

**International  
Carriers**

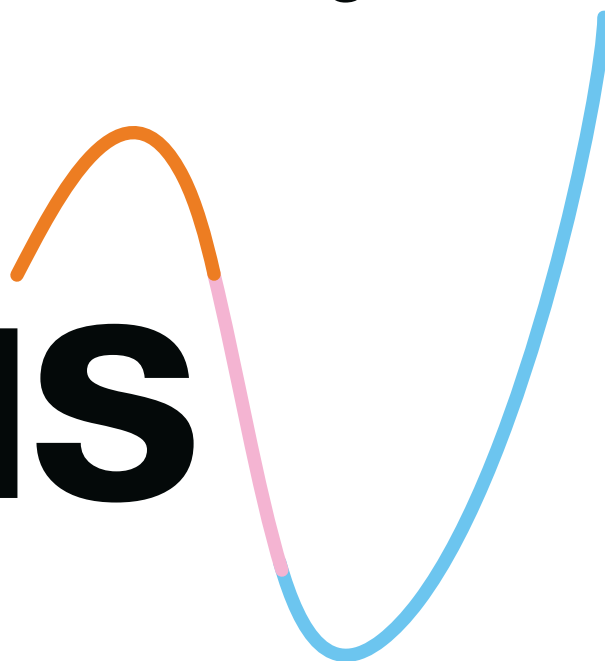
A photograph of three children running on a sandy beach. The child on the left is a young boy with dark skin and short hair, wearing a pink polo shirt and dark shorts. The child in the middle is a girl with light skin, wearing an orange beanie, a pink hoodie, and denim shorts. The child on the right is a girl with curly hair, wearing a blue denim shirt and dark shorts. They are all smiling and running towards the right. The background shows the ocean and a clear blue sky.

**Committed for  
Tomorrow**

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**Focus**



# Our commitments for and beyond



**Emmanuel Rochas**  
**CEO**  
Orange International Carriers

At Orange, we believe that equality is a powerful enabler for economic and social performance.

We also give everyone the keys to a responsible digital world and we ensure that in everything we do, digital technology is designed, made available and used in a more inclusive and sustainable way. And of course, we are committed to reducing our CO2 emissions by 2040, with the first goal of -30% to be achieved by 2025. That's why, at Orange International Carriers, our vision is fueled by a strong sense of purpose, as a foundation of our commitment for tomorrow.

What is this purpose about? Simply said, we support the social and environmental transitions generated by our business activities. We understand our customers' concerns and our diversity reflects their own diversity. Let's see how this translates into concrete action, and how this helps us shape our commitment for tomorrow to you, our partners and customers.

## **Committed to environmentally responsible operations**

There is just no credible commitment for tomorrow without a sense of responsibility to achieve sustainable development. As we do know that our network's environmental footprint will soon be at the center stage of

our commercial competitiveness, we take into account the environmental impact of all our business endeavors. This means securing clean energy supply and decarbonizing our activities, thanks to the Power Purchase Agreements signed in 2022 in eight European countries, or investing in carbon sinks to sequester incompressible residual emissions.

But what does it mean for our global telecommunication cable and network operations? First, the convergence of our networks is a key factor as it drives new energy savings. We also engage in eco-design at early stages of network function developments, powering our solutions with clean and renewable energy, wherever possible. Then, when Orange joined **the AMITIE transatlantic cable system** project, we made

## Vision



# today, tomorrow

sure these new cables could avoid environmentally sensitive areas, going underneath these zones with underground boreholes whenever necessary. But our commitment for tomorrow also includes a responsibility to the cables of yesterday. Rather than letting decommissioned cables rot under the seas and endanger fragile ecosystems, Orange is one of the few players able to undertake the collection and recycling of these cables. Our dedication to circular economy doesn't end there as we refurbish almost all relevant network hardware. And finally, to close the loop on our cable operations, Orange Marine is adding to its fleet of cable ships the Sophie Germain, **a vessel with a greatly reduced environmental footprint.**

