

free PRO

NEW

Freebox Pro

Even more powerful
Even more **PRO**



PRESS PACK

JANUARY 14, 2025

A message from Denis

DENIS PLANAT

Chief Executive Officer of Free Pro



I'm delighted to be unveiling today our new Freebox Pro, which fully embodies our vision of a more powerful, more secure and more responsible digital experience for micro, small, and mid-sized businesses in France.

The new Freebox Pro was designed collaboratively with our customers. They were the ones - whether business leaders or IT managers - who told us what they needed and wanted and the features that would facilitate their daily work. We responded by creating a state-of-the-art box that combines leading-edge technologies in terms of connectivity, cybersecurity and environmental responsibility. It offers businesses ultra-fast connection and symmetrical speeds, as well as heightened protection against cyber threats. And it was designed with a view to minimizing its environmental footprint, reaffirming Free Pro's commitment to sustainable digital technology.

With this new box, we're continuing to deliver on our mission of partnering VSEs and SMEs in their digital transformation by providing them with the most advanced technologies at a Free value-for-money price.

So far, 70,000 BtoB customers have placed their trust in Free Pro. In line with our watchwords of expertise, simplicity and customer closeness, we're pursuing our growth drive by offering businesses in France comprehensive solutions to meet all the challenges of the digital world.

I hope you enjoy exploring our new Freebox Pro as much as we enjoyed creating it!

The new Freebox Pro

in brief

THE NEW FREEBOX PRO

EVEN MORE PRO

Symmetrical fiber speeds

Up to

8 Gbps

↑ ↓

Reduced energy consumption

40%

lower than the previous Freebox Pro

Eco-design

+10 YEARS

designed to last

Local storage

1 TB

included

Cloud storage

200 GB

included



Latest-gen Wi-Fi 7

+ guest Wi-Fi

NEW

Freebox Pro



€39.99/month

for 1 year, then €49.99/month

No contract

built-in

iPv4/iPv6 firewall



Automatic 4G backup

included



Up to 3 Wi-Fi 7 repeaters

(paid add-on option)

New

Wi-Fi 7 Sleep mode

New


Total Sleep mode

Cyber Protect Essentiel


24/7 network surveillance and alert system



1 5G Free Pro Mobile Plan included




Discounts for additional 5G Free Pro Mobile Plans



2 fixed phone lines included



Special deal for Coms Pro licenses



Dedicated Pro customer support based in France

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- The largest 5G network in France
- Certified and sovereign data centers

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- Special deal for mobile plans - discounts for additional 5G Free Pro Mobile Plans
- Special deal for Coms Pro - discounts for our all-in-one collaborative communications offer

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Ultra connectivity and ultra performance

THE NEW FREEBOX PRO

EVEN MORE PRO

A CONCENTRATE OF
TECHNOLOGICAL **INNOVATIONS.**

BTOB FIBER WITH SYMMETRICAL SPEEDS

The new Freebox Pro is ultra powerful. It meets the needs of businesses, whose applications are increasingly cloud-based and which therefore require very high bandwidth.

ULTRA-FAST, SYMMETRICAL SPEEDS

Businesses are dramatically ramping up their use of digital technologies, and the new Freebox Pro gives them the capacity to do that. It provides access to fiber with symmetrical speeds: up to 8 Gbps for downloads and up to 8 Gbps for uploads⁽¹⁾. The power of fiber means that multiple devices and users can be connected simultaneously without any loss of network performance. This reliability is a guarantee for our customers that they can conduct their business smoothly and productively.

A 2.2 GHZ QUAD-CORE PROCESSOR

The Freebox Pro has a 2.2 GHz quad-core processor. Its powerful computing capacity enables smooth network management as traffic is analyzed in real time so critical data streams can be prioritized, security and filtering rules can be applied more rapidly, and Wi-Fi performance can be optimized dynamically.



Up to
8 Gbps
↑ ↓

Maximum theoretical symmetrical speeds⁽¹⁾



One
2.2 GHz
Quad-core processor

⁽¹⁾ FTTH fiber on the Free network subject to availability. Maximum theoretical line speed of up to 8 Gbps upload and download, with compatible devices and as measured on the Freebox's WAN/ONU interface (Ethernet layer).



included

in the new
Freebox Pro plan

AUTOMATIC 4G BACKUP

Business continuity is an absolute priority for companies. That's why the new Freebox Pro plan includes automatic 4G backup and cloud backup for selected data.

TWO DISTINCT NETWORK ACCESSES

The Freebox Pro incorporates two different network accesses. If Fiber goes down, the box automatically, with no manual intervention, switches from the main Fiber access to the backup access, meaning that the Internet connection never drops out. Once Fiber comes back, it automatically switches back to the main Fiber service, again with no manual intervention required.

INSTALLATION INCLUDED

The external backup is included in the Freebox Pro plan⁽²⁾. It's installed by the engineer who comes out to set up the Freebox Pro, and can be directly placed where there's the best 4G coverage.

⁽²⁾ 4G backup: Provision of a 4G modem and a SIM card. 100 GB per month (speed reduced in excess of this allowance), only available at the address stated on the subscription. Subject to eligibility and 4G coverage and back-up only available if fiber access goes down. The equipment provided to customers (included or as an add-on option) must be returned at the end of the subscription.

WI-FI 7 – THE LATEST-GENERATION WI-FI

The new Freebox Pro offers all businesses the power of Free's Wi-Fi 7.



THE NEW FREEBOX PRO

ULTRA-FAST WI-FI

With Wi-Fi 7, Freebox Pro customers get the latest-gen Wi-Fi. It's ultra-fast and ultra-performing, giving businesses unrivaled seamless connectivity.

QUAD-BAND WI-FI

The Wi-Fi 7 in the Freebox Pro is quad-band and includes the 6 GHz frequency band, which is less overcrowded, so gives better stability and lower latency, especially in densely populated areas where many Wi-Fi networks run at the same time. Combined with 10G-EPON fiber technology, the Freebox Pro's Wi-Fi 7 enables up to 100 devices to be connected simultaneously within a business.

ULTRA-SIMPLE CONNECTION

It couldn't be easier for employees to connect up to their business's internal Wi-Fi network – they just need to scan the QR code displayed on the Freebox Pro screen or in the online Pro account area.

A GUEST WI-FI NETWORK INCLUDED

A guest Wi-Fi network – isolated from the business's internal network – is included in the Freebox Pro plan. Access to the network is both straightforward and secure, with a specific QR code generated for guests which can be displayed at the business's reception and in meeting rooms.

UP TO
100 devices connected
simultaneously



EVEN MORE PRO

Up to 3 Wi-Fi 7 repeaters



WI-FI 7 REPEATERS

Available as a paid add-on option, the Wi-Fi 7 Repeaters can extend the Wi-Fi range to all corners of a business's premises. Up to three of these repeaters can be ordered.

EMBEDDED WI-FI 7

The Wi-Fi 7 Repeater has Wi-Fi 7 embedded, giving optimal coverage inside a business premises. By using up to three Repeaters, businesses can get ultra-fast Wi-Fi everywhere, over several stories and even in rooms and buildings that are the furthest away from the Freebox Pro⁽³⁾.

AUTOMATIC CONNECTION VIA MESH TECHNOLOGY

The mesh technology used for the Freebox Pro means that all devices in the premises automatically connect up to the best access point (Freebox Pro or Wi-Fi 7 Repeater) at all times. This gives businesses flawless, uninterrupted Wi-Fi 7 from one office space to another.

EASY INSTALLATION

The Wi-Fi 7 Repeater is very easy to install as it's plug and play, with automatic configuration. It also has a LED indicator to help find the perfect spot to locate it.



Data protection and cybersecurity

THE NEW FREEBOX PRO

EVEN MORE PRO

DATA **STORED LOCALLY**, WITH CLOUD
SYNCHRONIZATION AND **24/7 SURVEILLANCE**.

02

A DATA REDUNDANCY SYSTEM COMBINING **LOCAL STORAGE** AND CLOUD **SYNCHRONIZATION** OF SELECTED DATA

Data protection is essential for all businesses, whatever their size. That's why the new Freebox Pro includes a state-of-the-art double data protection solution, combining local storage with automatic cloud synchronization of selected data.

LOCAL AND CENTRALIZED STORAGE OF ALL DATA

No more computer files scattered here, there and everywhere! Now, all of a business's data can be stored locally on the Freebox Pro's NAS server, which has a 1 TB NVMe hard drive. And there's a second slot for another NVMe drive (as a paid add-on option) if customers want to further secure their local storage (RAID1 configuration).

