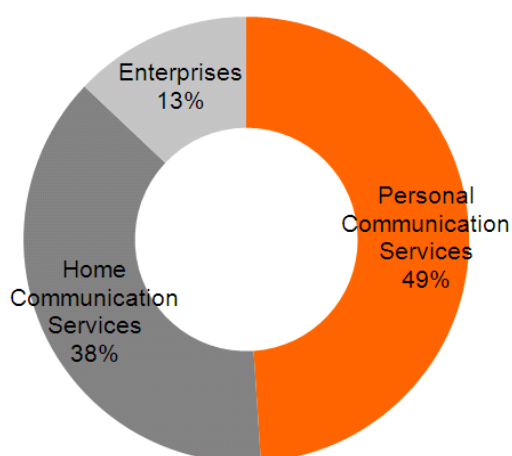


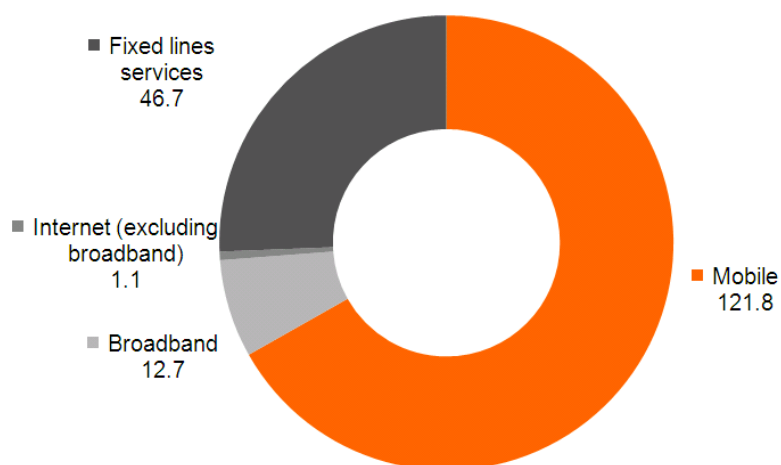
appendices

economic data

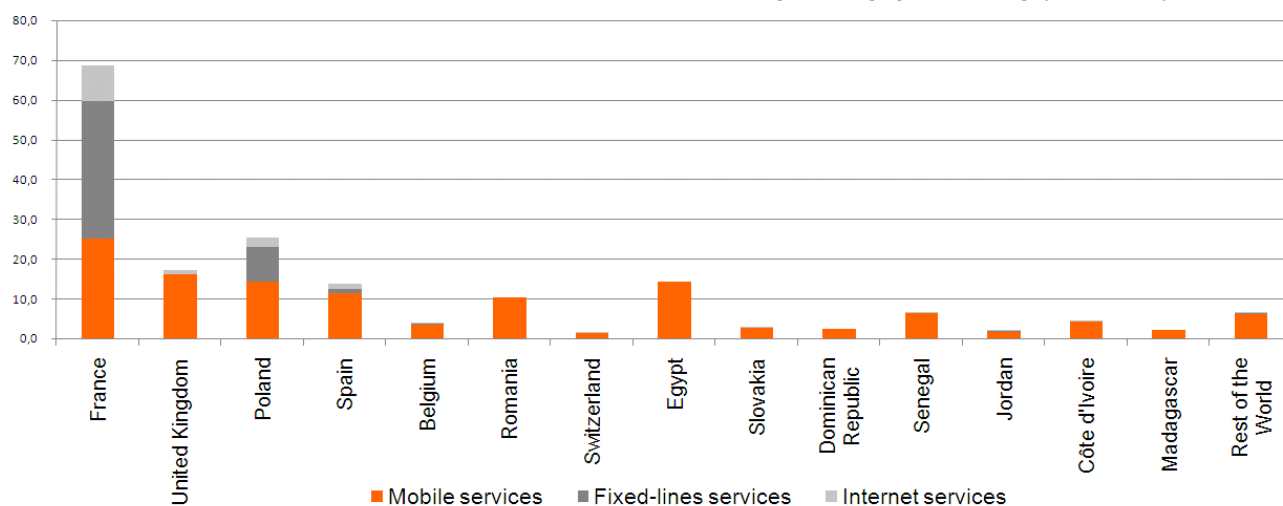
breakdown of revenues in 2008



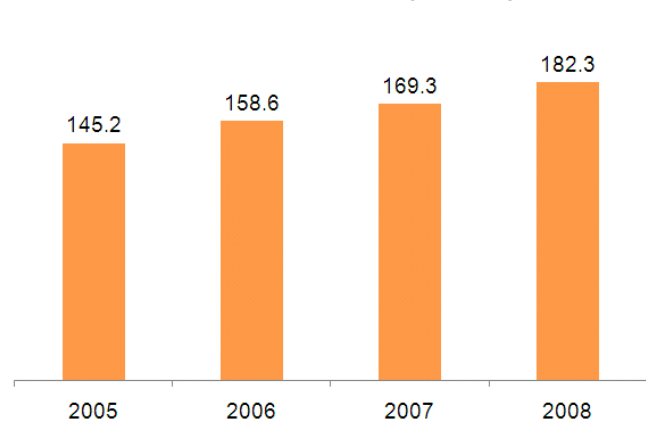
Breakdown of customers by activity, in 2008 (in millions)



