

# Orange Sierra Leone

## FAQ Manual



Brings you closer  
to what matters

August 2022

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# Background

As an innovative company, Orange SL is driven by the desire to make an indelible impact in the lives of people everywhere we go. It has been a great 5 years walk.

Orange SL came in 2016 by fraternizing with the people, and made our friendly presence felt.

This FAQ Manual will serve as a guide to all employees of Orange SL but most especially new joiners. It contains vital information regarding the Company's contribution to Mama Salone Ranging from financial contributions to investments, human resources, products, and mobile financial services have all contributed greatly to the socio-economic development of the country.

# Orange Purpose

To improve the daily lives  
of the people in Sierra Leone  
through wonderful digital  
experiences.

# Orange's footprint in Africa and the Middle East



# CHAPTER ONE

# Business Catalogue B2B



# Orange Enterprise Business(B2B) dedicated to business and organisations

## Orange SL Enterprise Business

- Enterprise Business (B2B) is a department in Orange Sierra Leone whose solutions are entirely dedicated to the professional sector
- We accompany companies in their digital transformation, regardless of their size and sector of activity
- SMEs, independent professionals and large companies can count on our commitment to bring the performance, security and agility of our digital solutions to the service of their success

Communication	Connectivity	Collaboration	Integration
<ul style="list-style-type: none"> <li>Postpaid</li> <li>Mobile Data</li> <li>Auto Top up</li> <li>Pro Bundle</li> <li>Orange Wanpot</li> <li>CUG</li> </ul>	<ul style="list-style-type: none"> <li>Dedicated Internet</li> <li>Leased lines</li> <li>ISDN/PRI E1</li> <li>4G SpeedBox</li> <li>4G+ Airbox</li> <li>MPLS/ VPNs</li> </ul>	<ul style="list-style-type: none"> <li>APNs</li> <li>Business Boost</li> <li>Orange Money</li> <li>Bulk SMS</li> <li>Toll free/Short code</li> <li>Devices</li> </ul>	<ul style="list-style-type: none"> <li>Collaboration</li> <li>Security</li> <li>Networking</li> <li>IT/virtualization</li> <li>Cloud Services</li> <li>Server Hosting</li> </ul>

# Postpaid Service

## Q. What is Postpaid?

Postpaid is a service that gives you the opportunity to Enjoy Uninterrupted voice and data services. The Service is paid for at the end of the month.

## Q. What are the benefits?

- Convenience: Assigned Account and Relationship Managers to serve your communication needs.
- Business Continuity: Keep your business moving without running out of airtime and data based on agreed limit.
- Credit Facility: Use now, Pay later
- Widest roaming coverage

## Q. What are the requirement?

- Initial Collateral deposit (refundable upon termination of contract).
- Customer registration details and other vital information needed for setup of account
- Signed contract and undertake proper Due Diligence.

## • Q. What are the applicable tariffs?

Tariff:

- Onnet – Le 650 per minute
- Offnet – Le 650 per minute
- Intl calls – Varies by destination
- Data Pay As You Go - Le 50 per Mb
- Other data plans



# Close User Group (CUG)

## Q. What is CUG?

CUG means Closed User Group. This service allows customers make unlimited calls & SMS between members of the group. A CUG customer can have a minimum of 5 lines to a maximum **of as many lines as required.**

## Q. What are the benefits?

- Cost effective
- Convenient and easy to use
- Always in touch with your colleagues

## Q. What are the requirement?

- Initial Collateral deposit (refundable upon termination of contract).
- Customer registration details and other vital information needed for setup of account
- Signed contract and undertake proper Due Diligence.
- Orange lines only.

## Tariff:

- Calls made at floor price for all calls within the CUG group
- Fixed cost per line per month for unlimited calls within the CUG.

# Auto Top-up

## Q. What is Auto Top-up

This is a service for customers wanting to recharge several orange lines without going through the pain of recharging individually. Recharge of lines is done backend when payment is received from customer and lines and their various allocations shared. Additionally, customers paying above NLe 3,500 and above enjoys 5% discount.

## Q. What are the benefits?

- Discount on volume purchase of up to NLe 3,500
- Ease of use

## Q. What are the requirement?

- PO/Payment
- List of Orange numbers

## Tariff:

Onnet – 0.7 Leones

Offnet -0.7 Leones

International calls

Varies by destination

# Pro Bundle

## Q. What is Pro Bundle

Pro-bundle is a non-binding monthly prepaid bundle offer with abundant voice, SMS and data designed to meet the needs of SoHos and SMEs.

## Q. What are the benefits?

- Gives so much more for less
- More abundance
- Convenience

## Q. What are the requirement?

New customers will need to be fully registered.

For existing customers, an orange agent will enroll and thereafter, customers is free to subscribe to any of the offers below.

## Offers:

- NLe 29.99 - 50 Minutes voice call, 600 MB data and 600 SMS valid for 30 days
- NLe 49.99 - 84 Minutes voice call, 2 GB data and 1,500 SMS valid for 30 days
- NLe 99.99 - 169 Minutes voice call, 5 GB data and 4,000 SMS valid for 30 days

# Orange Wan-pot

## Q. What is Wan-pot?

This service combines postpaid and prepaid features to give customers a monthly bundle of voice calls (local and international), data and SMS for a fixed price whilst allowing you to top up when necessary.

Packages	Small	Medium	Large	Xtra-large	Gold	Diamond
Price in SL (Incl. GST)	150	300	500	750	1,000	2,000
Package for all destinations	150	300	500	750	1,000	2,000
Mobile Data	5GB	10GB	20GB	30GB	50GB	100GB
SMS on Net (Count)	600	1,000	1,500	2,000	3,000	5,000

## Q. What are the Benefits?

- More Value for money with abundant data and SMS
- Control of my spend with flexibility of recharge when package is exhausted

- Simple and efficient
- Convenience – re subscription via Orange Money (#144\*5\*5# and Top Up (\*420\*3#)
- Customers have the flexibility to recharge when airtime is exhausted. This is a Prepaid customer enjoying facilities of a Postpaid customer and vice versa.
- Roll over of unused voice minutes to the other month

## Q. What are the requirement?

- Customer should be enrolled for service
  - Advance payment to activate service
- New customers will need to be fully registered. For existing customers, an orange agent will enroll and thereafter, customers is free to subscribe to any of the offers

# Dedicated Internet (DI)

## Q. What is Dedicated Internet?

This is a service that provides unshared internet bandwidth between the customer premises and the nearest orange network for a fixed fee per month based on bandwidth requested. There is no volume cap on this service but speed is based bandwidth requested. This is suitable for high bandwidth usage clients whose business relies on reliable and dedicated internet access.

## Q. What are the benefits?

- Uncontended services- Full Duplex (upload and download) on bandwidth with high speed
- High availability and reliability
- Personalized security
- Performance reporting and Monitoring
- Unlimited access
- Widest coverage in SL

## Q. What are the requirements?

- Initial Collateral deposit (refundable upon termination of contract).
- Customer registration details and other vital information needed for setup of account
- Signed contract and undertake proper Due Diligence.
- Configuration needs to be done with our Last mile service provider and network team to be able to activate the service
- There should be clear line of sight between customer location/office and the nearest orange site.

# 4G Speed Box

## Q. What is 4G Speed box?

The Orange 4G Speed Box is a fixed internet offer that allow customers to have a broadband Wi-Fi connection with the 4G mobile network. With the 4G Speedbox, customers can connect up to 32 devices simultaneously.

It is a prepaid offer and requires subscription payment for any of the 3 data packages.

It can be accessed in all Orange shops and through our Door-to-Door team

## Q. What are the benefits?

- A reliable, fast Internet access for customers at their homes and offices at a reasonable price.
- Cheaper data prices compared to the current data bundles

## Q. What are the methods of subscription?

- For Top up: Dial \*420# and follow the prompts
- For Orange Money: Dial #144#, Select 5 and follow the prompts

## Packages

- NLe 600 monthly - 3 Mbps download, 512 Kbps upload with a volume allowance of 300GB
- NLe 1,000 monthly - 6 Mbps download, 1 Mbps upload with a volume allowance of 450GB
- NLe 1,500 monthly - 10 Mbps download, 2 Mbps upload with a volume allowance of

# 4G Airbox Offer

## Q. What is 4G Airbox?

This is a reliable, fast and unlimited mobile Internet offer for customers that can be used in their homes or offices or on the go at a very reasonable price.

- It provides affordable data prices compared to the other data bundles and offers

## Q. What are the benefits?

Mobility

- Customer can connect up to 16 users
- It is a rechargeable device
- Abundance- Cheaper data prices compared to the current data bundles

## Q. What are the methods of subscription?

- For Top up: Dial \*420# and follow the prompts
- For Orange Money: Dial #144#, Select 5 and follow the prompts

## Packages

- Prepayment of NLe 200 for device and configuration of device plus monthly subscription as follows:
- NLe 400 monthly - 3 Mbps download, 1 Mbps upload with a volume allowance of 100GB
- NLe 700 monthly - 6 Mbps download, 2 Mbps upload with a volume allowance of 200GB
- NLe 1,000 monthly - 10 Mbps download, 3 Mbps upload with a volume allowance of 300GB

# Leased Line

## Q. What is Leased Line

Orange Internet Leased Line offers a high performance, carrier grade, dedicated connection that gives customers permanently assigned uncontested connection or 'port' on Orange SL internet backbone network. It's an ideal solution for businesses with specific needs and need a dedicated connection.

## Q. What are the benefits?

- Provides reliable service availability;
- Timely installation of solutions
- Dedicated bandwidth connection
- Cost effective

## Requirements

- Initial deposits is needed and are refundable upon termination of contract
  - Initial Collateral deposit (refundable upon termination of contract).
- Customer registration details and other vital information needed for setup of account
  - Signed contract and undertake proper Due Diligence.
- Configuration needs to be done with our Last mile service provider and network team to be able to activate the service
- There should be clear line of sight between customer location/office and the nearest orange site.



# Toll Free Line/Service

## Q. What is Toll Free Line?

This is a voice and SMS offer that allows the public to contact service providers/businesses free of charge whilst the charges for calls/SMS are paid for by the service provider or business.

Calls are normally made to a short code approved by NATCOM.

## Q. What are the benefits?

- Allows for easy communication and effective customer relationship management
- Provides an innovative means of service differentiation and branding
- Portrays the business as being customer friendly and encourages feedback
- Brand perception enhancement
- Increased Response Rates
- Improved customer satisfaction and loyalty

## Q. What are the requirement?

- Initial Collateral deposit (refundable upon termination of contract).
- Customer registration details and other vital information needed for setup of account
- Signed contract and undertake proper Due Diligence.

## Q. What are the tariff?

Minutes	Cost per Minute	Cost per SMS
5,000 mins	643.50	89.10
5,000 - 7,500 mins	624.20	86.43
7,500 - 10,000 mins	604.89	83.75
10,000 - 15,000 mins	579.15	80.19
15,000 mins	546.89	75.54

# Bulk SMS

## Q. What is Bulk SMS?

Bulk SMS is a cost-effective service that allows the customer to broadcast text messages to a set of numbers or target audience as long as it poses no social, political and security risk.

## Q. What are the benefits?

- At the touch of a button, you can send important messages to a set of customers or the public.
- Reduced advertising cost compared to other forms of sending messages to the public
- Certainty of getting message across to targeted audience.

## Q. What are the requirements?

- Initial Collateral deposit (refundable upon termination of contract).
- Customer registration details and other vital information needed for setup of account
- Signed contract and undertake proper Due Diligence
- Providing required message

## Prices

Price is based on negotiation but not below the pricing guide

# Business Boost

## Q. What is Business Boost?

This is an offer that allows businesses to communicate through pre recorded audio messages information that they want the public to know about their business when their employees are called.

Orange Business Boost (CRBT) turns every call made to your business into an automated sales pitch, delivering a concise promotional message to customers.

It allows you to replace the standard ringing tone with audio content to promote your products and services, making Orange Business Boost a useful addition to your communications.

## Q. What are the requirements

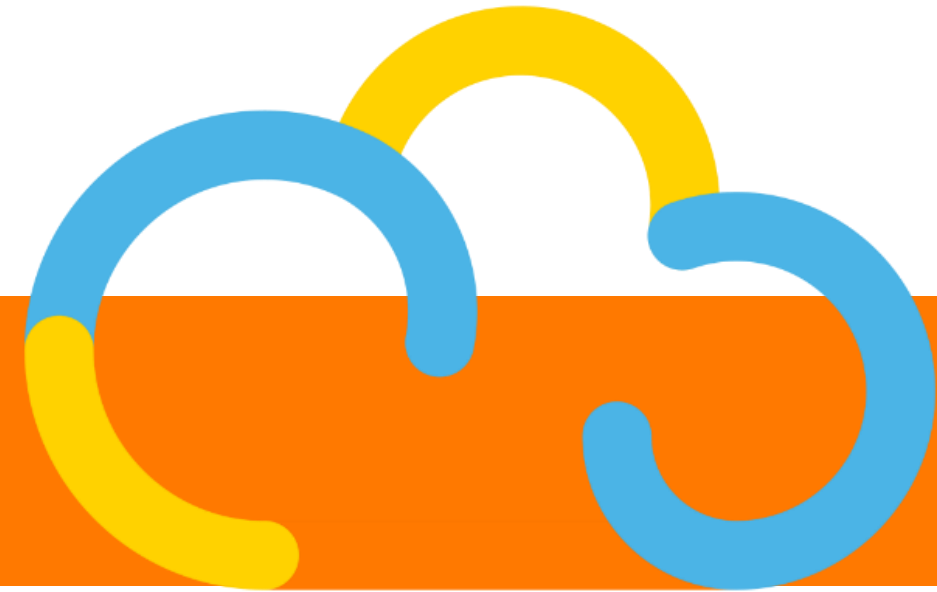
- File type: wav. audio format and 30 sec
- Initial Collateral deposit (refundable upon termination of contract).

