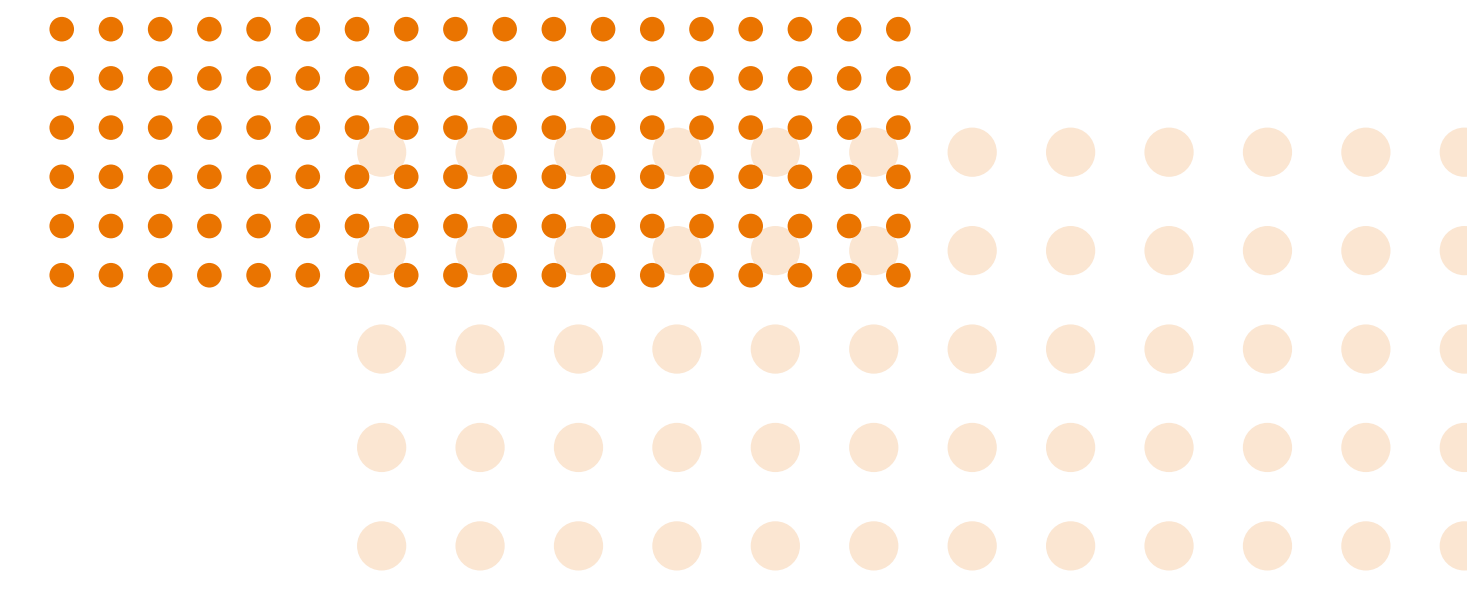


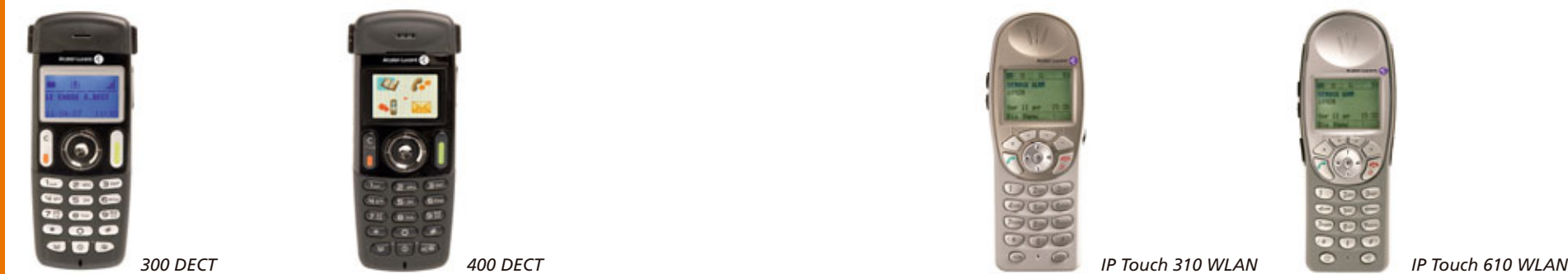
IP Communication Products

To provide our customers with the industry's best value in feature-rich and open standard communication system.



