

Didier Lombard announces concrete and immediate measures to unions

Didier Lombard, Louis-Pierre Wenes and Olivier Barberot today met with all unions to explain the latest in the Group's social policy. Before starting, Didier Lombard paid homage to the memory of the Group's employees who had recently passed on, and assured all that the necessary support would be accorded to their families.

Five decisions were announced at this meeting:

- Concerning the current suspension of staff movements, it is agreed that management and unions will prepare a progress report for 31 October 2009 before any changes are resumed.
- Jean-Michel Serre has been appointed "mobility mediator": In the event of a dispute, any employee will be able to contact him directly or via a union, to explain his or her personal mobility situation.
- The Group confirms that no new total staff reduction targets have been set since the end of 2008. Any thoughts that may have arisen since then about further reductions are now definitely rejected.
- As part of the negotiations underway over working conditions, collective criteria will be introduced into the definition of the variable parts, as additions to individual criteria, where this has not already been done.
- Concerning the reclassification of employees' suicides as accidents in service, the company will take advice, in consultation with the Ministries concerned, from an independent expert.

On this occasion, Didier Lombard declared: "My responsibility today is to mobilise the entire company to ensure that any further tragedies are prevented. I have known this Group for 40 years. I know that our people are suffering in the present situation but have the desire to resume on a better footing. This is why we need to build together, as quickly as possible, a new social contract for France Telecom."

The negotiations managed by Olivier Barberot, Human Resources Director, continue via daily working meetings of the five negotiation groups. The next plenary meeting is set for Tuesday 6 October.

About France Telecom

France Telecom, one of the world's leading telecommunications operators, had consolidated sales of 53.5 billion euros in 2008 (25.5 billion euros in the first half of 2009). As at 30 June 2009, it had a 186 million customers in 32 countries, 124.5 million of them subscribers to Orange, the Group's single brand for Internet, television and mobile services in the majority of the countries where the company operates. In the first half of 2009, the Group had 125.5 million mobile and 13.4 million broadband Internet (ADSL) customers worldwide. 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.

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