



Paris and Amsterdam, May 6, 2009

Orange Business Services wins contract for Canon's European contact centers telephone traffic

Orange Business Services and Canon Europe have reached an agreement on a three-year contract for the processing of incoming telephone traffic at Canon's European contact centers. The contract covers the telephone calls from Canon's customers in 19 European countries to three contact centers.

Canon has decided to use Orange Business Services due to the speed of the execution, the competitive pricing and the strong performance in project management.

Service & Services

Calls from customers about products and services are processed at the Canon contact centers. Customers are automatically and seamlessly connected with one of the three contact centers in Europe when they call one of the 57 available local helpdesk numbers where they are assisted by specially trained professionals. The calls are routed through technologies such as PSTN (Public Switched Telephone Network), Shared Cost and UIFN (Universal International Freephone Number), that ensure efficient call processing with a fast start-up.

About Canon

Canon Europe is a subsidiary of Canon Inc. of Japan, a world-leading innovator and provider of imaging solutions for individuals and businesses.

The main business focus for Canon Europe is in two clearly defined markets: Business Solutions (developing IT products, solutions and services for the office and professional print environments) and Consumer Imaging (photo, video, printers, scanners, fax machines and multifunction devices).

Canon Europe also provides Industrial Products including broadcast lenses, semiconductor and medical equipment.

Canon Europe employs over 11,000 people across Europe, the Middle East and Africa (EMEA).

Further information about Canon Europe is available at: www.canon-europe.com





About Orange

Orange is the key brand of France Telecom, one of the world's leading telecommunications operators. With 123 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 2008, France Telecom had consolidated sales of 53.5 billion euros (12.7 billion euros for the first quarter of 2009) and at April 29, 2009, the Group had a customer base of almost 184 million customers in 30 countries. These include 123 million mobile customers worldwide and 13 million broadband Internet (ADSL) customers in Europe. Orange is the number three mobile operator and the number one 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: www.orange.com, www.francetelecom.com, www.orange-business.com

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