Wireless Terminals

- 300 DECT**
 - Graphic display (pixels) 96 x 48
 - Monochrome LCD
 - Backlight Display (blue)
- 400 DECT**
 - 98 x 66 Color LCD with 4,096 colors
 - Speakerphone
 - Backlight Display (white) and keypad (blue)
 - Headset connection
- Common Features**
 - 120 (h) x 45 (w) x 22 (d) mm
 - 110 g
 - Vibrate mode (direct key control)
 - DECT/GAP
 - Basic charger
 - Dual charger
- IP Touch 310 WLAN**
 - 137 (h) x 51 (w) x 23 (d) mm
- IP Touch 610 WLAN**
 - 145 (h) x 51 (w) x 23 (d) mm
 - Push-to-talk feature
- Common Features**
 - 111 g
 - Graphic display (pixels) 128 x 96 Monochrome LCD
 - Speakerphone
 - Backlight Display and keypad
 - Vibrate mode
 - Headset connection
 - Wireless standards IEEE 802.11 a/b/g
 - Basic charger
 - Dual charger (including configuration cradle through USB link for software upgrade)
 - Quad charger



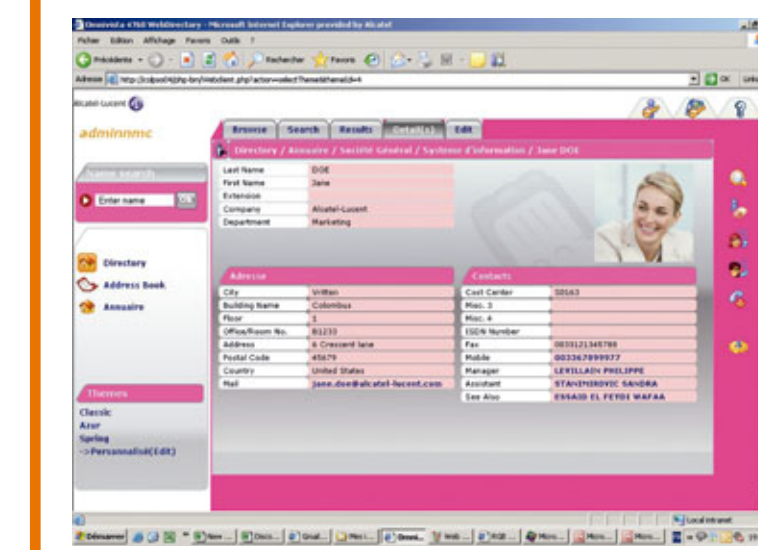
Wireline Terminals

- 4068**
 - Adjustable graphical display
 - 240x320 pixels ¼ VGA
 - 4096 colors
 - 4 gray levels
 - Comfort handset
 - Specific headset plug 3.5 mm
 - Alphabetic keyboard
 - Bluetooth® 1.2 wireless techn.
 - Additional PC connectivity with switch
- 4038**
 - Adjustable graphical display
 - 100x160 pixels
 - 4 gray levels
 - Comfort handset
 - Specific headset plug 3.5 mm
 - Alphabetic keyboard
 - Additional PC connectivity with switch
- 4028**
 - Adjustable graphical display
 - 64x128 pixels
 - Black & white
 - Comfort handset
 - Specific headset plug 3.5 mm
 - Alphabetic keyboard
 - Additional PC connectivity with switch
- 4018**
 - Character display
 - 20 characters
 - Black & white
 - Comfort handset
 - Additional PC connectivity with switch
- 4008**
 - Character display
 - 20 characters
 - Black & white
 - Standard handset
- Common Features**
 - Hands-free mode
 - External loudspeaker
 - External power supply
 - Dial by name
 - IEEE 802.3af full compliance
 - 10/100/1000BT Auto sensing & configurable
- Add-on modules**
 - 10 traditional keys add-on module
 - 40 extra keys add-on module
 - 14 keys with LCD add-on module
 - Bluetooth® handset
 - Headsets



Attendants Devices Class B

- Multimedia TDM attendant 4059 SBC
- Multimedia IP attendant 4059 IP
- Attendant 4059 common features
 - Graphical view of waiting queues
 - Direct access to called party communication resources
 - Subscriber and trunks supervision
 - Text messaging
 - Recording of communications
 - System management
 - DECT guest management
 - Dynamic Directory access key
 - IP attendant Soft Phone



Attendant Directory

Voice Encryption

- Architecture**
 - Server Security Module (SSM) for Communication Server
 - Media Security Module (MSM) to other IP components
 - Software Security Module integrated in IP Touch phones and Soft Phones
- Media Encryption**
 - Voice encryption based on SRTP with AES 128 bits
 - Transparent modem and fax encryption
- Signalling Encryption and Integrity**
 - Signalling protection: IP Sec ESP (Transport mode) with AES 128 bits
 - Signalling integrity: HMAC SHA1



