



Paris, Oct. 28, 2008

Orange Business Services receives World Record Award in customer satisfaction

**four world records set and seven Gold Awards achieved in latest
Telemark Data VPN “Raising the Bar” report**

Orange Business Services received the World Record Award from Telemark as the operator who has contributed the most to “raising the bar,” driving up customer satisfaction to levels that exceed the previous record. In addition, Orange Business Services is recognized by Telemark with seven Gold Awards for outstanding levels of satisfaction.

In the latest Global Data VPN “Raising the Bar” report, Orange Business Services sets World Records in the following four categories:

- Secure Data Transfer
- Network Reliability
- Network Availability
- Network Operation

Orange Business Services achieves Gold Awards in the World Record categories as well as in three additional categories:

- Support in Local Language
- Installation Not Disrupting
- Indispensable to Customers

According to Janet Watkin, director at Telemark, said: “The general trend, in the global data VPN market, is that satisfaction levels are raising steadily as service providers put the customer experience at the heart of their improvement programs. Orange Business Services appears to be focusing most efforts on satisfying the top customer priorities by raising standards in these areas to new levels for others to follow.”

About Orange

Orange is the key brand of France Telecom, one of the world’s leading telecommunications operators. France Telecom serves close to 174 million customers in five continents as of June 30, 2008, of which two thirds are Orange customers. The Group had consolidated sales of 52.9 billion euros in 2007 (26.3 billion euros for the first half 2008). As of June 30, 2008, the





Group had 113.8 million mobile customers and 12.2 million broadband Internet (ADSL) customers.

Launched in June 2005, the NExT program (New Experience in Telecommunications) will enable the Group to pursue its transformation as an integrated operator and make France Telecom the benchmark for new telecommunications services in Europe. In 2006, Orange became the Group's single brand for Internet, television and mobile services in the majority of countries where the company operates, and Orange Business Services the banner for services offered to businesses worldwide. France Telecom is the number three mobile operator and the number one provider of broadband Internet services in Europe and one of the world leaders in providing telecommunication services to multinational companies.

France Telecom (NYSE:FTE) is listed on Euronext Paris (compartiment A) and on the New York Stock Exchange.

For more information: www.orange.com, www.francetelecom.com, www.orange-business.com

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