

**International  
Carriers**



# Embracing Convergence



June, 2021

**Magazine #5**

# Focus

# The power of

Seamless, stress-free customer experience is the bedrock of high performance, and we deliver this through our sweeping range of convergent solutions.



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

In today's rapidly shifting reality, keeping up with innovation, service delivery, customer interactions and partnerships has become a challenge. It is now the time to turn your attention back towards your core business, while simplifying, and sometimes outsourcing the management of your solutions for international connectivity. Our method of choice to help you achieve this is convergence – an approach that will streamline your business, while allowing you to remain efficient and resilient. Our constantly expanding [global network](#), [high quality solutions](#), and dedicated teams are at your disposal 24/7 to grant you one of the most tailored [customer experiences](#) you can find in the industry.

## Converging for enhanced performance

A recent study that we have conducted with you has confirmed that you are seeking simplicity through convergence. In fact, 81% of the professionals we have interacted with verified the lack of convergent offerings in the wholesale market. As your trusted partner, we have listened and we will deliver. Our goal is to provide you with a set of multi-service high quality solutions, encompassing [voice](#), [messaging](#), [data](#), [roaming](#), [content delivery](#), and [security](#). With your customers' needs constantly evolving, we recognise that you wish to be able to pick and choose the solutions you require as you go. Furthermore, we want to grant you a simple and homogenous [customer experience](#), which is why our [portfolio](#) is seamlessly accessible through a single point of contact. But most importantly, our convergent approach will empower you to rapidly and efficiently expand your global reach, while scaling-up your capabilities in near real-time.

# Simplicity



# convergence

# Growth

## Linking technology and people to create value

We capitalize on our extensive retail experience in 26 countries serving 259 million customers worldwide to deliver [solutions](#) and tools that mirror your needs. Additionally, we are continuously innovating both our services and customer interfaces to adapt to your changing environment and to ensure we can support your future growth and help you to stay ahead with a competitive advantage. Through the use of our digital platform, our [portfolio](#) has also evolved towards a flexible and package deal business model, built around a [3-tiered level of service](#): Essential, Dynamic and Intense. This approach is available across our complete portfolio of [connectivity](#), [content](#) and [security](#), as well as [messaging](#), [voice](#) and [roaming](#) solutions. Ultimately, we want you to build your own experience as you grow.

Today, we propose our first convergent solution targeting the African market, as a perfect example of our commitment to simplifying your business. This multi-service on the shelf offer provides a best-in-class service for boosting [roaming](#) and [voice](#) usages. It also helps to keep intra-African voice traffic within Africa. It takes a rare breed of global carrier to grant such a seamless experience, backed-up by a set of cutting-edge, integrated digital tools. In this way, Orange fits this bill as a global provider, ready to address your international wholesale offers.

You told us you wanted a simplified and converged customer experience and we will deliver on our promise to bring you value. We will do everything in our power to simplify your business, so that in turn you can focus on what's essential for you: your customers.

# Our first convergent offer for Voice and Roaming



**Jean-Bernard Willem**  
SVP, Product Marketing and Development, International Carriers, Orange

Convergence is key if we want to develop multi-service offers. At Orange, we have harnessed this asset and we are proud to launch our first Voice and Roaming Enabler offer. This global, convergent solution will provide all roaming facilities to Mobile Network Operators (MNOs).

With a full package of the best-in-class services, it will boost roaming usages and retail traffic. This initiative is currently deployed in Africa and will contribute to the continent's rapidly expanding digital ecosystem.

## One stop shop for your convenience

This multi-service on the shelf offer incorporates [Voice Hubbing](#) transit and Roaming enablers, with the added bonus of Roaming Hub and our experts' support. They are sold simultaneously as a package deal to streamline your [customer experience](#) from beginning to end. You will have access to both our direct customers and all our affiliates. Furthermore, you will benefit from a [worldwide coverage](#) of destinations and you can choose from a large value added services catalog. As always, we accompany you every step of the way and we will manage all the technical aspects of roaming routes between you and over 100 connected customers on our Roaming Hub. Moreover, we guarantee first-rate QoS by leveraging our existing MNO interconnections and direct routes.

