



Orange launches a web customer service in French sign language and written dialogue

The remote customer service (Vente à Distance) accessible to disabled people by call, videoconference or written chat, is a break through in Europe. It has just been presented to Gilbert Montagné, French national secretary for the disabled for the UMP party.

- First of a kind in France, the dedicated remote customer service for disabled people has been adapted for the deaf, hearing or speech impaired ;
- In France, 500,000 deaf people, 5 million hearing impaired individuals among which 100,000 who use French sign language could benefit from this service ;
- This service allows to contact in real time a customer adviser specifically trained to answer disabled people's needs and questions.

Since March 2004, Orange has already rolled out a dedicated customer service for disabled people by phone (toll-free number: 0800 112233), email (offres.autonomie@orange-ftgroup.com) or fax (0800 246996). The Group is going even further with innovation, launching a real-time remote sales service for the deaf and hearing impaired.

Accessing this innovative and user-friendly service, available every Tuesday, is very simple: the customer connects up to www.autonomie.francetelecom.fr and clicks on the icon for the means of communication selected to communicate directly with an adviser: in French sign language (videoconferencing with a webcam, with an option for subtitling) or real-time text.

Customer advisers, specially trained up to serve and advise disabled people, are able to offer products and services that are best suited to the needs of each individual, including text-compatible fixed phone, adapted mobiles, Livebox combined with the specific assistance contract for deaf people, and motamo mobile plans for communicating in text or images.

With this new initiative, Orange is further strengthening its range of dedicated products and services in France, which already include:

- an accessibility offers catalogue, released twice a year;
- 4800 sales staff and 380 advisers trained up on Independence offerings and serving disabled people;
- a distribution network with 186 autonomy-label stores and four dedicated sections for the disabled within stores, called "Espaces Arc-en-ciel";
- a toll-free number 0800 112233 and a dedicated website offres.autonomie@orange-ftgroup.com.

Following the tests carried out between November 2007 and May 2008, the remote customer service, available on Tuesdays from 9 am to 6 pm, is launched today in France.

During his visit of the Orange show room in Paris La Collection, Gilbert Montagné said: "I am highly impressed by this new service. Orange is truly devoting its efforts to improve access to communication for everybody." Yves Tyrode, executive VP of the technocentre, and François-René Germain, head of the Group accessibility department, offered him had offered him a demonstration of the service.





Orange's technocentre has a key role in integrating accessibility to the marketing process when creating offers and deploying them in the Orange footprint, to benefit all its customers, in particular disabled people.

Orange is setting out its commitment to continually innovating in order to facilitate access to communication for disabled individuals on a daily basis.

About Orange

Orange is the key brand of France Telecom, one of the world's leading telecommunications operators. With 126 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 (38.1 billion euros for the first nine months of 2009) and at 30 September 2009, the Group had a customer base of almost 190 million customers in 32 countries. These include 128.8 million mobile customers and 13.4 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: www.orange.com, www.francetelecom.com, www.orange-business.com

Orange and any other Orange product or service names included in this material are trade marks of Orange Personal Communications Services Limited, Orange France or France Telecom.

Press contacts:

Erika Gelinard +33 1 44 44 93 93 - service.presse@orange-ftgroup.com

