

## France Telecom Group mobilizes in France and around the world to address disaster in South Asia

Paris, December 30, 2004 -The France Telecom Group has taken an initial series of measures to provide assistance and support following the disaster in South and Southeast Asia:

- Measures to facilitate communications for customers in the disaster zone;
- Measures to help reestablish local communications links with the provision of technical and human resources;
- Measures to facilitate and promote donations to aid organizations.

### Measures to facilitate communications for customers in the disaster zone

- For Orange mobile subscribers, France Telecom will not charge for calls made by its customers from the areas hit by the disaster for a 10-day period starting December 26.

### Measures to help reestablish local communications links with the provision of technical and human resources

- France Telecom immediately made material resources (notably satellite links) and technicians available to the NGO Télécoms Sans Frontières (TSF).
- The Group has notified local authorities in countries where it operates wireless services, particularly France and the United Kingdom, that it is available to help in efforts to locate citizens who are Orange customers and who were in areas hit by the disaster.

### Measures to facilitate and promote donations to humanitarian organizations

- In several countries it will be possible to make donations simply by sending an SMS message. The amounts billed will be entirely transferred to partner NGOs. In France, Orange will launch the “**SMS for Asia**” operation on 00h00 on Sunday, January 2 for an initial period of one month. Three special numbers will allow Orange customers to quickly and easily make a donation to the Croix-Rouge (Red Cross), Secours Populaire or Secours Catholique aid organizations.

To make donations, customers simply send an SMS to **80 222 for the Croix-Rouge**, **80 333 for the Secours Populaire** or **80 444 for the Secours Catholique**.

Customers receive the Croix-Rouge, Secours Populaire or Secours Catholique logo on their mobile phone, along with a message confirming that the donation has been recorded.

A surcharge of one euro is added to the cost of each SMS. All funds collected are transferred to the organization selected.



**In addition, during the first week of the operation, for each SMS donation by Orange customers, France Telecom will itself make an additional one euro contribution.**

The Group is helping raise funds via Internet as well. Since December 28 the [www.wanadoo.fr](http://www.wanadoo.fr) portal has enabled people to make an online donation to the Croix-Rouge.

The “SMS for Asia” operation will also be promoted on the [wanadoo.fr](http://wanadoo.fr) website.

Other France Telecom group websites—[www.francetelecom.com](http://www.francetelecom.com) and [www.voila.fr](http://www.voila.fr)—are promoting donations as well.

The home pages of France Telecom Group portals in France ([www.francetelecom.com](http://www.francetelecom.com), [www.wanadoo.fr](http://www.wanadoo.fr), [www.voila.fr](http://www.voila.fr) and [www.orange.fr](http://www.orange.fr)), will provide their 3.6 million daily visitors with regularly updated information.

### **International mobilization by France Telecom Group**

A host of similar initiatives are being organized in countries where France Telecom operates around the world, including the United Kingdom, Mauritius and Switzerland. Other countries will shortly join these solidarity efforts.

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