

## Alcatel-Lucent reinforces commitment to customer satisfaction with global ISO 9001 and TL9000 certification

Paris, November 24, 2009 - Alcatel-Lucent (Euronext Paris and NYSE: ALU) today reinforced its commitment to customer satisfaction with the announcement that it has expanded the company's certification for the International Quality Standards of ISO 9001 and TL9000 with a global, combined certificate of registration. Covering more than 200 company locations and more than 47,000 employees, this certification is one of the telecommunication industry's largest multi-site quality standards registrations.

"We have made it a priority to become our customer's most valuable partner by delivering them secure and reliable products, software, services, and solutions," said Janet Davidson, President, Alcatel-Lucent Quality Assurance and Customer Care. "Our joint ISO 9001 and TL9000 registration reflects this priority and reinforces our commitment to long term customer satisfaction."

The ISO 9001 standard is the most widely recognized quality management system framework in the world. The standard specifies requirements for organizational Quality Management Systems and focuses on an organization's ability to meet customer requirements and continuously improve.

TL 9000 is a registered trademark of the Quality Excellence for Suppliers of Telecommunications Forum (QuEST Forum). QuEST Forum helps its member organizations pursue global telecommunications quality and excellence through the implementation of a common quality standard (TL 9000), the collaborative activities of its global workgroups, an emphasis on industry best practices and the delivery of a leading edge measurement system.

The certification scope covers virtually all areas of the company's operations, including the sales, marketing, design, development, deployment, training and support of hardware, software, and services for telecommunications equipment and solutions.

According to TÜV SÜD America – the independent auditor used by Alcatel-Lucent for its certification – customer satisfaction was a key strength for Alcatel-Lucent. TÜV stated in its final report that: "Alcatel-Lucent maintains a high level of customer focus throughout all levels of the organization. Most importantly, this focus is not limited to the immediate or short term needs of the customer, but rather to the identification of longer term customer requirements and aligning its own strategic initiatives to support those long term client needs."

### About Alcatel-Lucent

Alcatel-Lucent (Euronext Paris and NYSE: ALU) is the trusted partner of service providers, enterprises and governments worldwide, providing solutions to deliver voice, data and video communication services to end-users. A leader in fixed, mobile and converged broadband networking, IP technologies, applications and services, Alcatel-Lucent leverages the unrivalled technical and scientific expertise of Bell Labs, one of the largest innovation powerhouses in the communications industry. With operations in more than 130 countries and the most experienced global services organization in the industry, Alcatel-Lucent is a local partner with a global reach. Alcatel-Lucent achieved revenues of Euro 16.98 billion in 2008 and is incorporated in France, with executive offices located in Paris. For more information, visit Alcatel-Lucent on the Internet: <http://www.alcatel-lucent.com>

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