

Biography

Francois René Germain has integrated France Télécom in January 1991 as National Sales Director of the commercial subsidiary EGT, then became General Manager of France Telecom Cable in 1995.

He joined afterwards the Group headquarters being appointed in 1999 as Vice President for the prepaid and postpaid calling cards Business Unit and finally took the marketing responsibility of the public payphones and calling cards division.

In 2001, he kept the same scope of responsibilities with adding the fixed terminals and services, as Marketing Senior Vice President.

In 2002, he has been in charge of the Group mass-market access, always as Marketing Senior Vice President.

He decided at the end of 2003 to create the Elderly and Disabled Customers Mission, to federate and pilot all the France Telecom ORANGE activities in this domain, in order to adapt the Group's offer to this segment of market, as well as the channels of distribution.

Under his responsibility, a whole mechanism for France has been set up :

- 131 labelled and fully dedicated retail shops
- A dedicated free toll number
- A dedicated Website
- A unique catalogue for the Group
- Around 4000 sales people, experts and Webmasters trained to the accessibility

Then this entity became the Group Accessibility department in 2007.