

## **Orange once again named number 1 mobile network by the french regulator**

French postal and telecoms regulator ARCEP's official report on "the quality of mobile operator voice and data services (2G and 3G) in France" was published on 30th November 2012 and confirmed that Orange provides its 27 million customers with the best mobile network. The report shows that once again Orange is number 1, taking the lead on twice as many criteria as the best of its competitors (1<sup>st</sup> or joint 1<sup>st</sup> for 192 of the 223 criteria): it is number 1 for mobile internet capacity through its 3G+/H+ network, and also number 1 for the quality of voice communication.

*"I am very proud that Orange is ranked 1st or joint 1st for the greatest number of ARCEP criteria, making it, once again, the number 1 mobile network, way ahead of its competitors. I would like to thank our 27 million mobile customers. The performance measured by ARCEP shows that they are already enjoying the best H+ broadband mobile experience, to which they will very soon be able to add 4G, which we are currently rolling out. Orange is already the network of the future!"* announced Delphine Ernotte Cunci, Executive Director of Orange France.

### **Orange 1<sup>st</sup> or joint 1<sup>st</sup> for twice as many ARCEP criteria as its best competitor for mobile network quality**

Orange's 27 million customers enjoy the best mobile network for 192 of the 223 criteria in the report, measuring the quality of voice communication, mobile internet speeds, interpersonal services (SMS and MMS), web navigation and video streaming. This performance is the result of the commitment and expertise of the 35,000 employees who deliver and manage Orange's network on a daily basis.

### **Orange still number 1 for voice communication quality**

Orange confirmed its status as leader, offering the best level of voice quality, taking 1<sup>st</sup> or joint 1<sup>st</sup> place in 70 of the 73 criteria measured.

For sending and receiving text messages, Orange takes the lead in 11 of ARCEP's 12 criteria.

### **Orange offers the highest mobile broadband speeds with its H+ and 3G+ network**

Orange was also ranked 1<sup>st</sup> for 122 of the 150 criteria that measure data exchange quality. This means Orange is first in the highest number of criteria, both for the group of speeds measured using 72 criteria, and for speeds delivered on the H+ network, in 30 of the 36 criteria. According the report, 9 times out of 10 downloading a file to your mobile is quicker with Orange using an H+ tablet or a smartphone, than with its competitors. It is thanks to the power of this mobile network that Orange is the best operator for video quality from a streaming provider, according to ARCEP's 18 criteria.

### **Orange is number 1 for today's network, and is preparing tomorrow's**

Orange already has the best mobile network, with the operator using the most reliable network to share 3G+ and H+<sup>(1)</sup> data (upload and download), which ranks 1<sup>st</sup> in 21 of the 24 criteria measured.

But Orange is not stopping there, committing major investment to the roll-out of the 4G network of the future. Orange has already set up its 4G network in Marseille, Lyon, Lille and Nantes and launched its first 4G offers for business.

By April 2013 customers in 10 major cities will be able to use their smartphones to surf at super high speeds on Orange's 4G network<sup>(2)</sup>.

### **Orange, number 1 for mobile network coverage in France**

With 87.3% geographical coverage and 98.5% of the population covered by 3G+<sup>(3)</sup>, Orange's mobile network remains the most extensive in France.

Last year Orange's mobile network was already number 1, ranked 1<sup>st</sup> or joint 1<sup>st</sup> in 57 of the 61 criteria evaluated in 2011.

(1) With H+ compatible devices

(2) With compatible devices and offers

(3) On 01/07/2012

## About Orange

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 30 September 2012, including 105,000 employees in France. Present in 33 countries, the Group has a total customer base of 227 million customers at 30 September 2012, including 169 million mobile customers and 15 million broadband internet (ADSL, fibre) 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 NYSE 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) or to follow us on Twitter: [@presseorange](https://twitter.com/presseorange).

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