



Press Release
Brussels, 5 December 2016

Orange rolls out prepaid identification process in all Orange shops and via orange.be

Anticipating the introduction of the law that foresees the identification of prepaid mobile customers, Orange is announcing the roll-out today of its prepaid identification process for all new and existing customers at national level in all Orange shops and on its website www.orange.be. As of today, new prepaid customers can register voluntarily when purchasing a prepaid SIM card in an Orange shop. Existing prepaid customers can also register online if they want to. Once the Royal Decree will enter into force, Orange will make its process compulsory.

National roll-out after successful testing period

As previously announced Orange took the lead in developing various prepaid identification processes in all its points of sale after the government announced its intention to make prepaid registration mandatory. Orange finalized its registration process in the Orange shops and on www.orange.be during the summer and from August through October 2016, a test phase took place in several Orange shops and on the website. As the Royal Decree was not yet in place, Orange proactively asked new prepaid customers to identify themselves when purchasing a prepaid card in an Orange shop, and tested its on-line registration tool during several weeks. Based on the positive test results Orange decided to anticipatively roll out this prepaid identification process in all Orange shops in Belgium.

Existing prepaid customers can also register voluntarily on www.orange.be/identificeren. The customer needs his e-ID, an e-ID reader and the PIN code.

Cristina Zanchi, Chief Consumer Officer, explains: "Every customer who now purchases a prepaid card at Orange is asked to identify him/herself in our shop or on our website. Our methods are driven by simplicity, both for the customer as well as for our sales managers and the point of sale. We are putting all technical and organizational measurements in place to identify our prepaid customers. Our ambition is to become best in class in terms of a secure and reliable prepaid identification process."

Once the Royal Decree will enter into force, Orange will make prepaid identification compulsory. The data collected from prepaid customers will be treated completely in line with all rules and regulations of the Privacy Commission.

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](https://twitter.com/pressOrangeBe).

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