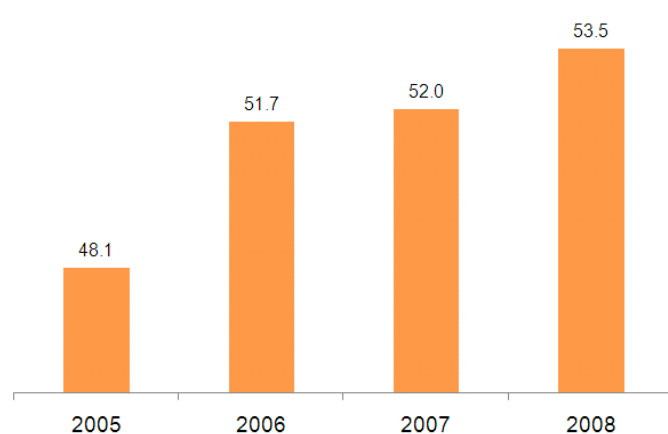
2008 breakdown of customers by activity, per country (in million)



Number of customers (millions)

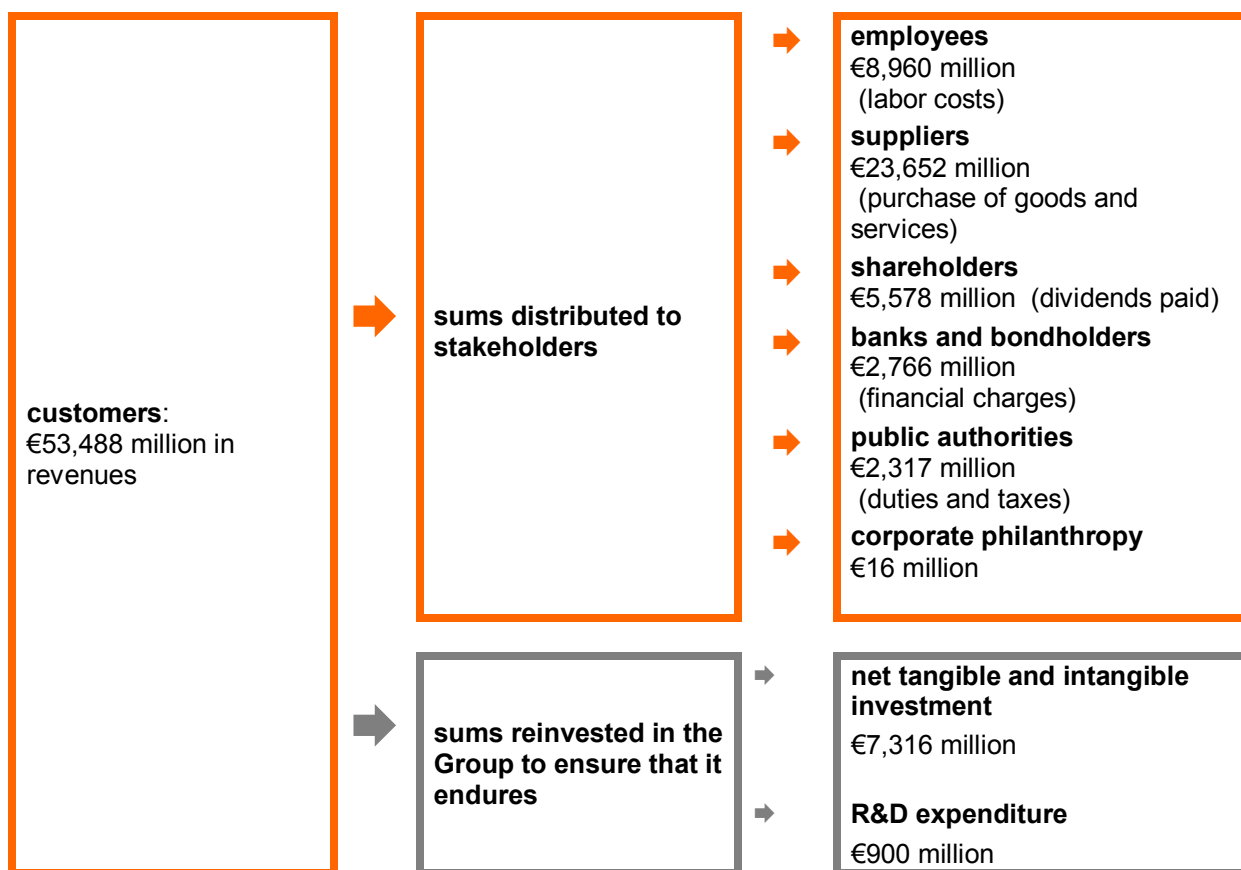


Consolidated revenues (billion of euros)



creating value for our stakeholders

distribution of our 2008 revenue



mobile services customer satisfaction rate (customer's perceived quality)

