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Orange Business Services receives World Record Award in customer satisfaction

seven World Records set, industry-leading 15 New Personal Bests and 12 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 that has contributed the most to “raising the bar,” driving up customer satisfaction to levels that exceed the previous record which Orange Business Services previously set last year. In addition, Orange Business Services is recognized by Telemark with the Personal Best Award, setting an industry-leading 15 New Personal Bests, and receiving 12 Gold Awards for outstanding levels of customer satisfaction.

In the latest Telemark Global Data VPN “Raising the Bar” report, Orange Business Services sets World Records and New Personal Bests in the following seven categories:

- Secure Data Transfer
- Network Reliability
- Network Availability
- Network Operation
- Adequate Data Throughput
- Single Point of Contact
- 3rd Party Equipment Integration

Orange Business Services receives the Personal Best Award for raising its personal bar by the highest factor of any operator. New Personal Bests were set in the seven World Record categories as well as eight additional categories:

- Geographical Reach End to End
- No Hidden Extras in Bills
- Long term Relationship
- Understanding requirements
- Meeting Requirements
- Accurate Bills
- Billing
- Understanding Tariffs





In addition, Orange Business Services achieves Gold Awards in six World Record categories (except for 3rd party equipment integration) as well as in six additional categories:

- Installation Guarantees
- Indispensable to Customers
- Installation Not Disrupting
- Long Term Relationship
- Operational Guarantees
- Geographical Reach End to End

According to Janet Watkin, director at Telemark, said: “We define the World Bar as the highest ever recorded Customer Satisfaction Index (CSI) score on each of the 41 events we measure in the customer data VPN service experience. Each time a service provider exceeds the historical best ever score, by the highest margin, a New World Record is set. The Service Provider, who raises the bar the most, across all events, receives the World Record Award. We encourage all the global service providers to set new standards in satisfaction levels and we congratulate Orange Business Services on its remarkable achievements in this area.”

About Orange

Orange is the key brand of France Telecom, one of the world’s leading telecommunications operators. With 123 million customers, the Orange brand now covers Internet, television and mobile services in the majority of countries where the Group operates. At the end of 2008, France Telecom had consolidated sales of 53.5 billion euros and a customer base of more than 182 million customers in 30 countries. These include 122 million mobile customers worldwide and 13 million broadband Internet (ADSL) customers in Europe. Orange is the number three mobile operator and the number one provider of broadband Internet services in Europe and, under the brand Orange Business Services, is one of the world leaders in providing telecommunication services to multinational companies.

The Group's strategy, which is characterized by a strong focus on innovation, convergence and effective cost management, aims to establish Orange as an integrated operator and benchmark for new telecommunications services in Europe. Today the Group remains focused on its core activities as a network operator, while working to develop its position in new growth activities. To meet customer expectations, the Group strives to provide products and services that are simple and user-friendly, while maintaining a sustainable and responsible business model that can be adapted to the requirements of a fast-paced and changing eco-system.





www.orange-business.com

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

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