The Alcatel-Lucent Quality Management System Advantage

Our long-term commitment to quality, customer satisfaction and continual improvement

Alcatel·Lucent

Our commitment to quality

The global Alcatel-Lucent Quality Management System (QMS) is based on certification which includes ISO 9001 and TL 9000 international standards. This unified system provides a clear framework for maintaining quality, and using rigorous requirements and measurements that are recognized and accepted worldwide.

A COMPREHENSIVE QUALITY MANAGEMENT SYSTEM

The Alcatel-Lucent Quality Management System is one of the most comprehensive in the information and communications technologies (ICT) industry. The QMS as shown below includes the Quality Policy and Principles, Practices and Processes, Performance Measurement, Governance, Communication, Training, Root Cause Analysis and Continual Improvement which are all utilized to achieve unmatched Customer Satisfaction.

> "My absolute priority is Quality of Service."
>
> **Michel Combes, Alcatel-Lucent CEO**

Quality Policy

Quality Operating Principles

Standard Practices

Business Processes

Performance Measurement

Governance, Communication and Training

Root Cause Analysis and Improvement

Customer Satisfaction

Our methods include:

- Applying data and fact based continuous improvement
- Close communication with customers and suppliers to drive continual process improvements
- Applying systematic Root Cause Analysis on issues identified to avoid recurrence

Our objectives include:

- Building Excellence in Everything We Do
- Providing a Right First Time, unmatched customer experience – consistently, professionally and efficiently

The Alcatel-Lucent Chief Quality Office (CQO) closely collaborates with each of the Business Line and Chief Operating Office (COO) Quality functions by leveraging these various components of the QMS.

RIGOROUS STANDARDS, WITH ONGOING PERFORMANCE MEASUREMENT

Amid the pressures of today's global business climate, international industry standards offer valuable methods for improving business processes, while increasing customer satisfaction. Alcatel-Lucent has chosen to use one unified Quality Management System, with one global certification, to establish a clear, common language for addressing quality all across our organization. We believe this approach offers the best way to provide a high-quality, consistent experience for our customers. The Alcatel-Lucent Quality Management System includes:

- Well-defined and documented processes for efficient delivery of high-quality products and services.

- Key Performance Indicators (KPIs) to monitor quality in all relevant areas from product development to maintenance services.

- A Customer Satisfaction Feedback Program where we listen to the voice of the customer, understand what is important to them, remove roadblocks, build the relationship, and focus on continual improvement.

At Alcatel-Lucent, our Global Quality Policy keeps customer care in the forefront of everything we do.

Quality Policy

We ensure that everything we do must be focused on becoming the trusted partner of our customers by:

- Delivering high quality, secure and reliable products, services, software and solutions the first time, every time, and on time – as promised.

- Continuously making improvements and looking for innovative ways to anticipate and fully meet the highest expectations of our customers.

- Counting on all employees to be personally accountable for putting the customer first and honoring the commitments we make.

This policy will be regularly reviewed, updated as necessary, applied and communicated to all employees and persons working for or on behalf of Alcatel-Lucent, and made available to interested parties and the public.

Michel Combes
Chief Executive Officer

April 2013

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Clearly defined business processes promote efficient, consistent, high-quality fulfillment of customer requirements, throughout our global organization.

CERTIFICATE

America

The Certification Body of TÜV SÜD AMERICA INC.

hereby certifies that

Alcatel-Lucent
also trading as
Alcatel-Lucent International
150 route de la Reine
92100 Boulogne-Billancourt, France

(All facilities listed on Appendix)

has implemented a Quality Management System
in accordance with:
ISO 9001:2008

The scope of this Quality Management System includes:

Sales, Marketing, Design, Development, Procurement, Build, Delivery, Engineering, Installation, Repair, Service, Removal, Disposal, Training and Support of Hardware, Software, and Services for Telecommunications Equipment and Solutions.

TL 9000 - H/S/V R5.0/R5.0 and ISO 9001:2008

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Sales, Marketing, Design, Development, Procurement, Build, Delivery, Engineering, Installation, Repair, Service, Removal, Disposal, Training and Support of Hardware, Software, and Services for Telecommunications Equipment and Solutions.

