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## **Orange Business Services ranks “World Class” with superior customer satisfaction as global data VPN and ICT service provider**

**top ratings earned from Telemark in latest Global Data VPN Executive Briefing and ICT Service Supremacy reports**

Orange Business Services received recognition from Telemark for its high customer satisfaction ratings as both a global data VPN service provider and an ICT service provider.

In the latest Telemark Global dataVPN Executive Briefing, Orange Business Services is rated World Class and ranked first overall for customer satisfaction with global data VPN and received the Telemark Platinum Award which reflects user perceptions that Orange Business Services is regarded “Best in Class” for the customer service experience.

Orange Business Services also achieved a Telemark Diamond Award which is allocated to the service provider achieving the highest customer service index (CSI) on a category level. Orange Business Services ranked highest in the following categories: Indispensable to Customers; Meeting Requirements; Network Operation and Customer Support. Orange Business Services was also recognized by Telemark as being one of just two providers who demonstrate high customer confidence.

In its latest Telemark ICT Service Supremacy report, Orange Business Services was named a World Class supplier and received “Outstanding” ratings while being rated the top network service provider in the Indispensable and Customer Support categories as well as Overall.

Orange Business Services set a new Telemark world record in the People are Empowered category. As a result Orange Business Services receives the World Record Award; an accolade presented to the supplier with the highest World Bar Improvement Factor. The improvement factor reflects the percentage by which a supplier has contributed to raising the World Bar from its previous top level.

“Letting customers know that their chosen supplier is independently confirmed as World Class is very reassuring,” said Janet Watkin, Managing Director of Telemark. “The act of measuring best practice becomes a catalyst for improvement for everyone. To qualify as World Class a service provider must demonstrate very high levels of customer satisfaction coupled with a strong likelihood of organic growth.”





## About Orange

Orange is the key brand of France Telecom, one of the world's leading telecommunications operators. With 124.5 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 (25.5 billion euros for the first half of 2009) and at June 30, 2009, the Group had a customer base of 186 million customers in 32 countries. These include 125.5 million mobile customers and 13.4 million broadband Internet (ADSL) customers worldwide. Orange is the number three mobile operator and the number two 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](http://www.orange.com), [www.francetelecom.com](http://www.francetelecom.com), [www.orange-business.com](http://www.orange-business.com)

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