## Committed to digital inclusion

These cables help us fulfil our dearest mission: connecting our customers with the world. For us, this means extending **our global network** to bridge the digital divide

and bring the benefits of digital transformation to all. That's why we are providing the Marseille landing station to both Medusa and PEACE, two submarine cables which will greatly improve connectivity in Northern and Eastern Africa respectively. Our involvement in another African cable project, 2Africa, will simply help bring more capacity to Africa than all existing transcontinental cables combined. On the CDN side, our partnership with GCore will increase our coverage from 50 to 200 CDN PoPs and help offer an unmatched global presence.

## Committed to promote diversity in all its forms

But inclusion doesn't start with territories, it starts with people. Connecting with the world is therefore much more than a slogan, it's a reality that we encounter in all our offices in 24 locations worldwide, with over 30 nationalities represented in our teams. As we strive to promote diversity in all its forms, we are

mindful that women have so much to offer in tech companies, and we make sure to offer them the same careers opportunities as their male colleagues. Today, we are proud to have **50% women at senior management roles within International Carriers**, and to see that their representation in technical and sales function keeps growing. Just like our customers and users, we are all over the world, men and women, representing many different nationalities and cultural backgrounds – we are our customers.

Our goal is to foster a business model that is accountable to our employees, customers and society as a whole. Your diversity and your concerns are at the heart of our commitment for tomorrow.

Watch the video



## Engagement

# Promoting diversity and inclusion

At Orange International Carriers, we believe that in order to better understand and serve our customers worldwide, we have to reflect their diversity. That is why we strive to truly live up to the “International” in our name: not only is our workforce scattered across continents, it’s also as multicultural and gender-blind as it gets.



## A truly global team of wholesale experts, both international and multicultural

### Diversity and inclusion have always been part of Orange's DNA.

Our global team of wholesale experts are now present on 4 continents and 24 locations worldwide to serve our customers better. On a daily basis, resources routinely work in a “follow-the-sun” operating mode, with teams in the US, Europe, Asia and Africa connecting with each other to bring you the best connectivity. But that’s not all.

Each of our offices itself is staffed with talented professionals from a great variety of backgrounds and cultures, representing over 30 nationalities, so that even our employees can be “connecting with the world” “in real life”, on a daily basis.

## Talent in tech is gender-blind

How could we talk about diversity while leaving out half of mankind? Talent is not only color blind, It’s also gender-blind. As a tech company, we believe that we have a responsibility to offer women the same opportunities as men, in a competitive industry which they often have reservations about joining, for various cultural or social reasons. That’s why we are proud to follow Orange’s 2025 agenda on that matter, with 30% of women in tech roles, **40% in our commercial functions**, and 50% at senior management level. Talented female colleagues are actively promoted within our Wholesale & International Network arm, with such initiatives as Wenity For Win, a network created in 2013, as well as with mentoring programs to embolden individual ambitions.

## Inclusion

# Bridging the digital divide

As an international carrier, our duty is twofold: make sure that no one misses out on the digital revolution, and empower the younger generation to make good use of these digital resources. This is why we are committed to providing equal access to the tools needed by digital transformation, globally.

In 2021, the United Nations' International Telecommunication Union estimated that only 33% of the African population had access to the internet. As digital usages keep rising on the continent, the same international organization believes that a mere 10% increase in broadband internet penetration would lead to an additional 2.5% increase in GDP per capita, regardless of other growth factors.

## Connecting Africa with the world

Orange International Carriers' involvement in **bringing digital transformation to Africa** is materialized by a participation in

## several new game-changing cable systems

in the region: Medusa, PEACE and 2Africa. While Medusa runs under the Mediterranean Sea and PEACE along the Eastern Coast of the continent in the Indian Ocean, both cables will use Orange's landing station in Marseille, France, to connect Africa with the rest of the world. As for the Meta-led 2Africa consortium in which Orange is involved, with 180 Tbps, this cable will simply bring more capacity to Africa than all existing transcontinental cables combined. No less than 500 million people will therefore benefit from digital inclusion, with better, cheaper access to digital services in health, education, commerce and information.