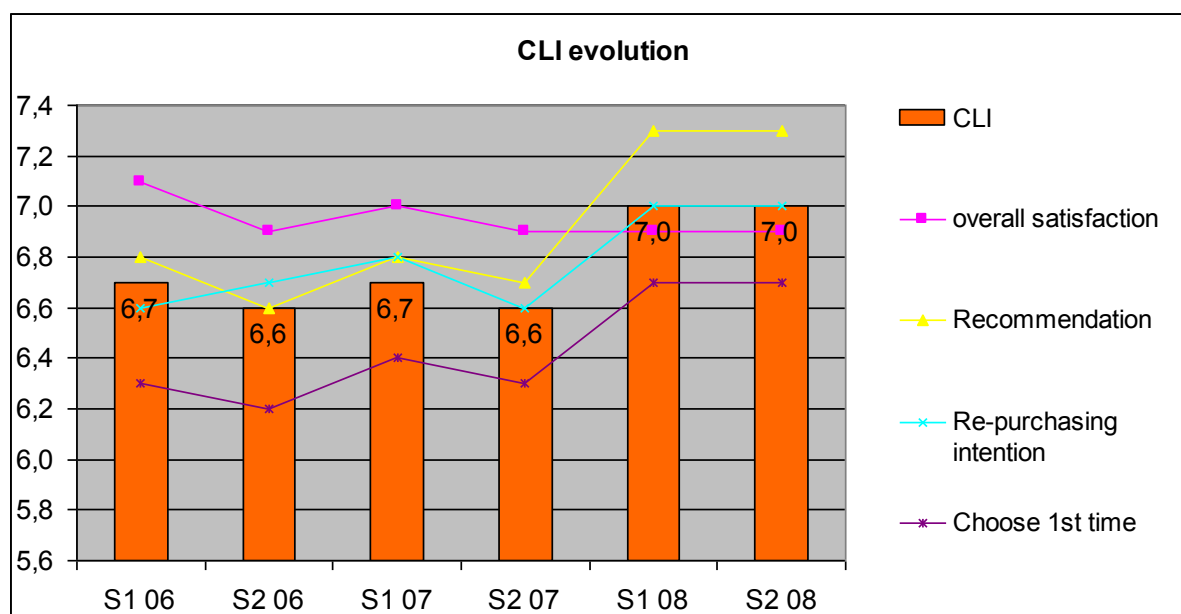
Country	2005*	2006*	2007*	2008**
France	67%	70%	74%	73%
United Kingdom	-	-	75%	79%
Poland	-	75%	71%	75%
Spain	-	61%	61%	63%
Belgium	81%	86%	86%	81%
Switzerland	77%	77%	82%	79%
Romania	91%	92%	91%	88%
Slovakia	79%	75%	77%	77%

Source: CET (Customer Experience Tracker, formerly CVA) whose approach is to measure the customer's perception of the services he is using

broadband Internet customer satisfaction rate (customer's perceived quality)

Country	2007	2008
France	73%	72%
United Kingdom	69%	67%
Poland	58%	63%
Spain	67%	58%

enterprises: changes in the Customer Loyalty Index (CLI)



social data

- not available

na not applicable

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indicators		GRI* code	scope (in % of the overall Group's headcount)	main countries				EME	
				France	United Kingdom	Poland	Spain	Belgium	Romania
total headcount (permanent & fixed term employees end of year)	total 2008	LA1	100.0%	☑104,232	☑13,821	☑28,904	☑3,301	1,454	3,066
	recall 2007		95.0%	107,971	14,321	31,105	3,411	1,674	2,851
	recall 2006		95.0%	110,946	13,967	33,052	3,429	1,820	2,539
breakdown by gender (permanent employees end of year)	Men	LA13	100.0%	66,371	7,599	16,073	1,960	942	1,413
	women		100.0%	37,861	6,222	12,831	1,341	512	1,653
	% of women 2008		100.0%	☑36.3%	☑45.0%	☑44.4%	☑40.6%	35.2%	53.9%
	% of women 2007		95.0%	36.3%	43.7%	44.7%	41.2%	34.5%	49.8%
	% of women 2006		95.0%	36.9%	44.9%	44.9%	40.8%	34.2%	48.6%
breakdown of management positions by gender (permanent employees end of year)	Men	LA13	100.0%	18,182	1,578	2,430	281	422	362
	women	LA13	100.0%	7,363	726	844	88	137	264
	total 2008	LA1	100.0%	25,545	2,304	3,274	369	559	626
	% of women 2008	LA13	100.0%	28.8%	31.5%	25.8%	23.8%	24.5%	42.2%
	% of women 2007	LA2 ; LA14	95.0%	28.9%	28.8%	25.9%	22.6%	22.0%	38.1%
	% of women 2006	LA2 ; LA15	95.0%	30.6%	28.5%	31.1%	23.2%	22.1%	15.9%
health and safety	existence of anti-stress measures		95.8%	yes	yes	no	yes	yes	no
social dialogue	existence of social dialogue structures	LA7	94.0%	yes	yes	yes	yes	yes	yes
employment	average age of staff	LA13	97.3%	45.3	32.2	36.8	35.8	36.7	28.6
	recall 2007	LA13	95.0%	44.9	32.7	39.4	35.7	36.3	29.4
	number of departures ²	LA2	97.3%	1,710	3,238	3,255	169	211	294
	% 2008	LA2	97.3%	1.4%	18.1%	4.1%	3.3%	9.6%	9.6%
	recall 2007	LA2	95.0%	6,315	4,036	6,921	328	263	375
	% 2007	LA2	95.0%	5.9%	28.6%	22.9%	9.7%	15.7%	15.4%
	number of external recruitments		97.3%	☑2,075	☑3,998	☑2,017	☑474	156	734
	% 2008		97.3%	2.0%	28.9%	7.0%	14.4%	10.7%	23.9%
	recall 2007		95.0%	1,369	4,507	1,932	271	273	652
	% 2007		95.0%	1.3%	32.0%	6.4%	8.0%	16.3%	26.8%
diversity	existence of a diversity policy		95.0%	yes	yes	no	no	no	no

² excluding retirements, early retirements and accidental departures.

