



Registration for MyExtranet

Alcatel-Lucent.com July 27th 2009

| | Solutions Products | & Services Inno | vation Support | Contact Us | About Us | MyAccess |
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| | User-Centric Experience | Broadband for All | Business Criti Communicatio | cal | End to En Transform | id IP iation |

Alcatel-Lucent Customer and Business Partner Portals



About this Portal

This Portal is for users who have registered as Customers or Business Partners. It is your gateway to resources such as Order Management, Customer Support, Training, Industry Analyst Relations, and Collaboration tools. If you have not registered and need access to these systems, we encourage you to register today.

If you already have a login to one of the previous Alcatel or Lucent applications, please use your email address as your User Name.

You can access the publicly available site information and tools - inclu

having a login.

About Us | Careers | Be

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Registered User Login

| User Name | |
|--------------------|------|
| Password | |
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By clicking on the login button, you agree to the Terms of Use.



Note: Alcatel-Lucent employees, enter your CSL username and password.

Forgotten Password | User Name

solutions and financial repo IMPORTANT: DO NOT CLICK ON THE BACK BUTTON OR **GO BACK DURING THIS PROCESS.**

Related Links Account Benefits

Customers

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Register for Access

Business Partners

oblems?

Click on Register

for Access

You will have a chance to change mistakes during the process. OR after you complete the process, you are welcome to contact the OLCS support desk for assistance should you have the need.

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| Do you | need to register ? | Stop 2 Validate.om | | | | | | |
| Our Produc | t Catalon is available without registration. For belo purchasing Alcatel-Lucent products and services. Contact us | address. | | | | | | |
| Former Alc | | Step 4 Confirm busi | | | | | | |
| Customers | who need support on former Alcatel products should use the <u>Alcatel Global Support</u> site. | identity and | | | | | | |
| > | Please choose North American Business Partner option if you are a current North America Business Partner (Distributor, System Integrator or reseller with a signed Channel contract). | password. | | | | | | |
| For Employ | vee Access Instructions - <u>Click here</u> | Step 5 Select conti | | | | | | |
| If you nee | ou need help registering, please review our Frequently asked questions or Contact us for assistance. | | | | | | | |
| Select | elect role | | | | | | | |
| Which terr | m best describes your company's relationship with Alcatel-Lucent. | | | | | | | |
| | • Customer | | | | | | | |
| | For customers who have active warranties, contracts, agreements or other business arrangements for sales or services. North American Business Partner The North American Business partners Description is evolutive to the North America Begins (do not register here if you are not a periodent of the U.S. and Capada). | | | | | | | |
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| · · · | Industry analysts perform and publish research on the trends, technologies, products, regulatory issues, and end-user needs and behaviors within the | | | | | | | |
| | telecommunications/networking industry. Analysts who evaluate the investment potential of technologies or companies in the telecommunications/networking industry | | | | | | | |
| × 1 | are considered financial analysts and should refer to the publicly available information on the Investor Relations webpage. | | | | | | | |
| | © Training and Other | | | | | | | |
| | For use it you have no other business arrangements with Alcatel-Lucent. Should be used it you need to register for Training courses and have no other account. It provides limited access to our Web site. | | | | | | | |
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| Accept | terms of use | _ | | | | | | |
| Do you ac | knywledge that you have read and accept our " <u>Terms of use</u> "? | | | | | | | |
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| Job title Engineering | selected content. |
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| * E-mail address will be your user 1D. (USEr 1D information) | |
| Remember to use your company's corporate email address | |
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| Please provide your contact numbers with your country code, e.g. +1 630 218 7688 +44 20 755 9191 | |
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| Select the checkbox if you are a residential customer, or fill in the name of your company/employer. | |
| I am a residential customer. | _ |
| * Company Company Name Remember to use your company name – Not initials, abbreviations, etc. | |
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| Please provide a business address (residential customers should provide their home address) | |
| * Address 1 123 Company Address | |
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| | Registration | | | | | | | Step 1 Select role and accept terms of use. |
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| | To prevent others from | n misusing your email ac | ldress, an email contain | ing an authentication (| code has been sent to you | at john.public@con | pany.com. When you receive it, follow the | Step 3 Validate email address. |
| | If for some reason you | do not have access to | , your email at this time, | , your pending registra | tion will be stored for five (| days. | | Step 4 Confirm business identity and set password. |
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-----Original Message-----From: Alcatel-Lucent.com [mailto:iCare@alcatel-lucent.com] Sent: Monday, July 27, 2009 12:06 PM To: maureen@emns.com Subject: Second Attempt: Your Alcatel-Lucent.com Registration

John PUblic,

You began a registration at Alcatel-Lucent.com. This is our second email to let you know that to complete your registration, you must verify that you did register for Alcatel-Lucent.com by logging in to the URL listed below:

https://market.alcatel-lucent.com/release/SPValSvlt?u=NjgzNTAyNTcwMiM5QUFBMjU0 <

Validation Hyperlink

When you are prompted to enter an authentication code, please enter the following code:

683502570239AAA254 🗲

Validation Code

After you have completed this step, you can continue the registration process.