- Customer registration details and other vital information needed for setup of account
- Signed contract and undertake proper Due Diligence

## Prices per Month

BANDS	Subscriptions (Le)
2-9 NUMBERS	8,000
10-50 NUMBERS	7,500
51 - 150 NUMBERS	7,000
151 - 250 NUMBERS	6,500
251-500 NUMBERS	6,000
> 500 NUMBERS	5,000

# The cloud offers and datacenter at Orange



✓ A unique Tier 3+ Datacenter in West Africa

## 3 types of services :



- ✓ **Flatsharing/Colocation** : Dematerialization of physical “hardware” infrastructures.
- **IAAS** : Infrastructure as a service - Virtual Server, Virtual Datacenter, Backup as a service.
- **SAAS** : Software as a service (My orange Office and business applications).

# Secure your business with cloud and datacenter solutions

Dear colleague,

Orange SL in its desire to support companies in their digital transformation, launches its catalogue of cloud services offers.

Enterprise customers can now benefit from the IT infrastructure and data backup services in Orange's secure datacenter.

Simple to use, these offers will allow our customers to be more agile in the development of their business and their competitiveness. Orange SL is also available to customers for personalised support.

<b>Virtual Server</b>	Quickly deployable for IT development or application hosting
<b>Datacenter Service</b>	Including a set of computer resources to host an entire information system.
<b>Back up as a Service</b>	To easily and automatically save your data in the Orange Secure Cloud.
<b>Physical Server Hosting</b>	Provides safe and secure space for your physical "hardware" infrastructures in Orange SL's Secure Datacenter.

For more information, contact :  
enterprisebusiness@orange-sonatel.com  
Call: +23273420420  
Communication plan : Digital, Press  
For more information: [www.orange.sl](http://www.orange.sl)

## Orange Cloud Services

- Virtual Server
- Virtual Datacenter
- Backup as a Service



## Backup as a service

Backup anything and everything

Start now with only  
**Le 40,000** monthly



## Virtual Data center

Keep complete control over your IT infrastructure

Starting from  
**Le 5,900,000** monthly



## Server Hosting

The best server hosts you can ever find.

for more information contact  
enterprisebusiness@orange-sonatel.com  
or call +23273420420



## Virtual Server

Trust our cloud with your data

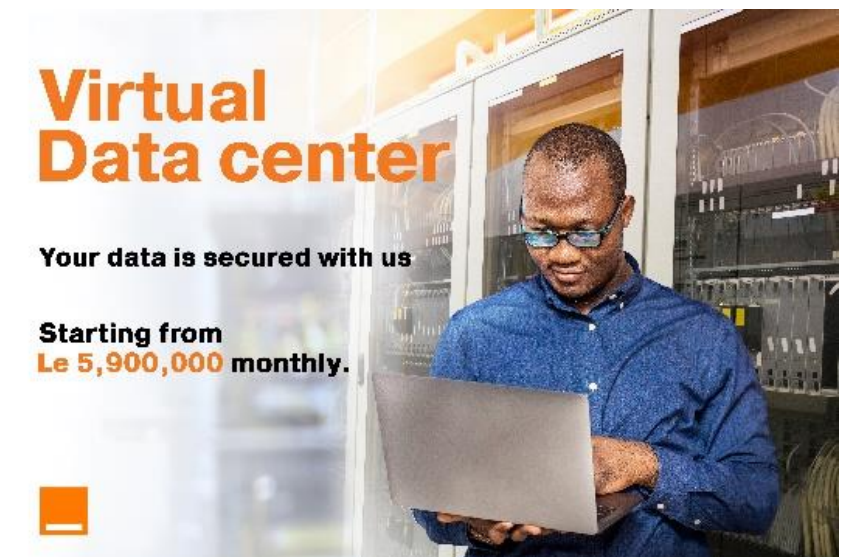
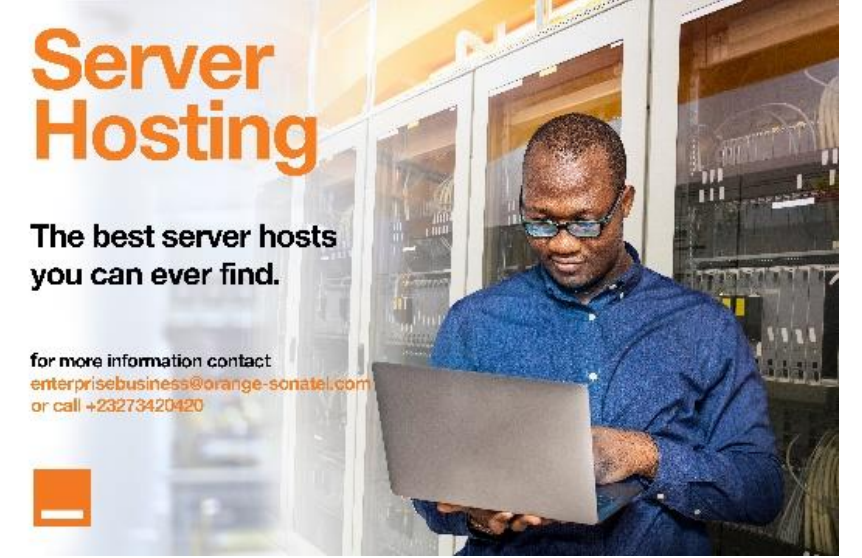
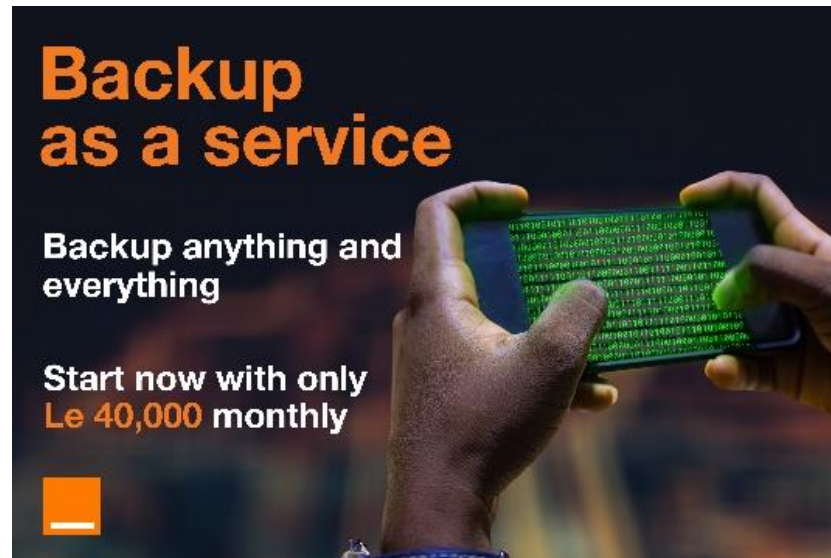
Start now with just  
**Le 600,000** monthly



## Virtual Data center

Your data is secured with us

Starting from  
**Le 5,900,000** monthly.



# My Smartphone is Orange

Tecno R7+



Le 650,000

Tecno Pop 4 Pro



Le 1,100,000

Tecno Spark 6 Air



Le 1,500,000

Samsung A3 Core



Le 980,000

Samsung A 11



Le 500,000

Samsung A 21



Le 2,300,000

## SPECIFICATIONS

- Dual SIM & SIM Lock
- Battery life 2200mAh
- Runs on Android Q Go
- Total Memory 16GB
- Dual Camera
- 4G LTE

- LTE 4G
- Dual SIM & SIM Open
- Screen:6.25
- Battery life 2300mAh
- Runs on Android 10.0
- RAM 1GB
- Total Memory 16GB

- LTE 4G
- Dual SIM & SIM Open
- Screen:9.3
- Battery life 6000mAh
- Runs on Android 10.0
- Total Memory 64GB
- Camera 13 MP

- Dual SIM & SIM open
- Battery life 3000mAh
- Runs on Android Go Ed
- Total Memory 16GB
- Dual Camera 8MP
- 4G LTE

- **Dual SIM & SIM open**
- Battery life 4000mAh
- Runs on Android 10.0
- Total Memory 64GB
- Dual Camera 13MP
- 4G LTE

- **Dual SIM & SIM open**
- Battery life 4000mAh
- Runs on Android 10.0
- Total Memory 64GB
- Dual Camera 13MP
- 4G LTE

# My Smartphone is Orange

Samsung A 51



Le 3,060,000

Samsung A 12



Le 2,000,000

Samsung A02



Le 1,600,000

Samsung A3 Core



Le 3,900,000

Samsung A71



Le ,4900,000

Samsung A 72



Le 5,300,000

## SPECIFICATIONS

- LTE 4G
- Dual SIM & SIM Lock
- Screen:6.5
- Battery life 4000mAh
- Runs on Android 10
- RAM 8GB
- Total Memory 128GB

- LTE 4G
- Dual SIM & SIM Lock
- Screen:9.3
- Battery life 6000mAh
- Runs on Android 10.0
- Total Memory 64GB
- Camera 13 MP

- Dual SIM & SIM Lock
- Battery life 5000mAh
- Runs on Android 10 Ui
- Total Memory 64GB
- Dual Camera 13MP
- 4G LTE

- Dual SIM & SIM Lock
- Battery life 4500mAh
- Runs on Android 11
- Total Memory 128GB
- Dual Camera 64MP
- 4G LTE

- Dual SIM & SIM Lock
- Battery life 4500mAh
- Runs on Android 11 Ui
- Total Memory 128GB
- Dual Camera 64MP
- 4G LTE

- Dual SIM & SIM Lock
- Battery life 4500mAh
- Runs on Android 11
- Total Memory 128GB
- Dual Camera 64MP
- 4G LTE

# Orange Device

Everything is possible

## Tecno R7

free 4G sim + free 500MB  
(valid 30days)

Available in all Orange shops nationwide.



Everything is possible

Get the  
Itel Nola phone  
for a cool price

Visit any of our Orange shops nationwide





# Integration



# Integration solutions

## Collaboration

- Enterprise Telephony (switchboard and desk phones)
- Customer relationship management (contact center)
- Collaboration & mobility: audio & videoconference
- Call accounting (billing solution)

## Security

- Network security
- Applications security
- Desktop's security
- Strong authentication and encryption
- Network management

## Networking

- Routing, switching
- Wiring
- LAN
- Wi-Fi
- Bandwidth optimization

## IT / Visualisation

- Desktop, server, Storage virtualisation
- Servers
- Backup
- Storage consolidation
- Datacenter

## Services

- Audit (survey ..) & consulting
- Turn up
- Trainings

- Maintenance contract
- Support
- Network operations

# They trust us

MOBILE

FIXED

DEVICES & VAS



# They trust us

MOBILE

FIXED

DEVICES & VAS



# They trust us

MOBILE

FIXED

DEVICES & VAS



# CHAPTER TWO

# Business Catalogue B2C



# YO Offer

## Q. What Is Orange Yo Offer?

This is an offer that enables all orange subscribers to make Orange-to-Orange calls, SMS plus MB for browsing for period allocated on daily, Weekly and Monthly basis.

### DAILY

- Cost = SLL 1,990, YO 1,990
- Offer: 3 mins Orange to orange calls plus 50 Orange to orange SMS and 50MB for browsing.
  
- Cost = SLL 2,990, YO 2990
- Offer: 5 Orange to orange mins plus 50 Orange-to-Orange SMS and 110MB for

### WEEKLY

Cost= SLL 4,990, YO 4990  
Offer: 8 mins Orange to Orange calls plus 100 SMS and 850MB for browsing.

Cost= SLL 14,990, YO 14990

Offer: 25 mins Orange to Orange calls plus 100 SMS and 1.2GB for browsing.

### MONTHLY

Cost= SLL 44,990, YO44990

Offer: 76 mins Orange to Orange calls plus 100 SMS and 2.5GB for browsing.

## Q. How do I subscribe for Yo Offer?

To subscribe for the offer simply dial \*888# and choose any options on the dropdown menu

## Q. Is it possible to make multiple call after subscription?

Yes. You can call any Orange number as many times as possible based on option selected.

# YO Offer

## **Q. Is it possible to undertake multiple subscriptions?**

Yes. You can subscribe as many times as you want.

## **Q. How long will my bundle last?**

Bundle is valid base on the subscription i.e daily, weekly and Monthly.

## **Q. How long will this offer last?**

This offer is permanent until advice by Marketing.

## **Q. How do I check the balance on my YO bundle account?**

Customers can check their YO bundle balance via USSD short code \*137\*5#

## **Q. Can I use the bundle when roaming?**

No. Bundle cannot be used when roaming

## **Q. Will I be able to buy for someone else?**

YES. You can buy for as many people as you want



# Orange VAS - Job Alert

## **Q. what Is Job Alert?**

This offer enables subscribers to know about current Job Vacancies available in Sierra Leone.

## **Q. How to subscribe to this offer?**

To subscribe you Send “NGO” to the short code 831.

## **Q. How to Unsubscribe?**

To unsubscribe from this service you can send “STOP” to the short code 831.

## **Q. How long will this offer last?**

This service is a daily service .

## **Q. How much is the cost for this service?**

This service cost Le3cent

## **Q. What is the method of subscription for this service ?**

The method of subscription is Via SMS or USSD.

