



press release
Paris, Jan. 26, 2011

Satellite communication system from Orange Business Services improves day-to-day life for crews of Crest Subsea vessels

progressive VSAT solution cuts communication costs by a factor of five while providing seamless global coverage

Crest Subsea has chosen Orange Business Services for the communication infrastructure of its diving support vessels. With this contract, Orange Business Services is responsible for integrating and operating a VSAT satellite communication system specially developed for marine communications.

Crest Subsea Pte Ltd, a new subsea support company, is part of the Pacific Radiance Group of companies, a Singapore based company providing offshore support vessels and integrated marine solutions for oil and gas, mining, engineering contracts and related services support industries.

The new VSAT system will connect vessels to the Pacific Radiance network via antenna linked to satellites orbiting the earth. The aim is to implement new communication services and business applications for its entire fleet. The deployment of this new solution will integrate the vessels into the corporate network enabling access to all business applications as if the vessel is a terrestrial office.

■ improving day-to-day life for crews and increasing the appeal of Crest Subsea

Widespread use of satellite-based systems marks real progress for ship crews. With the solution provided by Orange Business Services, crews on Crest Subsea vessels can stay in contact with their families by phone, e-mail and online chat for as long as they want while they are off duty. Communication is a key element for crewmembers working and living far away from their families and friends for long periods. The solution will help increase the appeal of Crest Subsea, which is looking to double its workforce over the next four years.

■ creating an effective and future-proofed communication system for the vessels

The satellite communication system deployed and managed by Orange Business Services will enable Crest Subsea to:

- manage the increased flow of data sent and received by the vessels;
- offer its customers the use of its IT equipment and tools and generate new sources of income;
- consider the deployment of new services such as real-time geolocation for its vessels and the installation of satellite television for crews at sea;



- real-time transmission of electronic data on the status of each vessel;
- real-time monitoring of the use of consumables for each vessel;

Crest Subsea has chosen a homogeneous IP telephony solution, based on Business Talk Global from Orange Business Services, where the conventional PABX is replaced by a central IP-PBX delivering all the benefits associated with unified messaging systems, including number portability, click to call, operational guarantees with its back-up system, flexible billing (consolidated, by site, etc.) and a report generation system. In addition, with this IP telephony solution, Crest Subsea has a private numbering system giving access to the Crest Subsea directory by means of abbreviated dialing.

The Orange Business Services Business Talk Global solution is based on a monthly subscription contract. The cost of the communications between vessels and Crest Subsea sites are included in the subscription. The costs of communications to the outside are covered by IP pricing that is eight times cheaper than traditional L band communication solutions.

■ **integrating the fleet into the Crest Subsea corporate IP VPN**

The VSAT system will provide total global coverage. The space segment is shared by all Crest Subsea vessels and is used for accessing the Orange IP VPN. The interconnection between the space segment and the terrestrial network is through teleports managed by Orange. This new satellite-based communication service, deployed and managed by Orange Business Services, enables Crest Subsea to access all the critical applications for the operation of its vessels (maintenance software packages, real-time reports, etc.) and to access databases hosted by Crest Subsea, e-mail, Internet and VoIP.

Bruce Saunders, general manager, Crest Subsea, said: “Crest Subsea particularly valued the Orange contribution in simplifying the complexity of the network infrastructure via a joint development of a technology and innovation roadmap to enhance workforce effectiveness. By using experienced consultants backed up by the full resources of Orange Satellite team, Orange offered reliable delivery in a leading edge and complex area. Orange not only provided the necessary skilled resources, but also provided resource resilience through management of its internal resource pool. The processes and methods employed by Orange consultants internally are now being successfully used in the Crest Subsea environment.”

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 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

About Orange

Orange is the key brand of France Telecom, one of the world's leading telecommunications operators. With more than 131 million customers, the Orange brand covers internet, television and mobile services in the majority of countries where the Group operates. At the end of 2009, France Telecom had sales of 44.8 billion euros (33.7 billion euros for the first nine months of 2010). At Sept. 30, 2010, the Group had a total customer base of 203 million customers in 32 countries. These include 144.5 million mobile customers and 13.3 million broadband Internet (ADSL, FTTH) customers worldwide. Orange is one of the main European operators for mobile and broadband Internet services and, under the brand Orange Business Services, is one of the world leaders in providing telecommunication services to multinational companies.

With its industrial project, "conquests 2015", Orange is simultaneously addressing its employees, customers and shareholders, as well as the society in which the company operates, through a concrete set of action plans. These commitments are expressed through a new vision of human resources for employees; through the deployment of a network infrastructure upon which the Group will build its future growth; through the Group's ambition to offer a superior customer experience thanks in particular to improved quality of service; and through the acceleration of international development.

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

For more information (on the Internet and on your mobile): www.orange.com, www.orange-business.com, www.orange-innovation.tv

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