Local storage

1 TB

included

1 NVMe hard drive

CLOUD SYNC PRO - AUTOMATIC CLOUD SYNCHRONIZATION

The Freebox Pro plan includes Cloud Sync Pro, which means that data selected by the customer is automatically synced to the cloud⁽⁴⁾ several times a day. And the security of the cloud storage is ensured by redundancy in three sovereign data centers. The plan includes 200 GB of cloud storage.

Cloud storage

200 GB

included

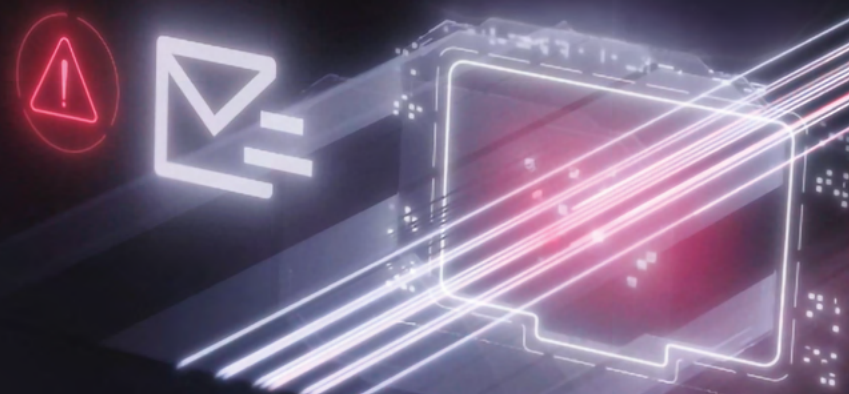
Cloud Sync Pro

⁽⁴⁾ Cloud Sync Pro service: 200 GB of cloud storage (internal hard drive required). Cloud storage in excess of 200 GB billed. A 1 TB NVMe internal hard drive is included and a second is available for €75 (excl. VAT) on request, only at the time of subscription. If a customer cancels their Freebox Pro subscription, personal data should be wiped from the hard drive(s) and the hard drive(s) then returned to Free Pro.

A BUILT-IN IPv4/IPv6 FIREWALL

The built-in IPv4/IPv6 firewall that comes with the new Freebox Pro offers a range of advantages for businesses for ensuring the security and management of their networks. It acts as a filter for incoming and outgoing traffic, blocking suspicious connections.

THE NEW FREEBOX PRO



EVEN MORE PRO

VISIBILITY AND CONTROLS

With IPv6, each device has its own IP address. The built-in firewall in the new Freebox Pro means that Internet access from these devices can be closely controlled and managed. So the firewall is particularly useful for ensuring the security of connected objects, which can create vulnerabilities.

ADAPTATION TO PROTOCOLS

With IPv4/IPv6, the firewall enables compatibility in terms of addressing and routing. It therefore also supports specific security protocols.

SIMPLICITY AND ENHANCED PERFORMANCE

The IPv6 firewall can deal with data packets more efficiently, therefore enhancing network performance. And it also simplifies the management of security rules.



ITRUST. CENTRE DE PROTECTION CYBER - SOC

**CYBER PROTECT ESSENTIEL:
AN INTEGRATED, STATE-OF-THE-ART
CYBERSECURITY SOLUTION**

The new Freebox Pro includes **Cyber Protect Essentiel** – an integrated cybersecurity solution that gives businesses crucial ammunition for protecting themselves against malware.

24/7 ANALYSIS OF NETWORK DATA STREAMS

Cyber Protect Essentiel gives VSEs and SMEs access to the type of cybersecurity solution that was previously only available to large corporations. Thanks to a database of over four million malware signatures, the solution analyzes all of the Freebox Pro data streams 24/7, which means that threats and anomalies can be detected in real time. All Freebox Pro data streams are monitored in real time by our Security Operations Center (SOC). The SOC has two command units, one located in Paris and the other in Toulouse, and it's operated 24/7 by our teams of cybersecurity engineers.

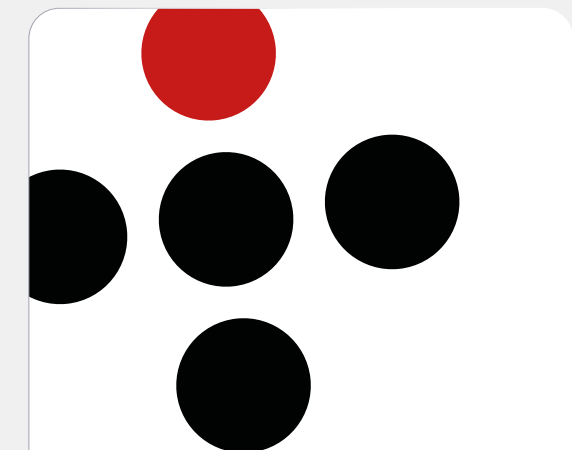
AUTOMATIC ANOMALY DETECTION THANKS TO ARTIFICIAL INTELLIGENCE

The SOC teams use powerful algorithms developed in-house, as well as artificial intelligence, to analyze massive data volumes in real time and identify current and future cyber threats. These algorithms help detect incidents and provide automated responses so as to speed up response times. For example, the event correlation engine is capable of detecting an attack by linking together a string of minor detections.

ALERTS AND DIAGNOSTIC REPORTS

If any malware is identified entering the local network or if any traffic towards a malicious website is generated from the local network, the customer is automatically alerted. The alert is sent by e-mail along with a diagnostic report and recommendations for corrective measures when necessary. Customers then have the possibility of easily implementing these recommendations

themselves via their online Pro account. Or if they want help with resolving an anomaly they can contact the Free Pro Support service.



ITRUST - 18 YEARS OF EXPERTISE PUT TO THE SERVICE OF FREE PRO CUSTOMERS

When developing its cyber protection solutions, Free Pro draws on the services of its cybersecurity-specialist partner – ITrust. ITrust has been working with businesses and public organizations for more than 18 years, guaranteeing the security of their information systems. Thanks to its fine-tuned expertise, it has won the trust of businesses of all sizes as well as sensitive entities such as government ministries and hospitals.

