



Paris, Jan. 15, 2009

Orange Business Services announces triple ISO certification

recognized for management system quality and process efficiency

Orange Business Services has just been awarded three key ISO certificates, recognizing the quality of its management system and the efficiency of its processes.

Orange Business Services stands apart thanks to the following ISO Management Systems certifications:

- **ISO 20000 for Service Management** is based on our global processes and governance model. Its scope extends to Information and Communication Technology services for all international customers managed from our largest Major Service Center (MSC) in Cairo and to all French key accounts.
- **ISO 9001 Quality Management** (renewal and extension) applies to all French key accounts and is extended to all international large projects.
- **ISO 27001 for Security Management System** is applicable to all of our international customers managed by the Cairo MSC.

The new ISO 20000 standard, adopting the ISO 9001 management principles and ITIL best practices, represents the dedicated standard for recognizing service management systems. The certification represents the conclusion of an 18-month project on our global processes and major operational locations as well as more than three years of ITIL operational process alignment, during which more than 5,000 people have been trained. The auditors have highlighted several strengths with our quality and service management system, such as management commitment, response to customers, overall consistency of approach between business units, and the management of our processes and our competencies.

“These certification awards represent a major success for Orange Business Services,” said Barbara Dalibard, CEO, Orange Business Services. “Indeed, few international businesses are able to claim certifications on such a broad scope. They confirm that we are able to offer world class service, quality and security management.”

Together with our recently awarded ISO 15408 Common Criteria security certification, and our renewed SAS 70 and AUP audits, Orange Business Services offers one of the most compliant solution sets in the global market place.





www.orange-business.com

About Orange

Orange is the key brand of France Telecom, one of the world's leading telecommunications operators. France Telecom serves more than 177 million customers in five continents as of September 30, 2008, of which two-thirds are Orange customers. The Group had consolidated sales of 52.9 billion euros in 2007 and 39.9 billion euros for the nine first months of 2008. As of September 30, 2008, the Group had 117.6 million mobile customers and 12.4 million broadband Internet (ADSL) customers.

Launched in June 2005, the NExT program (New Experience in Telecommunications) will enable the Group to pursue its transformation as an integrated operator and make France Telecom the benchmark for new telecommunications services in Europe. In 2006, Orange became the Group's single brand for Internet, television and mobile services in the majority of countries where the company operates, and Orange Business Services the banner for services offered to businesses worldwide. France Telecom is the number three mobile operator and the number one provider of broadband Internet services in Europe and one of the world leaders in providing telecommunication services to multinational companies.

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

For more information: www.orange.com, www.francetelecom.com, www.orange-business.com

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editor's note

International Organization for Standardization (ISO) is the world's largest developer and publisher of International Standards. ISO is a network of the national standards institutes of 157 countries, one member per country, with a Central Secretariat in Geneva, Switzerland, that is a non-governmental organization forming a bridge between the public and private sectors.

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