

## New Four Pillars Hotel opts for Alcatel-Lucent's IP communications solution

Paris, February 20, 2008 - Alcatel-Lucent (Euronext Paris and NYSE: ALU) today announced that its Alcatel-Lucent OmniPCX Enterprise platform IP telephony solutions have been deployed at the new Cotswold Water Park Four Pillars Hotel in Gloucestershire, UK. The installation, which was carried out by Alcatel-Lucent's business partner NextiraOne UK, enables the four-star hotel to offer an exceptional standard of guest services and provides staff with improved internal communications.

All 220 bedrooms of the luxury resort are equipped with Alcatel-Lucent digital handsets, providing ease of access to features such as voicemail and wake-up services. Conference rooms are also fitted with Alcatel-Lucent handsets, while hotel managers are equipped with Alcatel-Lucent DECT handsets, ensuring they are always contactable regardless of their location in the hotel.

Cotswold Water Park Four Pillars Hotel, which opened in August 2007, is also utilising the new solution to manage and bill calls more effectively and accurately. The Alcatel-Lucent platform not only serves the hotel guests and administration, but also links the hotel to the head office and a centralised reservation contact centre. This allows Four Pillars to benefit from free internal calls between the three centres, resulting in significant cost savings and streamlining the hotel group's communications.

The hotel opted for the Alcatel-Lucent and NextiraOne UK offering based on the companies' considerable experience in the hospitality sector, and due to the dynamic and future proof nature of the communications solution.

The future-proof solution will be able to cater for the hotel's plans to increase its number of bedrooms during 2008, and will also allow the hotel to connect with future properties as and when more are required.

"Not only does the new Alcatel-Lucent solution enable our staff to provide guests with superior services, it has also helped us improve staff collaboration," said Rex Clayton, financial director at Cotswold Water Park Four Pillars Hotel. "As a new hotel, we are continuing to grow and improve the services we offer our customers. The Alcatel-Lucent solution provides us with the flexibility to accommodate this growth and can be easily extended to cover new facilities, such as our new food outlet due to open in 2008."

"The Cotswold Water Park Four Pillars Hotel has been quick to utilise IP telephony to give customers immediate access to staff for all their needs, providing an excellent customer experience," said Peter Tebbutt, regional support centre director for Alcatel-Lucent's enterprise activities in the UK and Ireland. "By leveraging its investment in IP telephony, the hotel is able to integrate its network, people, processes and collected knowledge of the staff to enhance its overall guest experience."

"The hotel and leisure industry recognises the operational and cost-reduction benefits that IP telephony can bring. NextiraOne has strong expertise in delivering both large and small IP installations across Europe, so we were able to extend our expertise to Cotswold Water Park Four Pillars Hotel," said Steven Skakel, managing director for NextiraOne UK

and Ireland. “The group can now look forward to smoother operability and further enhanced customer service.”

#### **About Alcatel-Lucent**

Alcatel-Lucent (Euronext Paris and NYSE: ALU) provides solutions that enable service providers, enterprises 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 adjusted proforma revenues of Euro 18.3 billion in 2006 and is incorporated in France, with executive offices located in Paris. [All figures exclude impact of activities transferred to Thales]. For more information, visit Alcatel-Lucent on the Internet: <http://www.alcatel-lucent.com>

#### **Alcatel-Lucent Press Contacts**

Shazia Mowlabaccus or Tom Kirkham, Johnson King PR  
Tel +44 207 401 7968/ Fax +44 207 928 2672  
Email: [alcatel-lucentteam@johnsonking.co.uk](mailto:alcatel-lucentteam@johnsonking.co.uk)

#### **About NextiraOne**

Headquartered in Paris, NextiraOne are Europe’s leading experts in communications services. We design, install, maintain and support all of our customers’ communications needs from voice to mobility, security and applications. We provide seamless, end-to-end communications solutions working with the leading technology vendors in the industry to deliver maximum business benefit to our customers. Discover more at: <http://www.nextiraone-eu.com>

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For more information:

Neil Moss  
European Marketing Director  
NextiraOne  
Tel: +33 1 7229 1059  
[neil.moss@nextiraone-eu.com](mailto:neil.moss@nextiraone-eu.com)

Chris Lee/Clodagh Boyle  
Rainier PR  
Tel: +44 20 7494 6570  
[nextiraone@rainierpr.co.uk](mailto:nextiraone@rainierpr.co.uk)