Customers who opt for this service can either send ‘NGO’ to 831 or Dial \*831#

# Orange VAS - Salone Pack

## **Q. What Is Salone Pack?**

Provides customers with Local sports update including football, basketball, athletics, cricket etc

## **Q. How to subscribe to this offer?**

- To subscribe you Send “Start” to the short code 380.
- You confirm your subscription with a second SMS

## **Q. How to Unsubscribe?**

To deactivate from the service you text “STOP” to the short code 380.

## **Q. How long will this offer last?**

This service is a daily, weekly and monthly service.

## **Q. How much is the cost for this service?**

This service cost 0.45cent (Daily) Le1.5(weekly) Le 4.5 (Monthly).

## **Q. What is the method of subscription for this service ?**

The method of subscription is Via SMS or USSD.

Customers who opt for this service can either send ‘Start’ to 380 or Dial \*380#

# Orange VAS - Awoko SMS News Alert

## **Q. What is Awoko SMS News Alert?**

This is a service that delivers daily local news and sports to subscribers via SMS.

## **Q. How to subscribe to this offer?**

- To subscribe you Send “NEWS” to the short code 370.
- You confirm your subscription with a second SMS

## **Q. How to Unsubscribe?**

To deactivate from the service you text “STOP” to the short code 371.

## **Q. How long will this offer last?**

This service will last for one week.

## **Q. How much is the cost for this service?**

This service cost Le2 for one week

## **Q. What is the method of subscription for this service ?**

This service is only on SMS.

# Orange VAS - Hello Tunes (CRBT)

## **Q. What Is Caller Ring Back Tone?**

This is a service that allows our Mobile subscribers to select a tone of their choice that would be heard by their callers when they make a call.

## **Q. How to subscribe to this offer?**

To subscribe you Send “Start” to the short code 180. You confirm your subscription with a second SMS.

## **Q. How to Unsubscribe?**

To deactivate from the service you text “STOP” to the short code 180.

## **Q. How long will this offer last?**

This service is a daily, weekly and monthly service .

## **Q. How much is the cost for this service?**

This service cost Le 2.25 Monthly

## **Q. What is the method of subscription for this service?**

- Subscription can be made via SMS or USSD.
- Customers who opt for this service can either send ‘Start’ to 180 or Dial \*180#

# Orange VAS - Orange Football Club Services (OFC)

## **Q. what Is Orange Football Club Services?**

OFC is a football service that provides customers access to 24/7 information about football in Africa and Europe plus sports news from all major competitions on their mobile phones

## **Q. How to subscribe to this offer?**

To subscribe you Send “Start” to the short code 577.  
You confirm your subscription with a second SMS

## **Q. How to Unsubscribe?**

To deactivate from the service you text “STOP” to the short code 577.

## **Q. How long will this offer last?**

This service is a daily, weekly and monthly service .

## **Q. How much is the cost for this service?**

This service cost 0.45cent (Daily), Le 1.5 (weekly) Le 4.5 Monthly

## **Q. What is the method of subscription for this service ?**

The method of subscription is Via SMS or USSD.

Customers who opt for this service can either send ‘Start’ to 577 or Dial \*577#

# Orange VAS - Health Alert

## **Q. what is Health Alert?**

It Provides Health-related Tips for customers that subscribe for this services.

## **Q. How to subscribe to this offer?**

To subscribe to this offer just Send “Sub” to the short code 480 and confirm your subscription with a second SMS.

## **Q. How to Unsubscribe?**

To deactivate from the service, you text “STOP” to the short code 480.

## **Q. How long will this offer last?**

This depends on the wish of the subscriber.

## **Q. How much is the cost for this service?**

This service cost Le 0.25cent per SMS

## **Q. What is the method of subscription for this service ?**

The method of subscription is Via SMS or USSD. Customers who opt for this service can either send ‘SUB’ to 480 or Dial \*480#

# Orange VAS - Breaking News Alert

## **Q. What is Breaking News Alert ?**

This service delivers Breaking news as it happens to subscribers via SMS.

## **Q. How to subscribe to this offer?**

To subscribe you Send "Sub" to the short code 714. You confirm your subscription with a second SMS

## **Q. How to Unsubscribe?**

To deactivate from the service, you text "STOP" to the short code 714.

## **Q. How long will this offer last?**

This depends on the wish of the subscriber.

## **Q. How much is the cost for this service?**

This service cost 0.45cent per SMS

## **Q. What is the method of subscription for this service ?**

The method of subscription is Via SMS or USSD. Customers who opt for this service can either send 'Start' to 714 or Dial \*714#

# Orange VAS - Astro Tips Service

## Q. what is Astro Tips Service?

Provides customers that subscribe for this service update on tip for their Star Sign.

## Q. How to subscribe to this offer?

Orange subscribers could subscribe to the pack via:  
SMS Mode:

- Daily activation: SUB to 827
- Weekly activation: SUB to 827
- Monthly activation: SUB to 827

## Q. How to Unsubscribe?

To deactivate from the service, you text "SUB" to the short code 827.

## Q. How long will this offer last?

This depends on the wish of the subscriber.

## Q. How much is the cost for this service?

- 0.45cent/day
- Le 1.5 /7 days
- Le 4.5/30 days

## Q. What is the method of subscription for this service ?

• The method of subscription is Via SMS or USSD. Customers who opt for this service can either send 'Sub ' to 827 or Dial \*827#

- 
-



# Orange VAS - Inspirational Quote

## Q. what is Inspirational Quote ?

Provides customers that subscribe for this service with an inspirational Quotes that will change their mindset

## Q. How to subscribe to this offer?

Orange subscribers could subscribe to the pack via: SMS Mode:

- Weekly activation: SUB win to 920
- Monthly activation: SUB inspire to 920
- Bi-monthly activation: SUB bin to 920
- Daily activation: win to 920

## Q. How to Unsubscribe?

To deactivate from the service, you text "STOP" to the short code 920.

## Q. How long will this offer last?

This depends on the wish of the subscriber.

## Q. How much is the cost for this service?

- 0.4cent/day
- Le 2.2 /7 days
- Le 4 /15 days
- Le 6 /30 days,

## Q. what is the method of subscription for this service ?

- The method of subscription is Via SMS or USSD. Customers who opt for this service can either send 'Sub Inspire' to 920 or Dial \*920#

# Orange VAS - Mdoctor Service

## Q. what is Mdoctor Service?

Provides customers that subscribe for this service with an Update on Health-related Tips and many more from disease information to treatment tips.

## Q. How to subscribe to this offer?

Orange subscribers could subscribe to the pack via: SMS Mode:

- Daily activation: SUB to 826
- Weekly activation: SUB to 826
- Monthly activation: SUB to 826

## Q. How to Unsubscribe?

To deactivate from the service, you text "SUB" to the short code 826.

## Q. How long will this offer last?

This depends on the wish of the subscriber.

## Q. How much is the cost for this service?

- 0.45cent /day
- Le 1.5/7 days
- Le4.5 /30 days

## Q. what is the method of subscription for this service ?

The method of subscription is Via SMS or USSD. Customers who opt for this service can either send 'Sub ' to 826 or Dial \*826#

# Orange VAS - Sim credit (Emergency Top up and Data Loan)

## Q. what is Sim Credit?

A service that provide voice and data in advance to subscribers with the option to repay upon next recharge.

- Emergency Top up loan ranges from Le1 to Le15 and customer pays 2.5% service fee +loan amount from the subscriber upon recharge over several recharge until full repayment.
- Emergency data loan ranges from 12Mb to 500Mb and customer pays 20% service fee + loan amount is deducted from the subscriber upon recharge over several recharge until full repayment.

## Q. How to subscribe to this offer?

To subscribe to emergency, top up services, subscriber must be a prepaid customer, must not be a debtor, must have activated MSISDN for 90 days or more. Dial \*154# and choose from the options from the menu.

To subscribe to emergency data services, subscriber must be a prepaid customer, must not be a debtor, must have activated MSISDN for 90 days or more. Dial \*160# and choose from the options from the menu.

## Q. Will there be any change in my Tariff?

No. there is no change in tariff. This offer simply means that the customer will be billed for the duration of talk time he/she spends on a call and will be billed on a fair usage rule on the internet. Tariff remain the same on voice and data services.

## Q. How long will this offer last?

This offer is a permanent offer.

## Q. Is this offer applicable for international and roaming?

No. This offer is only available for orange-to-orange calls and calls to other networks. Subscriber can access all internet services nationwide.

# Orange VAS - Islamic Services

## Q. what is Islamic Services?

Customers that subscribe for this service will be educated on how to conduct themselves before, during and after Ramadan.

And get Islamic quotes via SMS.

## Q. How to subscribe to this offer?

Orange subscribers could subscribe to the pack via:

SMS Mode:

- Daily activation: SUB to 628
- Weekly activation: SUB W to 628
- Monthly activation: SUB W to 628

## Q. How to Unsubscribe?

To deactivate from the service, you text "UnSUB" to the short code 628.

## Q. How long will this offer last?

This depends on the wish of the subscriber.

## Q. How much is the cost for this service?

- 0.45cent /day
- Le1.5cent /7 days a
- Le4.5cent /30 days,

## Q. What is the method of subscription for this service ?

- The method of subscription is Via SMS or IVR.
- Customers who opt for this service can either send 'Sub ' to 628 or Dial 628

# Orange VAS - Christianity Service

## Q. what is Christianity Service ?

Customers that subscribe for this service will receive Praise and worship Songs and get bible stories on the phone Via SMS .

## Q. How to subscribe to this offer?

Orange subscribers could subscribe to the pack via:  
SMS Mode:

- Daily activation: SUB to 627
- Weekly activation: SUB W to 627
- Monthly activation: SUB W to 627

## Q. How to Unsubscribe?

To deactivate from the service, you text "UnSUB" to the short code 627.

## Q. How long will this offer last?

This depends on the wish of the subscriber.

## Q. How much is the cost for this service?

- 0.45cent /day
- Le1.5cent /7 days a
- Le4.5cent /30 days,

## Q. What is the method of subscription for this service ?

The method of subscription is Via SMS or IVR.  
Customers who opt for this service can either send 'Sub ' to 627 or Dial 627

# SMS Pack

## **Q. what is SMS Pack?**

Provides customers with SMS Pack update including football, basketball, athletics, cricket and Entertainment Facts etc.

## **Q. How to subscribe to this offer?**

To subscribe Send "Start" to the short code 921. You confirm your subscription with a second SMS

## **Q. How to Unsubscribe?**

To deactivate from the service, you text "STOP" to the short code 921.

## **Q. How long will this offer last?**

This service is a daily, weekly and monthly service.

## **Q. How much is the cost for this service?**

This service cost Le2 per week.

## **Q. What is the method of subscription for this service ?**

The method of subscription is Via SMS or USSD.

Customers who opt for this service can either send 'Start ' to 921 or Dial \*921#

# Orange VAS –English Fluency Bits

## **Q. what is English Fluency Bits?**

Customers who subscribe for this service will receive online dictionary Via SMS.

## **Q. How to subscribe to this offer?**

To subscribe Send “Start” to the short code 522. You confirm your subscription with a second SMS

## **Q. How to Unsubscribe?**

To deactivate from the service, you text “STOP” to the short code 522.

## **Q. How long will this offer last?**

This service is a daily, weekly and monthly service.

## **Q. How much is the cost for this service?**

This service cost Le0.250cent per SMS.

## **Q. What is the method of subscription for this service ?**

The method of subscription is Via SMS.

Customers who opt for this service can either send ‘Start ’ to 522.

# Student Park Data Offer

## **Q. What is Student Spark offer?**

Student spark offer allows students to be enrolled to a specific service class (profiling) which enables them to enjoy data browsing at affordable prices.

Existing students already on the network will be migrated to the new service class through sim swap activity. Target is for the Students segment across the country.

## **Q. How to subscribe for the offer?**

No Subscription required! Students will be enrolled to the service class. Thereafter, they can subscribe to \*800# and buy data bundles at lower prices.

## **Q. How to enroll to the offer?**

A student can enroll to the offer when HE/SHE is being migrated into the new service. The student should provide the requisite information: Cell Number, Contact Name and Contact Address for ENROLLMENT.

## **Q. Can I buy more than one Bundle?**

Yes, multiple subscription is allowed i.e., you can buy more than one bundle at a time.



# Student Park Data Offer

## **Q. Can I use the Data when roaming?**

Yes! Students Pack offer can be used when roaming.

## **Q. How can I check my Students Pack data offer balance?**

Dial \* 137\* 8# to check balance.

## **Q. Can I buy Students Pack offer Bundle for my friends?**

No! Buying for others is NOT applicable.

## **Q. Can I make Voice and video calls with my Students spark offer bundle?**

Yes, you can now enjoy voice and video call with Student Pack data bundles.

## **Q. Who do I contact when am having Students Pack offer issues?**

Please call 121 or visit any Orange shop across the country.

# Me2u Menu Service

## Q. What is Me2U?

Me2U” is airtime transfer service that is designed to enable customers share airtime (credit) on their Orange lines with their friends and families, also on Orange lines as frequently as they desire to do so, irrespective of location and time.

## Q. What are the benefits

The benefits are;

- 24-hour availability: airtime can be sent anytime of the night or during the day
- You can top up on behalf of family members or friends.