EVEN MORE PRO

Environmental responsibility

THE NEW FREEBOX PRO

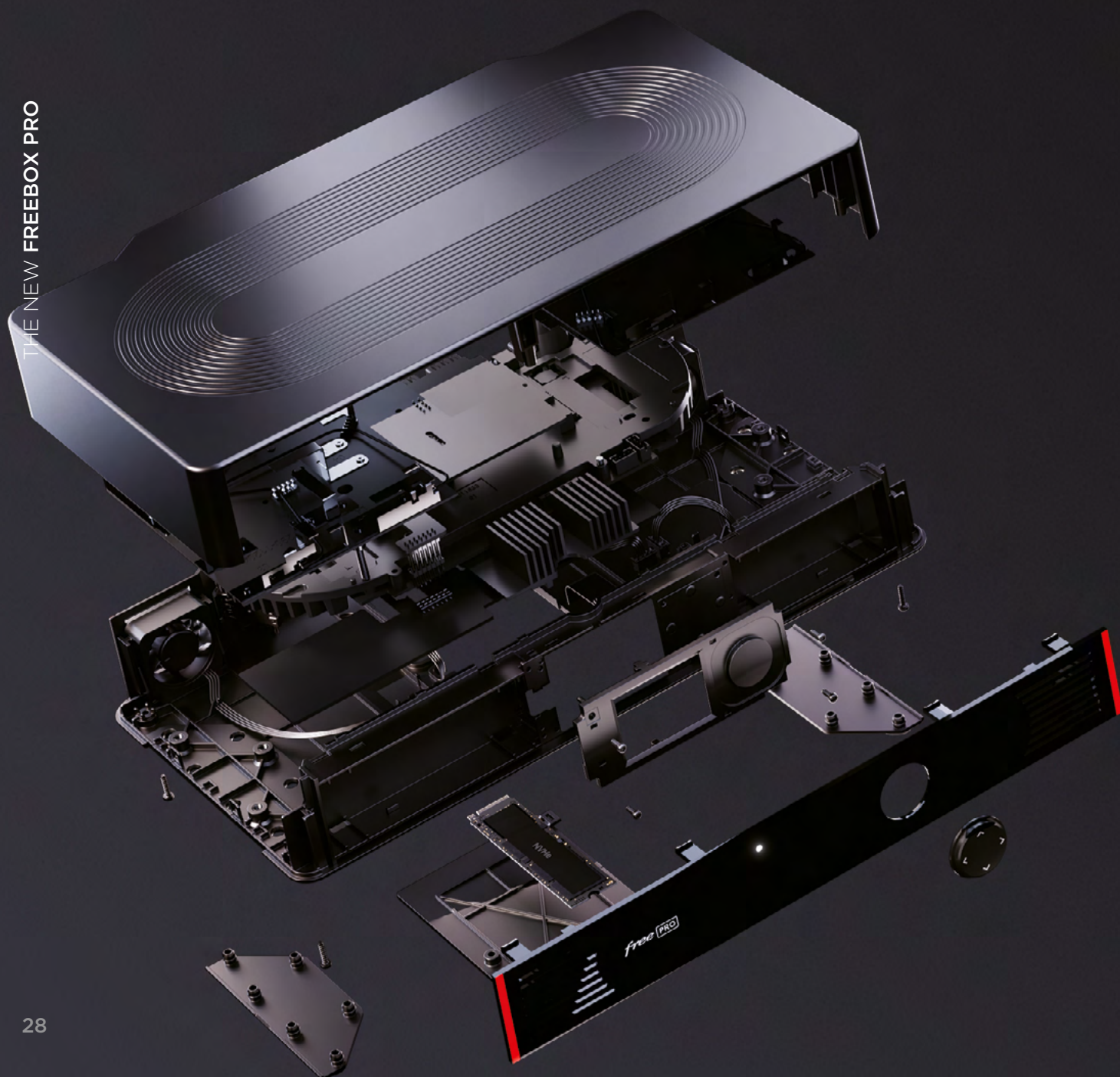


EVEN MORE PRO

A **FREEBOX DESIGNED TO LAST,**
AND WITH REDUCED ENERGY CONSUMPTION.

REDUCED ENERGY CONSUMPTION

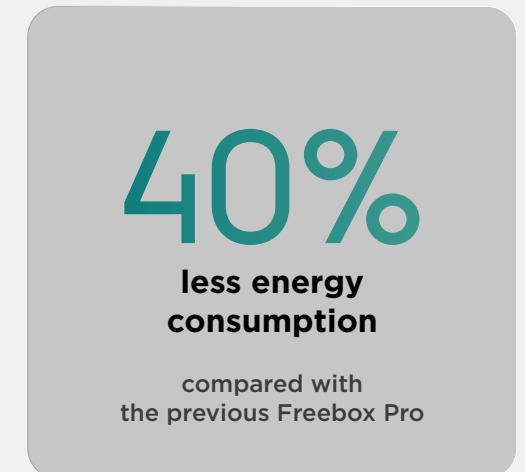
At Free Pro, our teams go all out to design products that ally high performance with minimal environmental impact. And they've achieved exactly that with the Freebox Pro because it's ultra powerful while being highly energy-efficient.



THE NEW FREEBOX PRO

ENERGY EFFICIENCY - A KEY PRIORITY

The new Freebox Pro was designed to be as energy-efficient as possible. All of its electronic components were tested and selected by our R&D teams based not only on performance criteria but also on energy-saving capabilities. For example, the Wi-Fi card's radio components combine optimal efficiency with contained power dissipation. This makes the new Freebox Pro faster and more powerful while using 40% less electricity than the previous Freebox Pro.



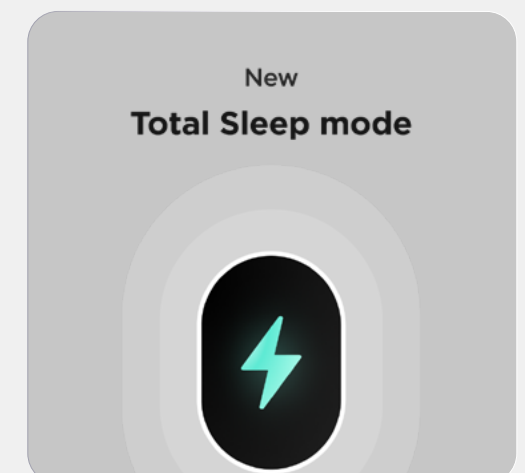
A NEW WI-FI 7 SLEEP MODE

With the new Freebox Pro, the Wi-Fi 7 can be set to Sleep mode when no-one's using it. This mode - which can be activated either from the Freebox Pro screen or the customer's online Pro account area - reduces the box's electricity consumption even more.



A NEW TOTAL SLEEP MODE

The Freebox Pro also features a new sleep setting - the Total Sleep mode - so our customers can further reduce their box's environmental footprint. They can activate this Total Sleep mode, or program it remotely, at night, for when they're out of the office or whenever they want to, either directly by using the ON/OFF button on the Freebox Pro, or from their online Pro account area. When the box is set to Total Sleep mode, its electricity use is reduced to almost zero, representing an energy saving of up to 95%. Also, the Wi-Fi 7 Pro Repeaters synchronize automatically with the Freebox Pro so they don't use energy when they don't need to.



EVEN MORE PRO

A PRODUCT DESIGNED TO LAST

For a product to be sustainable, its design also has to take into account its end of life. At Free Pro, we've been developing standard-setting circular economy practices for many years now, which we've applied to the Freebox Pro.

REDUCING THE AMOUNT OF MATERIALS USED

For each new Freebox generation we seek to make the components more compact to reduce the quantity of materials used in their manufacture. And we've done the same for the new Freebox Pro, which harnesses a maximum amount of power in an ultra-compact box.

ANTICIPATING REPAIRS AND REFURBISHMENT

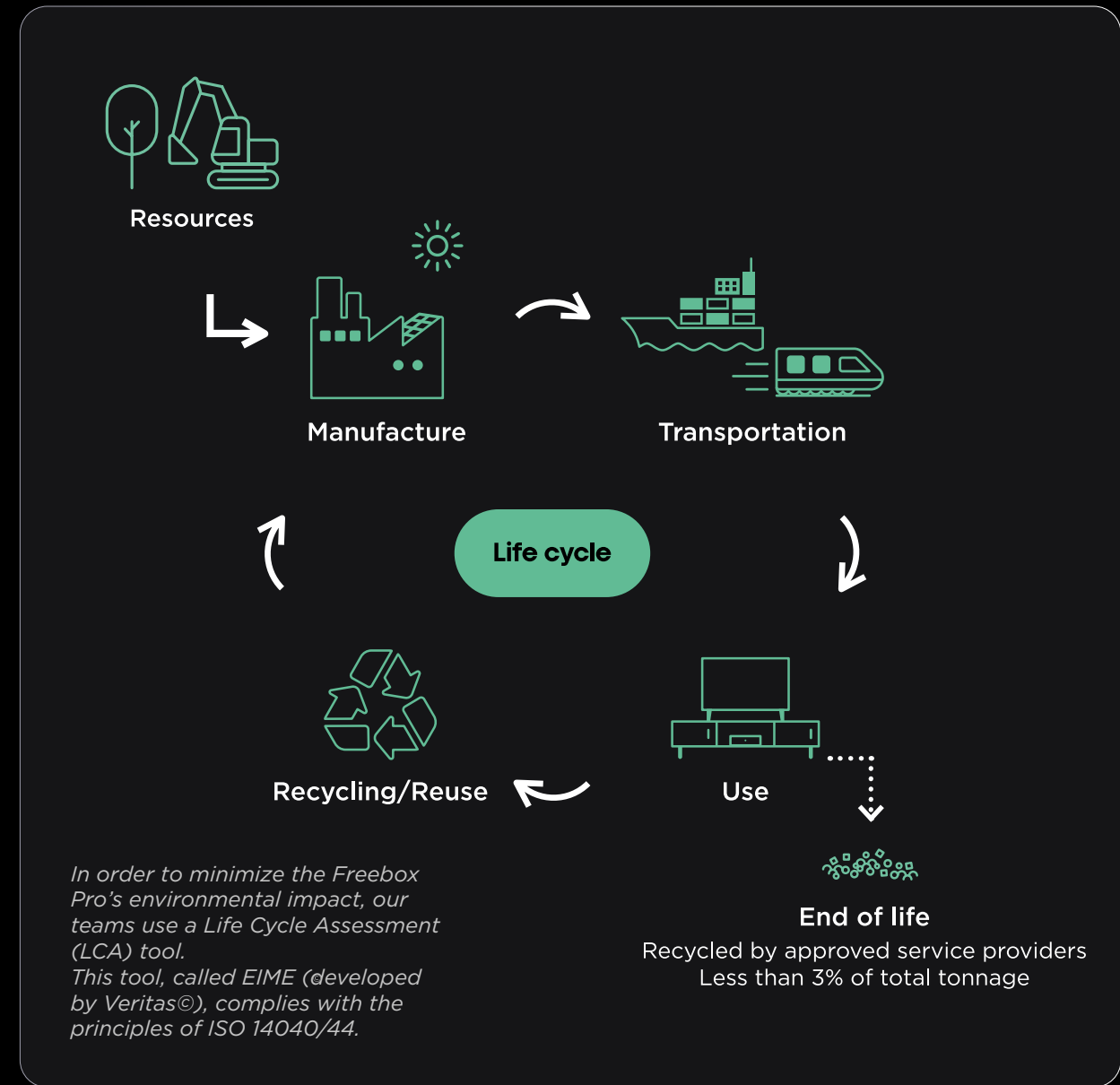
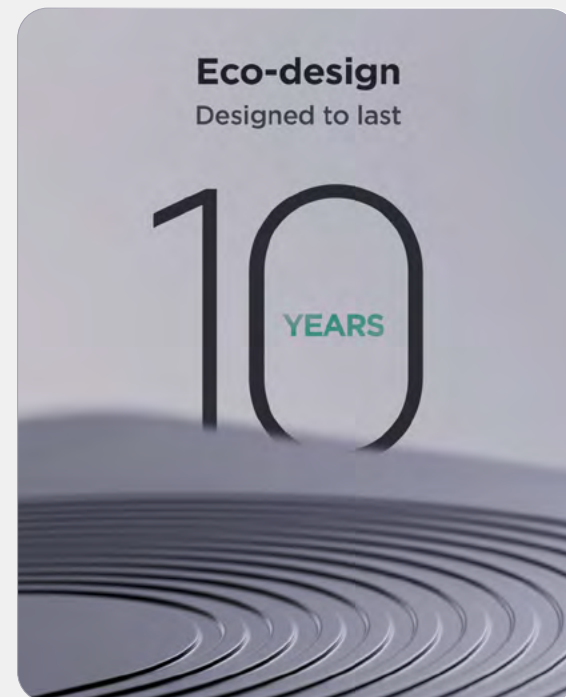
Right from the design phase, our teams choose easily repairable materials and suitable assembly techniques to make sure that the repair and refurbishment processes that can be carried out for the majority of the box's components are as simple as possible. For example, we avoid gluing parts together, which would make them difficult to repair.

