Lucent Technologies
Bell Labs Innovations



The 5ESS® Switch

Setting the World-Class Standard for Reliability

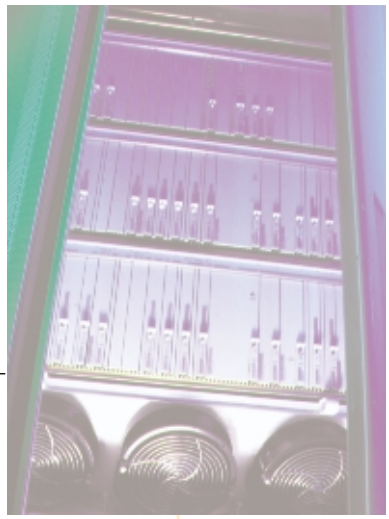
Reliability You Can Count On

Lucent Technologies' flagship product, the 5ESS® Switch continues to lead the industry with record-breaking reliability. With only 10 seconds of attributable downtime per system per year, the performance of the 5ESS Switch was judged to be 3 to 4 times more reliable than the competition, according to an analysis of the most recent U. S. Federal Communications Commission (FCC) *Automatic Reporting Management and Information System (ARMIS) Report* (see sidebar). In fact, the 5ESS Switch had the best performance ever recorded for any switch in FCC ARMIS history!

Lucent is able to set such a high standard because we know networks. We know that reliability is critical to your business. Downtime means dissatisfied customers who, once gone, may never return. Less downtime can mean greater revenues, increased customer satisfaction, and increased market share. Bell Labs, our product-creation engine, considers the impact of downtime during product development. One of our finest achievements is the 5ESS Switch, which for 5 years has been the industry leader in reliability.[1]

Number 1 in Reliability

BPI Telcodata, a worldwide telecommunications information and consulting leader, confirms the validity of the ARMIS approach and the leadership position of the 5ESS Switch. Says BPI Telcodata President Art Menko: "One of the best methods of measuring switching equipment reliability performance is analysing all host switch supplier-attributable downtime, which includes software, hardware, and procedural errors. When you observe all of the vendor-attributable host downtime, all other competitors had at least three times more downtime than Lucent in 1998."[2]



The 5ESS Switch

Record-Setting Six 9s Availability

The previous industry standard for availability was 99.999% (referred to as five 9s), which equates to 5 minutes of downtime per system per year. The 5ESS Switch has now raised the standard of excellence by being the first to achieve 99.9999% availability, or six 9s, which equates to 10 seconds of downtime per year. Our 5ESS Switch is currently the sole member of the "six 9s" club. Although extraordinary, six 9s availability has become ordinary for the 5ESS Switch. The 5ESS Switch is the only one in the history of the ARMIS report that

About the FCC ARMIS Report

The *U.S. FCC ARMIS Service Quality Report* is the most authoritative comparison report on switching equipment reliability in the world. This comprehensive report on service quality tracks the number and length of downtime incidents in the U.S. during the previous calendar year. The FCC issues the report annually in April. It is the most objective and authoritative source for competitive comparisons because:

- Reporting of outages by service providers is *required* by the U.S. government.
- Consistent criteria are used for all switches.
- There is a large sample size of data.
- All the major switching equipment in the U.S. is included in the report.
- Results can be verified by a third party.

[1] *U.S. FCC ARMIS Service Quality Report,* 1998.
[2] Menko, Art. *BPI Telcodata Report,* 1998. Lucent Press Release, June 1999.

has sustained six 9s availability for four straight years! This service quality performance is considered one of Lucent's and Bell Labs' most significant contributions to the telecommunications industry and to our customers.

The 5ESS Switch delivers the best performance for any switch—ever.

Consistently High Performance

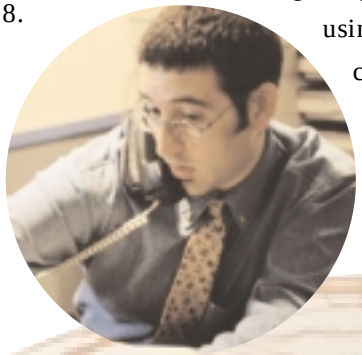
The ARMIS results are dramatic proof that we are not resting on our laurels. The 5ESS Switch has been the industry leader for 5 of the past 6 years. Because reliability experts at Bell Labs built it, the 5ESS Switch is able to maintain that high performance year after year. And it's able to support that high performance across an enormous embedded base of 108 million lines and 48 million trunks in more than 52 countries. These achievements of the 5ESS Switch lay the foundation of reliability for Lucent's data network products, as well with our 7R/E™ packet solutions, we are enabling our customers to generate new next-generation services over reliable networks of the future.

Continuous Improvement

The 5ESS Switch has maintained a leadership position while sustaining performance improvements each year. In fact, performance of the 5ESS Switch improved 50 percent between 1997 and 1998. We are committed to achieving continuous improvement in the availability of *your* network.

The Industry's Reliability Leader

With Lucent's extensive experience in the industry comes a solid understanding of just how important reliability is to your network *and* to the communities and subscribers you serve. We also understand that you are in one of the world's most competitive business environments, where reliability is a key market differentiator. Now is the time to grow your market share, using the most reliable central office switch on the market—Lucent Technologies 5ESS Switch.







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