## Q. How do I transfer Airtime?

STEP 1	Send a text message in the following format to 431: 2u [space] <Phone number> [space] <amount> [space] <PIN> E.g To transfer Le 2,000, the text sent will read: 2u 07xxxxxxx 200 1234 (where PIN in 1234)
STEP 2	<b>You will receive an SMS confirmation from 432</b> that reads: "Transfer 200 SLL to 07xxxxxxx sucessful"
STEP 3	The person receiving the transfer will also receive <b>an SMS confirmation from 432 that reads:</b> "You have just received 2000 SLL from 07xxxxxxx"

## Q. How do I change password?

To change your password, you will have to follow the below steps

STEP 1	Send a text message in the following format to 432: PIN [space] <old PIN> [space]<new PIN> E.g. To change password, the text sent will read "PIN 1234 4321"
STEP 2	<b>You will then receive an SMS confirmation from 432</b> that reads: "Your new password is 4321"

# Me2u Business Rules

## Q. What are the Me2U rules?

- Airtime cannot be transferred from Orange Customers to Customers on other networks. Airtime transfer is On-Net only.
- Airtime transfers cannot exceed the amount of credit available on the transferring Customer's account.
- The minimum amount that can be transferred is Le 500
- The maximum amount that can be transferred is Le 50,000 per transaction
- Customers will be charged the cost of SMS (currently Le 90) for each successful transfer.
- A Customer can perform Me2U transactions up to Le 135,000 per day with a limit of Le 20,500 per transaction
- Each Customer is expected to change his default password (1426) to a specific desired password before using the service.  
The password is a four-digit number.
- Customers will NOT be charged for PIN changes and enquiry SMSs, as well as failed Me2U transactions.

# Me2u Business Rules

- Within 10 to 15 seconds, the sender and receiver of the transferred airtime would have received SMS confirmation to signify the end of the transaction.
- All transactions are irreversible. Airtime once sent cannot be retrieved by the sender.
- The amount of airtime transferred is deducted from the sender's account only after the transaction has been successful.

## Q. What is the cost?

Transaction cost or access fee of Le 225 is applied per every successful transaction

# Roaming

## Q. What is Roaming?

Roaming simply means using your Orange mobile number to connect to a cellular network outside Sierra Leone. You can take your mobile device(s) with you almost anywhere in the world and make calls, text, email and browse the Web, almost as easily as you do in Sierra Leone.

In a nutshell it is the possibility to use your Orange number when travelling outside Sierra Leone.

## Q. What to do before Travelling?

All Advance preparation can prevent disappointments; such as lack of service or unexpected charges on your next bill.

“Before you can make calls and browse outside Sierra Leone, your number must be set up for international roaming. After activation of roaming service and before you travel, ask your account manager about:

International roaming arrangements with the operators in the country you are visiting and whether your mobile phone will work there.

Mobile telephone networks differ from country to country. Find out in your device settings if data roaming is “on” or “off”. You can turn off data roaming to help manage costs.

# Roaming

## Q. What to do when arrived?

You will be able to latch onto the foreign network automatically if your smartphone is on auto network selection.

A Roaming icon appears at the top of the screen, in the status area. The icon differs from phone to phone, but generally the letter R figures in it somewhere, similar to what's shown in the margin.

If you are unable to get network, then se follow simple steps related to settings mentioned below:

- On your device, select Settings.
- Select More networks or More settings.
- Select Mobile networks or Mobile data.

- Select Network operators.
- Select Search networks. This can take up to two minutes.
- Select the desired network.
- Go back to the home screen.

## Q. What are the Tips and Tricks When roaming?

To stay in contact with your business or family while you're away, you may need to send and receive data on the go but... It's important to manage your data usage in order to keep your costs under control and avoid surprises on your bill when you return.

# Roaming Cont...

You can avoid roaming charges by connecting to local Wi-Fi hotspots (e.g., in your hotel or a coffee shop) and using your data applications over their network.

Be aware of the security risks when using your phone and/or transmitting personal information over a public wireless network.

Some phones and apps will automatically download data while the phone is on, and you can incur roaming charges as a result of that.

Completely log out of applications like GPS and Facebook® that run in the background and continually use data to update your location

If you're using a prepaid line, you can top up before travelling

# Roaming...

## **Q. Can I use the Data when roaming?**

No! When you roam you need to buy a roaming bundle for both postpaid and prepaid customers via \*266# to enjoy browsing when roaming.

## **Q. Who do I contact when I'm having any challenges?**

Please call 121 or visit any of our Orange shop across the country.

## **Q. If customer wants to purchase bulk airtime, where would he/she go?**

- Orange Money platform
- Orange Shop & Franchises
- Authorized distributors
- Any retail point with the capacity to disburse such amount

## **Q. How do I buy airtime?**

- Orange Money Self Top-up
- Top-up agent
- Orange Money agent
- On banks or Fintech mobile application
- Online

## **Q. What are the different location of orange Kiosk:**

Our kiosk are located country-wide



# Roaming...

## **Q. what is the process of whitelist?**

- Visit any Orange Shop
- Call the call center

## **Q. How can a customer be an E –voucher agent?**

- Visit nearest shop
- Engage our field team

## **Q. Where can a customer purchase orange**

solar Energy Franchises country-wide

## **Q. What are the step of sim swap?**

Visit our shops and franchises with a recognized national ID card

## **Q. Do you have modem and phones in all your outlet?**

Yes, all our products are available in all our

# Loyalty Offer

## **Q. What is Loyalty Offer**

Loyalty offer campaign is our way of saying thank you to all our customers (i.e. from B2C, Orange Money, B2B and key stakeholders in society in the form of rewards from Orange. Target is for the HV, GLOBAL and Youth Segment across the country.

## **Q. Do I need a special SIM?**

The service is available to all (old and new) orange customers from all works of life across the country as long as you utilizes our products and services.

## **Q. What are the benefit of the loyalty offer?**

Existing and new Orange subscribers who falls under the three segments (HV, Global & Youth) can get the following benefits: When a customer use 40mins during the week they qualify to get the Global reward benefit as seen below.

# Loyalty Offer

**Target**

**Global Reward**

**Youth Base**

Voice	SMS	Data	Validity
3 min	20	10MB	Midnight

**Benefits**

Access to shops

**Wifi at Airport**

Tourist Trips

Flight Discount

Merchandising

Orange Sponsored Events

Post Paid Discount (5%)

Combo Offer (Voice, Data and SMS)

50% Data Bonus

Birthday Bash

Bi-Weekly Surprise Animation

# Loyalty Offer Cont...

**Q. I don't have an Orange SIM how can I get access to the service?**

Non- Orange Subscriber can get access to our Sims in any of our shops / outlets across the country and be part of the service.

**Q. How can an HV customer have access to Information?**

HV customers ONLY need to dial the short code \*130# to get access to the different benefits.

**Q. Is there an unlimited package?**

No! Loyalty offer is based on usage.

**Q. Can I buy more than one Bundle?**

Yes, multiple subscription is allowed i.e. you can buy more than one bundle at a time.

**Q. Can an Orange Money, B2B, B2C and Stakeholder customers be part of the Loyalty offer?**

Yes! As Long as they fall under the three segments, HV, GLOBAL and YOUTH segment.

**Q. How can the Youth Segment Benefit from the Loyalty offer?**

Existing / New subscribers on the Student Spark can get Bi-Weekly surprise data based on the Market and also a 50% data bonus every Wednesday. All subscribers of the Wednesday data bonus will qualify to be in the draw for the youth birthday Bash.

# Sponsorship

## **Q. What is sponsorship and how does it work?**

Sponsorship is when we fund an event or organization for mutual benefit.

## **Q. What types of Sponsorships do you normally undertake from the marketing perspective?**

Orange has two sets of sponsorships, the Marketing Sponsorship which mainly focuses on Music & Entertainment, Sports and Celebrity endorsement and the CSR sponsorship.

## **Q. What are the criteria to gain sponsorship?**

From the marketing perspective, it is about brand promotion and financial benefits whilst in relation to CSR, there are certain things to be taken into consideration such as;

- Requests that falls within or resonate with the CSR Pillars (Education, Health, Environment, WASH, Women Empowerment)
- Requests should not replicate our existing activities like Free Quality Education but those with new innovative and entrepreneurship ideas that has social impact
- Requests with the potential to partner with SHDs, INGOs, NGOs, and other private sector Organizations with similar interest
- Requests that is related to Natural Environmental Disaster Emergency Relief

# Sponsorship

- Requests from the constitutional Forces e.g., the Military/Police/Correctional Centers/Fire Force etc.
- Requests from City and District Councils nationwide
- Requests that have huge potential for sustainable PR for Orange SL that could be leveraged on
- Government direct request in the instance Orange SL is the reference partner of choice for the said project or activity
- Security related issues
- All Commercial/Entertainment Requests should be forwarded to Market

## **Q. What are the Advantages and disadvantages of sponsorship?**

- The advantage is that sponsorship is a powerful advertising tool.
- The disadvantage is that sponsoring unsuccessful events or teams will not be beneficial to the sponsor, particularly if the team loses a lot of matches or an individual is injured or unable to play.

## **Q. What are your specific sponsorship objectives?**

- Return On Investments and brand as specified above

# CHAPTER THREE

# Business Catalogue Orange Money



# Orange Money

## **Q. What is Orange Money?**

An Orange branded service allowing customers in emerging countries to use their mobile phone to secure cash in a virtual wallet and retrieve it at any authorized agent, carry out money transfers and other transactions:

## **Q. How can Businesses benefit by using OM platform?**

Businesses can use Orange Money to receive customer's payment, to conduct cash free transfer operation, Salary disbursement, Bank to Wallet and Web Payment.

## **Q. What are the Benefits?**

- Wide coverage of Agent
- Lower cost of payroll admin
- High level transaction security
- User friendly Interface/system
- Access to call center directly to resolve any issues
- Full traceability of cash disbursement
- Eliminate risk in physical cash handling

## **Q. How do you enroll for Orange Money?**

Register your SIM card at any of our Offices and Orange Money agent for Free



# Orange Money – Tariff Guide

## Cashout fees

### TRANSACTION AMOUNT

Old Amount	Fees
1,000 - 14,999	450
15,000 - 29,999	790
30,000 - 59,999	1,530
60,000 - 149,999	3,050
150,000 - 299,999	6,100
300,000 - 599,999	11,500
600,000 - 999,999	17,400
1,000,000 - 1,999,999	26,100
2,000,000 - 2,999,999	43,500
3,000,000 - 3,999,999	53,000
4,000,000 - 6,999,999	87,000
7,000,000 - 15,000,000	157,000

New Amount	Fees
1 - 14.99	0.45
15 - 29.99	0.79
30 - 59.99	1.53
60 - 149.99	3.05
150 - 299.99	6.10
300 - 599.99	11.50
600 - 999.99	17.40
1,000 - 1,999.99	26.10
2,000 - 2,999.99	43.50
3,000 - 3,999.99	53.00
4,000 - 6,999.99	87.00
7,000 - 15,000	157.00

Dial # 1 4 4 \* 2 2 #

Effective 1st July, 2022.

# Orange Money – Bank 2 Wallet (B2W)

## Q. What is Bank to Wallet?

Is a mobile money service that allows OM Customers deposit /withdraw money to/from their Bank account to their mobile money wallet.

## Q. How can Orange Money Customers enroll for B2W?

- Customer must have a bank account (savings or Current) with a partner bank
- Customer must have a SIM card activated on Orange Money with full KYC detail.
- Visit any of our partner banks with a valid ID to register for B2W.

**Note : Registration for B2W is free.**

## Q. Who are the OM partner banks that are doing B2W?

- We currently have seven banks which includes; SLCB, ACCESS, ECOBANK, UBA , Zenith bank, RCB and GTB

## Q. Can my OM account be linked with more than one bank?

Yes. Customers have the option to link their OM account with more than one bank. You can as well link your bank accounts with more than one phone number.

## Q. Is B2W open to all OM customers?

No. B2W is for full KYC customers, Agents, Merchants and Aggregators only

## Q. Is it possible to link two different accounts with a single bank?

Yes! It is possible to link two different accounts with a single bank.

# Orange Money – Bank 2 Wallet (B2W)

**Q. Which type of account does a customer needs for B2W ?**

Only individual accounts can be linked, i.e.; savings accounts and Current accounts.

**Q. Can joint accounts be linked?**

No. Joint accounts cannot be linked with B2W.

**Q. Are there any charges for doing B2W or W2B?**

Yes: But only for customers.

**Q. Will I be charged if I check my B2W balance?**

No. There are no charges for checking your balance.

**Q. What is the maximum transaction for B2W ?**

The maximum transaction for B2W is le 15 million per day.

**Q. Can I get a wallet statement upon doing B2W?**

Yes. You can get statement of your last five (5) transactions immediately

**Q. Is the wallet statement chargeable?**

No, it is free of charge.

## Orange Money Bank2Wallet Tariff

From (Le)	To (Le)	OMBA (Fee)
10,000	149,999	525
150,000	599,999	1,650
600,000	999,999	5,500
1,000,000	3,999,999	7,500
4,000,000	6,999,999	18,000
7,000,000	15,000,000	27,000

# Orange Money - Orange Money Lajor

## **Q. What is Orange Money Lajor?**

Orange Money Lajor is a digital loan service provided by Empire solution, that allows fully KYCed and active Orange Money customers to be able to access loans using their mobile phones via their Orange Money account

## **Q. Who is eligible to get this loan?**

Fully KYCed Orange Money customers that have been actively using Orange Money for 90 days and above.

## **Q. Is the loan available at any time?**

Yes, loan is available 24hrs a day as long as customer has met the requirement.

## **Q. How do I register?**

To register, simply dial #144# and select option 7 or directly dial #144\*7#.

**Q. What are the loan amounts available?** The loan amounts available are: Le 15,000, Le 30,000, Le 50,000, Le 100,000, Le 200,000, Le300,000 , Le 500,000 and Le700,000

## **Q. How can Customers access these loans?**

To get a loan, customer must firstly register for the service and accept the terms and conditions. After successful registration, customer will be qualified to get a loan.