Indicators		EME				AMEA				Rest of the World ³	Group Total ⁴
		Switzerland	Egypt	Slovakia	Dominican Republic	Senegal	Jordan	Côte d'Ivoire	Madagascar		
total headcount (permanent & fixed term employees at end of year)	total 2008	1,116	2,306	1,377	1,122	1,941	2,712	1,934	548	18,215	186,049
	2007	1,651	4294	1,484	1,008	1,871	2,669	1,990	499	2,378	179,177
	2006	1,613	3,717	1,448	874	1,793	3,048	1,938	414	2,432	183,030
breakdown by gender (permanent employees at end of year)	Men	717	1,583	921	549	1,326	2,076	1,207	266	13,410	116,383
	Women	399	723	456	573	615	636	727	282	4,805	69,666
	% of women 2008	35.8%	31.4%	33.1%	51.1%	31.7%	23.5%	37.6%	51.5%	26.4%	37.4%
	% of women 2007	28.1%	30.3%	32.7%	52.2%	31.6%	18.7%	31.8%	47.9%	29.8%	38.0%
	% of women 2006	27.9%	29.0%	35.9%	52.6%	30.3%	17.4%	31.9%	47.5%	30.2%	38.0%
breakdown of management positions by gender (permanent employees end of year)	Men	377	247	408	21	375	143	137	67	5,062	30,092
	Women	105	71	56	14	155	39	44	26	1,468	11,400
	total 2008	482	318	464	35	530	182	181	93	6,530	41,492
	% of women 2008	21.8%	22.3%	12.1%	40.0%	29.2%	21.4%	24.3%	28.0%	22.5%	27.5%
	% of women 2007	15.4%	28.2%	14.2%	34.1%	30.3%	14.7%	21.7%	10.5%	19.5%	28.0%
	% of women 2006	15.9%	25.0%	14.5%	38.5%	28.0%	15.6%	20.8%	-	17.9%	28.0%
health and safety	Existence of anti-stress measures	no	no	yes	no	no	no	no	no	-	na
social dialogue	Existence of social dialog measures	yes	no	yes	no	yes	no	yes	-	-	na
employment	Average age of staff	33.6	29.8	31.9	28.8	40.7	35.4	38.2	31.2	35.8	40.8
	2007	35.7	28.7	31.7	28.0	40.5	35.9	39.8	31.7	38.1	41.4
	Number of departures	366	300	226	189	16	319	52	42	1,843	12,230
	% 2008	25.4%	11.0%	12.1%	7.9%	0.8%	11.2%	2.4%	7.1%	8.2%	4.5%
	2007	367	609	191	197	81	670	80	32	71	20,536
	% 2007	23.0%	14.2%	13.7%	19.6%	4.3%	25.8%	4.7%	7.5%	2.6%	12.0%
	Number of external recruitments	213	585	171	336	96	241	102	172	3 307	14,677
	% 2008	19.1%	25.4%	12.4%	29.9%	4.9%	8.9%	5.3%	31.4%	18.2%	7.9%
	2007	324	1,419	219	323	152	276	117	100	238	12,172
	% 2007	20.0%	33.0%	15.8%	32.1%	8.1%	10.6%	6.9%	23.4%	11.6%	7.0%
diversity	Existence of a diversity policy	no	no	no	no	no	no	no	no	na	na

³ For 2006-2007, "Rest of the World" only takes into account Cameroon and Mauritius, which is why the number of total staff is lower than in 2008. In 2008, apart from Cameroon and Mauritius, we are also counting Orange Business Services outside France (10,797 employees), Moldova, Cameroon, Guinea, Equatorial Guinea, Guinea-Bissau, Botswana and Vietnam, and other countries.

⁴ For 2006-2007, total staff presented concerned only a maximum of 95% of the Group's revenues. In 2008, the active staff presented and the breakdown of men and women apply to the entire Group. The other indicators cover the entire Group, except for 25 subsidiaries representing 2% of staff on open-ended employment contracts and 0.3% of Group revenues: Corsica Haut Débit, Wirefree Services Belgium, Orange Dominicana Ltd, Atlas Serv. Belgique, Orange Liechtenstein AG, Saint Pierre & Miquelon Telecom, Ten, Cityvox, Orca Interactive, Vanuatu Telecom Limited, Sofrecom Maroc, Sofrecom Services Maroc, Sonatel Business Solutions, Telkom Keny, Groupe Diwan, Silicomp Canada Inc, Silicomp Belgium, Silicomp Benelux, Telecom Systems, Silicomp Asia Pte Ltd, Silicomp Malaysia SDN BHD, Silicomp India, Silicomp China Limited, Silicomp Taiwan, Feima Limited. The data are consolidated taking into account all of the staff of a subsidiary, regardless of the financial stake of France Telecom.