Product Category Code and Product Category Name:

1.1	Circuit Switch	3.2.5	Fiber to the User (FTTU)
1.2.2.1	Access Multi-service - Wireline	3.3.1	Base Station Equipment
1.2.3	Media Gateways	3.3.2.2	Base Transceiver System - Advanced
1.2.7	Application Servers	3.3.2.3	Base Transceiver System – 4G
1.2.8	Service and Network Controller (SNC)	3.3.2.4	Base Transceiver System - Small Cell Radios
1.2.9.1	Core Routers	4.2.1	On-line Critical
1.2.9.2	Edge Routers	4.2.2	On-line Non-critical
2.1	Service Control	5.3	Power systems
2.2	Common Channel Signaling	6.1	Enhanced Services Platforms (Intelligent Peripherals)
2.3	Home Location Register (HLR)	6.2.5	Passive Optical Network Termination Units
2.6	Network Access Control	6.2.8	Home Base Station
2.8	Mobility management Entity (MME)	7.1.1	Installation
3.1.1.2.1	Fiber Optic Cable	7.2.1.1	Network Engineering Services – Fixed Network
3.2.1.2	Digital Cross Connect Systems	7.2.1.2	Network Engineering Services – Mobile Network
3.2.2.1.2.1	SONET/SDH Transport Systems	7.2.4	Telecom Network Integration Service
3.2.2.1.2.2	WDM/DWDM/ Optical Amplification	7.3.1	Network Field Maintenance
3.2.2.1.3	Microwave	7.4	Repair Service
3.2.2.2	Loop Carrier	7.5.1	Customer Support Services - Technical Assistance and Customer Support Centers
3.2.4.3	Digital Subscriber Line (DSL), Asymmetric	7.9	General Support Service
3.2.4.4	Digital Subscriber Line (DSL), IP		

Certificate Expiry Date: June 1, 2016

Certificate Registration No: 951 09 5004

Effective Date: January 15, 2015

Gary W. Minks
VP, Regulatory Affairs

ANAB
ACCREDITED
MANAGEMENT SYSTEMS
CERTIFICATION BODY

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THE ISO 9001 STANDARD

This standard provides the most widely recognized quality management system framework in the world. It establishes requirements for organizational quality management systems and focuses on an organization's ability to meet customer requirements and continuously improve.

TL 9000

The Quality Excellence for Suppliers of Telecommunications (QuEST) Forum established TL 9000 as an extension of ISO 9001. Its requirements and measurements focus more specifically on the needs of ICT service providers and suppliers.

Our TL 9000 quality certification covers 35 different product categories which span our portfolio of IP Routing & Transport, IP Platforms, Fixed and Wireless Access. It also covers virtually all areas of operations, including sales, marketing, design, development, deployment, training and support.

"The Alcatel-Lucent Global Quality Management System (QMS) consists of the set of processes, practices, tools, measurements and resources we use to meet our customers' quality expectations. Our external TL 9000 certification is part of our comprehensive focus on continuous improvement which drives increased operational efficiency, quality and customer satisfaction."

Ravi Parmasad, Alcatel-Lucent, Chief Quality Officer

Enriched partnerships

To make sure we earn our customers' loyalty, Alcatel-Lucent carefully monitors quality performance in various ways, including the use of Key Performance Indicators (KPIs) along with feedback from our customers and suppliers. We partner with suppliers analyzing quality measures and lead improvement actions across the extended supply chain. We maintain a robust internal audit program and conduct customer satisfaction interviews all according to TL 9000 guidelines.

Because the TL 9000 standard focuses solely on the ICT industry, its measurement data is highly effective for identifying where we can make improvements in our processes and procedures. This information helps us stay linked to the "voice of our customers and suppliers" across all products and services and helps us to keep pace with changing customer expectations so that we can implement new methods to enhance quality.

Through this close communication with customers and suppliers Alcatel-Lucent is working to maintain long-term partnerships that meet key customer needs, including:

- Shorter lead-time intervals and on-time delivery of high quality products and services

- Dependable customer care

- Timely, effective ways for customers to escalate issues for faster resolution

- Senior management commitment to quality excellence

- Quality management throughout the product life cycle

Key benefits for our customers

At Alcatel-Lucent, quality means providing a Right First Time, unmatched customer experience – consistently, professionally and efficiently. As a result, the Alcatel-Lucent Quality Management System is focused on providing:

- Consistent quality across our products and services

- Timely delivery

- Enhanced reliability

- Streamlined problem identification and resolution

- Rapid, non-disruptive upgrades

By ensuring the highest quality of our products and services, our Quality Management System also supports the Alcatel-Lucent Network 2020 vision so that our customers can maximize connectivity, reduce complexity and build sustainable commercial success.

For more information on how the Alcatel-Lucent Quality Management System can benefit your company, contact your sales representative.

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