

Motive Extends Proactive Network Analysis to High Speed Fiber Networks

Motive's Network Analyzer Combines Optical Line Testing and Customer Service Management to Optimize Delivery and Performance of Next Generation Networks

AUSTIN, Texas, September 1, 2009 — Motive, the leading provider of digital life management solutions for fixed and mobile broadband services and an Alcatel-Lucent company (Euronext Paris and NYSE: ALU), today announced the latest release of its Network Analyzer product. Motive Network Analyzer now gives service providers additional quality-of-service management capabilities for their copper and fiber networks. By providing network operations and front line customer support organizations with the power to proactively track performance in real time, from network provisioning and service performance to line maintenance and upgrades, they can quickly resolve customer service issues. This product, as well as all of Motive's digital life management products, is designed to operate over any vendor's network. In addition, Network Analyzer also has the capability to manage access network infrastructure regardless of vendor.

The capacity of fiber networks to handle huge volumes of data, voice and video traffic with low latency represents a key business opportunity for providers to grow top line revenues through value-added services. Until now, a key stumbling block has been the ability to proactively detect and localize degradations in optical links before they impact mass numbers of end-user customers. As a result, many customer issues end up escalating to more costly network operations resources, impacting time to resolution and customer satisfaction.

Another challenge for providers is understanding how much throughput is available on existing networks, and how much more bandwidth they can offer to qualifying customers – information that is critical to effectively up-sell value-added services.

“The profitability of next generation networks depends on service providers' ability to understand available line capacities, streamline service delivery, reduce service downtime and speed problem resolution,” said Erik M. Keith, Principal Analyst for Broadband Infrastructure at Current Analysis. “With this latest release of Network Analyzer, Motive has gone from basic line analysis to strategic line management, giving providers greater visibility and control over the customer service experience.”

With this latest release of Network Analyzer, network issues can be avoided, anticipated or resolved more quickly with diagnostic tools purpose-built for call center personnel and field technicians. Key product enhancements include:

- Line analysis and management capabilities for copper and fiber networks
- Fiber diagnosis: proactive detection and localization of optical degradation and failure
- Upgrade predictor: prediction of attainable ADSL2plus rate for lines currently running ADSL, ADSL2, or ADSL2plus
- Binder diagnosis: proactive maintenance of twisted-pair binders, including interfaces to associate port to loop and loop to binder(s), and a consolidated view of impairments for multiple loops in same binder
- Integration with Motive's Customer Service Console enables help desk and field technicians to quickly solve network-related performance issues as well as identify up-sell opportunities when surplus bandwidth is available
- Integration with Motive's Service Management Platform enables correlation with other Motive products such as Home Device Manager to troubleshoot and resolve issues associated with both network and home device simultaneously.

“The widespread adoption of fiber has increased the cost and complexity of IP-based service delivery,” said David Stevenson, Head of Motive Product Division. “By incorporating sophisticated analytics and service management capabilities, Network Analyzer ensures greater network stability and reliability this reducing

subscriber churn. Coupled with the product's pre-qualification and optimization capabilities, these enhancements help providers identify potential network upgrade opportunities that lead to the increased up-sell of value-added services."

Today, more than sixty of the world's leading service providers have deployed Alcatel-Lucent's integrated line testing solution, reducing operational expenses by as much as seventy percent. Network Analyzer now has more than 35 million digital subscriber lines under management.

About the Motive Product Division

Motive, an Alcatel-Lucent company, provides digital life management software for broadband and mobile data services. Motive's software is helping wireline, wireless, cable and satellite operators worldwide deliver a new generation of IP-based services that seamlessly integrate voice, video and data into a single, connected experience. With Motive products, operators can leverage one service management platform to automate and remotely manage key customer touch points throughout the service lifecycle, across multiple services, networks and devices. The result is a consistent, unified experience for both end-users and service providers that increases revenues from new and converged services, reduces fulfillment and support costs, and drives greater customer satisfaction and loyalty. For more information, visit Motive on the Internet:
<http://www.motive.com>

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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