environmental data

- not available na not applicable

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Indicators	GRI*	reporting scope (% of the Group's turnover)	Major Countries				EME			
			France ⁵	United Kingdom	Poland	Spain	Belgium	Romania	Switzerland	Egypt
facilities presenting a risk										
fuel tanks		95.6%	2,504	24	1,522	237	12	231	8	1,100
energy consumption										
fuel (all buildings, all uses) – m ³	EN3	93.7%	18,388	70	3,323	1,642	1,440	69	49	18,133
gas – 1000 m ³	EN3	96.9%	19,899.4	1,616.1	3,972.9	0	488.2	57.3	0	0
coal – metric tons	EN3	100.0%	na	na	271	na	na	na	na	na
electricity – GWh	EN4	98.3%	2,068	356	708	229	78	98	52	81
of which green energy – GWh	EN6	93.9%	7	66	0	0	0	0	0	0
total energy excluding transport – GWh	EN3	95.8%	☑2,480	☑374	☑789	☑247	99	99	52	282
total emitted CO ₂ excluding transport – metric tons	EN16	95.8%	175,781	140,540	483,883	94,588	25,693	38,910	1,487	86,750
gasoline-GPL company vehicles – 1000 liters	EN3	94.4%	☑447.5	☑563.6	☑5,368.4	☑70.3	0	1,034.2	43.2	1,300.0
diesel for company vehicles – 1000 liters	EN3	96.2%	☑32,466.6	☑1,471.5	☑3,997.5	☑334.7	1,786.4	529.4	160.5	0
flight distances for business trips – 1000 km	EN29	100.0%	☑77,266.7	☑7 618.6	☑9,431	☑10,726.5	2,609.4	3,179.9	340.7	52.0
train distances for business trips – 1000 km	EN29	100.0%	☑51,304	☑15,136	☑436	☑1,599	577	2	1 303.8	4.0
total CO ₂ due to transport – metric tons	EN16	97.7%	104,726	7,886	25,458	3,100	5,410	4,479	610	3,091
total CO ₂ emitted – metric tons	EN16	99.2%	☑280,506	☑148,426	☑509,340	☑97,688	31,103	43,389	2,097	89,841
KPI*: electricity consumption – kWh/customer		95.0%	30.16	20.82	27.94	16.79	19.27	9.46	33.24	5.68
KPI*: CO ₂ due to electricity alone – kg/customer		95.0%	1.28	8.02	18.41	6.62	5.16	3.73	0.87	2.66
KPI*: total energy consumption – toe/1000 customers		95.0%	9.83	5.52	8.01	3.87	6.07	2.31	7.55	2.56
KPI*: CO ₂ emitted (all energy) – kg/customer		95.0%	4.09	8.67	20.10	7.17	7.69	4.19	1.35	6.27
water consumption – m³	EN8	97.8%	1,844,600	250,412	887,315	30,427	9,206	17,801	16,200	24,742
paper and cardboard consumption: internal (office) and external use – metric tons	EN1	92.5%	20,769	4 020	1,827	5,321	1,031	1,401	685	80
treated internal waste -metric tons										
common industrial waste	EN22	75.4%	7,466	1,894	0	0	-	447	0	0
internal (network and tertiary) WEEE	EN22	87.8%	2,024	499	269	1	-	52	1	18
metal poles	EN22	91.3%	538	na	0	na	na	9	na	na
wooden poles	EN22	90.4%	11,391	na	477	na	na	na	na	na
cables	EN22	93.5%	5,218	na	478	na	na	2	na	na
batteries	EN22	92.1%	1,367	215	110	9	-	132	2	90
fluorescent tubes	EN22	85.6%	0	3	1	0	-	0	1	2
paper/cardboard	EN22	89.9%	2,131	1,098	123	61	-	32	0	12
printer cartridges	EN22	88.0%	47	2	0	2	-	3	1	-
Other hazardous waste (including PCB)	EN22	82.5%	149	0	5	0	-	0	0	0
other non-hazardous waste	EN22	77.0%	26	0	628	0	-	3	40	26
total internal waste treated	EN22	86.7%	☑30,358	☑3,711	☑2,093	☑73	-	680	44	148
KPI*: internal waste treated – metric tons / M€ of revenues		92.2%	1.073	0.633	0.407	0.018	-	0.531	0.056	0.167
WEEE collected from customers – metric tons	EN22	89.9%	☑1,440	☑56	☑16	☑38	-	0	0	0
KPI* WEEE collected from customers – kg/1000 customers		86.6%	21.007	3.273	0.002	2.776	-	0.006	0.225	0.000
KPI* EMS: importance of ISO 14001 certified sites or business units – %		98.6%	0.0%	0.0%	39.2%	68.1%	0.0%	0.0%	0.0%	95.0%
KPI* EMS: importance of non-certified EMS sites or business units (non certified part) – %		98.6%	72.0%	77.5%	21.8%	40.0%	75.0%	65.0%	0.0%	5.0%

⁵ The France scope covers OPF (FTSA+Orange France), the Group's headquarters, FT Marine, FTR&D and the Orange Business Services entities operating on French territory.

