

# Our network makes Unlimited possible



In 2018, Orange Belgium's network team followed the company's bold challenger positioning with the goal of achieving industry-leading growth in both the residential and the business markets. All the while, maintaining a full end-to-end customer experience at the highest level.

Thanks to its high-performance 2G, 3G, 4G network, Orange Belgium was able to launch its Unlimited offers – the first on the Belgian market – thus, leading the way with unlimited mobile data and voice.

### **The quality of the customer's experience**

Ensuring the quality of the customer's experience is at the heart of Orange Belgium's network operations activities. As the bold launch of the Unlimited offers

increased mobile data traffic significantly, the challenge for the network was to handle the increased traffic without impacting the overall customer experience of the mobile data services.

So, the team's focus for the year was to ensure the right capacities for handling both voice and data services, and to reinforce the robustness and reliability of both network and IT operations. The network's capacity was increased in 2018 by the addition of 100 sites.

## Very good results for 2018

The team's efforts resulted in very good figures for the year:

- 82% indoor coverage in Belgium – a best-in-class figure at the European level.
- Number of dropped voice calls reduced by 15% – through optimisation efforts and by improving indoor coverage via Femtocell and Voice-over-WiFi.
- 99.2% data buffer rate on YouTube – also a best-in-class figure at European level.
- Deployment of 100% IoT national coverage.

## Unlimited convergence too

In addition, network capacity was enhanced to handle the increase in cable users as well. The Orange TV decoder received a facelift with a brand-new user-interface. And to enable customers to watch TV on their smartphone or tablet, Unlimited mobile TV was integrated into the company's Love offers.

## What's in store for 2019?

The network team's focus for 2019 is to put the right resources and training in place to prepare for the new technologies that are coming soon – most notably 5G. In addition to preparing the first 5G cities in Belgium – starting with Brussels – Orange Belgium will join the Orange Group to participate in a 5G network equipment auction.

Customer experience will continue to be a network attention point to ensure end-to-end quality and reliability for both mobile and fixed services (voice and data). New Wifi solutions will ensure seamless Wifi coverage for all residential customers. One of the improvements planned for fixed services is 'fast-zapping' so that users can change TV channels more quickly – an important user-comfort consideration for Orange customers.

The Orange Belgium network: putting the company's bold ideas into practice – everywhere, any time.

**In a complex environment, the Orange Belgium network team achieved best-in-class network experience.**

**78 million euros** will be invested in the unstoppable network of Orange Belgium by the end of 2019.



Since reaching an agreement with the Walloon government in December 2016 over the region's pylon tax, Orange Belgium has invested more than 13 million euros to improve mobile broadband access in the Walloon region and brought 4G mobile coverage to the population in 39 municipalities with inadequate fixed and mobile services. Today Orange Belgium's 4G network reaches 98% of the population in these 'white zones' and indoor coverage has risen to up to 94%. An illustration of this positive trend: Orange Belgium installed an innovative technical solution in Vresse-sur-Semois to offer 4G to 96% of the inhabitants.