



**Business  
Services**

[www.orange-business.com](http://www.orange-business.com)

Paris, Oct. 2, 2006

## **Telemark recognizes Orange Business Services as Best Global Operator for Data VPN**

**Highest Loyalty Index rating, most Best in Class awards achieved**

Orange Business Services has earned the accolade of Best Global Operator for data VPN based on the highest score on Telemark's Voice of the Customer Satisfaction Index.

This finding was published in the latest report written by Telemark, a leading market intelligence firm for benchmarking customer satisfaction in the telecommunications industry.

Earlier this month, Orange Business Services was positioned as a Dolphin, representing a service provider that adds value, and ranked above all other competitors in the Telemark Crystal Ball which looks to predict the likely future performance of suppliers based on user declaration of purchase intent and experience.

According to Telemark, Orange is also perceived to be the Best Global Operator for Customer Support and Meeting Requirements based on the Customer Satisfaction Index for these categories. In addition, Orange Business Services achieved the highest Loyalty Index at 64 percent when compared to its rivals. This is in part due to the fact that Orange has the lowest percentage of dissatisfied customers estimated at 3.15 percent. Of the 173 Orange customers interviewed, 60 percent claimed they would recommend Orange to their peers, a higher rating than any other global operator.

Orange also achieved the highest number of "Best in Class" awards. The awards were achieved in this period for eight services attributes: Network Reliability; Ability to Meet Customers' Requirements; Understanding Customers' Requirements; General Helpdesk Provision; Geographical Reach End to End; Single Point of Contact; End to End Network Management and Reaching Difficult Locations. Additionally, satisfaction with Orange is ranked as "Outstanding" for Network Reliability and Secure Data Transfer earning two Telemark Gold Awards.

According to Janet Watkin, director at Telemark: "Orange Business Services is one of eight global operators evaluated. Its strong relative position in the Telemark Crystal Ball, a new type of evaluation that looks to the future, implies that Orange Business Services is likely to have the





**Business  
Services**

[www.orange-business.com](http://www.orange-business.com)

best potential to meet the technology and coverage needs of enterprises restructuring for globalization. The benefit of Telemark's results is that they are entirely independent and read by multiple operators and buyers to gauge perceptions of supplier performances across a wide range of parameters."

Alexandre Gouvêa, senior vice president, Customer Services and Operations, Orange Business Services, said: "Customer satisfaction is at the heart of everything we do. I am very pleased with the latest Telemark findings. These ratings exemplify Orange Business Services' continued commitment to providing an outstanding customer experience."

### **About Orange Business Services**

Orange Business Services represents the business communications solutions and services provided by the France Telecom Group as of June 1st, 2006. They were previously sold under the France Telecom, Orange, Equant, Etrali, Almerys, EGT, Expertel Consulting, France Telecom Intelmatique, SETIB and Solicia brands.

The offers include converged voice, data and mobile services as well as IT expertise and managed services, all designed to transform business processes and improve productivity. Orange Business Services is present in 166 countries and territories and serves customers in 220.

[www.orange-business.com](http://www.orange-business.com)





**Business  
Services**

[www.orange-business.com](http://www.orange-business.com)

**Press Office**

Global, Europe and Asia Pacific

Frédéric Gielec

+33 1 46 46 2189

[frederic.gielec@orange-ft.com](mailto:frederic.gielec@orange-ft.com)

Americas

Elizabeth Mayeri

+1 212 251 2086

[elizabeth.mayeri@orange-ft.com](mailto:elizabeth.mayeri@orange-ft.com)

France Telecom

+ 33 1 44 44 93 93

Nilou duCastel

[nilou.ducastel@francetelecom.com](mailto:nilou.ducastel@francetelecom.com)

Fabienne Moiteaux

[fabienne.moiteaux@francetelecom.com](mailto:fabienne.moiteaux@francetelecom.com)

