Lucent Technologies
Bell Labs Innovations

Alumni Connection

Important information for retirees and alumni of Lucent *February 2004*

SPECIAL EDITION: Pension Service Center News

Stay Tuned for More Information

This is the first in a series of special communications on the move to our new Pension Service Center vendor, CitiStreet. It is intended to give you updates on key events and dates to be aware of in the coming weeks and months. Look for other special communications in your upcoming monthly pension statements and review them carefully. You can also view information about this topic on the Alumni Center Web site at: www.lucent.com/alumni.

Lucent Announces New Pension Administration Service Provider

Effective April 1, 2004, a new vendor will run our Pension Service Center.

After a thorough review of several organizations, we've chosen CitiStreet, an industry leader in pension administration services. CitiStreet currently serves more than two million pension plan participants globally, and brings Lucent a breadth of experience, as well as a world-class approach to customer service.

With the move to CitiStreet, pension plan participants will be able to take advantage of enhanced services and more features than you've had available in the past, including some new, cost-effective, easy-to-use Web-based tools. You'll be hearing more about these enhancements in the coming months.

No Action Required

Our move to CitiStreet is simply a change in administrative and record-keeping services. There's no action required on your part.

There are no changes to any details of the pension plan itself —or to your pension benefit. In fact, Lucent's pension plans remain funded well enough that no contributions will be necessary from the company during fiscal year 2004, and none are expected for fiscal year 2005. And, there will not be any disruption to your benefit payment or services during this time. You will continue to receive your checks from Citibank as you have in the past.

New Contact Information

Beginning April 1, there will be a new phone number to call and new service center representatives to help you. In the meantime, our current Pension Service Center can continue to assist you. Please note, however, that the Pension Service Center representatives do not have any additional information on the move to CitiStreet and will not be able to answer any questions regarding it. Lucent is committed to keeping you informed as this information is being finalized, and will share updates with you in upcoming monthly pension statements.