## **Q. Are there other charges applicable?**

Customer will pay a 12% interest fee on any loan amount applied for.

## **Q. What is the duration for payment?**

Customer has the option to pay the loan at any time within 30days.

# Orange Money - Orange Money Lajor

## Q. What happens if customer does not pay within 30 days?

The customer's Orange Money account will be blocked and will only be allowed to receive cash. The account will only be opened for payment after customer repays the loan.

## Q. How will a customer know that the time is due for payment?

Reminder SMS will be sent to the customer before due date

## Q. Can a customer take more than one loan?

A customer can only take another loan after successful repayment of the previous loan

## Q. How can a customer repay the loan?

To repay loan, customer needs to dial #144# and select option 7 or directly dial #144\*7#

## Q. Can a customer repay the loan in bits?

Yes. Customer can repay the loan in bits as long as it is within the 30days period.

## Q. Is there a specific help line for this service?

Customers can dial \*747 and 111 for any information or complaint regarding this service.

**Q. Can a customer take loan on behalf of another customer?** Customer cannot take a loan on behalf of another customer or even repay loan on behalf of another customer.

## Q. Is there an added penalty if customer pays after 30 days?

Yes. Customer will pay an additional 5% interest charge if repayment is done between 30 – 60 days and a 10% additional interest charge if the repayment is done after 60 days,

# Orange Money (OM) – Self-Reversal

## Q. What is OM Self Reversal Service?

this is a service that allows a customer to undertake instant reversal of wrong transaction using USSD without having to contact the call Centre.

## Q. Why OM Self Reversal Service?

- Provide customers with a fast and efficient means of Cash Reversal
- Reduce the long trail customer complain to our call center
- Secured OM customer money
- Saves time
- Provide instant feedback to customers

## Q. What are the conditions involved in self-reversal?

To start the process of self reversal, these are the following steps;

- Dial #144\*2#
- Select 4 for self reversal
- Enter password

- Choose from list of transaction to cancel
- Enter reason for reversal
- Re-enter password
- Receive notification

- Self-Cash Reversal is a 24/7 service
- Subscribers can perform Cash Reversal Initiation for P2P (Full to Full, Full to Light, Light to Full and Light to Light)
- For any successful Cash reversal initiation both parties (sender and receiver) will receive an sms
- All Self Cash Reversal Initiated WILL be approved by Operations Back Office/CC Agent
- All P2P (Full to Full, Full to Light, Light to Full and Light to Light) Cash reversal initiated will be valid for only 24 hours after which the transaction is automatically cancelled.

# Orange Money – Oversea Money

## Q. What is Oversea Money?

Oversea Money is a service that enables active Orange Money customers to receive money from international destinations via Western Union, BnB, Small World, Omex Group, Yahwill and many more directly to their Orange Money wallet.

## Q. Who are eligible for this service?

Active Orange Money customers

**Q. Is the service available at any time?** Oversea money service is available for 24hrs a day as long as customer is eligible to receive transaction

## Q. How much money can customers receive via Oversea Money?

Customer can receive as low as Le 50,000 and as high as Le 15,000,000 daily

## Q. How do I receive Oversea Money?

Receiving customer is not required to undertake any action on his/her Orange Money wallet.

The sender of the Oversea Money will have to send to the mobile wallet of the recipient at the point of sending the money.

## Q. How do I register?

No special registration process is required to receive Oversea Money

## Q. Are there charges applicable?

Recipient of Oversea money will not be charged for receiving money as transfer charges will be settled by the sender.

However, normal Orange Money charges apply for any further action on the Orange Money wallet.

# Orange Money – Oversea Money

## **Q. How long will it take to receive Oversea?**

After sender initiates the transaction, it will take a maximum of 1 minute for money to reach recipient's Orange Money wallet

## **Q. Is there any verification process involved?**

Yes. Sender should ensure that the name of the recipient he/she enters is the exact name of the recipient registered on Orange Money. Transaction will fail if the names don't match

## **Q. How will a customer know that he/she has received Oversea Money?**

An SMS notification will be sent to the customer with the transaction details.

## **Q. Is there a specific help line for this service?**

Customers can dial \*747 and 111 for any information or complaint regarding this service.

## **Q. Can a customer receive Oversea Money multiple times a day?**

Yes. A customer can receive more than one Oversea Money a day if the total value is not more than Le 15,000,000

## **Q. Can customer use Oversea Money to do p2p, bill payment?**

Yes. The Oversea Money automatically goes in to the customer's Orange Money wallet and it can be used to do any Orange Money activity.

## **Q. Will a customer get a separate Oversea money wallet?**

Customer will not be given a separate Oversea money wallet. Money goes directly into the normal Orange Money wallet



# Orange Money – Self Registration

## **Q. What is Orange Money Self Registration?**

Orange Money Self registration service allows orange customers to register themselves for Orange Money

## **Q. Who is eligible for self-registration?**

All Orange customers not registered for Orange Money can register for this service

## **Q. Is the service available at any time?**

Yes Service is available for 24hrs a day

**Q. What are the requirements?** Customer needs to have an orange sim and have details of their ID card (especially ID number). The registration is however temporal and will be upgraded by the KYC team for full KYC status.

## **Q. How to register?**

Customer will dial #144# and select option 8 or directly dial #144\*8#.

## **Q. Are there any charges applicable?**

No this service is Free of charge

## **Q. Is there a specific help line for this service?**

Customers can dial \*747 and 111 for any information or complaint regarding this service.

# CHAPTER FOUR

# Business Catalogue Sales & Distribution Channels



# Commercial Channels Orange Shops

## Q. Where can I access the orange shops?

Orange shops can be accessed in the following locations

NAME	ADDRESS	LOCATION
HQ Shop	25 Main Regent Road	Hill Station/Freetown
Flagship Shop	10 Rawdon Street	Freetown
Bo Shop	12 Bonjon Street	Bo
Kenema Shop	Plaza Building Hanga Road	Kenema
Kono Shop	26 Kaikunde Road	Kono
Makeni Shop	6 Rogbaneh Road	Makeni
Lungi Shop	Airport Ferry Road	Lungi
Wellington Shop	282 Bai Bureh Road Adjacent GTB	Wellington.

## Q. What the difference between Orange Owned shops, franchise and kiosk?

Orange Owned shops are owned and managed by OSL whilst the franchises and Kiosk are being managed by our partners/agents for dedicated services.

## Q. What products and services provided through these channels?

Orange products and Services such as Smart phone device, Sim cards, Swap access, cash in cash out for orange money, orange solar products, pin reset, account expansion, product/services education and other relevant information regarding the brand can be accessed through these channels highlighted

## Q. Does the orange shops operates on a 24 hours basis?

Opening hours of all Orange shops is from 8:30 am to 5:00 Pm from Monday –Friday whilst Saturday it operates from 8:30 to 12 mid day.

# Commercial Channels Call Centre

## Q. What is Orange call centre?

This is a centralized office which handles incoming calls, queries, complaint and requests from current or potential customers and transform those concerns into solution.

## Q. Why Orange call centre?

To provide a one stop centre through which complaint, queries and requests are handled.

## Q. What are the functions of orange call centre?

Orange call centre performs the following functions as listed below;

- Provides a one stop centre through which complaint, queries and requests are handled.
- Provides telemarketing to customers through outbound campaigns

## Q. How can I access orange call centre?

Orange call centre can be accessed via the following short codes;

- B2C - 111
- B2B - 420
- Orange Money fraud line -100
- Orange Money - 747
- Agent line – 401

# Sales & Distribution Channels -Franchise/Kiosk

## Q. What is Orange Franchise?

These are dedicated retail outlets owned by Orange Partners that sells orange products and provides services to its customers

## Q. What relevant document should I have when visiting Orange shops/franchise/kiosk?

A customer who wants to purchase any product/service from any orange shops/franchise is required to have a recognized national ID for proper identification

## Q. Can a customer secure a sim or swap a sim for another customer?

No, unless you have a letter of attorney. However, orange devices and other products can be purchased on behalf of another customer

All orange services are also available in that short code

## Q. What are the different location of orange Kiosk:

All over the country.

## Q. How many authorized agents do you have country-wide?

- Currently, we have;
- Over 10, 948 orange money agent
- 33,462 top-up agents
- 1900 freelancers

## Q. How does someone becomes an agent?

To become a merchant, the interested person can engage either of the following as listed below;

- By engaging our authorized distributors country-wide
- Our field agents
- Or visit any of our shops and franchises

# Sales & Distribution Channels -Franchise/Kiosk

## Q. Can a merchant undertake other orange Services?

Merchants have access through our short code #146#

## Q. What does CX means?

CX simply means Customers in charge of responding to all queries, requests and customers complains

## Q. How many franchise, shops, and kiosk do you have country-wide?

Currently, we have a total of;

- 8 shops
- 30 franchise
- 285 kiosk
- Bringing the total of retail outlets to 332 country-wide.

## Q. What are the step of sim swap?

Visit our shops and franchises with an ID card

## Q. Did you have modem and phones in all your outlet?

Yes all available in our shops

# Commercial Catalogue – eShop

## **Q. What is Orange eShop?**

It is an online store that enables Orange Customers to purchase Orange products and services online

## **Q. Who is eligible to access the eShop platform?**

Every interested person is eligible to access the eShop

## **Q. Is the eShop available at any time?**

Yes, eShop is available 24hrs a day, 7 days a week.

Q. How do I pay for the devices online? A customer can pay via Orange Money using #144\*3\*12#

## **Q. Are there other charges for delivery?**

No, there are no delivery charges for now.

**Q. What is the duration for delivery?** The delivery duration is 1-2 days depending on the location

## **Q. Is there a specific help line for this service?**

Yes, customers can call the call centre on 111 for any information or complaint regarding this service.

## **Q. How Can I adjust the quantity in my shopping cart?**

To adjust the quantity of the product purchased, customers can click on the checkout area and select either the plus or minus.

## **Q. Can I order outside Sierra Leone?**

Currently the order is only accessible within Sierra Leone.

# Sales & Distribution Catalogue – eShop

## **Q. How secure am I ordering online?**

The Orange eshop platform is very secure and customers information are well protected. We use state of the art security systems to protect your submitted data.

## **Q. Which products can I find online?**

You can find various device products in our eShop.

## **Q. Can I track my order?**

Yes, you can track your order by using the tracking URL send to you via SMS

## **How do I return a product?**

Contact customer service at 111 or go to any of the Orange Stores.



**CHAPTER  
SIX**

**Business Catalogue  
Orange Energy**



# Orange Energy Catalogue

## Q. What is the Orange solar package?

The orange Solar is a renewable energy solution that provides electricity to homes and smaller businesses at a reasonable cost.

## Q. What are the different packages?

We have two packages:

- Basic Pack:
- Solar Panel 40W
- 3 light bulbs
- Radio
- Battery
- USB Ports
- Premium:
- Basic Pack + 24" satellite TV

## Q. Who do I contact when I am having challenge?

Should you encounter any problems with our devices, please call us on 420

## Q. Does my monthly solar subscription deplete even without use?

Yes, count starts as soon as payment is made and ends on the expiration date.

## Q. What is the mode of payment?

Payment can be made in full. (Cash and carry) or by weekly/monthly installment

## Q. Does the TV works with normal electricity or just solar?

The TV only works with the solar battery provided.

## Q. Is it possible to have two TV set connected to one solar package?

NO. Only one TV is allowed per package

**Q. Can I connect a USB drive on the TV?** Yes, you can connect your USB drive and watch movies, play music etc.

# Orange Energy Catalogue

## **Q. What other facilities can I enjoy with the TV?**

The TV comes with two HDMI ports, one VGA port, satellite (LNB) port, Digital analogue Antenna (RF Pin slot) and RF Cord slot for DVD connection. You can also use the TV to connect with your laptop and do presentation, office work etc.

## **Q. How do I know that my subscription has expired?**

You will be notified via SMS 24hrs before your subscription ends

## **Q. What happens if my device becomes faulty before the warrant period given?**

We have a dedicated team that repairs or change faulty batteries

## **Q. How do I receive my solar package once purchased?**

Our D2D agents will deliver at your doorstep and will also help with installation.

## **Q. How I make payment?**

Payment can be made via Orange Money to any of our partner shops countrywide.

**Q. How do I pay using Orange Money?** To pay via Orange Money simply dial #144# and reply with option 3 (Make payment) to receive another dropdown menu of which you should reply with option 3 again (Orange Services) and choose option 1 (Orange Energy). Or simply dial #144\*3\*3\*1# and follow the instructions.

# Orange Energy Catalogue

What is the total cost of each pack?

Basic Kit	Weekly plan (Le)	Monthly plan ( Le)	One off (Cash and Carry)
Upfront Payment	250,000	250,000	NA
Instalment	13,000	50,000	
Period of Payment	131 Weeks	30 Months	
Total Payment	1,953,000	1,750,000	
Premium Kit	Weekly plan (Le)	Monthly plan ( Le)	One off (Cash and Carry)
Upfront Payment	500,000	500,000	4,600,000
Instalment	39,000	150,000	
Period of Payment	131 Weeks	30 Months	
Total Payment	5,609,000	5,000,000	4,600,000

# CHAPTER FIVE

# Orange Programs

Know Your Customers (KYC)  
Know Your Agent (KYA)  
SIMSWAP



# Know Your Customer - KYC

## Q. What Is KYC?

KYC means know your customer; It is a project set to enhance mobile company to have full information of their subscribers and support the government to fight cybercrime activities.

## Q. Why KYC?

Business and regulatory need the customer information to have full details of the entire subscriber base in the country.