## Developing digital awareness

Digital equality is one of the pivotal commitments within the Orange Engage 2025 strategic plan. In order to fulfil this agenda, Orange has launched several projects to give the keys of this digital revolution to the younger generation wherever the Group is present globally. For instance, 15 Orange Digital Centers were opened in Africa, serving as support and development centers, where anybody can learn digital and project-management skills, including coding classes and small business coaching, completely for free.



## Empowerment

# Building AMITIE, an eco-friendly transatlantic cable

Orange makes a point of providing the best connectivity to its customers. After the Dunant subsea cable led by Google and commissioned in January 2021, Orange is now securing the North Atlantic route with **the AMITIE end-to-end subsea cable**. By mid-2023 it will provide redundancy, low latency performance, reliability and avoid Single Points of Failure. It also embarks a major eco-friendly dimension with half energy requirements compared to older cables and with 10 times more capacity.

## Orange at the forefront of connectivity

Orange stands out as a first-class provider of global connectivity with hundreds of customers relying on its expertise and service level. To address the strong growth in international telecommunication traffic, Orange is maintaining its level of investment in submarine cables and continues **to develop its network** in order to meet the needs of its customers. The Group provides an extensive and unique 450,000 kilometers-long network operated directly or in partnership through its involvement in more than 40 consortiums covering the North Atlantic, Caribbean, Europe-Asia, Europe-Africa routes.

## An investment on the future and a technical challenge

When it comes to data connectivity customers have specific requirements, especially between Europe and North America where internet traffic doubles every two years. They expect **huge bandwidth, ultra-low latency, optimum quality of service, worldwide coverage** mixed with local capillarity and maximum security. The AMITIE subsea cable consists of 16 fiber pairs of 23 Tbps each, as well as an unmatched upgrade potential to support growth of **voice offers** and **data services** for the upcoming 20 years.

## Eco-design to revolutionize a traditional submarine business

The deployment of the AMITIE cable takes into account environmental protection requirements with a choice of routes avoiding sensitive sites (beaches, dunes, forests...) and minimally invasive technological choices. The technique of “directional drilling” is used so as not to disturb the local flora and fauna. By 2025, Orange branded products will follow an eco-design approach. Optimizing energy and resource consumption is the tip of the iceberg in terms of ambitions. The eco-designing of products, including cables, can revolutionize traditional innovation and is one of the keys for achieving a sustainable economy.



**Responsible**

# Protecting the subsea environment

With 400+ submarine cables in service worldwide covering over 1.3 million km, it is high time to think about biodiversity and environmental protection as well as the recovery of these cables, once their lifetime is over. The cable-lifting industry is critical to give submarine cable components a second life.

## A second life for old submarine cables

**Orange Marine** is among the few companies specialized in this field with 3,000 km of lifted cables to its credit. Once a cable is collected, it is dismantled by companies specializing in this business in order to recycle its raw materials. For example, a submarine cable is made up of three main recyclable materials that must be removed: polyethylene, copper and metal. These components, after being melted, are sold and reused in the manufacturing process of new products. However, in some circumstances, when cables tend to be colonized by corals or incorporated into a seagrass meadow it can be more appropriate from an environmental perspective to leave them beneath the sea as they have created their own ecosystem.

## A responsible approach for new submarine cables

Orange tries to avoid sensitive areas, either by bypassing them or by going underneath, with underground boreholes for example. However, when this is not feasible, we act carefully, even though all studies carried out show that fiber optic cables for telecommunications have very low impact due to their small size and the fact that they produce little to no electromagnetic radiation.