RECYCLING OUR PLASTIC CASINGS

For the Freebox Pros made from scratch, we select the best quality materials for their casing so they can subsequently go through closed-loop recycling. The Freebox Pro casings that are returned to us are polished to restore them to as good as new, or ground down to make new casings.

A LIFESPAN OF AT LEAST 10 YEARS

By adopting these processes we can refurbish 90% of the Freebox Pros that are returned to us. The only Freebox Pros that can't be refurbished are those that have been seriously damaged (such as boxes whose casing has been broken, or that have suffered water damage). This is rare though - as a general rule our Freebox Pros can last for at least ten years.



FREE PRO IS AWARDED THE ECOVADIS GOLD SUSTAINABILITY RATING

In early January 2025, Free Pro was awarded a gold rating by Ecovadis, placing it in the top 5% of the companies assessed by Ecovadis in the previous twelve months. In its first Ecovadis assessment in 2023, Free Pro was awarded a silver rating. Our score increased by 15 points year on year, reflecting the success of our sustainability measures.



SUSTAINABLE PACKAGING

At Free Pro we've developed a strict packaging policy aimed at permanently replacing plastics by more environmentally-friendly materials.

THE END OF SINGLE-USE PLASTIC

Because plastic can't be recycled as easily as paper, we don't use plastic at all in the packaging for the new Freebox Pro. And Free Pro's policy in general is to drastically reduce the amount of single-use plastic packaging across its entire supply chain.

DECIDING ON THE RIGHT KIND OF CARDBOARD

There are over 1,000 types of cardboard packaging, differing in terms of strength, certifications of the paper and ink used, bleaching processes, types of finishing coats and so on. After carrying out numerous analyses and tests, we opted for recycled cardboard. We also decided to use only a minimal amount of ink on the outer packaging.

Telephone communications included



THE NEW FREEBOX PRO

EVEN MORE PRO

TO COMMUNICATE FREELY AT THE OFFICE.



THE NEW FREEBOX PRO

EVEN MORE PRO

TWO FIXED LINES WITH UNLIMITED CALLS TO MOBILES AND FIXED LINES

The new Freebox Pro plan includes two fixed lines with unlimited calls⁽⁵⁾.

With two fixed lines included in their plan, Freebox Pro customers can make unlimited calls to mobiles in Metropolitan France, the French Overseas Departments (DOM), Canada, China, Cyprus, South Korea and the USA, and to fixed lines in over 100 destinations. They can also use their online Pro account area to easily activate additional fixed lines and manage their BtoB phone services such as voice mail, call management and faxes.

⁽⁵⁾ Calls to mobiles in Metropolitan France, the DOM (French Guiana, Guadeloupe, Martinique, Mayotte and Reunion Island), Alaska, Canada, China, Cyprus, Hawaii, Puerto Rico, South Korea and the USA, and to fixed lines in the Åland Islands, Alaska, American Samoa, Andorra, Argentina, Australia, Austria, the Azores, the Balearic Islands, Bangladesh, Belgium, Bermuda, Brazil, Brunei, Bulgaria, Canada, the Canary Islands, Chile, China, Christmas Island, Colombia, Corfu, Costa Rica, Crete, Croatia, the Cyclades, Cyprus, Czech Republic, Denmark, Dominican Republic, Easter Island, Estonia, the Faroe Islands, Finland, Germany, Gibraltar, Greece, Guadeloupe, Guam, Guernsey, Guyana, Hawaii, Hong Kong, Hungary, Iceland, India, Indonesia, Ireland, Israel, Italy, Japan, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malaysia,

Malta, Martinique, Mayotte, Metropolitan France, Mexico, Monaco, Mongolia, Morocco, Netherlands, Northern Ireland, Northern Mariana Islands, New Zealand, Norway, Panama, Paraguay, Peru, Poland, Portugal, Puerto Rico, Reunion Island, Rhodes, Romania, Russia, San Marino, Sardinia, Scotland, Sicily, Singapore, Slovak Republic, Slovenia, South Korea, Spain, Sweden, Switzerland, Taiwan, Tasmania, Thailand, Turkey, UK, USA, US Virgin Islands, Vatican City and Wales. Calls to autonomous administrative territories are treated as calls to the sovereign state: the Azores (Portugal), Christmas Island (Australia), Guernsey (UK), Canary Islands (Spain), Madeira (Portugal). List of destinations subject to change.

A 5G FREE PRO MOBILE PLAN INCLUDED

All customers on a Freebox Pro plan get a 5G Free Pro Mobile Plan included. All they need to do is sign up for the Freebox Pro plan and then activate their 5G Free Pro Mobile Plan via their online Pro account area.

The 5G Free Pro Mobile Plan includes⁽⁶⁾:

From Metropolitan France:

- | Unlimited calls to mobiles and fixed lines in Metropolitan France, the French Overseas Departments (DOM), Germany, Belgium, Spain, Italy, the UK, Canada, the USA, Alaska, Hawaii and China, and to fixed lines in almost 100 other destinations.
- | 150 GB of 5G/4G+ data per month.

From the DOM and countries outside France:

- | Unlimited calls, text messages and MMS from Europe and the DOM to mobiles and fixed lines in Metropolitan France, the rest of Europe and the DOM.
- | 28 GB of roaming data per month in over 70 destinations (4G or 5G depending on the destination).

⁽⁶⁾ Unlimited calls from the Freebox Pro to mobiles in Metropolitan France, the French overseas départements (DOM), Canada, China, Cyprus, South Korea and the USA, and to fixed lines in over 100 destinations. See pro.free.fr for the list of destinations and DOM included (subject to change). Excluding short and special numbers and support services other than person-to-person communications.

Closely attuned
to the needs
of businesses

THE NEW FREEBOX PRO

EVEN MORE PRO

SOLUTIONS TO TAKE THE STRESS OUT
OF DAILY WORK.



THE NEW FREEBOX PRO

free PRO

THE NEW FREEBOX PRO INSTALLED AND SET UP BY A SPECIALIST ENGINEER

Free Pro offers its customers end-to-end support from the order phase through to the installation of their new Freebox Pro.

A SMOOTH ORDER PROCESS THANKS TO OUR SPECIALISTS

Any business wanting to sign up for a Freebox Pro plan can get assistance from our specialists by calling 1043 (France only). Our teams make the order process easy by helping customers through their choice of options. So Free Pro customers can benefit from our teams' advice and expertise right from the eligibility test through to their choice of Coms Pro licenses for managing unified communications within their business.