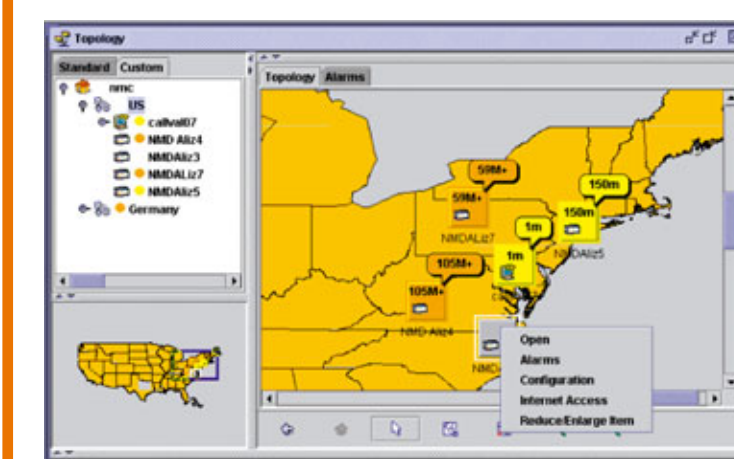
Voice Encryption

OmniVista / Management

- VitalSuite Performance Management Software**
 - Centrally manages network, application and service quality
 - Real-time event analysis and alarming
 - Out-of-the-box support
 - VoIP testing of audio and signaling performance indicators
 - OmniPCX Enterprise Integrated call and system monitoring
 - System Level Key Performance Indicators
- OmniVista 4760 NMS application suite**
 - Centralised management platform
 - 600 OmniPCX nodes
 - 100,000+ Users
 - 200,000 Directory entries
 - 30 simultaneous web based or Java clients

- Services**
 - User-friendly Configuration
 - Network maintenance
 - Operations audit
 - Real-Time Alarms
 - Tailored and animated Topology maps
 - Multi-carrier Metering
 - Performance analysis
 - VoIP quality monitoring
 - Company Directory
 - Third-party SIP devices management
 - Integration with Network Management Platforms

* Application distributed on multiple servers



Topology Map

Extended Communication Server

- Extended Communication Server**
 - Compact Edition for 6-25 users
 - Premium Edition for 25-200 users
- Features**
 - Collaboration: Virtual Desktop, Web-mail, Calendar, Contact, Tasks
 - Unified Communications: Telephony Features with OmniPCX Office (Click-to-Call, Nomadic Extension, Voice Messaging, Transfer)
 - Mobility: Mobile Virtual Desktop, Push Mobile
 - IT Services: Security & Network Functions, Mail Server, Web Server
 - Administration: Web-based Management, Automated Software Update



Extended Communication Server Compact Edition



Extended Communication Server Premium Edition

OmniPCX Office

- OmniPCX Office**
 - Compact Edition for 6-20 users (6-50 IP users)
 - Unit 1 / Unit 2 / Unit 3 for 6-200 IP users
 - ACD/Call Center (32 agents, 4 supervisors)
 - PIMphony Soft Phone
 - PC based Attendant
 - Management OmniVista 4760
 - CSTA (XML Web Services)
 - Networking: IP Network, SIP / H323
- Architecture**
 - Unit 1: 2 free slots / Unit 2: 5 free slots / Unit 3: 8 free slots
 - Integrated AC/DC power supply
 - Integrated battery back-up (10mn)
 - Extended back-up with external battery
- Applications**
 - 3 to 6 party conferencing
 - Web audio conferencing
 - Integrated Voice
 - Integrated Unified Messaging
 - One Number Application, Cellular Voice Client
 - Welcome Greetings
 - Automated Attendant

