



Alcatel-Lucent

Alcatel-Lucent delivers Office Communication Solutions for SMBs

Business partners benefit from simplified go to market

Paris, May 3, 2007 — Alcatel-Lucent (Euronext Paris and NYSE: ALU) today announced a set of solutions and a new dedicated Business Partner Program designed to transform the networks, services and business operations of small and medium businesses (SMBs) globally.

Alcatel-Lucent has developed leading-edge communication solutions that allow small and medium businesses to enhance their performance on an everyday basis with simple, flexible, affordable solutions and services. Alcatel-Lucent new Office Communication Solutions form a comprehensive portfolio of products and services that brings together enterprise-quality business telephony, applications, cost-effective Voice over IP (VoIP), and a secured LAN and WiFi infrastructure. Mobility and collaboration tools are fully integrated within this set of solutions delivering web presence, unified messaging, shared access to contacts, calendars and documents, and full-featured desktop and wireless phones.

These Office Communication Solutions enable employees and customers to work together and collaborate efficiently wherever they are, while presence features improve customer response time and drive customer satisfaction. Additionally, the Office offer ensures SMBs' communication infrastructure is future proof and easy to manage. Ultimately, the Office Communication Solutions help to deliver superior business results and drive new business generation.

"Alcatel-Lucent raises the bar, offering products that can transform the way SMBs work by expanding from basic business telephony to an extended communications environment that supports web presence, collaboration and mobility," said Rob Arnold, senior analyst Current Analysis. "With over 10 million SMB users worldwide, Alcatel-Lucent has the proven credentials to deliver solutions that are integrated and easy-to-use, while delivering the results that SMBs need."

Alcatel-Lucent has specifically designed the Office Communication Solutions for distribution by its global business partner network. Recognizing the specific requirements of SMBs and SMB channels, Alcatel-Lucent has created all the necessary conditions for partners to easily sell the solutions and to drive profitable growth. Business partners are now able to build a complete communication solution with a unique one-stop shopping experience, minimizing their time invested to present options. A new business partner Office Certification program accompanies the new offer, and provides a choice of training and certification options: a standard level gives partners simplified access to technical training, resources, marketing programs and incentives, and an advanced level provides business partners the ability to differentiate themselves with access to specialized training, demo equipment and resources, including additional marketing and pre-sales support program.

"Alcatel-Lucent's Office Communication Solutions offer partners a low investment opportunity to reach an expanding market," said Mark Hatton, managing director for Sphinx, an Alcatel-Lucent master distributor located in the UK. "The flexibility of the package and range of certification options means that we are able to jump in right away, giving our customers what they need, while building our SMB offering and

support at a pace that works for both parties' business objectives." In addition, business partners can deliver these capabilities to SMB customers through a complete package with the Office Global Offer or using a new pay-per-user model, branded the Office On Demand Communications Offer. The On Demand offer allows partners to provide the feature-rich solutions that the SMB market demands, while simplifying the sales process using a fully user-centric sales approach.

"In today's increasingly competitive landscape, Alcatel-Lucent is focused on delivering communications solutions that reduce unnecessary complexity for both enterprises and our business partners," said Hubert de Pesquidoux, president of Alcatel-Lucent's Enterprise business. "The Office Communication Solutions is an economical pre-packaged set of offerings that meet the needs of today's SMBs, while delivering the flexibility, customization and scalability necessary to match the needs of a growing business. We've coupled the solution with the key go to market elements to help our business partners to support their customers, simply and profitably."

The Alcatel-Lucent's Office Communication Solutions are now available in over 130 countries for all Alcatel-Lucent's business partners. The Alcatel-Lucent's portfolio of end-to-end enterprise solutions can be found at <http://www.alcatel-lucent.com/smb>

About Alcatel-Lucent

Alcatel-Lucent (Euronext Paris and NYSE: ALU) provides solutions that enable service providers, enterprises and governments worldwide, to deliver voice, data and video communication services to end-users. As a leader in fixed, mobile and converged broadband networking, IP technologies, applications, and services, Alcatel-Lucent offers the end-to-end solutions that enable compelling communications services for people at home, at work and on the move. With operations in more than 130 countries, Alcatel-Lucent is a local partner with global reach. The company has the most experienced global services team in the industry, and one of the largest research, technology and innovation organizations in the telecommunications industry. Alcatel-Lucent achieved adjusted proforma revenues of Euro 18.3 billion in 2006 and is incorporated in France, with executive offices located in Paris. [All figures exclude impact of activities transferred to Thales]. For more information, visit Alcatel-Lucent on the Internet: <http://www.alcatel-lucent.com>

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