THE NEW FREEBOX PRO INSTALLED BY A SPECIALIST ENGINEER

A specialist Free Pro engineer comes out by appointment to the customer's site to carry out the fiber installation and set up their new Freebox Pro. The specialist engineer makes sure that the installation is as quick as possible so that customers have minimal business interruption. Sending out our engineers on site clearly illustrates our commitment to being by our customers' side at all times.

EVEN MORE PRO

“MY PRO ACCOUNT” – AN INTUITIVE INTERFACE FOR CUSTOMERS TO MANAGE ALL OF THEIR SERVICES

The online “My Pro account” area is super user-friendly and ultra intuitive, designed to make life easier for businesses. Our customers can use it to effortlessly and independently manage their communication services in just a few clicks.

A COMPREHENSIVE, INTUITIVE AND USER-FRIENDLY PLATFORM

With their online Pro account area, Freebox Pro customers have a single interface for managing their services whenever they want to. It's a one-stop shop for everything, from billing through to technical and administrative management. Comprehensive and intuitive, it's a platform that's been specially designed to make it easy to manage BtoB services, ranging from the Freebox Pro through to the Free Pro mobile fleet (plans and phones) and Coms Pro unified communications licenses.

THE FREEBOX PRO DASHBOARD

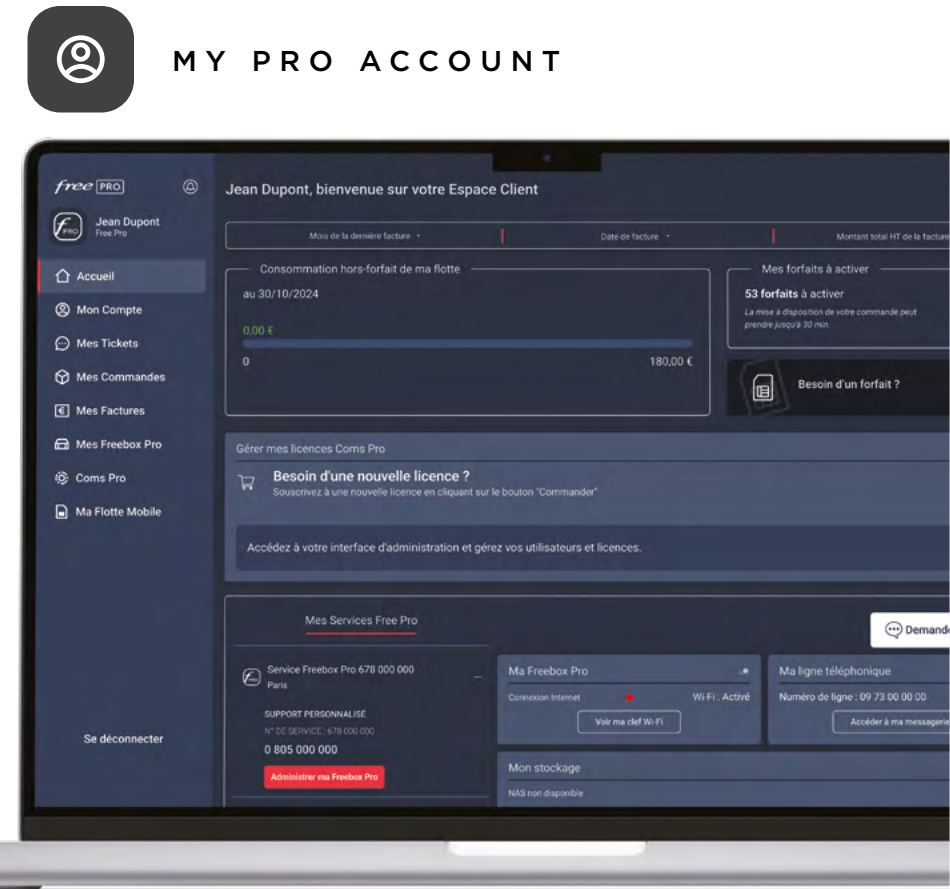
The “My Pro account” area can also be used to manage the technical aspects of the Freebox Pro. All of the settings can be accessed in just a few clicks, from personalized Wi-Fi configuration through to planning sleep mode timings for the best energy efficiency. And customers can use their Pro account as well for managing advanced security settings for optimal network protection, and for activating and configuring add-on options for telephone communications, the network and storage, so services can be tailored to their specific needs.

ACTIVATION AND MANAGEMENT OF FREE PRO MOBILE PLANS

The online Pro account area centralizes all of the main features of Free Pro mobile fleets. Customers can use it to manage their lines and to monitor and check any out-of-plan communications so they can optimally manage their costs. It's also very straightforward to activate new lines and manage portability, which means that customers can use services quickly and easily.

CENTRALIZED BILL MANAGEMENT

Another feature of the “My Pro account” area is that customers can check their bills at any time so they can keep a close eye on what they've spent and can view and download their usage charges.



PRO CUSTOMER SUPPORT – A DEDICATED TEAM OF SPECIALISTS BASED IN FRANCE

Free Pro has set up a Pro Customer Center of Expertise based in France⁽⁷⁾ so we can be on hand for our customers whenever they need us. Our experts are specialists in all fields of business communication services – administrative, technical and financial.

ESSENTIAL SUPPORT

Included



A dedicated
online support
service

8h

in less than 8
business hours

Freebox Pro customers have a support service included in their plan, which they can access from their "My Pro account" area. The service includes online support, which is freely accessible 24/7, as well as helpful information and a virtual advisor that provides step-by-step assistance. Customers can also use their online Pro account to lodge support requests relating to their Freebox Pro or mobile plans. Our specialists undertake to provide an initial response in less than 8 business hours.

PREMIUM SUPPORT

Add-on option



A single
contact point

2h

Initial response
within 2
business hours

Freebox Pro customers can also get Premium Support as an add-on option. In addition to the online Pro account area, the Premium Support service gives customers access to a dedicated phone line for contacting our Pro Customer Center of Expertise. This means that each customer has a single contact point for all of their questions about their Freebox Pro and Free Pro mobile plans. The Center undertakes to provide an initial response to incident tickets within two business hours. The Premium Support Service is available to Freebox Pro customers for €10 per month (excl. VAT).

(7) Freebox Pro Customer Support:

- Essential Support: online support available on the support-pro.free.fr website, open from Monday through Saturday from 8:00 a.m. to 7:00 p.m. (CET/CEST), excluding public holidays. Incident reports and questions lodged via the online Pro customer account area with a response time of less than 8 business hours and next-day intervention at the customer's site (excl. non-business days and public holidays) following the diagnostic report provided by Customer Support validating the intervention.
- Premium Support (€10/month, excl. VAT), in addition to the Essential Support: telephone hotline for specialist assistance, open from Monday through Saturday from 8:00 a.m. to 7:00 p.m. (CET/CEST), excluding public holidays, or incident reports/questions lodged via the online Pro customer account area with a response time of less than 2 business hours. Freebox Pro start-up support available on request (one 30-minute call, on appointment, in the two months following installation of the Freebox Pro).