## Sit back and relax

With rapid connections through our Roaming Hub and with no new voice interconnection required, this offer grants you a unique and stress-free customer experience. As your trusted partner we ensure 100% of the operator traffic and monitor roaming corridors between the origin and the destination. With a global presence in 17 African countries, 2 Voice PoPs in Lagos and multi IPX PoPs, we grant you packaged solutions. And as an established leader in the provision of worldwide [roaming](#) and [voice](#) services to operators, we provide a pioneering approach to maintain and develop intra-Africa traffic within the continent.

[Discover our solutions](#)

## Pioneer



## Customer value

# Bolstering our global connectivity for best-in-class customer service

## Capacity



At Orange, we are continuously making substantial investments in connectivity projects to improve the quality of the [international network](#) we offer you. With 40 submarine cables worldwide totalling 450,000 km, and 450 PoPs, we grant you the durable and secure [solutions](#) that you require.

### Reinforcing the busiest submarine route with two mega-capacity cables to meet your challenges

The Atlantic Ocean is one of the world's busiest routes in terms of connectivity and it functions as a vital link for the global Internet. To manage this vast traffic we are launching [two new cables](#) to improve our network performance, with a unique low latency transatlantic connection. Let's not forget, redundancy is consistently guaranteed and with a durable design, high-level performance will be maintained for at least 20 years.

Our [DUNANT](#) cable is a record breaker. At 6,600km in length and with 12 fibre pairs of over 30 Tbps of capacity each, it offers three times more capacity than any previous transatlantic cable. And by 2022, the totally secure [AMITIÉ](#) cable will link Massachusetts to le Porge, France. With 16 fiber pairs of up to 23 Tbps of capacity each, it will ensure full redundancy and efficient traffic continuity in this zone. These ultra-high-speed cables, with a combined capacity of 100 Tbps, are reinforcing our presence in an increasingly connected world.

### Improving our service in West-Africa with Djoliba, the first terrestrial fiber optic network in the region

The recent digital transition of Africa has greatly enhanced the need for secure, high quality connectivity. That's why, we are strengthening our position with [Djoliba](#) – our first pan-West African network, which is 10,000km in length and connects 8 different countries. It is the only regional network that grants you accelerated delivery, strong resilience, superior QoS and high availability, using a variety of terrestrial and undersea routes. Beyond these technical benefits, we provide a seamless [customer experience](#), with one stop shop and a one stop bilingual point of contact.

[Discover our network](#)

## Redundancy

# Safe and sound: our dedication to convergent Security and Anti-fraud solutions



**Elsa Uguet**  
Anti-fraud & Security Marketing  
Director, International Carriers,  
Orange

We have expanded our security services to ensure your entire business model is protected, with 24/7 expert support teams at your disposal.

When it comes to security, it is essential that you reduce your business exposition surface and simultaneously protect every aspect of your [Mobile](#), [Voice](#) or [Data](#) activities. In doing so, you not only protect yourself, but you also protect your customers and subsequently, your end-users. The rapidly evolving digital landscape has opened the floodgates for cybercrime. And with the global pandemic and the surge of remote working, this threat has become even more pressing.

As a global player and a pioneer in the field, we offer you a convergent spectrum of [security and anti-fraud solutions](#) to ensure you are safe from any type of threat. You can benefit from our connectivity and request our expanded capabilities for sophisticated levels of protection, including business intelligence, traffic monitoring for fraud detection, isolation of grey routes, and overall fraud management. Every solution that we provide is safeguarded by our dedicated 24/7 fraud protection team to bring you peace of mind.

By being a long-time operator and retailer, with 26 operations and 259 million customers, we are at the core of the ecosystem and we understand the evolving challenges that you are facing. Therefore, we can bring you the 360 degrees first-rate service you require, everywhere in the world and for every type of solution.

Last but not least, our abilities are especially strengthened by Orange Cyberdefense's leadership. With over 2500 experts analyzing 50 billion security incidents each day, we are one step ahead to protect your entire business and propose a convergent vision of [anti-fraud and security](#).

