

## **Reliance Communications and Alcatel-Lucent enter long term billion dollar contract to further improve network performance and customer experience to offer Next Generation telecom solutions across multiple devices and platforms**

- *India's first end-to-end managed services contract and one of the largest globally*
- *Cost effectiveness through introduction of next gen processes, tools and integrated management*
- *Helps create more leaner organisation, moves 4,000 employees to partner rolls, providing them global opportunities*
- *Reduces Investment risks with pre-defined costs targeted towards enhancing customer experience*

**Mumbai, January 16, 2013:** Reliance Communications (RCOM), India's fully integrated telecommunications service provider and Alcatel-Lucent (Euronext Paris and NYSE: ALU), have today announced a first-of-its-kind, end-to-end network managed services contract aimed at delivering superior customer experience in Eastern and Southern India up to 2020.

The contract which extends RCOM's existing relationship with Alcatel-Lucent's for over USD 1 billion, will deliver world-class, seamless voice and data communications services to RCOM customers.

This is India's first fully integrated strategic agreement and one of just-a-few globally, to meet the fast evolving customer demand for communications applications and services in one of the world's most dynamic telecom markets.

Alcatel-Lucent will enhance Reliance Communication's operations, and synergize hitherto independent wireless and wireline teams to form a single network management organization. This optimized integration of resources will help Reliance Communications to strengthen its focus on growing its business, with top-of-the-line services to customers. Alcatel-Lucent also will drive a standardization of the tools, processes and best practices that are applied across RCOM's businesses.

This strategic agreement will give Reliance Communications the unique capability to proactively assure a high quality and consistent experience for customers regardless of device or type of connection. To enable the new model, Alcatel-Lucent will set up and operate next-generation OSS (operations support systems) and introduce advanced real-time optimization tools to improve network performance across Reliance's wireless, wireline, long-distance, fiber and utilities' functions. RCOM and Alcatel-Lucent will work together to create the pathway required by the emerging demands for data-driven and multiple device-led usage of communication solutions and applications by Indian telecom customers.

**Commenting on the partnership, Gurdeep Singh, Chief Executive Officer, Wireless Business, Reliance Communications said:** *“We are happy to announce our new partnership with Alcatel-Lucent, which is a transformative leap from the limited scope and vision of traditional outsourcing of services. This will enable Reliance Communications to take the lead in offering next generation telecom solutions that will meet and exceed the expectations of our customers, and help them to transit from voice-led usage to a seamless data experience across multiple devices and platforms.”*

**Rajeev Singh-Molares, President, Asia-Pacific with Alcatel-Lucent said:** *“This business association is an extension of our long-standing relationship with Reliance Communications, and our commitment to India. It also demonstrates our renewed focus on managed services as we apply greater selectivity on more value-added contracts. The enormous scope of this agreement will bring a wide variety of skills, expertise and hands-on know-how that we can leverage for the benefit of others.”*

Alcatel-Lucent will be responsible for improving network performance and ultimately consistent service quality, with the goal of increasing customer satisfaction and retention across all geographies as per the contract.

*“This is first time that National Long Distance network and Access network (Enterprise) is being outsourced to deliver world-class service delivery and assurance performance. Our enterprise customers will be able to deploy state-of-the-art data services with high confidence underpinned by our integrated network and expertise of ALU”* **added Punit Garg, Chief Executive Officer, Global and Enterprise Business, Reliance Communications.**

**Munish Seth, President and Managing Director, Alcatel-Lucent India said:** *“Having partnered with Reliance Communications over the years, we fully understand what is required to manage and transform its network. We believe that our extensive experience with Reliance Communications has played a major part in the expansion of our existing relationship, and the awarding of what is one of the largest and most strategic contracts for us to date. This is a significant milestone for Alcatel-Lucent in India”.*

#### **About the 2013 Reliance Communications/Alcatel-Lucent contract**

As part of the agreement between the companies, Alcatel-Lucent will support Reliance Communications with a wide range of services including operations support system (OSS) integration, services such as benchmarking and radio frequency coverage testing, and service delivery management.

Alcatel-Lucent will also be responsible for network performance and ultimately service quality, with the goal of increasing customer satisfaction and retention. Alcatel-Lucent will also work closely with Reliance Communications to identify opportunities to introduce new services and expand existing businesses to help realize the full potential of its network.

