



press release

Geneva and Paris, March 29, 2012

Orange Business Services signs five-year, over \$100 million telecoms outsourcing contract renewal with JTI

Orange provides telecom infrastructure and services in more than 50 countries

[Orange Business Services](#) has signed a five-year, over \$100 million outsourcing contract with [JTI](#) (Japan Tobacco International), the international business of Japan Tobacco Inc., a leading international tobacco product manufacturer. Orange provides most of JTI's worldwide [telecom infrastructure](#) and services in more than 50 countries. With headquarters in Geneva, Switzerland, JTI relies on Orange Business Services for managed services for LAN and [WAN](#), data and voice traffic, applications acceleration, [security](#), [remote access services](#), [call centers](#) and [IP telephony](#).

With this new contract, JTI and Orange agreed to extend this partnership for five additional years, creating joint opportunities to collaborate in new areas of service and technology. Three main points led to the renewal:

- **ability** – Orange is unique in its ability to deliver a [wide scope of services across all geographies](#) of JTI. Orange is not only managing and delivering services, but is also able to order and invoice locally.
- **agility** – Orange is able to answer JTI's various business requirements and can adapt the services to meet the customer's needs. This is the result of strong interaction between the JTI and Orange [design & consulting teams](#) and a deep understanding of the customer needs.
- **availability** – JTI recognizes the benefits of having a dedicated Orange team and the close relationship built by the Orange team over the past years, including permanent site presence, 24/7 service and access to teams and integration between [dedicated support centers](#).

Diego De Coen, JTI CIO, said: "Our 17-year relationship with Orange Business Services is built on trust and mutual success. Such a long-term relationship is nearly unheard of these days and this contract renewal was not a given. Instead, Orange Business Services proved again that its competitive strength, unmatched global reach and comprehensive portfolio made it the best choice for JTI as we continue to evolve our global telecom infrastructure and services."

Helmut Reisinger, Senior Vice President Europe, Orange Business Services, said: "Over the years, we have developed a very strong partnership with JTI. We are grateful and proud that we have been entrusted with this contract for another five years. This is certainly mainly due to the



quality of services we have been providing to JTI, even during the days of 2011 turbulences in times of the Japan earthquake or the 'Egyptian spring' where our business continuity plans proved to be beneficial to a lot of multinationals such as JTI. Building on our success, we look forward to collaborating with JTI on innovative solutions over the next several years."

JTI has been an Orange Business Services customer since 1995. In April 2004, the first outsourcing contract for a full set of communications services was signed. In the summer of 2009, Orange won an RFP for JTI's complete WAN after JTI completed a series of acquisitions. After this success, negotiations for the contract renewal began and JTI decided to move forward on a sole source basis.

About Orange Business Services

Orange Business Services, the France Telecom-Orange branch dedicated to B2B services, is a leading global integrator of communications solutions for multinational corporations. With the world's largest, seamless network for voice and data, Orange Business Services reaches 220 countries and territories with local support in 166. Offering a comprehensive package of communication services covering cloud computing, enterprise mobility, M2M, security, unified communications, videoconferencing, and broadband, Orange Business Services delivers a best-in-class customer experience across a global landscape. Thousands of enterprise customers and 1.4 million mobile data users rely on an Orange Business Services international platform for communicating and conducting business. Orange Business Services is a four-time winner of Best Global Operator at the World Communication Awards. Learn more at www.orange-business.com

France Telecom-Orange is one of the world's leading telecommunications operators with 172,000 employees worldwide and sales of 45.3 billion euros in 2011. Orange is the Group's single brand for Internet, television and mobile services in the majority of countries where the company operates. France Telecom (NYSE:FTE) is listed on Euronext Paris (compartment A) and on the New York Stock Exchange.

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About JTI

JTI is a member of the Japan Tobacco Group of Companies, a leading international tobacco products manufacturer. It markets world-renowned brands such as Winston, Mild Seven and Camel. Other global brands include Silk Cut, Sobranie, Glamour and LD. With its headquarters in Geneva, Switzerland, and net sales of USD 11.2 billion in the fiscal year ended December 31, 2011, JTI has operations in more than 120 countries and about 25,000 employees. For more information, visit www.jti.com.

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