10	1H11	3Q10	3Q11	4Q10	4Q11	2H10	2H11	FY10	FY11
<b>financial KPIs</b>																
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				-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%
<b>operational KPIs</b>																
<b>customers (in thousands)</b>																
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 churn (%)			1,5%	1,3%	1,4%	1,1%			1,4%	1,1%	1,3%	1,1%				
<b>mobile (in GBP)</b>																
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 MOU (minutes)			378	368	372	367			361	363	371	359				



## EE (Everything Everywhere)

(in millions of pounds)	glossary	2012													
		1Q11	1Q12	2Q11	2Q12	1H11	1H12	3Q11	3Q12	4Q11	4Q12	2H11	2H12	FY11	FY12
<b>financial KPIs</b>															
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			-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%
<b>operational KPIs</b>															
<b>customers (in thousands)</b>															
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 churn (%)			1,2%		1,2%				1,2%		1,2%				
<b>mobile (in GBP)</b>															
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 MOU (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
<b>financial KPIs</b>															
revenues		1 670	1 605	1 644	1 606	3 314	3 211	1 671	1 631						
yoy variance			-3,9%		-2,3%		-3,1%		-2,4%						
mobile service revenue		1 503	1 422	1 486	1 421	2 989	2 843	1 496	1 446						
adjusted EBITDA						673	734								
% of revenues						20,3%	22,9%								
CAPEX	2.8					245	295								
% of revenues						7,4%	9,2%								
<b>operational KPIs</b>															
<b>customers (in thousands)</b>															
customers (end of period) excl. M2M			26 441		25 996				25 842						
- contract			13 759		13 976				14 156						
- prepay			11 983		11 312				10 967						
- home			699		709				718						
net adds			(404)		(445)				(155)						
- contract			166		216				181						
- prepay			(571)		(671)				(345)						
average monthly churn (%)			2,6%		2,6%				2,2%						
- contract churn (%)			1,2%		1,1%				1,1%						
<b>mobile (in GBP)</b>															
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		18,9	19,0						
- contract			32,4	30,0	31,7	29,7		31,8	30,1						
- prepay			5,8	5,0	5,9	5,0		5,7	4,8						
voice ARPU (monthly average)			10,2	8,9	9,9	8,4		9,8	8,5						
non-voice % of ARPU			45,5%	51,1%	47,1%	54,6%		48,4%	55,5%						
MOU per customer per month (minutes)			198	199	199	201		194	201						
- contract MOU (minutes)			357	338	352	335		338	325						