



Paris and Zurich, July 16, 2009

Zurich renews European outsourcing telecom and networking contract with Orange Business Services

significant reduction of telecom and network costs as well as boosted service quality through outsourcing

Zurich Insurance Company (Zurich), one of the leading global insurance-based financial services providers, has renewed its outsourcing contract with Orange Business Services for three additional years, a testament to the success of its massive IP transformation undertaken with Orange. Since the original contract was signed in 2003, Orange has been successfully managing Zurich's telecom and network services across Europe.

As a result of its IP transformation, Zurich can now leverage its converged IP infrastructure to drive new business applications and innovation. Its previously heterogeneous infrastructure has been consolidated into a fully converged voice-data architecture. Over these past years, Orange has demonstrated its ability to execute a massive IP transformation, which is industry leading, as well as its knowledge and expertise in demanding IT outsourcing projects. As an early adopter of a large scale multi-country spanning complex IP contact center, Zurich now benefits from this technological lead and can now leverage this converged IP infrastructure to drive new business applications and innovations.

Zurich benefits from comprehensive and seamless data communication services such as WAN and LAN management, Internet access, security services, remote access services and third party extranet services. The service bundle also includes end-to-end management of more than 40,000 IP telephones and call center solutions for up to 11,000 agents. As an early adopter of a large scale multi-country spanning complex IP contact center, Zurich now benefits from this technological lead.

Additionally, Orange is providing mobile voice and data services to more than 5,000 Zurich employees paired with Blackberry services for another 3,000 users. Fully managed global video conferencing solutions such as Telepresence and HD video were just recently added to the service catalog, another way Zurich can take full advantage of its converged IP network.

Michael Paravicini, Zurich's Chief Information Officer, said: "The high-quality outcome achieved is the reason for the renewal of the contract. With this outsourcing contract we were able to substantially reduce our telecom spend over the past years whilst increasing the service quality and introducing standardization across the businesses. Orange Business Services is an important and trustworthy partner for us as evidenced with the recent award also for telepresence to provide the highest quality of global collaboration for our teams."





“We are extremely proud that Zurich has renewed this successful partnership with us for another three years,” said Helmut Reisinger, Senior Vice President Europe at Orange Business Services. “Industry statistics for renewing outsourcing contracts are low, less than 50%, so the fact that Zurich renewed its contract with us is a huge success. With this outsourcing solution tuned to the needs of both Zurich’s global IT organization and their local businesses, Orange Business Services demonstrates its supreme capabilities to offer complete end-to-end multinational and customer-centric telco and IT services for such prestigious and demanding customers such as Zurich or the financial industry.”

About Zurich Financial Services

Zurich Financial Services Group (Zurich) is an insurance-based financial services provider with a global network of subsidiaries and offices in North America and Europe as well as in Asia Pacific, Latin America and other markets. Founded in 1872, the Group is headquartered in Zurich, Switzerland. It employs approximately 60,000 people serving customers in more than 170 countries.

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 March 31, 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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