



press release
Paris, Nov. 15, 2011

Orange Business Services awarded Silver accreditation by Inmarsat

recognized for high level of expertise and customer service in satellite industry

[Orange Business Services](#) is certified as a Silver Partner in Inmarsat's Connect Accreditation Program. To achieve the Silver partner level, Orange Business Services met specific criteria required by [Inmarsat](#) that demonstrate a high level of expertise and customer service.

Specifically, Silver-level service providers are required to pass examinations to test knowledge of Inmarsat network and services, as well as related hardware and telecom technologies. Also, the provider must operate a full customer support service during office hours and have a proven customer inquiry escalation process. By achieving Silver accreditation, Orange Business Services demonstrates that it possesses the necessary expertise to match customers' requirements with Inmarsat services and to maintain their business with the best possible after-sales support.

"With this accreditation, Orange Business Services confirms its strategy to become one of the key satellite players," said Nicolas Roy, head of the Network Solutions Business Unit, Orange Business Services. "This is another milestone in our journey. In 2012, Orange Business Services will continue increasing its footprint and strengthening its portfolio targeting the maritime and terrestrial markets. These are high-growth markets that require high-level technology, so we will continue working with industry leaders so that we can meet wide-ranging customer needs."

customer benefits of Silver accreditation

Orange Business Services has extensive knowledge of satellite services in general and a wealth of talent in the implementation of [Broadband Global Area Network](#) (BGAN) and [FleetBroadband](#) services from Inmarsat. As a Silver partner, Orange Business Services has direct exchange with Inmarsat engineers that will further improve its technical expertise. Also, Orange has direct contact with Inmarsat customer service that will improve customer support related to diagnostics and troubleshooting.

path toward satellite market leadership

This accreditation is an additional step for Orange Business Services to reinforce its expertise on new satellite market developments and technologies and to prepare for new opportunities such as Ka-band. Orange Business Services is uniquely positioned to address the needs of global companies connecting vessels or remote offices to corporate virtual private networks. Building on 60 years' experience in corporate networks and 40-plus years in the satellite market, Orange Business Services integrates [satellite](#) and terrestrial services, enabling customers to mix all types of access so that any site on land or sea can be connected directly to the world's largest global



MPLS-based [IP VPN](#), available in 177 countries. In addition, Orange is the only global communications operator that installs and maintains high-seed complex satellite networks virtually anywhere in the world using its own specially trained Field Services staff.

For more information on Orange Business Services in the satellite industry, visit our Web site: www.orange-business.com/maritime

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 170,000 employees worldwide and sales of 33.8 billion euros in the first nine months of 2011. 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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