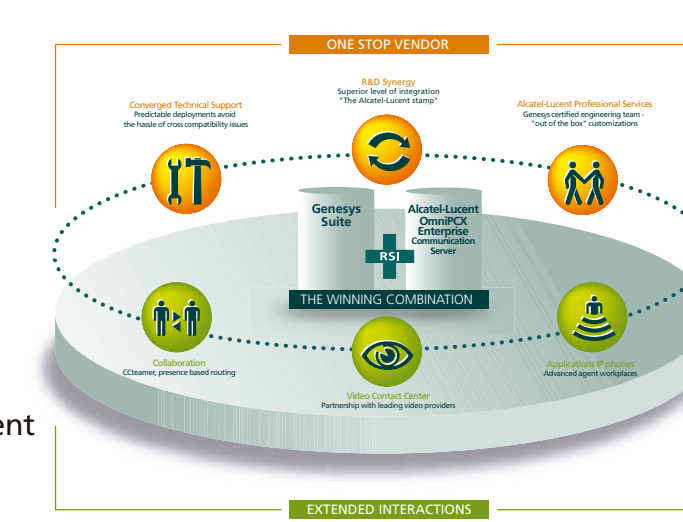


OmniPCX Office OmniPCX Office Compact Edition

OmniTouch Contact Center

- OmniTouch Contact Center Standard Edition**
 - 5,000 Declared agents
 - 5,000 Agents with private extension
 - 1,000 CCA Soft phone agents
 - 1,000 CCO Outbound agents
 - 1,000 CTI supervision
 - Advanced Call Routing (Skill mapping)
 - 30 Supervision CCS
 - 30 RTI Wallboard connections
 - 8 Wall board Serial links
 - 1 Work Force Management interface
 - CCIVR
- OmniTouch Contact Center Premium Edition**
 - CC Interaction
 - 150 Incoming Voice Agents with CTI supervision
 - 150 Outgoing Voice Preview and Predictive Agents
 - 150 Agent scripting
 - 150 Email Agents
 - Actionable CC
 - 15 Visual CC (Supervisors)
 - Visual IVR
 - Exposure CC
 - Developer SDK
 - Openness Pack Reporting
 - Openness Pack Workforce Management
 - Openness Pack IVR and Wallboard
 - Adapters
 - G+ Adapters for Microsoft CRM
 - G+ Adapters for SAP ERP
 - G+ Adapters for SAP CRM
- OmniGenesys Contact Center Solution**
 - Scalable Solution
 - Unlimited number of Multi Media Blended
 - Customer Interactions
 - Inbound Voice, Outbound Voice
 - Self-Service
 - Email
 - Web Chat
 - Collaboration
 - CCTeamer
 - Integration
 - Agent Desktop
 - Expert Contact
 - Gplus Adaptors
 - SDK
 - Insight
 - Workforce Management
 - Supervisor desktop
 - Informart

Distribution Matrix



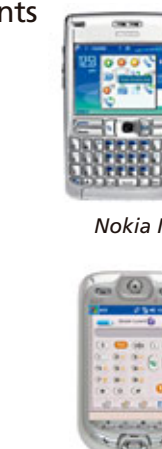
OmniGenesys Contact Center

OmniPCX Enterprise

- OmniPCX Enterprise**
 - Architecture: Centralised, Distributed, Networked
 - Performance 300,000 BHCC
 - Resilience
 - IP Redundancy Level 2 or 3
 - 99.999% time availability
 - 100 PCS
 - 15,000 Users per Communication Server
 - 15,000 IP Touch wire line phones
 - 5,000 SIP wire line phones
 - 5,000 wire line TDM phones
 - 5,000 DECT or Wireless LAN phones
- Features**
 - 5,000 Cellular Extensions
 - 1,000 SO terminals
 - 50 Attendants
 - 240 Media gateways
 - 10,000 Trunks per node
 - 2500 SIP Trunks per node
 - 100 Nodes in an ABC Network (cluster)
 - 100,000 users per ABC Network
 - 24,000 Media gateways
 - 255 "ABC Networks" (clusters) in a "Supra Network"
 - 25 Millions users per "Supra Network"
- Multi Companies/Departments**
 - Hotel and Hospital services