The Free Pro infrastructure

THE NEW FREEBOX PRO

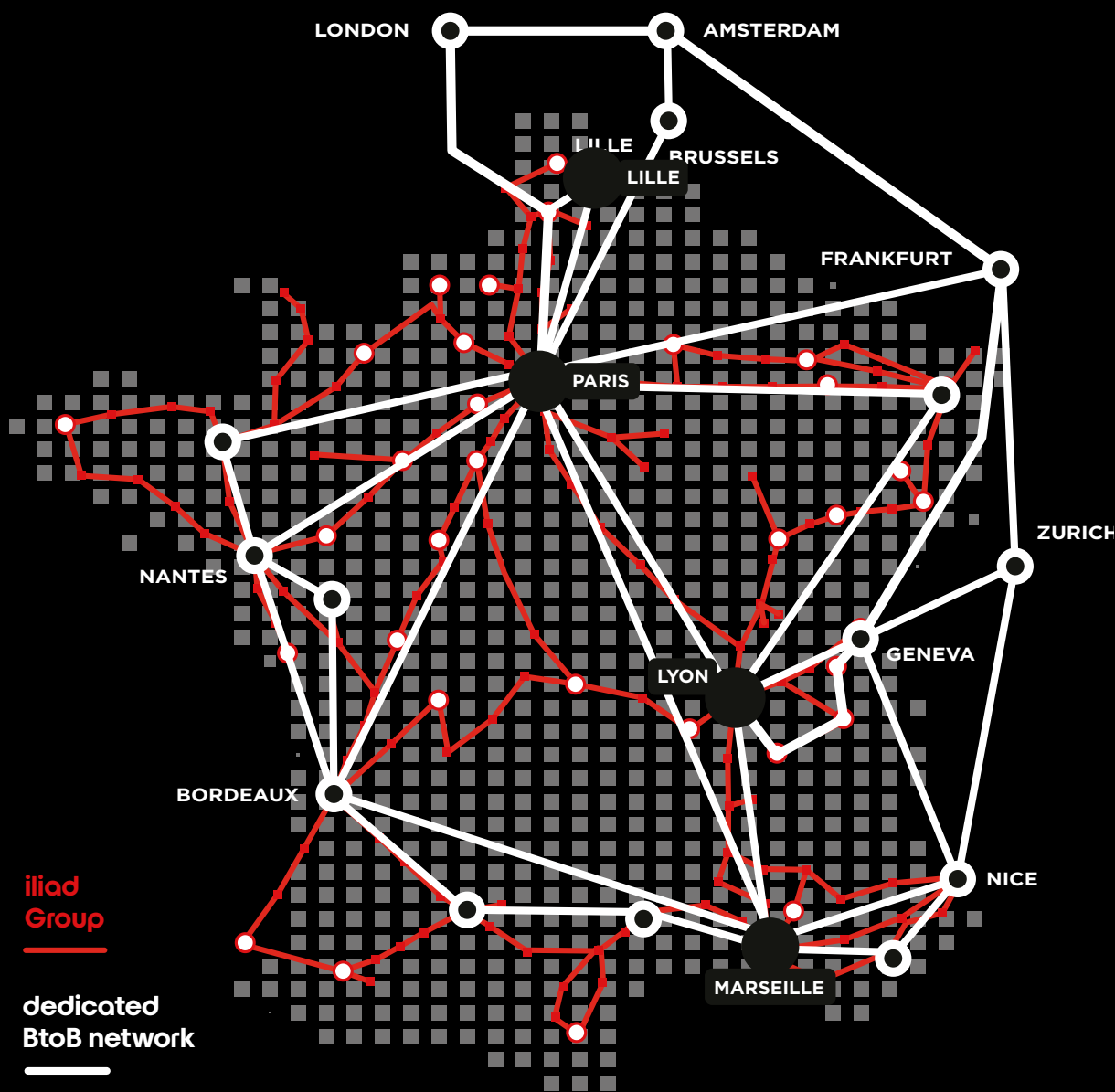
EVEN MORE PRO

SOLID CLOUD AND NETWORK
INFRASTRUCTURE ACROSS FRANCE.

AN FTTH NETWORK DEDICATED TO BUSINESSES, WITH 24/7 SURVEILLANCE

The Iliad Group – the parent of Free and Free Pro – has invested heavily since 2006 in the rollout of its own 10G-EPON fiber network across France in order to offer the best possible quality of service.

THE NEW FREEBOX PRO



FREE FIBER AVAILABLE TO OVER 38 MILLION PREMISES

Every year, the Iliad Group invests heavily in rolling out and maintaining its fiber network throughout France. Right from the outset, we stood out by deciding to use 10G-EPON technology for our fiber network, which can now provide symmetrical speeds of up to 8 Gbps. Every day, 12,000 technicians, including 3,600 Group employees, work on rolling out and operating Free Fiber across the country. Free Fiber is currently available to over 38 million premises, which can now sign up for the new Freebox Pro.

A DEDICATED HIGH-CAPACITY NETWORK: LOW LATENCY AND HIGH PERFORMANCE FOR BUSINESSES

In addition to the FTTH access network and its regional backhaul, Free Pro uses a network infrastructure dedicated to its BtoB customers. This dedicated network provides enhanced performance and lower latency for businesses, both for inter-site connections within France, and for connections from sites in France to sites outside the country. With multiple traffic delivery points and massively interconnected (Internet exchange points, public cloud operators, content operators, etc.), this high-capacity network meets the demanding connectivity needs of businesses.

A NETWORK WITH 24/7 SURVEILLANCE

Free Pro's teams of engineers deploy and monitor this dedicated network on a 24/7 basis, therefore ensuring continuity of service. Based in specially fitted-out premises at the Network Operations Center in Marseille, these teams make sure there are no service interruptions, therefore guaranteeing customers that their business will run smoothly. The network monitoring is carried out on a real-time basis.

12,000

people working every day on rolling out and maintaining the Free Fiber network

Free Fiber available to over

38 million

premises

EVEN MORE PRO

THE LARGEST 5G NETWORK IN FRANCE⁽⁸⁾

Free has the largest 5G network in France by number of base stations. It's a latest-generation network that already covers almost 95% of the French population.

FREE 5G FOR BUSINESSES

In addition to its 4G network, which currently covers 99.4% of France's population, Free currently has the largest 5G network in Metropolitan France by number of base stations⁽⁸⁾, with almost 20,000 5G sites, including 7,005 using 3.5 GHz. Free's 5G network therefore already covers some 10,500 municipalities, i.e., nearly 95% of France's population.

As a result of the investments it has made in its network, Free offers its customers broad coverage and a good in-building signal thanks to the low 700 MHz frequency band, which has excellent propagation characteristics, as well as ultra-fast speeds thanks to 70 MHz in the high frequency band (3.5 GHz).

Almost
20,000
5G sites

Nearly
95%
population coverage in France

France's
1st
telco to launch 5G SA on a national scale

FREE - FRANCE'S FIRST TELCO TO OFFER 5G SA ON A NATIONAL SCALE

In September 2024, Free announced that it had become France's first telco to offer, on a national scale, 5G SA (Standalone Access) on the 3.5 GHz frequencies of its public network. 5G SA is a 5G network that uses fully dedicated and standalone infrastructure and does not rely on any 4G infrastructure, unlike 5G NSA (Non-Standalone Access), which is built on existing 4G core network infrastructure with 5G laid on top.

5G SA is the final phase of the development of the 5G network, enabling faster speeds, lower latency and higher reliability. Its large-scale deployment will allow the full potential of 5G technology to be realized through the massive take-up of new services and 5G applications in many domains, ranging from industry, health, education and entertainment through to smart cities.

5G SA will also enable companies of all sizes and organizations across the public sector to provide their teams, customers and users with a suite of services that require powerful performance capabilities. Its optimal latency, faster speeds and the new network use cases it offers will allow companies to create new services.

⁽⁸⁾By number of 5G sites in service: 19,945 sites using 700 MHz/3.5 GHz frequencies (of which 7,005 3.5 GHz sites) in Metropolitan France at September 30, 2024. See ARCEP's December 17, 2024 update on the 5G rollout in France, available at arcep.fr.

CERTIFIED AND SOVEREIGN DATA CENTERS

Free Pro provides very high data availability via 12 data centers located in France.

DATA REDUNDANCY

Thanks to 12 certified and sovereign data centers located in France and to the Iliad Group's fiber network with 10G-EPON technology, Free Pro's customers have very high data availability 24/7. Data redundancy is ensured through the location of the data centers in several different regions of France.

ISO 27001-CERTIFIED DATA CENTERS

Our data centers have been awarded ISO 27001 certification, attesting that we've put in place a highly effective and robust system for managing data security.

FREE PRO SPECIALISTS ON-SITE 24/7

Free Pro's engineering teams are on site 24/7, which cuts down considerably on intervention time and ensures maximum security, making Free Pro a unique, reliable partner that's always close to its customers.

12



sovereign data centers

Free Pro specialists on site

24/7



EVEN MORE PRO

The new Freebox Pro plan



THE NEW FREEBOX PRO

EVEN MORE PRO

A PLAN THAT'S TRUE TO **FREE'S DNA.**

07

STILL OFFERING MORE, STILL AT THE SAME PRICE, AND STILL ON A NO-CONTRACT BASIS

The new Freebox Pro plan is true to Free's DNA, offering the most advanced technologies at a Free value-for-money price. It's a generous plan, with ever-higher performance and ever-more services. But its price hasn't gone up. In fact it's stayed the same since the first Freebox Pro plan was launched back in 2021. And, of course, it's still on a no-contract basis!