If you do not complete this step within 5 days, your pending registration will be cancelled and you will need to re-register. If you attempted this before, it was unsuccessful. Please try again. If you need assistance, please call us.

The following information was provided during during registration:

 Surname:
 PUblic

 Given name:
 John

 Phone number:
 +1-630-555-1212

 Company:
 Company Name

 Address:
 123 Company Address

 City:
 Company City

 State/Province:
 II

 Country:
 US

If you did not register and someone else is using your email address without your authorization, no action is necessary; the pending registration will expire within 5 days and you will receive a cancellation notice. If you need assistance, please call us.

Thank you, Alcatel-Lucent Support Inside the United States: 1 (877) 894-4647 Outside the United States: +1 (314) 909 5465

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| Enter your authentication | code below to cont | inue with your registrati | on: | Validation Co. | de frem eme | il horo | | identification. |
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| If you need help registerin | n nlesce review ou | - Frequently asked ques | tions or Contact us fo | raccistance | | | | Step 5 Select content. |
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| Your email address has been authenticated. Please confirm your identity. If it is correct and complete, select your password and click the Next button. If you need to make changes, click Edit. | Step 3 Validate email address. |
| Confirm business identification | Step 4 Confirm business |
| * First name John | identity and set password. |
| Middle name | Step 5 Select content. |
| * Last name PUblic | Step 6 Register for |
| Job title Engineering | selected conten |
| *Job function Engineering | |
| E-mail address maureen@emns.com | |
| User Id maureen@emns.com | |
| * Phone +1-630-555-1212 | |
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| * Company Company Name | |
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| Set password | |
| Choose a password 8-30 characters and containing at least one number or symbol. | |
| * Password | |
| * Confirm password | |
| Provide a simple question, which if answered correctly, will allow you to change a forgotten password online. Examples: "Mother's maiden name" or "Year graduated from high school." | |
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| E-mail address maureen@emns.com | | | |
| User Id maureen@emns.com | | | |
| * Phone +1-630-555-1212 | | | |
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| | Please select the type of | content on our web site that | you would like to use. You | must select at least one ap | pplication. | | | Step 3 Validate email address. |
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| | You can personalize yo | our MyExtranet access | once logged into the Cu | stomer/BusinessPartner | r Center, by acces | sing My Profile. | | | | |
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| MyExtranet registration rev | lew | | | | | Step 2 Provide business identification. |
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| Selected for access to the MyExtranet functions | desired for Alcatel-Lucent | t products | | | | Step 4 Confirm business |
| Alcatel-Lucent USA - Order Status Service | | lf y | ou are satisfied | with your cl | noices, click Submit | password. |
| By clicking on the submit button below mu | hereby acknowledge that | at all orders placed here | under shall he subject to t | he terms and conditio | one of your existing cales contract | Step 5 Select content. Step 6 Register for selected |
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| | | Solutions | Products | Services | Innovation | Support | About Us | | |
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| | Note: Ti changes | he back button on the E . Otherwise, complete y | rowser has been disab rour registration and co | led during registration ntact <u>iCare</u> with the c | to prevent errors. Where a lesired updates. | ppropriate use the Prev | vious/Edit buttons to make your | | |
| | Acknowledge | ment | | | | | | | |
| | Thank you for registe | ring with the Alcatel-Lu | cent Customer/Busines | sPartner Center. | | | | | |
| | Your request has bee approval emails. | n received. The standa | rd turnaround time for a | approval is two busine: | ss days. If you registered fi | or different areas of th | e Customer Center, you may receiv | ve multiple | |
| | Please record and sec | cure the login id, passw | ord and the security an | nswer from your registr | ation form. | | | | |
| | Note that the passw | vord is case sensitive. | | | | | | | |
| | If you have questions | s, Contact Us for assista | ance. | | | | | | |
| | The Alcatel-Lucent C | ustomer Center Team | | | | | | | |
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| | back to alcatel-luce | ent.com. | | | | | | | |
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| | PLEAS | SE remember | . normal turi | n around is 2 | 2 business dav | s for a basic | account. Accounts | 5 | |
| | request | ing additiona | l entitlement | s/services n | nav take more | dependina o | n what is chosen a | nd | |
| | | who needs | s to approve | reject the re | quested entitle | ments and/c | or services. | | |
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Questions? Please call or email: oleshelp@aleatel-lucent.com 866-582-3688 option 7 630-218-7688