



press release  
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## **Orange Business Services boosts world class management systems with third consecutive year of ISO certifications**

**recognized for environmental certification in France**

Orange Business Services has been awarded for the third consecutive year three significant ISO certification renewals for its worldwide management systems, covering the merit of its services, security and quality assurance for enterprise customers. New to this last certification round was recognition of the Orange Business Services environmental management system, a first for the company. This new certification supports one of the key priorities in our Conquests 2015 five-year strategy: making sure Orange is a caring and socially responsible employer.

The following new or extended ISO Management Systems certifications have been awarded:

- **ISO 27001 – Security Management** renewals for Major Service Centers in Egypt, and India and IT Services Operations in Rennes, France. Extensions have been granted to the Global Network Management Center in New Delhi.
- **ISO 20000 – Services Management** extended to the Business Together telephony service. Renewals have been granted for existing services, Major Service Centers in France, Egypt and India, and to Switzerland.
- **ISO 9001 – Quality Management** renewals for Major Service Centers in France, Egypt and India and to Switzerland.
- **ISO 14001 – Environmental Management** is granted for the first time this year for the Orange Business Services site in Rennes, France.

The ISO 14001 standard defines how organizations manage the impact of their activity on the environment, with the goal of improving long-term environmental performance by reducing pollution and preserving resources. It underscores Orange Business Services' aggressive corporate social responsibility program that pushes sustainable telecom offerings within the organization and out towards its enterprise customers.

"These certifications assure our enterprise customers that our managed services hold the highest marks in excellence," said Vivek Badrinath, CEO, Orange Business Services. "ISO certification translates into enhanced customer service, reliable security, uninterrupted network service, and demonstrable sustainability results."



### 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](http://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](http://www.orange.com), [www.orange-business.com](http://www.orange-business.com), [www.orange-innovation.tv](http://www.orange-innovation.tv)*

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