

Maroc Telecom selects Alcatel-Lucent to migrate and integrate its billing and customer care solution

Paris, December 10 2009 - Alcatel-Lucent (Euronext Paris and NYSE: ALU) announced today that Maroc Telecom, a global fixed, mobile and internet telecommunication operator in the Kingdom of Morocco, has chosen Alcatel-Lucent as their billing and customer care system integrator to evolve its mobile billing platforms towards a new fully converged and integrated version.

In a very competitive market, Maroc Telecom's decision to migrate to a next generation billing and customer care system for both fixed, mobile and internet services reinforces its position as an innovative operator that strives continually to develop new business opportunities and to optimize its network.

"As the first operator in the Kingdom, we must continue to provide our subscribers with attractive, innovative, diversified and well adapted services and maintain our leadership. For this reason we have chosen Alcatel-Lucent for its strong expertise in BSS (Business Support System) integration and for its commitment in term of deadlines and quality of services," said Jalil Larhrib, IT Director of Maroc Telecom.

Maroc Telecom will benefit from solutions that combine customer care, rating and billing and network integration services to offer flexible, high-quality, value-added services to its mobile customers. This contract also confirms Alcatel-Lucent leadership in business support system (BSS) solutions, including software and integration services.

"For this project we leveraged our global experience with complex integration projects. With our billing and customer care partner LHS, we are providing a solution that enables Maroc Telecom to propose more personalized billing and support services to its customers while improving revenue collection and leakage prevention. This deal also reinforces the well established relationship between Alcatel-Lucent and Maroc Telecom," said Abdel Mounim Ghetreff, Head of Alcatel-Lucent's business in Morocco.

About the Solution for Maroc Telecom

The solution for Maroc Telecom integrates all components needed for provisioning, customer care and billing, incorporating products from [LHS](#), a leading independent software vendor (ISV) of billing and customer care systems in the telecom industry.

This project includes the installation, deployment, project management, integration and maintenance for the migration of Maroc Telecom mobile billing and customer care platforms BSCS version 7 towards BSCS iX Release 2.

About Maroc Telecom

A full-service telecommunications operator, Maroc Telecom is the domestic market leader in all its business activities: Fixedline, Mobile and Internet. Maroc Telecom was listed on the Casablanca and Paris stock exchanges in December 2004 and main shareholders are Vivendi (53%) and the Kingdom of Morocco (30%).

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About Alcatel-Lucent

Alcatel-Lucent (Euronext Paris and NYSE: ALU) is the trusted partner of service providers, enterprises and governments worldwide, providing solutions that 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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