



## Detailed France Telecom Club terms and conditions

### 1- Purpose of the France Telecom Club:

The France Telecom Club is intended to provide France Telecom's shareholders (**only French residents**) with information, enabling them to discover the company, with dedicated resources in order to understand and take part in the world of telecommunications through the France Telecom Group's activities. For the Group, it represents a means for better understanding shareholders' expectations and keeping them better informed about its activities, products and services.

### 2 - Conditions for membership:

Any individual France Telecom Group customer may become a member of the France Telecom Club if they are also a shareholder in the company on the day when they register for the France Telecom Club, under the following conditions:

- Bearer shareholders with at least five France Telecom shares
- Nominee shareholders with at least one France Telecom share
- France Telecom Group employee shareholders with at least one unit in the "Action France Telecom" funds.

**They all have to live in France.**

The following are considered as clients: individuals, their spouses, parents of children having taken out a telephone service subscription contract, a mobile telephone subscription contract (except prepaid packages), an internet access subscription contract and/or a telephone line-based digital television service subscription contract **sold by Orange** (hereafter "Telecommunications Services"), regular users of the holder's lines/subscriptions as outlined above. Such individuals may register for the France Telecom Club at the holder's request if they are France Telecom shareholders under the conditions set out above.

There is no charge for joining the France Telecom Club. This membership is valid as long as long as the Club members meet the membership conditions. All members may cancel their membership at any time. When members no longer meet the France Telecom Club conditions, they lose, on the membership end date, their status as a France Telecom Club member as well as the entitlement to all the services and benefits linked to the Club member status.

### 3- France Telecom Club services:

Membership of the France Telecom Club enables shareholders to benefit from the Club's services and promotional offers reserved for its members. When they register, France Telecom Club members receive a nontransferable personal member number. When their membership is no longer valid, the corresponding France Telecom Club services are automatically terminated, except for telecommunications services.





France Telecom reserves the right to amend the terms and conditions for the France Telecom Club at any time, as well as the conditions for the provision of France Telecom Club services. The current terms and conditions for the France Telecom Club are available online at [www.orange.com/finance](http://www.orange.com/finance).

**The France Telecom Club enables its members to be better informed and get their opinion heard.**

As a France Telecom Club member, the benefits for shareholders include:

- a telephone-based information service (financial and stock market information, Group news, information on the France Telecom Club and its offers), the 1010 (or 0 800 05 10 10, toll-free from a France Telecom landline) or +33 1 60 95 87 24 from outside France, from 9 am to 7 pm Monday to Friday (French time)
- a shareholders' letter (half-yearly publication), which they can sign up to receive in electronic format by email
- a multimedia magazine (Shares, the Orange webzine), available on [www.orange.com/finance](http://www.orange.com/finance) or signing up for an email update as soon as it is put online.
- a direct email or text message information service (idClub) - available on subscription - to be kept informed about the main events in the life of the France Telecom Group's.

Data concerning members will be used by France Telecom in accordance with the French data protection act (Loi Informatique et Libertés) of January 6, 1978. Members have a right to access, modify and delete any data concerning them,  
- emailing France Telecom at [conseiller.actionnaire@orange-ftgroup.com](mailto:conseiller.actionnaire@orange-ftgroup.com)  
- or writing to France Telecom - Shareholder Relations Department - BP 1010 - 75721 Paris Cedex 15 – France.

By joining the France Telecom Club, shareholders will be able to discover the France Telecom Group and take part in the world of telecommunications.  
For instance, France Telecom organizes shareholder meetings, for France Telecom Club members, during which they have an opportunity to keep informed about the Group's financial news and discover its latest innovations in terms of services and products.

France Telecom Club members can also attend some sporting or cultural events (e.g. concerts supported by the Orange Foundation) on which the France Telecom Group is a partner (invitations or preferential rates depending on the events and the space available).

Information on the Club's programs and the conditions for access to them (number of spaces and prices) are available online at [www.orange.com/finance](http://www.orange.com/finance) in the France Telecom sport and cultural events schedule, or simply by calling the Shareholder Relations Department (10 10 or 0 800 05 10 10, toll-free from a France Telecom landline, or +33 1 60 95 87 24 from abroad).





**As France Telecom Club members, shareholders will be able to benefit from a range of offers that are reserved especially for them:**

- In the “Club Boutique” catalog: France Telecom Club members may purchase France Telecom Group's products and services by mail order.

- In France Telecom agencies, after providing their membership number, France Telecom Club members also benefit from:

- Discounts of up to 15% on the price (including VAT) of a range of France Telecom products.

These offers are valid while stocks last and cannot be combined with other special offers that are underway (see terms and conditions in the agencies).

- One-off preferential offers during specific periods.

The promotional offers reserved for France Telecom Club members cannot be combined, unless duly indicated otherwise, with any other promotional offers proposed by France Telecom for its customers.

For further information on these offers, shareholders are invited to contact the Shareholder Relations Department (by calling 10 10 or 0 800 05 10 10, toll-free from a France Telecom landline, or +33 1 60 95 87 24 from abroad).