## Q. Functions of KYC

- Validate registration done by the Field Sales Agent (FSA), Field Retail Agents (FRA) and Shop Agents.
- It help to inform management on the company compliance level in terms of sim registration as per regulatory (NATCOM) requirements.

## Q. How will that help to reduce mobile theft?

100% KYC makes it harder for fraudsters to Swap your SIM.

## Q. Is it compulsory to be KYC compliant?

Yes! it is a requirement mandated by law

## Q. What are the relevant information captured on KYC?

- Customer Number
- Customer Name
- Address
- Demographic picture of the customer ID
- Nationality
- Date of Birth

# KYC / KYA

## Q. What are the accepted types of National IDs?

- Passport
- Voters ID
- Drivers License
- NASSIT ID
- National ID
- NCR Registration Form

## Q. What are the benefits of proper KYC

- Mitigate cybercrime
- It helps reduce churn
- Control fraudster theft / Scam

## Q. Is it free to undertake KYC

Yes! It is absolutely free.

## Q. Where can I get my number Registered?

You can register your number using the following channels;

- Through our FSAs
- All Orange shops across the country
- Or send your registration details to our dedicated
- WhatsApp line 079999995

## Know your agent

### Q. What Is KYA?

KYA means know your Agent. These are the people that support the business in making sure all orange product and services reach people all over the country.

# Know Your Agent - KYA

## Q. What are the different types of Agents we have today?

- Franchise
- Retailers
- Kiosk
- 3 wheelers

## Q. What is SIM SWAP?

SIM Swap is a means where customers can request to have their SIMs replaced due to many reasons

## Q. Where can I SWAP my SIM?

You can get your SIM Swapped in any of our Shops.

## Q. What is SIM SWAP Fraud?

SIMSWAP FRAUD is a type of Fraud in which a Fraudster hijacks customer SIM giving them access

to customer account. If there is no KYC for the customer it makes it easy for scammers to trick mobile operators in replacing customer SIMs.

## Q. Is it possible to do SIMSWAP via Call Center?

No! SIMSWAP is not possible via our call center to avoid issues of scammers calling and hijacking customer.

## Q. What are some of the reasons for SIM SWAP / SIM Replacement?

Customers can request to have their SIM replaced because of the following reason(s):

- Lost SIM
- Stolen SIM
- Damaged SIM



# CHAPTER SEVEN

# Investments IT & Networks



# IT & Networks

## Q. How many sites do we have?

Currently, we have a total of 517 sites across the country.

## Q. How many 2G sites do we have?

We have a total of 517 2G sites

## Q. What is our 2G coverage

- 2G geographical data coverage is 94.00%
- 2G Population data coverage is 83.50%

## Q. How many 3G sites do we have?

We have a total of 517 3G sites

## Q. What is our 3G coverage

- 3G geographical data coverage is 86.70%
- 3G Population data coverage is 83.00%

## Q. How many 4G sites do we have?

We have a total of 307 4G sites

## Q. What is our 4G coverage

- 4G geographical data coverage is 61.89%
- 4G Population data coverage is 50.65%

## Q. How many 4G+ sites do we have?

We have a total of 143 4G+ sites

## Q. What is our 4G+ coverage

4G+ coverage stands at 20.08%

## Q. What is our 4G speed range?

4G speed range ranges from 10 to 75Mbps depending on the number of users per site

# IT & Networks

## Q. What is our 4G+ speed range?

4G+ speed ranges from 10 to 100Mbps depending on the number of users per site

## Q. How many districts have 4G coverage?

4G coverage is in all 16 districts country-wide.

## Q. What is 4G/LTE?

4G also known as LTE (Long Term Evolution technology) is the 4th generation of broadband cellular network technology after 3G which offers high download speeds of 100Mbps (100 megabits per second)

## Q. How do we decide on a location to construct a site?

Before a site is constructed, the following are considered;

- Security of the location
- Accessibility of the site
- The environment
- Area that commands high traffic
- Availability of basic utilities such as electricity and water supply
- Financial/economic viability
- Profitability

# IT & Networks

## Q. What is the broadband speed range?

Generally, broadband speed is around 11Mbps for standard broadband. A faster broadband speed would be between 11Mbps and 50Mbps. A very fast broadband speed would be 100Mbps or higher.

## Q. What is data centre?

This is a secure building or structure used to house and operate telecommunications and IT equipment

## Q. Why is it important to have a data centre?

ICT equipment operates best in a suitable and conducive environment which can be found in a data centre

**Q. How many data centres do we have?** Currently, we have one data centre in Freetown and another that is under construction in Bo southern SL

**Q. Why do we need a backup data centre?** Due to the importance of ICT services, it is necessary to have a backup location to prevent service disruption in the event of technical issues or disasters at any location

# IT & Networks

## Q. What are the reasons for the frequent downtime in major cities and towns?

- One major cause of downtime is due to transmission issues caused by bad weather
- Fiber cut on the terrestrial fiber linking Freetown to the provinces

## Q. What are the risks/tragedies involved when installing a mobile site/tower?

- Bad and inaccessible roads are a major concern as almost all provincial roads are not in good condition
- During installation, accidents can occur, and we can even lose members hence caution, and safety is always paramount
- Transportation of raw materials can be very challenging due to the hilly/remote nature of the said location.

## Q. Why does my phone switch from one technology to another?

- All voice calls are exclusively done on 2G or 3G. 4G and

4G+ are exclusively for data internet. So 4G or 4G+ customer who wants to make a call, will be automatically switched to 3G or 2G.

- The device can switch to another technology that is available in a particular location with better signal strength.
- The type of device may also affect access to the relevant technologies. Meaning, that only customers with LTE-compatible devices will access the 4G or 4G+
- Additionally, if you are in a congested area with too many 4G users you may be switched to 3G temporarily to ensure continuity and good quality of data speed for your browsing.

## Q. Does Orange have fiber to the home or office solution?

Orange will be deploying fiber to homes or offices by end-2022

# CHAPTER EIGHT

# Tax Obligation



# Finance – Various Tax Obligations to Institutions

**Q. What are the various taxes Paid by Orange to NRA, NATCOM and other government institutions?**

Below are the various taxes paid;

## **NATCOM**

- 2G license and spectrum fees
- 3G license and spectrum fees
- 4G license and spectrum fees
- 4G+ spectrum fees
- International incoming minutes

- FTTH License
- Annual application ISP
- Universal Access Development Fund (UADF)
- Mobile destination network codes
- International signalling point code
- Terrestrial fibre optic cable network
- Access network spectrum fee

# Finance – Direct and Indirect Tax Obligations

## National Revenue Authority NRA

- Corporate Income tax (CIT) -5% customs and provisional tax
- Goods and Services Tax (GST)
- Withholding Tax (WHT)
- Royalties
- Pay-As-You Earn Tax (PAYE)
- National Health Insurance Tax (WHT 0.5%)
- Customs Duties
- ECOWAS and Non-ECOWAS Levies
- Payroll Tax



# Finance – Other Tax Obligation

## Other tax obligations

- NASSIT Contributions- 10% Employer
- Property Tax- to local councils
- Petroleum Regulatory Agency (PRA) Levies
- Generator license
- Solar license

## Other tax obligations

- EIA license
- Aggregator licenses for Orange Money
- **What are the payment terms for Orange Sierra Leone suppliers?**

Payment terms involves 60 days for international suppliers and 30 days for local suppliers.

# CHAPTER NINE

# Corporate Social Responsibility (CSR)



# Corporate Social Responsibility (CSR)

## Q. What is CSR?

At the heart of Orange Sierra Leone is our Corporate Social Responsibility (CSR) with a Civic Commitment to Community Well-being, Good Governance, Economic growth and Development, Digital inclusion and Preservation of the Environment.

## Q. What is your CSR commitment?

Our CSR focus is a sustainable commitment to digital inclusion and protection of the Environment.

This commitment is translated operationally into a structured CSR approach through a survey known as the CSR Materiality Matrix where we listen qualitatively and quantitatively to the concerns of our internal and external stakeholders. Following the 2022 survey, our CSR key priorities for 2022 – 2024 are:

1. Environment
2. Digital Inclusion

3. Agriculture
4. Health
5. Education

## Q. What CSR actions have Orange Engaged in?

Coupled with our commitment to boost socio-economic sustainability are our wider Social Responsibility actions as highlighted below:

- Ramadan Donation: Every year we give food items to mosques across the country, and we have been ongoing since Orange's inception in 2016.
- Provided internet service for the Police call center from 2019-2021.
- Supported Freetown uncut band to perform at the Freedom Festival in London

# Corporate Social Responsibility (CSR)

- Annual Orange Social Venture Prize competition that seeks to promote local Innovation for development, sustainability, and business development growth.
- Donation of 500 KVA Generator to Njala University
- Donation of office stationery and equipment's such as donated Dell Desktop, photocopy machine and A4 Papers to N'jala University
- Refurbishment of Connaught Hospital operating theater
- Refurbishment of SLENA Building
- Donation of five (5) 10,000 ML water tanks to Wilberforce community • Donated 1 billion leones cash to NACOVERC
- Provide Free online learning during Covid
- Provided food supply for 100 quarantine homes during Covid
- Donated PPESs to 5 government hospitals, 14 district councils and Lungi International airport .
- Zero rate website link for CDC, WHO, MOHS, UNICEF

# Environment Health & Safety

## Q. What is EHS?

EHS simply means Environment Health and Safety. It involves series of laws, regulations, and workplace procedures designed to protect the environment. It also refers to the responsibility of organizations to ensure that their activities do not cause harm to anyone or the environment.

## Why EHS at OSL ?

- To help minimize the impact on the environment and communities, and improves workers safety and well-being
- To improve employee retention, productivity, and enhance brand image spurring customer and corporate growth
- Helps protect the planet from different environmental threats while still allowing businesses to thrive

- Informs on the potential environmental risks related to project operations, and actions necessary to prevent them

## What is CHS?

CHS means Community Health and Safety. It involves protecting local communities from hazards caused and / or exacerbated by project activities

## Q. Why CHS at Orange SL?

- To minimize the impact on community's facilities, natural resources, exposure to diseases caused by company's operations.
- To achieve zero harm on communities and manage risks from site operations and to improve overall community health and well-being.

# Environment Health & Safety

## Q. What is Orange's Commitment towards the environment?

Our commitment is to reduce our carbon footprint to zero by 2040 through the acceleration of its solar projects, OSL has positioned itself among the group as one of the biggest deployer of solar panels, with a renewable energy use rate with 334 out of 505 sites now solarized.

## Q. What are the specific actions taken so far in that regard?

- Accelerated our green energy projects by migrating 334 out of our 505 sites to solar
- Launched the Environment, Health, and Safety (EHS) committee to help implement, rollout and monitor all EHS programs and make recommendations to management on EHS issues for onward action

- Solarize our Bo data center by 2023
- Provide on-grid solar solution for Freetown data center to reduce load by 2023.
- Expansion of site footprint to install more solar panels
- Swap existing solar panels with high power panels
- Migrate all new sites from OPZ to Li-ion batteries
- Trained over 150 employees on EHS programs in 2021.
- Organize community engagements and circulated over 500 EHS awareness messages and tips to employees.

# Environment Health & Safety

## Q. What is the EPA-SL?

EPA-SL means, Environmental Protection Agency Sierra Leone. It is an institution set up by government with the goal of creating and enforcing a strict regulatory framework for environmental protection and regulation in Sierra Leone.

## Q. What is ESIA License?

This is the Environmental and Social Impact Assessment License. It is a permit granted by EPA certifying that the operation of an entity is within an acceptable degree towards the Environment.

## Q. Why do we need the EIA License?

This is aimed at complying with the stipulated mandate of EPA governing operations of Telecommunications.

## Q. What is MIGA



# Environment MIGA

## Q. What is the meaning of MIGA?

MIGA simply means Multilateral Investment Guarantee Agency.

## Q. Why was MIGA created?

MIGA was created to complement public and private sources of investment insurance against non-commercial risks in developing countries.

## Q. What is the mandate of MIGA?

MIGA's mandate is aimed at promoting cross-border investment in developed and developing countries by providing guarantees (political risk insurance and credit enhancement) to investors and lenders.

## Q. What are the MIGA requirements?

As a multilateral development agency, MIGA only supports investments that are developmentally sound and meet high social and environmental standards.

MIGA applies a comprehensive set of social and environmental performance standards to all projects and offers extensive expertise in working with investors to ensure compliance to these standards.



# CHAPTER TEN

# Investment Orange Foundation



# Orange SL Foundation

## Q. What is the role of Orange SL Foundation?

Orange SL Foundation supports projects aimed at enhancing human development efforts particularly in the areas of education health and culture with a strong focus on women and youth with an ambition to use digital technology to help excluded people find work, create vocation for their new professions, give the poorest access to education and health and to promote culture.

The foundation work in close collaboration with Group and partnership with local associations and NGOs.

## Q. When was the Foundation launched?

The foundation was launched in January 2021

## Q. What are the criteria for securing support from the Foundation?

- Send a full concept note addressed to the CEO of Orange Sierra Leone, describing in detail the support required.
- If the support required falls under the foundation pillars then proposal is minute to the foundation for their action
- The proposal is then presented to the OSL Foundation Board for their approval
- Once approved, project commence almost immediately bearing in mind that the foundation is fully involved in the entire project.