Indicators	EME		AMEA				Orange Business Services International ⁶	Misc. ⁷	Total Group	
	Slovakia	Dom. Rep.	Senegal	Jordan	Côte d'Ivoire	Madagascar			2008	2007
facilities presenting a risk										
fuel tanks	29	0	0	230	55	124	394	0	6,469	5,625
energy consumption										
fuel (all buildings, all uses) – m ³	27	5,488	0	6	411	30	455	20	49,550	44,914
gas – 1000 m ³	310.2	0	na	na	na	na	0	0	26,345.1	25,517.2
coal – metric tons	na	na	na	na	na	na	na	na	271	284
electricity – GWh	59	28	19	24	24	7	196	30	4,057	3,465
of which green energy – GWh	0	0	1	0	0	1	1	0.0	76	12
total energy excluding transport – GWh	63	88	19	24	28	8	201	30	4,883	4,230
total emitted CO ₂ excluding transport – metric tons	14,363	30,509	11,571	15,916	13,365	4,319	99,321	19,059	1,256,055	1,113,874
gasoline-GPL company vehicles – 1000 liters	536.1	0	98.4	251.4	416.7	7.3	732.0	136.5	11,005.7	13,787.7
diesel for company vehicles – 1000 liters	223.1	1,076.0	867.3	1,206.6	1,222.1	218.9	1,604.0	633.9	47,798.4	43,259.8
flight distances for business trips – 1000 km	1,043.8	4,760.5	0	0	1,821.6	2,452.9	67,900.0	85,274.3	262,437.5	266,516.1
train distances for business trips – 1000 km	0	0	0	0	0	0	1,582.0	40,488.1	111,419.7	82,306.1
total CO ₂ due to transport – metric tons	2,072	3,816	2,618	3,914	4,680	1,061	18,526	21,465	210,643	202,385
total CO ₂ emitted – metric tons	16,435	34,324	14,189	19,831	18,045	5,380	117,847	40,524	1,466,698	1,316,258
KPI*: electricity consumption – kWh/customer	20.03	11.47	2.85	10.80	5.33	3.67	na	4.41	22.25	20.38
KPI*: CO ₂ due to electricity alone – kg/customer	4.65	6.58	1.75	7.13	2.75	2.10	na	2.83	5.88	5.66
KPI*: total energy consumption – toe/1000 customers	5.59	5.19	0.79	3.09	1.65	0.95	na	1.10	6.72	6.36
KPI*: CO ₂ emitted (all energy) – kg/customer	5.58	14.30	2.15	8.89	4.04	2.67	na	6.03	8.04	7.33
water consumption – m³	11,106	19,528	118,046	43,950	80,080	5,997	60,930	0	3,420,340	2,958,358
paper and cardboard consumption: internal (office) and external use – metric tons	903	43	0	71	0	16	0	92	36,257	33,859
treated internal waste – metric tons										
common industrial waste	112	0	-	-	-	-	0	66	9,985	11,407
internal (network and tertiary) WEEE	42	0	-	-	-	0.2	6	20	2,932	2,885
metal poles	na	na	-	-	na	na	na	na	547	1,625
wooden poles	na	na	-	-	na	na	na	na	11,868	10,861
cables	na	na	-	-	na	na	na	na	5,698	7,106
batteries	26	0	-	26	-	-	100	1	2,078	2,611
fluorescent tubes	0	0	-	-	-	-	0	-	7	18
paper/cardboard	150	0	-	-	-	-	2	8	3,618	2,993
printer cartridges	2	0	-	-	-	-	0	-	56	59
other hazardous waste (including PCB)	19	0	-	-	-	-	0	-	173	235
other non-hazardous waste	69	0	-	-	-	-	0	-	793	937
total internal waste treated	419	0	-	26	-	0.2	108	95	37,756	40,736
KPI*: internal waste treated – metric tons / M€ of revenues	0.512	0.000	-	0.068	-	0.002	0.063	0.080	0.706	0.841
WEEE collected from customers – metric tons	0	0	0	0	0	1.2	53	36	1,642	1,961
KPI* WEEE collected from customers – kg/1000 customers	0.132	0.000	0.000	0.000	0.000	0.610	0.000	5.385	9.005	14.725
KPI* EMS: importance of ISO 14001 certified sites or business units – %	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	13.9%	12.9%
KPI* EMS: importance of non-certified EMS sites or business units (non certified part) – %	0.0%	0.0%	36.0%	75.0%	38.0%	24.0%	0.0%	11.0%	57.4%	43.4%

⁶ This scope includes Orange Business Services facilities outside France.

⁷ This scope essentially covers the data from Mauritius. It also offers additional air/train distances travelled for the entire Group, managed by Carlson Wagon Lits in cases where they could not be reconstructed by the countries.

information on reporting methods:

energy

Part of the consumption of fuel oil, electricity and natural gas is calculated using amounts billed in currency, deducting the physical amounts consumed on the basis of an average price. Fuel oil consumption in France, Romania, Spain and the UK is calculated by approximation to deliveries.

