



press release
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Orange, the best mobile network, according to the ARCEP

In its 15 July 2010 report on 2G and 3G network service quality, the ARCEP confirmed that Orange provides the best mobile network in metropolitan France. Indeed, Orange was ranked first overall for the study (including 1st or equal 1st in 49 out of 59 criteria).

The best network to transfer data on the move

Orange is both the leader in mobile phone data services (WAP, SMS, MMS, Visio) and in 3G key usage over all the cities in the study:

- **1st for downloads (receiving files)**
 - 90% of downloads are over 1.2 Mbit/s
 - 50% of downloads are over 2.8 Mbit/s
 - 10% of downloads are over 4.3 Mbit/s

- **1st for file transfer success rates**

This result shows the Orange network's reliability, as much in terms of sending files as receiving them.

Always high voice call quality levels

Orange provides high voice call quality levels and is ranked joint 1st in 19 of the criteria used, in particular for good and perfect quality 2 minute calls over all the cities in the study.

To make voice calls more user-friendly, Orange is the first operator to currently offer high definition quality voice calls on its 3G/3G+ network. Customers with a compatible mobile phone can thus make the most of excellent voice call quality, a richer and more natural sound, making you feel closer to whomever you're calling.

The best GSM/EDGE and 3G/3G+ coverage in mainland France

Orange not only provides the best service quality, but is currently the only operator to provide GSM/EDGE coverage for 99% of the population and 3G/3G+⁽¹⁾ coverage for 92% of the population.

This success is the result of Group employees' efforts, working hard to deploy mobile coverage and improve network quality.

Developments are currently under way:

- HSPDA 14.4 Mbit/s technology, already in use in the 12 largest cities, will cover half the population by the end of 2010, further improving network performance.
- The 3G/3G+⁽¹⁾ network will cover 95% of the population by 2010.

About Orange

Orange is the key brand of France Telecom, one of the world's leading telecommunications operators. With almost 131 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 2009, France Telecom had consolidated sales of 45.9 billion euros (10.9 billion euros for the first quarter 2010) and at 31 March 2010, the Group had a customer base of 183.3 million customers in 32 countries. These include 123.7 million mobile customers and 13.5 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 (on the internet and on your mobile): www.orange.com, www.orange-business.com, www.orange-innovation.tv
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⁽¹⁾ In certain areas, a UMTS 900-compatible device is required to access the 3G/3G+ network.

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