# Orange SL Foundation

## Q. What are the key interventions of the Foundation?

### Free Quality Education Projects:

- Early Childhood Development Schools- Construction of 5 ultra-modern schools in Moyamba, Kambia, Port Loko, Pujehun and Bonth district respectively.
- Super Coders Scratch Programme- Built laboratories in 14 schools and taught students “Scratch” animation and basic Coding
- Menstrual Hygiene Packs- Distribution of menstrual hygiene packs to girls in primary schools. The packs will be distributed in the regions also (Makeni & Kenema)

Distribution of digital school kits to 20 primary schools

### Health

Safeguarding maternal mortality project by providing:

- Multi- screening booth in Kroo-bay with multi-disease screening services twice a week.
- provides antenatal care to pregnant mothers.
- Provision of “baby packs” which includes pampers, soap and other necessary items to the new mothers.

# Orange SL Foundation

pampers, soap and other necessary items to the new mothers if they attend at least 4 ANC meetings

## Digital:

**Orange Digital Centre-** Coding School has completed 1st cohort of 32 students Web/Mobile App Development course.

**Women's Digital Centre** - we have opened the 1st ever Women's Digital Centre, a female-centric institution that provides digital literacy and other skills to vulnerable young women. Foundation covers all the costs so that the students can attend without financial burden.

## Culture:

- Day of the African Child
- Telem Uncommon Sounds Music Retreat/Concert

- The "Barray" indestructible Art Exhibition  
**Women**

- Girls in ICT Day Celebration
- Menstrual Hygiene Day celebration

## Q. When are some of the sponsorships undertaken so far by the Foundation ?

- Refurbishment of the Kroo Bay Community Health Centre
- Renovation of PCM Hospital
- Donation of Le 300M worth of food items to Autistic society, Women in disability, Milton Margai School of the Blind, National School of Deaf & Dumb
- Donation of Le 467M worth of Administration materials and tools to
- NaCOVERC to aid Covid-19 fight

# CHAPTER ELEVEN

# Investment Human Resource



# Human Resources

## Q. How do we empower and recognize employees contributions?

The company has undertaken several ventures in a bid to empower and recognize the effort of its employees as listed below;

- Launched the employee e-learning portal whereby employees can undertake at least 8 courses on a yearly basis.
- Management empowerment
- Training and talent development
- HR capacity building
- Performance driven bonus payout
- Quarterly reward and recognition
- in house clinic with medical Nurse
- Refurbished the entire office space
- Regularization of Job descriptions
- One stop HR platform for employee personal information
- Employee promotions

## Q. What sort of training has HR offered to its employees?

- Environment, Health and Safety Training
- Orientation And On-Boarding
- Shop Representative Training
- Six Sigma Training
- ICT cyber security training
- QUBE Trainers Training [Process Documentation]
- Security Training
- Professional Training
- Finance – LYNX Project Training
- Ethics And Compliance Training
- Tax Collection – Electronic Cash Register Training
- Software Application Usage – Digital Transformation
- Soft skills
- Hard skills
- Leadership trainings

# Human Resources

## Q. What is the composition of local content?

As at July 2022, we have 80% local representation at management level and 96% representation at global level.

## Q. What is the company's plan to increase women in leadership positions?

The company has a strategic vision of increasing the number of women's employment opportunities by 50% by 2025.

## Q. How do you intend to increase women in leadership positions?

- Increase women's involvement in the IT and Network department.
- Working with Hello Women in collaboration with STEM to create awareness and encourage women to apply for job position in this field

Prioritization of women applicants with required skills for all vacant positions

## Q. What are the criteria for maternity package?

childbirth is the only criteria required.

## Q. What is the composition of maternity/paternity package?

Composition of maternity/paternity includes;

- Extended leave days of 4 months out of office and 2 months flexi hours for female employees.
- Ten (10) days out of office for male employees
- A cash token of 5 million for women and a baby basket from OSL women.
- For the male, a cash token of N1e1500 for the male

# Human Resources

## **Q. What are the types of disciplinary action?**

1. informal Disciplinary Actions - A minor act of misconduct by an employee, especially a first-time transgressor may be dealt with informally. This can take the form of:

- Oral/Verbal Warning - This is an action take by a Director / HOD in which he/she tells an employee about the action or behaviour which he wishes the employee to change, cease or begin. Oral/verbal warning cannot be

2. Formal Disciplinary Actions - This can occur when an employee commits an act of wrongful, improper, or unlawful conduct motivated by premeditated or intentional purpose or by obstinate indifference to the consequences of one's acts. This act can be considered an unacceptable or improper behavior.

## **Q. What happens when an employee fails to appear in a disciplinary hearing?**

- If an employee fails to appear at a Disciplinary hearing without giving a reasonable explanation, the Disciplinary Committee will proceed to take decision on the allegations or may give the employee a second chance.



# Human Resources – Disciplinary, Appeal & Grievance

## Q. What happens when an employee fails to appear in a disciplinary hearing?

• If an employee fails to appear at a Disciplinary hearing without giving a reasonable explanation, the Disciplinary Committee will proceed to take decision on the allegations or may give the employee a second chance.

## Q. What are the various policies and process designed by HR?

### Policies

- Grievance & Appeal policy
- Ethics Policy
- Code of conduct
- Long service awards
- Occupational Health, safety & security policy
- Paternity/maternity leave policy

- OSL foreign staff on boarding policy
- Code of conduct
- Staff loan
- Staff airtime policy
- Recruitment policy
- Travel policy
- Medical policy

### HR Processes

- **Payroll business process**
- Staff airtime allocation process
- Staff recruitment process
- Disciplinary process
- Grievance process

# Human Resources

- Staff exit management process
- Performance improvement process
- Payroll deduction process
- Performance management process
- Travel and expense business process
- Staff per diem business process
- Staff loan business process
- OSL internal communication business process

## **Q. What is the human resource strength currently?**

- Headcount as at July stands at 335 for both permanent and contract.

## **Q. How many directs, and indirect staff do we have**

- Permanent -222
- Outsourced -131

## **What is the number of female managers?**

As at July 2022 we have 16 female managers in total.

- How many male managers do we have in total?
- We have a total of 53

## **Q. How many female representation do we have in the board room ?**

- 5 women, are in the boardroom.

## **Q. How many departments and Directors do we have currently?**

Currently, we have a total of 12 departments and 14 Directors at OSL.

## **Why the disparity in number?**

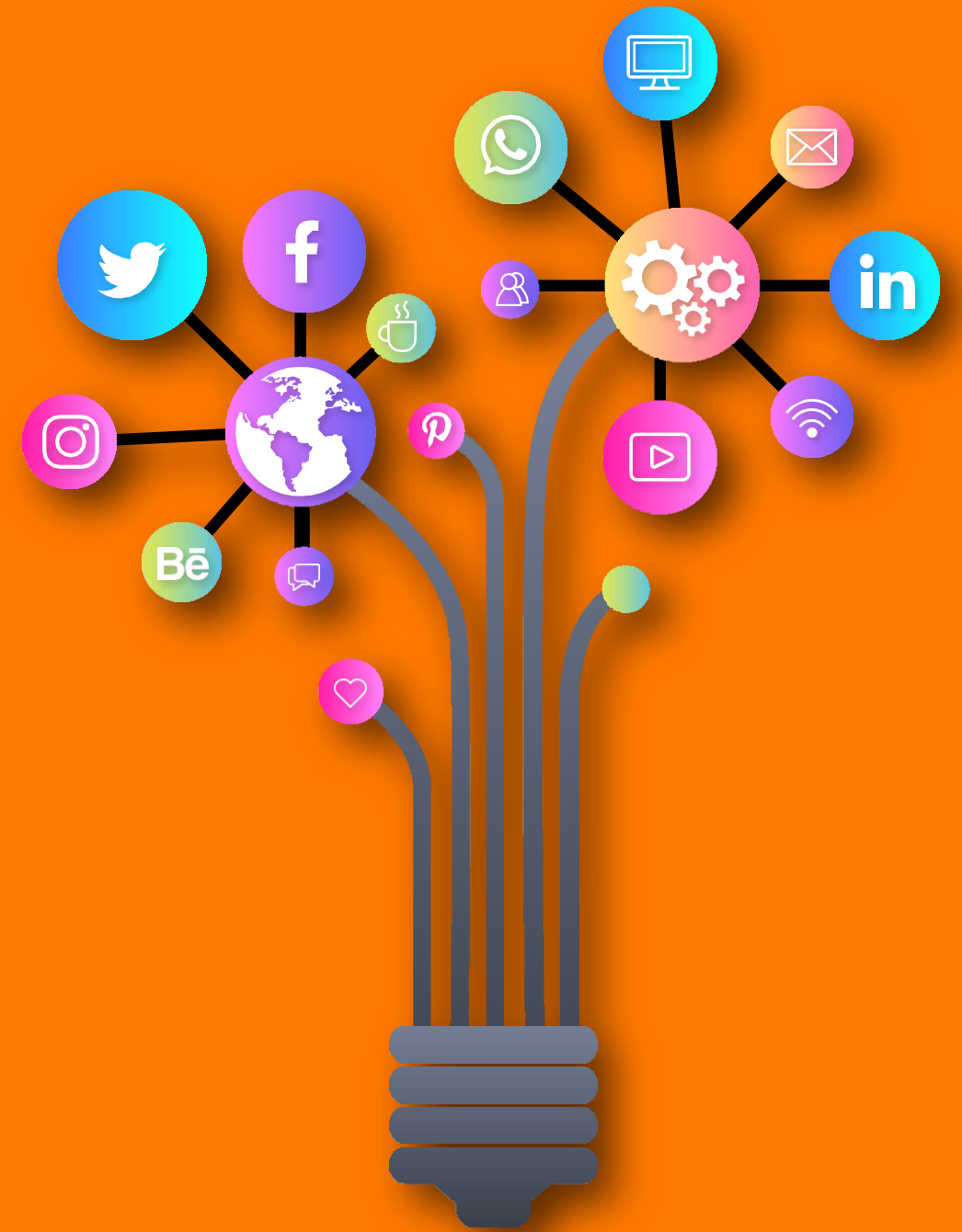
There are two departments that is being managed under the CEO's department

## **Q. What is the ratio of female vs male in the company?**

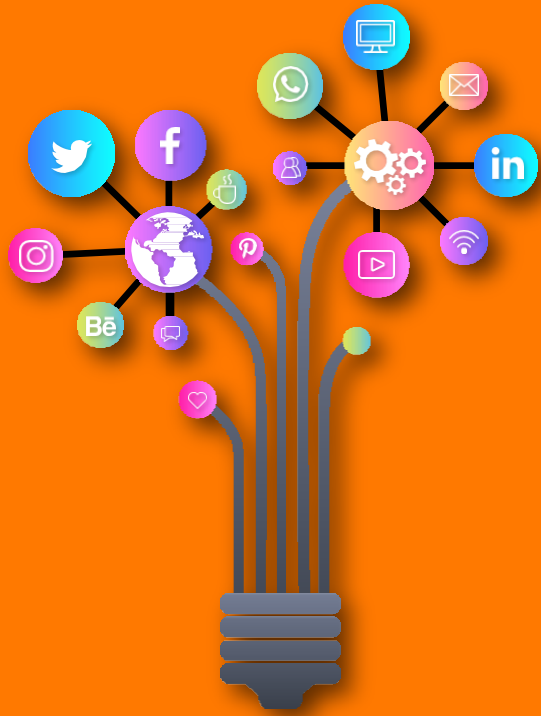
As at July 2022, we have 33.% global ratio of female in OSL

# CHAPTER TWELVE

# Digital Transformation



# DX



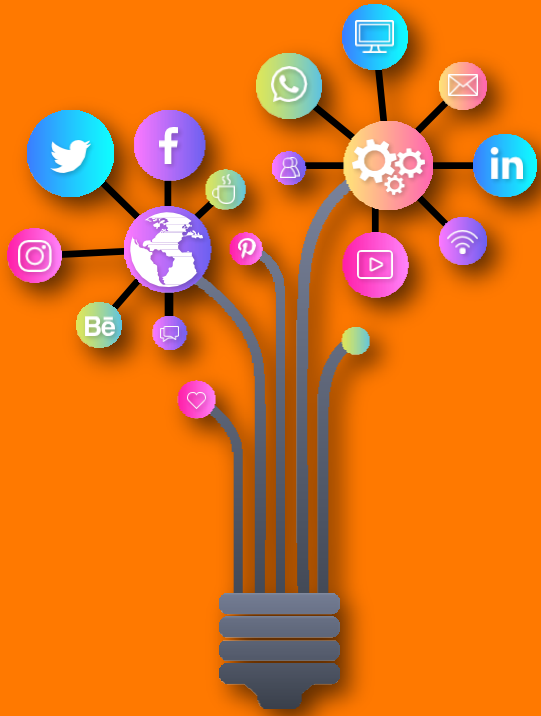
## Q. What exactly is Digital Transformation?

The evolution from our traditional manual systems and processes into an advanced technology to bring quality, agility and efficiency to the workplace; It can also be simply described as the use of technology to make significant change in business activities.

Digital transformation is the integration of digital technology into all areas of our business; fundamentally changing how we operate and deliver value to our customers (both internal and external). It also involves a cultural change that requires us to continually challenge the status quo, experiment, and get comfortable with failure but move on...

So in a nutshell, we can say, Digital Transformation is the process of change that allows a company to fully integrate digital technologies in all its activities.