Blade Center



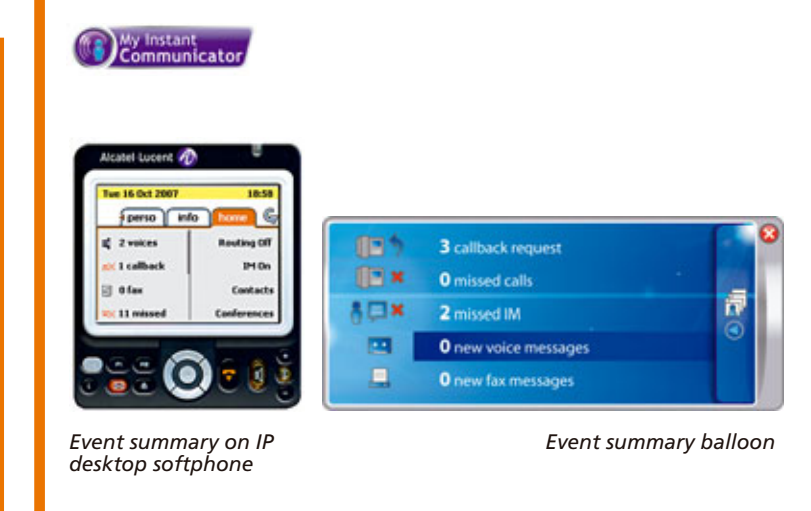
Nokia ICC



Cellular Extension

OmniTouch Unified Communications

- Services**
 - Telephony
 - Unified Messaging (email, fax, voice mail)
 - One Number routing
 - Instant Messaging
 - Audio, Web and Video Conferencing
 - Audio Messaging Delivery Service
 - Rich Presence
- Unified Client: My Instant Communicator**
 - Personal Computer
 - Mobile Phone
 - 8 Series (4038, 4068)
 - Complements IBM and Microsoft desktop environments
 - Openness through XML Web Services
 - Security policy
 - Authentication (LDAP/LDAPS, RADIUS)
 - Single Sign On (NTLM)
 - Confidentiality (HTTPS, LDAPS)
 - Redundancy
 - Availability (N+1)



Event summary on IP desktop softphone Event summary on Nokia mobile phone

Business integrated Communication Solution

- OmniPCX Enterprise**
 - Up to 500 users
 - 8 x IP Media Gateway
 - Availability: Spatial Redundancy, Passive Call Serve, RAID-1 Hot swap
 - Voice Mail 4645
 - Integrated Messaging
 - OmniTouch Unified Communications
 - My Instant Communicator
 - 1 number services
 - + XML Web services
- Contact Center**
 - 50 Agents
 - 2 Supervisors
 - OmniVista 4760
 - UDA
 - 2 simultaneous clients
 - 3000 Directory entries
 - Fax Server
 - Silent installation wizard
- Crystal Media Gateway Features**
 - 250 TDM phones
 - 5,000 IP phones
 - 12 ISDN or Private PRI
 - 40 ISDN BRI
- IP Media Gateway Features**
 - 250 TDM phones
 - 5,000 IP phones
 - 12 ISDN or Private PRI
 - 12 ISDN BRI



Appliance Server

Wireless Infrastructure

- Wireless LAN**
 - No limit of Access Point
 - AP60, AP61 single radio
 - 12 communications in 802.11a
 - 10 communications in 802.11g
 - 8 communication in 802.11b
 - AP65, AP70 Dual band
 - 12 communications in 802.11a
 - 10 communications in 802.11g
 - 8 communications in 802.11b
- Security**
 - WEP RC4 algorithm
 - WPA 128 bits User Authentication Key
 - WPA2 Advanced Encryption Standard
- DECT Mobility Infrastructure per Communication Server**
 - 1,000 RBS per system
 - 256 IBS per system
 - RBS: 12 communications
 - IBS: 6 communications
 - Security
 - 8 PARI
 - 128 bits User Authentication Key
 - 64 bits Derived Cipher Key



AP61 AP60 AP70



Radio-based Station DECT

Media Gateway

- Per Communication Server**
 - 240 IP MG Rack 1 or Rack 3
 - 120 IP MG two Rack 3
 - 80 IP MG three Rack 3
 - 90 Crystal IP MG M2 or M3
- Crystal Media Gateway Features**
 - 800 TDM phones
 - 5,000 IP phones
 - 12 ISDN or Private PRI
 - 40 ISDN BRI
- IP Media Gateway Features**
 - 250 TDM phones
 - 5,000 IP phones
 - 12 ISDN or Private PRI
 - 12 ISDN BRI



Rack 1 and Rack 3



Cabinet M2

Out Of The Box Solutions

- Synchronization Microsoft Active Directory – Alcatel-Lucent OmniVista 4760**
 - Automatic user phone number assignment
 - Automatic communication parameters change
 - Simplified telephony management
 - Billing Credit Control
 - Individual usage control
 - Threshold notifications
 - Public network access limitations
 - OmniVista 4760 SNMP Integration
 - Real time and automatic voice components identification
 - Alarm management
- Remote Silent Observation**
 - Permanent listening
 - Restricted barge-in
 - Help request from agents
- OmniGenesys Wallboard Manager**
 - Real-time information display
 - Real-time update
 - Scheduled multiple templates
 - Multi-language management web interface
- System Security**
 - Media Gateways and IP Touch binaries signatures
 - Logs history: Syslog
 - User Authorization
 - Call barring
 - Business and hospitality pre-payment
 - Secured DISA



Wallboard

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