As part of its commitments, Orange is increasing its efforts to extend the lifespan of its products by promoting all aspects of the circular and **responsible economy**.



**Sustainable**

# Submarine connectivity on all fronts

To guarantee and continue to improve the quality of its international networks, Orange invests heavily in submarine cable projects and is so far involved in over 40 connectivity highways, representing almost 450,000 km. The Group anticipates data traffic explosion by inking new deals.

## Digital

### Orange designs and lays the new Gold Data submarine system between the USA and Mexico

The Gold Data 10-fiber pair cable system will offer more than 250 Tbps of capacity and will be built in partnership with the leading players in the submarine cable market. This new US-Mexico digital highway will offer the bandwidth capacity and quality of services required by the market, so as to play a key part in empowering the fast-growing data demand in Mexico.

### Medusa Submarine cable system chooses the new Orange infrastructure in Marseille to land a new strategic route

"We are particularly pleased to welcome the **Medusa cable** to Orange's infrastructure in the heart of the Mediterranean hub of Marseille, as part of a strategic and ambitious project. By combining our submarine cable landing stations with our new urban infrastructure, we are strengthening Marseille's attractiveness as a digital gateway

to Europe, and beyond that, France's sovereignty", Michaël Trabbia, interim CEO of Orange Wholesale & International Networks said. Medusa will be the first submarine cable to connect the main Mediterranean countries with 8,760km in length.

### The new eco-friendly flagship of the Orange fleet

The Sophie Germain is a new vessel with a greatly reduced environmental footprint. She is the first of its generation designed specifically to repair submarine cables, whether optical fiber telecommunications cables or power cables connected to offshore wind farms. It will be a cutting-edge vessel fitted with modern and efficient equipment.

The **cable ship** is expected to reach La Seyne-sur-Mer, its future home port, towards the end of the first half of 2023.

## Routes



# International roaming: 1&1 and Orange conclude an agreement

1&1 and Orange have concluded a long-term agreement for the provision of international **roaming services** for the 1&1 mobile network. Concurrently with the launch of Europe's first fully virtualised mobile network based on the new OpenRAN technology, 1&1 AG will also provide to its customers reliable mobile services when they travel abroad.

As one of the largest telecommunications service providers in the world, Orange is a leader in roaming and sponsored telecommunications platforms. As part of the partnership, 1&1 customers have access to all international roaming services based on Orange's worldwide roaming footprint. The services use state-of-the-art roaming technologies - including **5G Roaming** and VoLTE. With Orange, 1&1 benefits from a one-stop shop roaming experience, an immediate roaming coverage and a completely customized roaming solution providing a large array of value-added services and **anti-fraud solutions**.

## 1&1 will benefit from Orange's customized and innovative roaming model

"We are very proud to bring our strong expertise and extensive roaming coverage to the new 1&1 OpenRAN mobile network in Germany. Thanks to this partnership, 1&1 will benefit from our customized and innovative roaming model for mobile operators." Michaël Trabbia, interim CEO Wholesale & International Networks of Orange says.



is the new entrant and fourth German network operator to build Europe's first fully virtualized mobile network based on the innovative OpenRAN technology. 1&1 offers its customers a comprehensive portfolio of wireless services and broadband access. It also offers attractive bundled products comprising mobile and fixed-network services, as well as value-added applications such as home networking, online storage, video-on-demand, smart home solutions and IPTV.

# Customer satisfaction is on the rise

Every year, Orange International Carriers conducts a satisfaction survey to take the pulse of its customers. It also helps us improve our services and to give an ever-better customer experience. For the 2022 survey of a representative sample of customers, the results show a huge leap forward in the quality of our relationship, with Net Promoter Score up 9 points in a year.