# DX



## Q. Why is it necessary to have a digital transformation department?

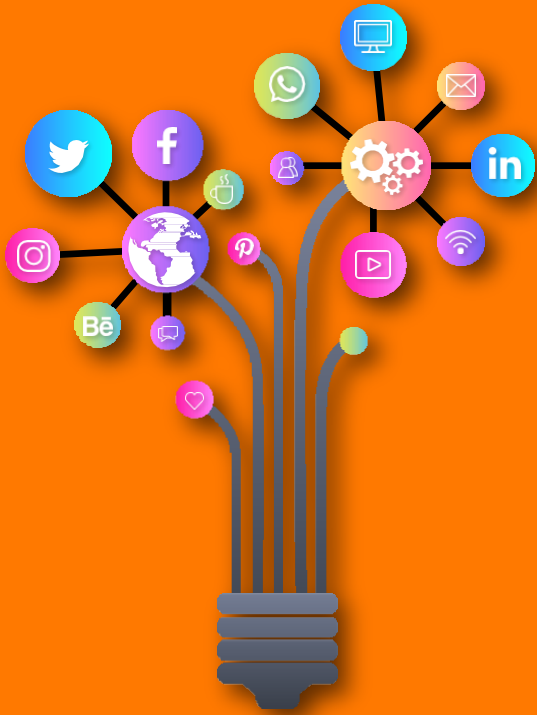
It is necessary because of the following reasons;

- It is the future being lived in the present, without which a company can easily become extinct!
- Digital transformation helps an organization keep up with emerging customer demands and therefore survive in the face of the future.
- It allows companies to compete better in an economic environment that is constantly changing in response to technology evolutions.
- To survive and thrive as we pursue new innovation-driven opportunities that emerge, and as we continue to respond to shifting market demands and navigate evolving regulatory complexities, there is a need for a focused attention, as transformation affects all levels of our business, it is but prudent to have a function that drives it.

## Q. What is your area of focus?

The main focus is to improve our current processes, which will lead to better customer experience, improved productivity (through agility, change management etc), and overall increased revenue through cost reduction.

# DX



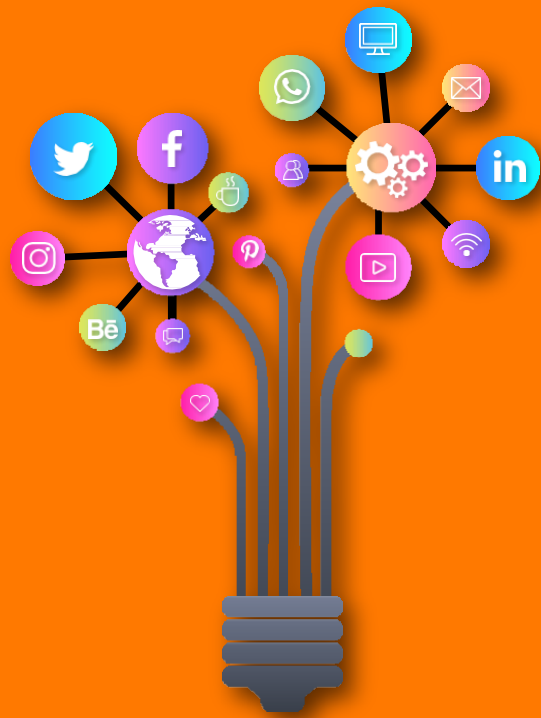
## Q. What role has this department played in enhancing a seamless DX within the company?

- Defined and Roll-out/implementation of the company's digital transformation roadmap
- Led all transformation projects from start to finish
- Drive innovation and change within the company:
- Formed a Cross-functional Digital Committee to act as drivers of change
- Training and Workshops to creating awareness on the importance and use of Digital Transformation App
- Drive Change management in concert with HR
- Pre and Post Surveys to gauge DX level
- Setting of KPIs and monitoring of same for informed decision

## Q. Are you implementing Digital Transformation all over the country? Or is it just Freetown-based?

Yes digital transformation is a company initiative, hence it is mandatory that it is rolled out in the entire country. Solutions are developed for all Orange Customers (internal and External).

# DX



## Q. Digital Inside (internal Apps developed so far?)

- HR SPOT – HR Digitalization
- OSL –Compliance Gift Register System
- Orange SL Vehicle Request System
- OM Contract Data Base
- OSL Legal Data Base
- Conflict of Interest App
- E-Signature-To be launched
- Intranet Revamp –To be launched
- DX – Issue Ticketing App
- OSL Shops Sales & Monitoring App Qube
- Soft Skills Assessment App-To be launched
- Oracle: Finance / HR

## Q. External / Customer Application completed so far?

- Orange Money App
- B2B Web Invoicing
- E-Shop
- My Orange [full version]

# CHAPTER THIRTEEN

# Audit Risk Internal Controls





# Audit Risk Internal Controls (ARIC)

## Q. What is the meaning of:

### Internal Audit?

Internal auditing is an independent, objective assurance and consulting activity designed to add value and improve an organization's operations. It helps an organization accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control, and governance processes.

### Internal Control?

Internal controls are the mechanisms, rules, and procedures implemented by a company to ensure the integrity of financial and accounting information, promote accountability, and prevent fraud.

## Q. Why is ARIC important to the company ?

ARIC protect the company's resources against unauthorized practices, create value and contribute to the company objective achievement.

## Q. What are the functions of ARIC?

- Study and understand operational gaps by driving a culture of process identification and documentation of critical activities (quality assurance)
- Assess risks surrounding those gaps or activities (internal control & risk management)
- Deploy the respective internal controls as a mitigation to those risks (internal control & risk management)

# Audit Risk Internal Controls (ARIC)

- Manage OSL's anti-fraud strategy for both telecoms and non-telecoms fraud risks (internal audit & fraud management)
- Conduct audits to assess the effectiveness and efficiency of the internal control environment and make recommendations where necessary (internal audit)

## **Q. What are the obligations of employees in supporting ARIC?**

As employees, we are the first line of defence against fraud and other dishonest behaviours that could negatively impact the company and its stakeholders.

Thus, we all have a duty to support ARIC department by ensuring we:

- Take all reasonable steps to safeguarding company assets and resources against waste, loss, damage, unauthorized use, or misappropriation.
- Report fraud and other irregularities, whether actual or suspected, through our whistleblowing mechanism.

# CHAPTER FOURTEEN

# Ethics & Compliance



# Ethics & Compliance

## Q. What is compliance?

Due to the increasing number of regulations and need for operational transparency, organizations are increasingly adopting the use of consolidated and harmonized sets of compliance controls in order to ensure that all necessary governance requirements can be met.

## Q. Why does Orange place emphasis on compliance?

- To identify and avoid red flags,
- To reduce financial crime
- To fulfill their responsibility to clients and employees.
- To comply with relevant laws, regulations and internal procedures
- To avoid legal liability
- To avoid reputational risk
- To combat corruption and fraud

# Ethics & Compliance - Corruption

## Q. What is Corruption?

Corruption is regarded under criminal law as the unlawful offering (active corruption), or the acceptance (passive corruption), of any promise, gift, or advantage to carry out or abstain from carrying out an act of one's function, duty or mandate.

## Q. What influences corruption?

Corruption can be influenced by many factors, such as:

- High level of bureaucracy and inefficient administrative structure
- Lack of policies and processes
- Greed
- Poverty
- Low level of education

## Q. How can corruption be prevented?

Corruption can be prevented through the following measures as listed below:

- By raising awareness and organising regular refresher trainings on corruption
- Providing advise and make available relevant information on corruption.
- By encouraging employees to declare conflicting situation.
- By undertaking proper Due Diligence Procedure at the start of every contract signing
- Effective monitoring of all processes, procedures and policies

# Ethics & Compliance – Influence Peddling

## Q. What is influence peddling?

Influence peddling is the proffering or the unlawful request or acceptance, directly or indirectly, of any offer, promise, donation, gift or advantage of any kind, in order to abuse one's office or With a view to obtain favour in decision making.

## Q. How does influence peddling arise?

Influence peddling may arise when there is pressure to deliver and the decision making within an Organisation is opaque, giving rise to unethical behaviours. It also arise when the political system acts in favour of selected interests.

## Q. How can Influence peddling be prevented?

Just as corruption prevention, influence peddling can be can be prevented through the following measures;

- By raising awareness and organising regular refresher trainings on corruption
- Providing advise and make available relevant information on corruption
- By encouraging employees to declare conflicting situation.
- By undertaking proper Due Diligence Procedure at the start of every contract signing
- Effective monitoring of all processes, procedures and policies
- By archiving- this involves the management and safeguarding of the company's information. It also ensures that data and documents are archived in a way that shows the implementation and efficiency of our programmes to prevent corruption and influence peddling.

# Ethics & Compliance – Due Diligence and Confidentiality

## **Q. What is Due Diligence?**

Due Diligence are set of controls carried out to ensure that the relationship with a given partner does not present potential risk for Orange and, where in any circumstance a risk is identified, an appropriate action is taken concerning the said partner.

## **Q. What is Confidentiality?**

Confidentiality means preserving authorized restrictions on access and disclosure, including means for protecting personal privacy and proprietary information..

## **Q. What should be kept Confidential?**

At Orange, it is our ethical and legal responsibility to protect our employees, vendors, customers and contractor's information.

# Ethics & Compliance – Whistle Blowing (WB)

## **Q. What is whistleblowing?**

Whistleblowing is the act of raising an alert over or disclosing a wrongdoing you have witnessed or heard about in and outside of Orange Sierra Leone with respect to an Orange staff.

## **Q. Who is a whistleblower?**

For Orange: A whistleblower is an employee, contractor, stakeholder or partner who reports an act of wrongdoing, fraud, corruption or breach of the code of conduct in good faith.

## **Q. Why Should I report an alert?**

To reduce risk related to the company's reputation and financial losses.

## **Q. How is the whistle-blower protected?**

The company ensures that the identity of the whistle-blower is protected in compliance with the OSL whistle blowing policy.



# Ethics & Compliance – Whistle Blowing (WB)

## Q. Is it mandatory to disclose my identity?

The decision to remain anonymous is discretionary but the company encourages all to identify yourself for ease of access.

## Q. How do I raise an alert?

Report to your line manager immediately. If you are not comfortable reporting the issues to your line manager, report all instances of Corruption, Fraud and unethical behaviour to the following address:

Orange SL: [slwhistleblowing@orange-sonatel.com](mailto:slwhistleblowing@orange-sonatel.com)

Telephone short code : 505

or alternatively to the following Group mechanisms;

**SONATEL** - [alerte-ethiqueetcompliance@orange-Sonatel.com](mailto:alerte-ethiqueetcompliance@orange-Sonatel.com)

**ORANGE GROUP URL:** <https://orange.integrityline.org>

## Q. What are the different forms by which an individual can be corrupted or Influenced?

- Cash / Gift
- Travel / trip
- Invitation / entertainment
- Or any other form of gratification, with the expectation or hope to receive an undue advantage or as a reward for an undue advantage already obtained.
- Facilitation Payment etc

## Q. Are employees allowed to receive gift?

Yes, non-directors are allowed to receive gift within the gift threshold of Le 890,000. Directors are allowed to receive branded items only.

# Compliance – Gift and Entertainment

## Q. What type of gift is allowed for an employee?

- Advertising gifts (goodies),
- Goodies (food products (example: Ramadan basket, Christmas hampers)
- Products and services sold by the customer/Partner).
- Invitations: restaurant, evening, entertainment. (To be declared and approved by CCO, CEO)

## Q. Is the company allowed to offer gifts?

Yes, the company is allowed to offer gifts within specified thresholds.

## Q. Under what circumstances should the company offer gift?

- Religious events
- Customary events
- End of year activities
- Orange Forums and Seminars
- Key dates for OSL

- Orange Events;
- Loyalty actions
- Public Relations actions

## What are the consequences of conflict of interest?

- Damages company and employee's reputation
- Erode public and internal trust
- It will hurt the business financially

## Q. What is conflict of interest?

Conflict of interest occurs when ones personal interest conflicts with your official interest.

Conflict of interest is not a crime, failing to declare is an issue. Therefore, employees are encouraged to declare all existing or potential conflict of interest to the compliance team.

# CHAPTER FIFTEEN

# Supply Chain Management



# Supply Chain Management

## **Q. What is the process to become a supplier for Orange SL?**

A potential supplier will qualify for registration after successfully going through the Supplier Pre-Selection Process and by completing the official Supplier Registration Form of Orange SL.

Q. How can a prospective supplier know that the Supplier Registration Process has been a success? The buyer will inform all prospective suppliers on the outcome of the Pre-Selection process and the Supplier Registration Form is sent to them.

## **Q. What range of products and services are frequently purchased by Orange (SL) Limited?**

Depending on the needs expressed by user departments, Orange SL Limited purchases goods and services under the following domains:

- IT
- Telecommunications (active and passive)
- Commercial Printing
- Administrative printing
- Commercial Stock items – SIM Cards, Scratch Cards, phones, Internet enables devices

## **Q. Is there a Governance Structure covering Procurement activities in Orange (SL) Limited?**

Yes. All Procurement requests below SLL100Mn are approved at the level of the respective Directors and the CFO. Procurement needs above SLL100Mn are approved by the Finance Committee which is chaired by the CEO.

# Supply Chain Management

## **Q. What methods of Procurement are used by Orange (SL) Limited?**

The different procurement process Orange uses a;

- Face to Face Negotiations (Direct Purchase)
- Restrictive Tender
- Open Competition (advertisement on local newspapers)

## **Q. What is the warehouse used for?**

Storage of equipment and consumables required for business use.

## **Q. What is the frequency for disposing items at the warehouse?**

It varies but disposal activities are carried out two times in the year.

## **Q. How many warehouses do we have?**

Currently, there are two warehouses. One store at the HQ and a Warehouse at Calaba Town

## **Q. What is the method used in disposing of unwanted items?**

Perishables are completely disposed of whilst non-perishables are put up for sale to staff.

## **Q. What are the process involved in requesting for items in the warehouse?**

A requester should submit an authorised Materials Request Note before an items is issued out by the stores team

**Thank You!**  
**Merci!**  
**Gracias!**

