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Total awards Orange Business Services global networking contract valued at up to €100 million

includes integration, operation and optimization of WAN networks connecting 1,000 sites in 100-plus countries

Orange Business Services and Total have signed a 5-year global networking contract with a value of up to €100 million. Orange Business Services is responsible for the integration, operation and optimization of WAN networks for Total at more than 1,000 sites in 100-plus countries.

Through its VISION program, and as part of its Contact2.0 plan, Total is ensuring that all of its employees have access to the best collaborative tools available, a uniform level of services, and an identical workstation wherever they are in the world. Total needs to be able to easily share its highly specialized oil extraction sector know-how throughout its international operations. To achieve this, Total is providing its workers advanced tools that allow nomadic and extended international level team-working practices to promote collaboration. Total is also looking to create secure, open access to the Group's information system to enable its users to access their business applications from any terminal, at home or work. The Contact2.0 plan is the first module, a key component of the "VISION" program and the basic building block for real-time services.

Orange Business Services, global operator and integrator

Orange Business Services will be responsible for integrating and managing all of Total's networks whether provided by Orange or by third party operators. The goal is to deliver reliable, homogeneous and financially viable WAN services for every local Total entity. As the "integrator of operators", Orange Business Services will guarantee the continuity and quality of service for all of Total's WAN networks – including supervision, operational and contractual management of third party suppliers, project management – along with WAN optimization solutions.

customized governance

To ensure the success of this international project, Orange Business Services has created a unified, dedicated worldwide management service, applying best management practice standards including ITIL, including a dedicated business management structure. This means





that Total is covered by a single technical and commercial interface for all of the services throughout the contract period.

This governance encompasses the implementation of a complex major project management solution: with its own dedicated team, Orange Business Services works alongside Total through all aspects of improving the performance of its infrastructure – from the preliminary upstream phases of audit and advice, to the qualification of needs and the proposing of solutions, to the deployment and management of the operations, and including the implementation of standardized processes.

Service quality is guaranteed through an end-to-end Service Level Agreements designed to meet the highly-specific needs of Total and focused on network reliability and effectiveness as well as all of the applications.

advantages for Total

The harmonization and management of its network services ensure that Total gets a consolidated global solution for all of its WAN infrastructures. As a result, Total is able to offer a catalog of homogenous and competitive services around the world while benefiting from significant cost reductions.

“With this contract we are entering into a new field, that of the integrated operator who guarantees the future-proofing and development of our means of communication,” said Patrick Hereng, Information Systems Division, Total.

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 (12.7 billion euros for the first quarter of 2009) and at March 31, 2009, the Group had a customer base of almost 184 million customers in 30 countries. These include 123 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.

France Telecom (NYSE:FTE) is listed on Euronext Paris (compartment 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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