Energy consumption for data centers and networks, shared with other operators, is recorded in the accounts in part or in full. Consumption by mixed equipment in France (network and mobile) is fully allocated to the indicator covering network consumption, excluding mobile activity. Energy consumption for premises (especially shops) for which France Telecom does not pay direct invoices is not reported. The energy consumption of urban heating systems is not recorded in the accounts due to the difficulty of estimating the related CO₂ emissions. The data on energy consumption by Orange UK do not include the Orange UK shops. Energy consumption in Belgium, which in previous years only concerned tertiary buildings, is estimated this year on the basis of its overall energy billing. Data uploading procedures were implemented in order to cover approximately 80% of the electricity consumption by the tertiary activities of Orange Business Services International, which operates worldwide. The fuel oil consumption of Orange Business Services International only covers network activities.

transportation

The data for transportation by train and air mostly come from Carlson Wagonlit (CWL), which accounts for over 80% of the kilometers traveled by employees. In France, Carlson's reporting covers approximately 98% of the expenses for travel by air and 86% of the expenses for travel by train. In Poland on the other hand, the data reported only concern part of the travel, since an undetermined portion is not managed by CWL. The CO₂ emissions factor for "short haul" transportation by air under the GHG Protocol (180g CO₂/km per passenger) has been used for all flights (short-, medium- and long-haul). Lack of information from some of our entities is offset by the overall Group report provided to us by CWL. The CO₂ emissions factor for transportation by train comes from the "Bilan CarboneTM" carbon footprint assessment method when available for the respective country. In other countries, a standard factor of 100g CO₂/km per passenger is used.

CO₂ emissions

The total emissions factor comes from the GHG Protocol, with the results (2005) of its latest update (2008), except for the emissions factor for electricity in France which comes from EDF, for the year 2008. The emissions factor for the Orange Business Services International entities covering the whole world corresponds to the "world" factor of the GHG Protocol.

waste electrical and electronic equipment (e-waste) collected from customers

The WEEE* collected from "retail customers" corresponds to the WEEE* reported at the sales outlets. This indicator includes the mobile phones of Group employees, as well as the batteries and accumulators forming part of the equipment brought back by a customer, and the other types of batteries and accumulators collected separately at the different collection points throughout our establishments. In 2008, the 90 metric tons of batteries and accumulators collected by the Group in this way were included in the customer e-waste indicator, whereas they were not in 2007. In France, the WEEE* from "business" customers are not included in these data.

waste processed

For tertiary and network waste, excluding customer WEEE*, in France, only the waste handled by providers having signed a framework agreement with the France Telecom Group is included in the reporting, except for FT marine cables and a limited number of FT R&D and FT Marine waste. It is the same in Romania (except for household and similar waste) and in Spain and the UK for paper and cardboard. For sites under lease agreements in France, household or similar waste is not reported, since its management is provided by the lesser. Mobile relay batteries dismantled by France Telecom subcontractors are not included in the reporting. The data on the internal waste of Orange UK in 2008 includes the Orange UK shops owned by it. The data on Orange Spain internal waste do not include the waste generated by operations carried out on networks.

environmental management system (EMS*)

The rate of coverage for a certified EMS* corresponds to the ratio of the certified EMS* scope to total activities, this ratio being valued on the basis of the electric energy consumed. The rate of coverage for an uncertified EMS* reflects the progress of the EMS* deployment process. It is the result of multiplying two figures: the EMS deployment rate by the geographical coverage of this EMS*, the latter being valued by the portion of electric energy consumed within this scope (except in Spain).

other information

The significant change in some indicators compared to 2007 is due in part to the improvement of procedures and the thoroughness of the reporting in 2008. The average Group KPIs* are calculated excluding Orange Business Services International.

auditors' opinion



report of one of the statutory auditors on the Corporate Responsibility reporting process

This auditor's opinion, intended for France Telecom's executive management committee, constitutes a Type 2 assurance engagement according to the requirements of the AA1000 Assurance Standard (2008).

(This is a free translation into English of the original report issued in the French language and is provided solely for the convenience of English speaking readers)

At the request of France Telecom and in our capacity as Statutory Auditors, we conducted control procedures on the following items:

- (1) The description given by France Telecom on page 3 of the 2008 Group Corporate Social Responsibility Report ("the Report") of adherence to AA1000 APS (2008) principles of inclusivity, materiality and responsiveness in the Report's preparation process ("the Principles),
- (2) Achievements on the Corporate Responsibility roadmaps selected by France Telecom and identified by the symbol ☒ among the information published on pages 25, 38-39 and 57-58 of the Report ("the Selected Achievements"),
- (3) A selection of Corporate Responsibility key performance indicators selected by France Telecom for France, Spain, Poland and the United Kingdom and identified by the symbol ☒ among the information published on pages 84 to 87 of the Report ("the Selected Key Performance Indicators"),
- (4) France Telecom's self-assessment of the report based on GRI G3 guidelines as shown on page 3 of the Report ("the GRI Self-Assessment").

These items were prepared under the responsibility of Group management in accordance with the following criteria:

- (1) For the Principles, the AA1000 APS⁸ (2008) standard,
- (2) For the Selected Achievements, the Corporate Responsibility policies and guidelines prepared by France Telecom and described in the roadmaps,
- (3) For the Selected Key Performance Indicators, all the procedures relating to the reporting of environmental and social indicators, available for consultation at the Corporate Responsibility and Sustainable Development Office, that are summarized on page 88 of the Report,
- (4) For the GRI Self-Assessment, the GRI G3⁹ sustainable development reporting guidelines.