€39.99 (excl. VAT) / month

for 1 year, then €49.99/month (excl. VAT)⁽⁹⁾
No contract

THE NEW FREEBOX PRO

EVEN MORE PRO



<p>Internet</p> <ul style="list-style-type: none"> ✓ Fiber speeds up to 8 Gbps ↔ 8 Gbps <small>Maximum theoretical speeds</small> ✓ Wi-Fi 7 + guest Wi-Fi ✓ Automatic 4G backup 	<p>Storage</p> <ul style="list-style-type: none"> ✓ 1 TB of local storage <small>Included - NVMe hard drive</small> ✓ 200 GB of cloud storage <small>Included - Cloud Sync Pro</small> <p>Security</p> <ul style="list-style-type: none"> ✓ Built-in IPv4/iIPv6 firewall ✓ Cyber Protect Essentiel <small>24/7 surveillance of network data streams</small> 	<p>Telephone communications</p> <ul style="list-style-type: none"> ✓ 2 fixed telephone lines ✓ One 150 GB Free Pro Mobile Plan <p>Extras</p> <ul style="list-style-type: none"> ✓ Essential Pro Customer Support <small>dedicated support based in France</small> ✓ Online "My Pro account" area
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⁽⁹⁾ Offer subject to terms and conditions. Only available to BtoB customers. No-contract plan, valid in Metropolitan France, subject to eligibility and technical compatibility (only in areas where the Free fiber network has been rolled out and provided that the subscriber's address is connected up to fiber). Start-up fee: €50 excl. VAT (no fee charged if the customer signs up for an initial contractual period through an independent partner reseller). Termination fee: €50 excl. VAT.

SPECIAL DEAL FOR MOBILE PLANS - DISCOUNTS FOR ADDITIONAL 5G FREE PRO MOBILE PLANS

€ **9.99** / month
(excl. VAT)

for each mobile line activated with a Freebox Pro, instead of **€19.99/month** (excl. VAT)
Service access fee: **€10** (excl. VAT)

As well as getting a 5G Free Pro Mobile Plan with the Freebox Pro, customers can get discounts on any additional 5G Free Mobile Plans they sign up for.

The 5G Free Pro Mobile Plan includes⁽⁵⁾:

From Metropolitan France:

- | Unlimited calls to mobiles and fixed lines in Metropolitan France, the French Overseas Departments (DOM), Germany, Belgium, Spain, Italy, the UK, Canada, the USA, Alaska, Hawaii and China, and to fixed lines in some 100 other destinations.
- | 150 GB of data per month.

From the DOM and countries outside France:

- | Unlimited calls, text messages and MMS from Europe and the DOM to mobiles and fixed lines in Metropolitan France, the rest of Europe and the DOM.
- | 28 GB of roaming data per month in over 70 destinations.



SPECIAL DEAL FOR COMS PRO – DISCOUNTS FOR OUR ALL-IN-ONE COLLABORATIVE COMMUNICATIONS OFFER

Freebox Pro customers get a special deal for Coms Pro – our all-in-one no-contract collaborative communications offer. The deal applies as from the very first Coms Pro license that the customer purchases.

€ **9.99** / month
(excl. VAT)

per Coms Pro license for Freebox Pro customers as from the first license instead of **€14.99/month** (excl. VAT).

No contract

OUR ALL-IN-ONE BUSINESS COMMUNICATIONS OFFER

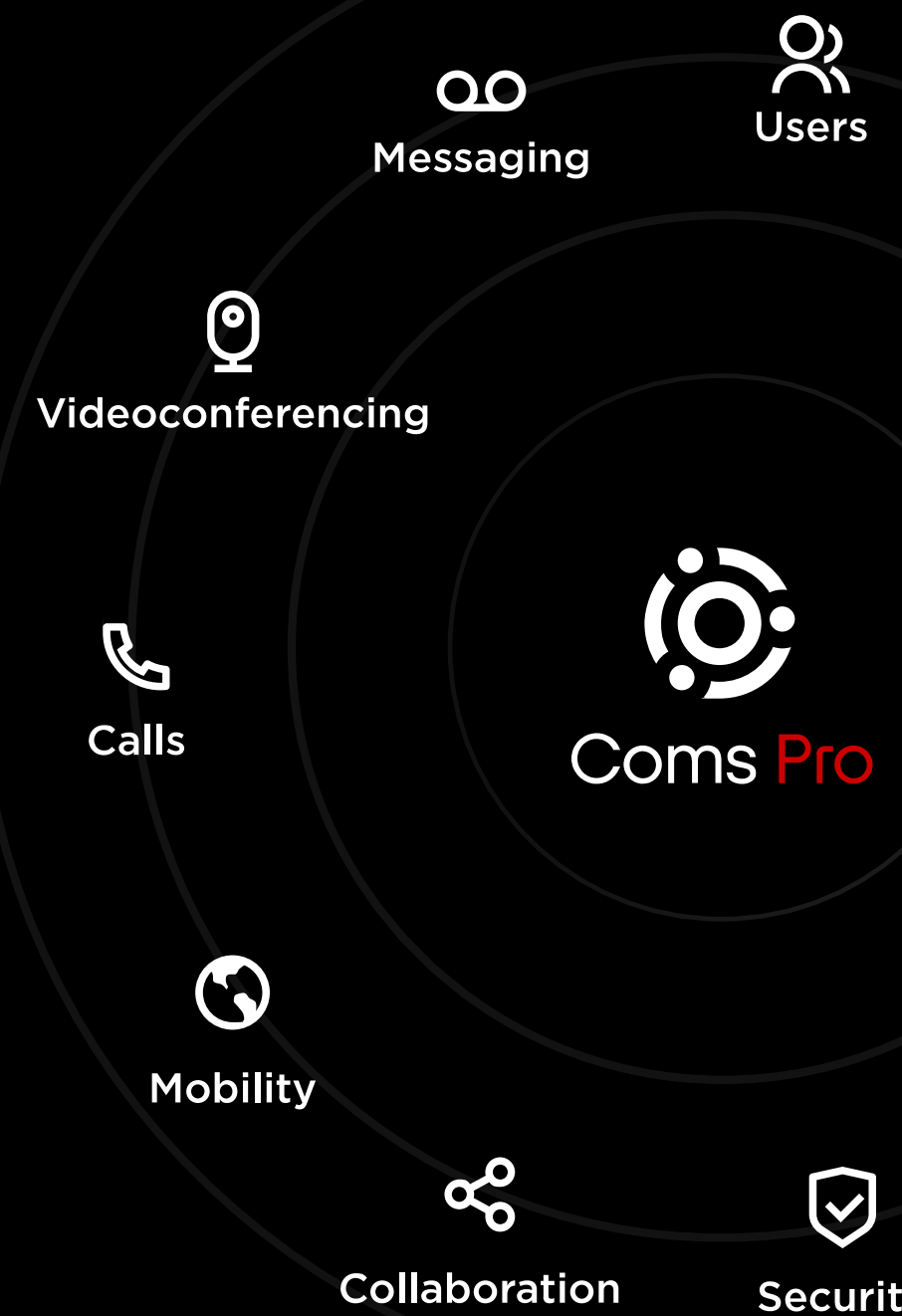
The Coms Pro offer includes:

- unlimited calls to fixed lines and mobiles in Metropolitan France, the DOM, Canada, China and the USA and to fixed lines in over 100 international destinations
- an interactive voice response (IVR) system that enhances the customer experience by reducing call waiting times and making sure that calls get to the right people
- instant messaging, enabling teams to collaborate seamlessly
- videoconferencing, so teams can meet remotely, share their screens and work together on documents in real time
- call statistics and presence management for fluid teamwork



FLEXIBLE AND SECURE COMMUNICATION

With Coms Pro, each user within a business can communicate easily with internal teams and external parties, both in France and abroad. Employees can communicate with one another whenever they want, whether they're physically present at an entity's premises, on a business trip or working from home. All of the service's features are available in a single interface that's accessible from a PC through a softphone system, a tablet or a smartphone via the Coms Pro app (Android and iOS). And lastly, the service is administered centrally through a dedicated interface which makes it simple to monitor and enhances the security and management of customers' data.



EVEN MORE PRO

A Freebox with an industrial design

The new Freebox Pro was entirely designed and made for the BtoB market. It can be rack-mounted for added convenience.

AN ULTRA-ROBUST PRODUCT

The new Freebox Pro was designed to meet the specific needs of businesses, including intensive use, operating in an industrial environment and resistance to vibrations and high temperatures. Developed and tested using an industrial process, it's made from extremely robust, hardened materials, which increase both its stability and lifespan.

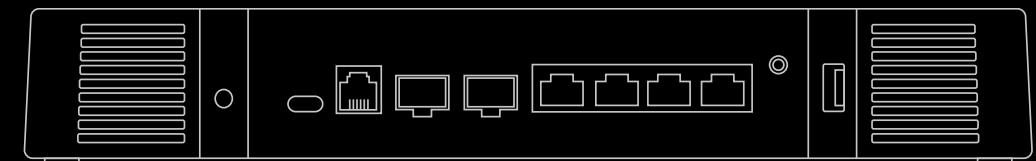
A RACK-MOUNTING KIT AVAILABLE TO BUY

The Freebox Pro can be installed in a 19-inch IT bay using a rack-mounting kit that's available to buy as an add-on option⁽¹⁰⁾.