[Discover our solutions](#)

## Protect

## Exposition surface

# International toll-free voice services at your fingertips

## Online

In an ever-demanding corporate market, global companies increasingly require high quality international voice services in order to maintain a competitive advantage. With our [Call Collect Numbers](#) solution, you have the ability to buy and sell different numbers worldwide at the click of a button, ordering them directly from our website.

### 70 destinations in our portfolio

Three options are available online: International and Universal Toll-Free Services (ITFS/UIFS) are both completely free of charge for callers and Direct Inward Dialing (DID) is a Cloud service, with costs shared between the caller and the company.

These services are easily accessible and will connect you to over 70 destinations, with QoS and [security](#) consistently guaranteed. Costs are minimized as our numbers will allow you to be locally present in a country, without any physical structure, such as a telephone bridge. Furthermore, all of the services are available online in a matter of seconds, granting you a seamless and efficient [customer experience](#).

### Create extra margin

Our [Call Collect Numbers](#) will enable you to enhance your brand awareness, as numbers are easily recognizable due to the code prefix used. But moreover, you will have the opportunity to expand into emerging markets, where revenues are consistently on the rise. And, no investment is required, which means your revenue translates directly into your profit.

## Service

[Discover our solution](#)



# Become your own master with Ethernet Now API

With our new API, we have taken [Ethernet Now](#) one step further. You will now enjoy a more agile and autonomous [customer experience](#) as you can easily incorporate this offer directly into your own Information System. Regardless of whether you access Ethernet Now through our portal, [Orange eCare](#), or through API, we consistently guarantee optimum quality of service and information.

## Enhancing your customer experience

API provides enhanced [security](#) with an authentication process based on a state-of-the-art platform. Furthermore, our API is much easier to integrate as it relies on Sonata MEF standards. Those who are familiar with the MEF will deal with already known parameters and predetermined values, thus simplifying the entire process. Our new [Ethernet Now API](#) solution allows you to efficiently build a network that perfectly suits your needs and increase the value of your own offers.

[Discover our solution](#)

# One stop shop for Roaming

Offering enhanced connectivity to your end-users while they are in a [roaming](#) situation is a source of great value. To achieve this, it is important to combine a set of solutions which take into consideration both your equipment and GSMA standards. There are a number of important steps to follow. First, select roaming enablers which support all current and future technologies. Then, gain a complete roaming coverage based on roaming agreements or alternative services. Afterwards, get interworking products and

work with Data and/or Financial Clearing Houses, so that you can manage data collection and financial flows. And lastly, to avoid revenue loss you must consider [anti-fraud solutions](#), as well as roaming analytics. We, at Orange, can provide you with the whole roaming solution so that cost, service, delivery and support are optimal. By relying on our end-to-end expertise, you will have the opportunity to build the solution that perfectly suits your needs in an agile and efficient way.

[Discover our solutions](#)





# Revolutionize your business strategy with our Roaming Big Data service

granting agility and flexibility to wholesalers

## Analyze

Despite a significant drop in roaming traffic during the COVID-19 pandemic, at Orange, we are anticipating your future needs and the inevitable resurgence of roaming. Our brand new Roaming Big Data service is here to help and will enable you to analyze this vast traffic growth.

This resourceful solution, based on [Big Data](#) technology, allows you to track your customers [roaming](#) behaviors, build a strategic plan and ultimately optimize your revenues. It crunches 5 Tb of data every day and provides a comprehensive view of your roamers both abroad and in your own network. To enhance your business in this way, we propose three major tools.

- Our Permanent Roaming Detections service provides statistics for inbound roaming partners as well as outbound roaming networks. It identifies abusive roaming behaviors, meaning you can locate SIM cards that have been roaming for a long time and minimize your revenue loss. Furthermore, you can regularly check reports from your roaming partners so that you align your costs and revenues.