The agreement between Alcatel-Lucent and Reliance Communications is the first for converged wireless/fixed-line contract in India, and one of only a handful in the world. Alcatel-Lucent will streamline Reliance Communication’s operations, bringing together previously independent wireless and fixed-line teams to form a single network management organization. Alcatel-Lucent also will drive a standardization of the tools, processes and best practices that are applied across the business.

Reliance Communications will benefit from with expertise gained by Alcatel-Lucent from more than 20 years’ experience in network operations, outsourcing and a managed services presence throughout the world, supporting more than 100 operators.

## **About Reliance Communications**

Reliance Communications Limited founded by the late Shri Dhirubhai H Ambani (1932-2002) is the flagship company of the Reliance Group. The Reliance Group currently has a net worth in excess of Rs. 90,000 crore (US\$ 17.7 billion), cash flows of Rs. 8,000 crore (US\$ 1.6 billion), net profit of Rs. 3,200 crore (US\$ 0.6 billion).

Reliance Communications is India's foremost and truly integrated telecommunications service provider. The Company, with a customer base of about 130 million including over 2.5 million individual overseas retail customers, ranks among the Top 6 Telecom companies in the world by number of customers in a single country. Reliance Communications corporate clientele includes over 35,000 Indian and multinational corporations including small and medium enterprises and over 800 global, regional and domestic carriers.

Reliance Communications has established a pan-India, next generation, integrated (wireless and wireline), convergent (voice, data and video) digital network that is capable of supporting best-of-class services spanning the entire communications value chain, covering over 24,000 towns and 600,000 villages. Reliance Communications owns and operates the world's largest next generation IP enabled connectivity infrastructure, comprising over 277,000 kilometers of fibre optic cable systems in India, USA, Europe, Middle East and the Asia Pacific region.

Reliance Communications Limited, Registered Office: H Block, 1st Floor, Dhirubhai Ambani Knowledge City, Navi Mumbai – 400 710

### **For further information please contact**

Rohit Khanna

Reliance Communications Ltd.

+91 9320499499

[rohit.k.khanna@relianceada.com](mailto:rohit.k.khanna@relianceada.com)

## **About Alcatel-Lucent (Euronext Paris and NYSE: ALU)**

The long-trusted partner of service providers, enterprises and governments around the world, Alcatel-Lucent is a leading innovator in the field of networking and communications technology, products and services. The company is home to Bell Labs, one of the world's foremost research centers, responsible for breakthroughs that have shaped the networking and communications industry. Alcatel-Lucent was named one of MIT Technology Review's 2012 Top 50 list of the "World's Most Innovative Companies" for breakthroughs such as lightRadio™, which cuts power consumption and operating costs on wireless networks while delivering lightning fast Internet access. Through such innovations, Alcatel-Lucent is making communications more sustainable, more affordable and more accessible as we pursue our mission - Realizing the Potential of a Connected World.

With operations in more than 130 countries and one of the most experienced global services organizations in the industry, Alcatel-Lucent is a local partner with global reach. The Company achieved revenues of Euro 15.3 billion in 2011 and is incorporated in France and headquartered in Paris.

For more information, visit Alcatel-Lucent on: <http://www.alcatel-lucent.com>, read the latest posts on the Alcatel-Lucent blog <http://www.alcatel-lucent.com/blog> and follow the Company on Twitter: [http://twitter.com/Alcatel\\_Lucent](http://twitter.com/Alcatel_Lucent).

## **ALCATEL-LUCENT PRESS CONTACTS**

SIMON POULTER [simon.poulter@alcatel-lucent.com](mailto:simon.poulter@alcatel-lucent.com) T : +33 (0)1 40 76 50 84  
HIRANMAY CHOUDHURY [hiranmay.choudhury@alcatel-lucent.com](mailto:hiranmay.choudhury@alcatel-lucent.com) T: +91 124 4159999

## **ALCATEL-LUCENT INVESTOR RELATIONS**

FRANK MACCARY [frank.maccary@alcatel-lucent.com](mailto:frank.maccary@alcatel-lucent.com) T : + 33 (0)1 40 76 12 11  
TOM BEVILACQUA [thomas.bevilacqua@alcatel-lucent.com](mailto:thomas.bevilacqua@alcatel-lucent.com) T : + 1 908-582-7998  
CORALIE SPAETER [coralie.spaeter@alcatel-lucent.com](mailto:coralie.spaeter@alcatel-lucent.com) T : +33 (0)1 40 76 49 08