



Press Release

Frankfurt am Main, Germany, September 25, 2008

Alcatel-Lucent selects T-Systems to provide onsite desktop services for 40,000 PC workstation systems in Europe and the Middle East

Alcatel-Lucent has selected T-Systems, The Deutsche Telekom enterprise customer brand, to provide onsite desktop support for the global telecommunications infrastructure provider's European and Middle Eastern operations. The agreement calls for T-Systems to maintain and deploy some 40,000 desktop and notebook PCs in 23 countries.

Alcatel-Lucent has been relying on T-Systems services for its workstation systems in western European core countries such as Germany, Spain, Portugal, the Netherlands and Belgium since 2004. The Telekom subsidiary now supports Alcatel-Lucent's international IT strategy from Norway to the Mediterranean and from Ireland to the United Arab Emirates. The services cover onsite support for desktop and notebook PCs, UNIX workstations, printers, IP telephones, videoconferencing systems and first-level support for the network infrastructure linking them.

Alcatel-Lucent is striving to standardize its workstation systems to provide its employees with more efficient and cost-effective desktop capability. It plans to eventually deploy the same devices and services in every country, helping to ensure its employees to maintain their ability to serve customers no matter



where they are located or where they are traveling. T-Systems will meet Alcatel-Lucent's requirements with worldwide standards and automated processes for on-site services, software installation and repair services. T-Systems supports measurable service level agreements to ensure quality of service in all aspects of the partnership.

About T-Systems

T-Systems is Deutsche Telekom's business customer brand. Approximately 160,000 companies and public institutions use the provider's network-centric information and communications technology (ICT) services – ranging from data center operations and global services based on the Internet Protocol, to the development and management of applications. With locations in over 20 countries, T-Systems is a preferred supplier for European corporations' global business activities. The company, based in Frankfurt/Main, Germany, serves all industries and is a leading provider for the automotive and telecommunications industries as well as the public sector. With approximately 56,500 employees, T-Systems posted revenue of EUR 12 billion in 2007.

About Alcatel-Lucent

Alcatel-Lucent (Euronext Paris and NYSE: ALU) provides solutions that enable service providers, enterprise 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 revenues of Euro 17.8 billion in 2007 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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T-Systems

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