**Tristan Rayroles**  
**Customer Experience Director**  
Orange International Carriers

## A first-class customer experience

The results are outstanding and demonstrate that we're on the right path. Our Net Promoter Score jumped from 24 to 33 points. This is a huge rise in just a year! For Tristan Rayroles, Customer Experience Director at Orange International Carriers, "this spectacular performance confirms our customers' growing trust, which is the fruit of a unique and constructive relationship. This figure also crowns the portfolio of solutions we offer, confirming the highly positive trend in this field. We listen to our customers and act accordingly."

## A positive trend with new challenges in sight

Over 9 out of 10 customers are satisfied with the relationship they have with their sales

representatives at Orange International Carriers. They also hugely appreciate our strong **voice offering** as well as our **messaging solutions** and **bandwidth solutions**, a result echoing the **awards received by Orange International Carriers** recently.

At the same time, 60% of them say we are easy to work with and 50% are resolute promoters of our brand. This performance is the result of long-term work and continuous improvements to the services we provide to meet their needs and to deliver first-class **digital customer experience**. Offering responsiveness, agility, and co-constructed solutions is our top priority. And by 2025, our ultimate goal is to achieve a 40-point NPS.

[Watch the video](#)



**Customers**

# A record-breaking number of awards in 2022

2022 was a successful year for Orange International Carriers, full of awards and flattering assessments from the industry in the fields of data, voice, security, digital transformation and networks. We owe this recognition to you and we take it both as a demonstration of trust and a huge responsibility. We need to provide you best-in-class services so we can continue to meet your expectations.

## Under the spotlight: an innovative network and an exceptional set of voice and data services

Orange International Carriers was crowned numerous times at **GCCM** and **Global Carriers Awards**, as we continue to invest more than any other carrier to extend the reach and capabilities of our global data networks on land, under the seas and in space. We also offer an extensive system of PoPs and terrestrial connections. Furthermore, we have improved traffic monetization through automation, strengthening revenue

assurance with fully secured offers and delivering tailor-made solutions.

## A breakthrough in the field of anti-fraud and digitalization

Digital transformation and security are essential for achieving a successful digital business. The consistent work done led us to receive a best anti-fraud innovation award with **"360° Checkup"**, a unique audit program giving you a comprehensive view of all your vulnerabilities. On roaming, we were also awarded

two trophies by **MEFFYs** and **GCCM** for our innovation policy on our **Roaming Big Data solution**. Last but not least, innovation being at the heart of our DNA, we were also rewarded at the **World Communication Awards** for our exceptional **Digital Transformation program, digitalizing our own organization**, enhancing our processes and accelerating the entire pre-sale and sale stages. This is how Orange International Carriers remains committed to your needs.

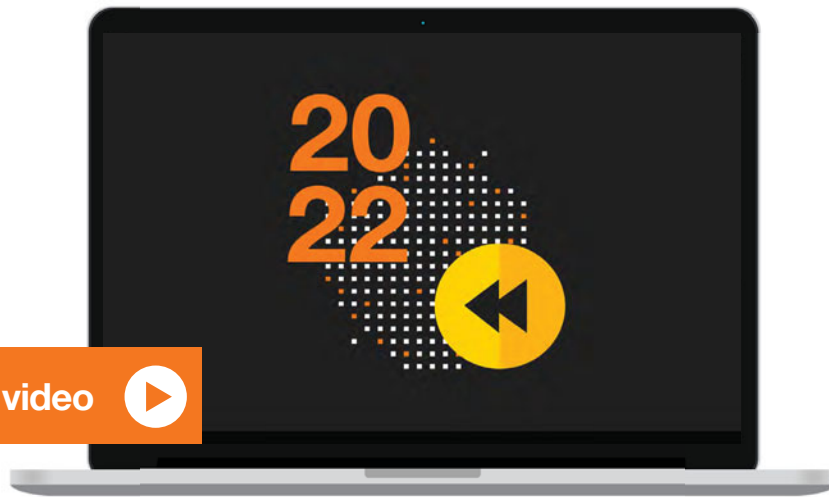


## Recognition

Watch the video



## Orange International Carriers in 2022



## International Carriers

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