



press release
Paris, Nov. 14, 2012

Best Global Operator, Best Cloud Service and User's Choice: Orange Business Services wins three major awards at World Communication Awards 2012

confirms market leadership in customer satisfaction, innovative cloud-based solution and global service performance

[Orange Business Services](#) was awarded three of the telecom industry's highest accolades at Tuesday night's annual [World Communication Awards](#) (WCA) held in London – **Best Global Operator, Best Cloud Service** and the **User's Choice Award**.

Tony Lavender, CEO at Plum Consulting and WCA Chair of Judges, said, "Orange Business Services submitted several impressive entries this year and they were worthy of their success in this year's World Communications Awards. The judges praised the strong customer testimonials that were evident across all of the entries this year."

The **Best Global Operator** recognition highlights the rich heritage of Orange Business Services providing an unmatched value proposition to its customers. Its coverage, network performance, customer experience and loyalty, and innovation are competitive differentiators. With local expertise in 166 countries and a cloud-ready network reaching 220 countries and territories, Orange Business Services delivers market-leading solutions on a global basis.

Business Together as a Service, a cloud-based global unified collaboration solution from Orange Business Services, was named **Best Cloud Service**. Business Together as a Service allows unified collaboration via the cloud using an "as a service" model that lets customers quickly and cost-effectively access communication and collaboration tools anytime, anywhere, on any device.

Orange Business Services won the **User's Choice Award** based on extensive end user research carried out by [Total Telecom](#) in conjunction with [Ocean82](#). Orange Business Services received the highest customer satisfaction index from an assessment of survey responses that measured levels of satisfaction with the product, value for money and the levels of customer support received in the last twelve months.

Vivek Badrinath, CEO, Orange Business Services, said: "Winning Best Global Operator, Best Cloud Service and the User's Choice Award at the World Communication Awards is a strong testimony to the unwavering dedication of the Orange Business Services team to provide world-class service to our customers. Our goal is to deliver real value to multinationals as an ICT partner that they can trust. We provide a wide range of next-generation services to our customers from fully managed to cloud computing services anywhere they do business. All of our solutions are



backed by the 'Outstanding Customer Experience' program which assures our customers that they will receive an end-to-end consistent customer experience with more teams, tools and capacities than other telcos to ensure business continuity. Customer testimonials were an integral part of the judging process for these awards and we thank our customers for their continued trust and support in Orange Business Services.”

Celebrating 14 years of corporate and personal success in global communications, the World Communication Awards, recognizes significant achievements and developments in the global telecoms industry.

About Orange Business Services

Orange Business Services, the France Telecom-Orange branch dedicated to B2B services, is a leading global integrator of communications solutions for multinational corporations. With the world's largest, seamless network for voice and data, Orange Business Services reaches 220 countries and territories with local support in 166. Offering a comprehensive package of communication services covering cloud computing, enterprise mobility, M2M, security, unified communications, videoconferencing, and broadband, Orange Business Services delivers a best-in-class customer experience across a global landscape. Thousands of enterprise customers and 1.4 million mobile data users rely on an Orange Business Services international platform for communicating and conducting business. Orange Business Services is a four-time winner of Best Global Operator at the World Communication Awards. Learn more at www.orange-business.com

France Telecom-Orange is one of the world's leading telecommunications operators with sales of 45.3 billion euros for 2011 and has 170,000 employees worldwide at Sept. 30, 2012. Orange is the Group's single brand for Internet, television and mobile services in the majority of countries where the company operates. France Telecom (NYSE:FTE) is listed on Euronext Paris (compartment A) and on the New York Stock Exchange.

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