It is our responsibility to express a conclusion on these items based on the work we performed. Our work covers only these items and not the entire Report

nature and scope of our work

We performed our procedures in accordance with applicable professional guidelines and ISAE 3000 and AA1000 AS¹⁰ (2008) standards.

The Professional Code of Conduct governing the statutory auditor profession, to which we are bound, guarantees our independence with regard to the criteria required by AA1000 AS (2008).

We implemented the following procedures, in order to obtain:

- A reasonable assurance that the description of the Principles (defined above) is fair in all material respects. (1)
- A limited assurance that the description of the Selected Achievements (2), the Selected Key Performance Indicators (3) and the GRI Self-Assessment does not contain any material misstatements (4). A higher level of assurance would have required more extensive work.

⁸ <http://www.accountability21.net/aa1000series>

⁹ <http://www.globalreporting.org/GRIReports/ApplicationLevels/>; The report can be given a B GRI application level if the company (i) has reported information for all the indicators required by this standard (ii) has explained for each indicator category the managerial approach adopted and (iii) has provided information on a minimum of 20 key performance indicators. It can be given a B+ application level if the existence of this information has been subject to an external verification.

¹⁰ <http://www.accountability21.net/aa1000series>

(1) work on the description of the Principles:

- We met the people responsible for Corporate Responsibility at France Telecom headquarters (the Corporate Responsibility and Sustainable Development Office) and in a sample of entities in the following countries: France (FTSA, Orange France), Poland (TP SA and PTK Centertel), United Kingdom (Orange UK), Spain (Orange Spain), Romania (Orange Romania) and Senegal (Sonatel), representing 85% of France Telecom's revenue, in order to assess the implementation of the Report's preparation process as defined by France Telecom and the identification of significant events in 2008.
- We conducted tests at Corporate level and for the above-mentioned entities on the implementation of the procedure relating to:
 - Identification of the stakeholders and their expectations,
 - Identification of material Corporate Responsibility issues,
 - Implementation of Corporate Responsibility policies and guidelines.
- We compared the material issues described by France Telecom in its Report with those presented by the main telecommunications sector companies in their Corporate Responsibility reports and those arising from our press review of the sector in 2008.

(2) work on the Selected Achievements:

- We assessed France Telecom's description of the selected achievements by conducting interviews and collecting substantive evidence from the relevant entities.

(3) Work on the Selected Key Performance Indicators:

- We assessed each reporting criteria used to elaborate the selected indicators with regard to their relevance, reliability, neutrality, understandability, and completeness.
- We met the people responsible for the application of the reporting criteria at France Telecom headquarters (the Corporate Responsibility and Sustainable Development Office) and in a sample of entities and divisions in the following countries: France (France Telecom SA, Orange France), Spain (Orange Spain), Poland (TP SA and PTK Centertel), United Kingdom (Orange UK), representing 81% of France Telecom headcount and 80% of the energy consumed, 71% of the CO2 emissions, 94% of the waste of electric and electronic equipment and 96% of the internal waste (tertiary and network) published by the Group.
- We performed validation tests on the selected Indicators at Corporate level and for the sample of entities defined above.

(4) work on the GRI Self-Assessment:

- Based on the GRI cross-reference table shown on pages 91-97, we checked that for each indicator contributing to the B+ application level, a disclosure was provided in the Report.

In order to assist us in conducting our work, we referred to the specific competencies of our firm's team of environment and sustainable development experts, managed by Eric Dugelay.


comments

- In 2008, the Group continued and reinforced the deployment of its Corporate Responsibility approach in all its businesses and entities.
- The Group should continue to formalize the decentralized stakeholders' engagement approaches and identify local issues through its smallest entities.
- The Group should consider setting up specific performance indicators for Society and Human Rights issues.
- The development of subcontracting and co-contracting in the Group's activities should be accompanied by measures to ensure the sharing of the Corporate Responsibility objectives defined by France Telecom and measure performance with regard to Corporate Responsibility for the extended scope covered by the Group's activities.
- The formalization of control procedures for the reporting scope and the data reported by the entities for environmental indicators should be continued.

conclusion**(1) description of the Principles**


In our opinion, France Telecom's description on page 3 of the Report on compliance with AA1000 APS (2008) principles of inclusion, materiality and responsiveness in the Report's preparation process is fair in all material respects.

(2) selected Achievements

Nothing has come to our attention that could question our belief that the description of the achievements on pages 25, 38-39 and 57-58 of the Report and identified with  are fairly stated in all material respects.

(3) selected Key Performance Indicators

We noted for the “total internal waste treated” indicator in the United Kingdom that the data collection method does not permit an exhaustive inventory of the total waste treated.

Based on the work we performed, we did not identify any other material anomalies likely to call into question the fact that the environmental and social indicators examined for France, Spain, Poland and the United Kingdom and identified with  were prepared, in all material respects, in accordance with the above-mentioned reporting criteria.

(4) GRI Self-Assessment

Based on the work we performed, we did not identify any material anomalies likely to call into question France Telecom’s self-assessment of the report based on the GRI G3 guidelines that contributed to the B+ application level.

Neuilly-sur-Seine, May 14, 2009.

One of the statutory auditors,

Deloitte & Associés

Etienne Jacquemin, Partner