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TechTeam Global and Orange Business Services sign new 5-year, multimillion dollar contract

TechTeam Global has signed a 5-year, multimillion dollar contract with Orange Business Services for global Contact Center and Business Talk Global services, both based on Business VPN, a fully-managed, secure, global IP infrastructure from Orange Business Services. In addition, Orange Business Services will provide audio conferencing, Web conferencing, Network Interactive Voice Response and IS Maintenance services and will support TechTeam in customer reporting and billing.

TechTeam Global is a worldwide provider of information technology outsourcing and business process outsourcing, delivering support across 70 countries in 32 languages. The company's primary services include: service desk, technical support, desk-side support, security administration, infrastructure management and related professional services.

This new agreement is the result of a successful 10-year partnership between TechTeam Global and Orange Business Services. Renewing its agreement confirms that TechTeam Global considers Orange the best global partner to support its long-term strategic ICT agenda, aimed at unifying communications and integrating cloud computing. The decisive factors for continuing the partnership were: Orange's unmatched geographic coverage especially for voice services; its flexibility and ability to offer a tailor-made solution; and the company providing one consolidated contract with a service level agreement per service.

Stephane Olmanst, Global ICT director, TechTeam Global, explains choosing Orange: "We have been working with Orange Business Services for the past 10 years and have gotten to know them as a trusted partner in a period of important growth for our company. At the moment we are expanding, especially in Asia Pacific and Latin America, and we think Orange's global reach and experience are crucial to providing us with the ICT support that we need. They are a one-stop-shop for us and can bill and service us at a global level. Next to that, Orange has helped us realize important cost saving targets in the past years."

Dr. Helmut Reisinger, senior vice president Europe, Orange Business Services, said: "We are happy with the renewed confidence that TechTeam Global has expressed by means of this long term extension of the contract. It is confirming our successful strategy to provide very reliable network services with global reach coupled with our strategic ICT managed services helping multinationals like TechTeam to unify their communication services."





About Orange

Orange is the key brand of France Telecom, one of the world's leading telecommunications operators. With 131.8 million customers, the Orange brand now covers Internet, television and mobile services in the majority of countries where the Group operates. At the end of 2009, France Telecom had consolidated sales of 50.9 billion euros, including its activities in the United Kingdom, and at 31 December 2009, the Group had a customer base of almost 193 million customers in 32 countries. These include 132.6 million mobile customers and 13.5 million broadband Internet (ADSL) customers worldwide. Orange is the number three mobile operator and the number two provider of broadband Internet services in Europe and, under the brand Orange Business Services, is one of the world leaders in providing telecommunication services to multinational companies.

The Group's strategy, which is characterized by a strong focus on innovation, convergence and effective cost management, aims to establish Orange as an integrated operator and benchmark for new telecommunications services in Europe. Today the Group remains focused on its core activities as a network operator, while working to develop its position in new growth activities. To meet customer expectations, the Group strives to provide products and services that are simple and user-friendly, while maintaining a sustainable and responsible business model that can be adapted to the requirements of a fast-paced and changing eco-system.

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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Press contacts

Orange Business Services - Global, Europe and Asia Pacific

Frédéric Gielec, +33 1 46 46 2189 frederic.gielec@orange-ftgroup.com

Orange Business Services - Americas

Elizabeth Mayeri, +1 212 251 2086 elizabeth.mayeri@orange-ftgroup.com

Orange

Erika Gelinard, +33 1 44 44 93 93 erika.gelinard.ext@orange-ftgroup.com

