



Orange customers stayed connected during their summer holidays and used 4x more mobile data in roaming

This summer Orange Belgium customers strongly increased their usage of mobile data during their holidays: x4 compared to the summer of 2016. Orange customers roamed like home thanks to the new EU roaming regulation. With an average roaming consumption of 400MB per customer per week in the EU, Orange customers massively enjoyed their mobile data bundle.

Orange customers stayed connected with their relatives and friends at home and shared their great holiday moments via social media. Facebook, Twitter, Snapchat and other social media captured what they ate, how the weather was and where they hung out. The most popular EU-destinations were France, Italy and Spain. But Orange customers also love to travel outside the EU, their favorite destinations are: the USA, Canada and Turkey.

In July only, when most Belgians travel, over 500 TB of mobile data were used in roaming compared to 125 TB of mobile data in July 2016 (500 TB is the equivalent of 165 million of pictures of 3MB). Orange customers called twice as much when holiday, compared to last year and sent 1.6 times more SMS compared to the summer of 2016.

Orange customers continue to use their call minutes, mobile data volume and SMS from their national bundle when roaming in the EU and in 8 extra territories: Monaco, St-Barth, Vatican, San Marino, North of Cyprus, Jersey, the Isle of Man and Guernsey.

Peace of mind

Orange helps its customers to monitor their usage when they roam in order to avoid bad surprises:

- SMS alerts are sent when a customer reaches 80% and 100% of its data bundle;
- Thanks to Orange's Travel Data Control tool, a user is blocked automatically when reaching 60€ surf volume outside of his bundle. Customers can continue to surf by purchasing a top up or they can adjust the limit (0 – 500€) thanks to the Travel Data Control option (available via My Orange app, customer zone or in shops).

The roaming conditions, traveler zones and various traveler options Orange offers, can be found on a dedicated webpage: www.orange.be/byebyeroaming.

About Orange Belgium

Orange Belgium is one of the leading telecommunication operators on the Belgian market, with over 3 million customers, and in Luxembourg through its subsidiary Orange Communications Luxembourg.

As a convergent actor, we provide mobile telecommunication services, internet and TV to private clients, as well as innovative mobile and fixed line services to businesses. Our high-performance mobile network supports 2G, 3G, 4G and 4G+ technology and is the subject of ongoing investments.

Orange Belgium is a subsidiary of the Orange Group, one of the leading European and African operators for mobile telephony and internet access, as well as one of the world leaders for telecommunication services to enterprises.

Orange Belgium is listed on the Brussels Stock Exchange (OBEL).

More information on: corporate.orange.be, www.orange.be or follow us on Twitter : @pressOrangeBe.

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