- Secondly, our Roaming Insights service defines a precise segment for you to analyze with various criteria, and you can also compare timing, geography and partners with other roamers. This allows you to target your customers with specific behaviors in order to increase their usages.
- Finally, our Roaming Queries provides a deeper analysis depending on the indicators you want to follow, allowing you to detect network malfunctions, unwanted uses, fraudulent IMSI etc. It is also easy to automate with follow-up dashboards.

With 24/7 service access on our portal [Orange eCare](#) and with no previous installation required, our Roaming Big Data service is simple to use. In addition, security is guaranteed through compliance with local laws and you can rely on our enriched KPI and our user-friendly interface to enhance your roaming analysis.

## Traffic

Discover our solution

# Orange accelerates its involvement to build a green future

## #DigitalGoesGreen



**Sandrine Partouche**  
Human Resources Director,  
International Carriers, Orange

At Orange, our ambitious objectives are testimony to our deep rooted commitment to build a sustainable and responsible future. But despite our progress, the battle is far from over. Digital inclusion, diversity and green policy remain at the top of our agenda and play an integral part in our Engage 2025 strategic plan.

### Focusing on our vision to build an environmentally sustainable future

The rise of new technologies, the increase of data consumption and the demand for global connectivity has undoubtedly had a significant effect on our planet and our society. Unfortunately, these issues cannot be resolved at the click of a button, as building a [sustainable business](#) requires a collective effort at every level of an organization. That's why, we have implemented green practices end-to-end throughout our whole ecosystem.

### Reducing our carbon footprint and focusing on renewable energy

Our principle objective is to anticipate the GSMA's target by 10 years and be Net Zero carbon by 2040. To achieve this, we have identified some key areas to streamline our actions. With regard to renewable energy, we aim for 50% of our electricity consumption to be from sustainable sources by 2025. In the Middle East and Africa we are prioritizing the reduction of fuel oil consumption, through partnerships with Energy Services Companies (ESCO) and through the construction of solar farms, of which there are already 2800 in operation. And, in France we have just signed a major green power purchase agreement with Total to develop 80 MW of solar farms. We are also focusing on limiting our energy consumption. The launch of our Green ITN 2025 program will minimize electricity usage at networks and data centers, with the possibility of avoiding over 80,000 tons of CO2.

# Responsible

# Future

Furthermore, in each of our buildings, we are implementing “360° reporting”, enabling us to monitor and optimize our energy consumption. And regarding our cable fleet, Orange Marine is thrilled to announce the construction of its new vessel with a reduced environmental footprint. Moreover, Orange Marine has partnered with Euro-Argo to collaborate on a global ocean climate observation program and was one of the first maritime operations to receive the “Green Marine Europe” label.

### Reusability and redesign are key

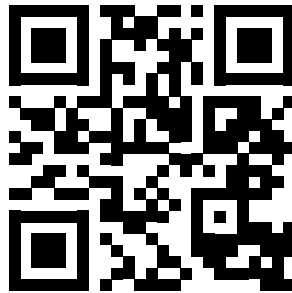
Another key priority for us at Orange is to ensure that all of our business processes adhere to the fundamental principle of the circular economy, namely in terms of recycling old materials and the eco-design of our products. In this field, we have implemented a program to encourage the purchase and resale of reconditioned IT equipment. Now, 10% of our mobile phone sales are recycled devices in Europe. Furthermore, we also provide an excellent repair service in each European country

in order to avoid emissions from manufacturing new handsets. Despite these various measures, it is difficult to become completely carbon neutral and we therefore estimate that we will still emit 20% residual CO2 emissions in 2040. In response, we are investing heavily in the development of carbon sinks, such as forests and mangroves.

An ecological conscience is essential for businesses today, not just for the obvious ethical reasons, but also because you increasingly expect, and desire, “greener” offers. Our environmental vision is an inspired action for our employees, our customers, the countries where we operate, our planet and our common future. With the digital era accelerating rapidly, it is the opportune moment for us to transform our society in this sustainable and socially responsible way. Commitment to social responsibility is a crucial part of our production, our development and our way of doing business. That’s why, we are your trusted partner at Orange.



## International Carriers



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