THE NEW FREEBOX PRO



Tech specs



MEASUREMENTS

Width: 295 mm; Depth: 160 mm;
Height: 45.5 mm (1U)

PROCESSOR

CPU: Quad-core A73 - 2.2 GHz /
RAM: 4 GB

WI-FI MODULE

Wi-Fi 7 MU-MIMO (2.4 GHz 2*2, 5 GHz low
2*2, 5GHz high 2*2 & 6 GHz 2*2)

WAN

10G EPON fiber

CONNECTORS

4 Ethernet ports (2.5 Gbps) including
1 PoE port to power a device of the
customer's choice (fixed-line telephone,
EPT, etc.)
1 USB-C port supporting 20V and 60W or
over
1 USB 3.0 port
1 SFP+ 10G LAN port

TELEPHONY

1 FXS telephone port

NAS

2 connectors for 2280 PCIe NVMe hard
drives

ONU (OPTICAL NETWORK UNIT)

Built into the Freebox Pro

NVME HARD DRIVE

One built-in 1 TB hard drive

SLOT FOR A 2ND HARD DRIVE

EVEN MORE PRO

Available as of today

The new Freebox Pro plan is available
as of today through four distribution
channels:



Online at freepro.fr
in just a few clicks



By phone on 1043
(France only) with the help
of a Free Pro specialist



In a Free store
by booking an appointment with
one of our Pro advisors



Through Free Pro's partner network
of over 600 trusted
partner resellers

TERMS & CONDITIONS

THE FREEBOX PRO PLAN

Offer subject to terms and conditions. Only available to BtoB customers. No-contract plan, valid in Metropolitan France, subject to eligibility and technical compatibility (only in areas where the Free fiber network has been rolled out and provided that the subscriber's address is connected up to fiber). Start-up fee: €50 excl. VAT (no fee charged if the customer signs up for an initial contractual period through an independent partner reseller). Termination fee: €50 excl. VAT.

Unlimited calls from the Freebox Pro to mobiles in Metropolitan France, the French Overseas Departments (DOM), Canada, China, Cyprus, South Korea and the USA, and to fixed lines in over 100 destinations. See pro.free.fr for the list of destinations and DOM included (subject to change). Excluding short and special numbers and support services other than person-to-person communications.

FTTH fiber on the Free network subject to availability. Maximum theoretical line speed of up to 8 Gbps upload and download, with compatible devices and as measured on the Freebox's WAN/ONU interface (Ethernet layer).

Cloud Sync Pro service: 200 GB of cloud storage (internal hard drive required). Cloud storage in excess of 200 GB billed. A 1 TB NVMe internal hard drive is included and a second is available for €75 (excl. VAT) on request, only at the time of subscription. If a customer cancels their Freebox Pro subscription, personal data should be wiped from the hard drive(s) and the hard drive(s) then returned to Free Pro.

Wi-Fi Repeater: €40 (excl. VAT) per repeater with a maximum of 3 repeaters, available on request when signing up for the plan or via the customer's online Pro account area after the Freebox Pro services have been activated.

4G backup: provision of a 4G modem and a SIM card. 200 GB per month (speed reduced in excess of this allowance), only available at the address stated on the subscription. Subject to eligibility and 4G coverage and only available if fiber access goes down.

Freebox Pro Customer Support:

Essential Support:

Online support available on the support-pro.free.fr website, from Monday through Friday from 8:00 a.m. to 6:00 p.m. (CET/CEST). Incident reports and questions lodged via the online Pro customer account area with a response time of less than 8 business hours and next-day intervention at the customer's site (excl. non-business days and public holidays) following the diagnostic report provided by Customer Support validating the intervention.

Premium Support (€10/month, excl. VAT), in addition to the Essential Support:

Telephone hotline open from Monday through Sunday from 8:00 a.m. to 8:00 p.m. (CET/CEST), excluding public holidays, or incident reports/questions lodged via the online Pro customer account area, with a response time of less than 2 business hours. Freebox Pro start-up support available on request (one 30-minute call, on appointment, in the two months following installation of the Freebox Pro).

Freebox Pro rack-mounting kit available for purchase (€45 excl. VAT) only at the time of signing up to the plan.

FREE PRO MOBILE PLAN

Offer subject to terms and conditions and only available for BtoB customers. Valid in Metropolitan France in areas covered by the network and subject to the use of a compatible phone. 5G: available in Metropolitan France, only in areas covered by the network and subject to the use of a compatible mobile phone. 5G currently in rollout phase (3.5 GHz and 700 MHz). See mobile.free.fr for full details about coverage.

Price of the Free Pro Mobile Plan for Freebox Pro customers: €0 per month (i.e., a discount of €19.99 per month excl. VAT) valid for one Free Pro Mobile Plan, and €9.99 per month excl. VAT (i.e., a discount of €10 per month excl. VAT) for each additional Free Pro Mobile Plan. Prices only available for customers with an active Freebox Pro plan. Discounts lost if a customer cancels their Freebox Pro plan.

Unlimited calls, text messages and MMS excluding short, special and premium numbers and premium text messages/MMS.

150 GB with a 5G or 4G mobile phone, 3 GB with a 3G mobile phone (speeds reduced in excess of the allowance) in Metropolitan France. 28 GB per month on 4G or 5G depending on the destination from Europe, the French Overseas Departments (DOM), Switzerland, Jersey, Isle of Mann, the USA, Canada, Mexico, Argentina, Brazil, Algeria, Tunisia, Israel, Turkey, South Africa, Australia, New Zealand, India, Malaysia, Thailand, Sri Lanka, Bangladesh, Russia, Ukraine, Serbia, Montenegro, Belorussia, Macedonia, Armenia, Georgia, Kazakhstan, Pakistan, Uzbekistan, China (excluding Taiwan, Hong Kong and Macao) and Monaco. In excess of the 28 GB/month data allowance: €0.00155/MB (excl. VAT) in Europe and the DOM and billed at the standard applicable rates for the other destinations included in the plan. Communications from outside France only within the areas covered by the network of partner roaming operators, and subject to the use of a compatible mobile phone.

Mobile phone leasing offer subject to terms and conditions. Minimum lease term 24 months. Only available to BtoB customers with a Free Pro Mobile Plan, for a selection of mobile phones, and subject to acceptance by Free Pro. The lease agreement will be automatically renewed for successive one-month periods unless it is terminated one month before the expiration of the minimum lease term. If the lease agreement is terminated, the mobile phone (which remains the property of Free Pro) must be returned, and if the lease agreement is terminated in advance of term, all of the remaining lease payments will be due and payable.
Hands-free kit recommended.

COMS PRO OFFER

Offer subject to terms and conditions. Only available to Freebox Pro customers.

Price of the Coms Pro offer: €14.99 excl. VAT per month and per license, excluding out-of-plan communications. Price of the Coms Pro offer for Freebox Pro customers: €9.99 excl. VAT per month and per license (i.e., a discount of €5 excl. VAT per month and per license). Price only available for customers with a Freebox Pro plan. Discount lost if a subscriber cancels their Freebox Pro plan. Price excluding out-of-plan communications.
Start-up fee: €10 excl. VAT per license.

No contract. Valid in Metropolitan France.

Maximum number of licenses: twenty-five (25) per customer. Deployment and configuration of the offer. Portability of one or more fixed-line numbers on request.

Unlimited calls via the Coms Pro Service to mobiles in Metropolitan France, the French Overseas Departments (DOM), Canada, China, Cyprus, South Korea and the USA, and to fixed lines in over 100 destinations. See pro.free.fr for the list of destinations and DOM included (subject to change). Excluding short and special numbers and services other than person-to-person communications.

Collaborative platform accessible via a web link and also via app on a smartphone or tablet. Stable Internet connection required.

Customer support

- Telephone support for initial set-up and configuration, available on request for an appointment.
- Online support accessible via the support-pro.free.fr website.
- Incident reports/questions lodged via the online Pro customer account area with a response time of less than 8 business hours (Monday through Saturday from 8:00 a.m. to 7:00 p.m. excluding public holidays).
- Access to a dedicated hotline.

See pro.free.fr for full terms and conditions.

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Free Pro - 3 rue Paul Brutus 13015 Marseille, France

A French simplified joint-stock company (SAS)

Share capital: €10,880,000

Registered in Marseille, France, under no. 439 099 656

free PRO

Press contact:
presse@freepro.com



See the media kit
for the new
Freebox Pro

freepro.fr

