



NOVEMBER 8, 2005

SINGAPORE'S SINGTEL DEPLOYS MICROMUSE'S NETCOOL® SOLUTION FOR ASSURANCE OF FIXED LINE AND MOBILE SERVICE DELIVERY INFRASTRUCTURE

Netcool® Solutions Deliver End-to-End Service Visibility via Executive-Level Realtime Dashboards

SAN FRANCISCO – Micromuse Inc. (Nasdaq: MUSE), the leading provider of ultra-scalable, realtime business and service assurance software, today announced that Singapore Telecommunications Limited (SingTel), has implemented the Netcool solution to deliver enhanced service assurance, visibility and service level metrics for its fixed line and mobile voice and data networks. SingTel has significant operations in Singapore and Australia as well as a further presence in 35 cities across 17 countries.

“SingTel continues to invest in our extensive communications infrastructure to ensure the delivery of consistent, reliable and quality service uptime to our customers,” said Mr. Hoh Wing Chee, SingTel's Vice President of Network Operations. “The Netcool solution, which we are implementing for our new Integrated Network Operations Support System in Singapore, will enable us to view, assess and proactively manage our fixed and mobile network infrastructure as well as services from a single point of control. It will help improve our efficiency as we consolidate and automate our functions.”

Micromuse's Netcool solutions provide an end-to-end service assurance, service quality management, and consolidated operations management platform across SingTel's fixed line and mobile networks. Utilizing the Netcool solutions, SingTel's operations staff can gain a centralized, realtime, web-enabled service level view of consumer and corporate services. This helps staff to monitor and manage the performance, availability and status of its service-delivery infrastructure and to quickly identify and prioritize infrastructure faults before they impact customer service or breach service level agreements.

NCS Communications Engineering Pte. Ltd. (NCSCE), the system integrator, and Fastwire, a Micromuse channel partner, delivered the design and implementation of SingTel's network and systems management infrastructure to ensure the rapid implementation of the Netcool solutions and to deliver a management solution that provides SingTel with a scalable service assurance platform and earlier return on investment.

“Micromuse is pleased to be delivering strategic service assurance solutions to SingTel,” said Matthew Wee, South East Asia Regional Director for Micromuse. “Micromuse's Netcool solutions enable timely, accurate and integrated service level views for large, complex IT infrastructures, helping the world's largest service providers to provide enhanced customer care, product innovation and service quality.”

About SingTel

SingTel is Asia's leading communications group with operations and investments around the world. Serving both the corporate and consumer markets, it is committed to bringing the best of global communications to customers in the Asia Pacific and beyond.

With significant operations in Singapore and Australia (through wholly-owned subsidiary SingTel Optus), the Group provides a comprehensive portfolio of services that include voice and data services over fixed, wireless and Internet platforms.

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NETCOOL® SOLUTIONS

The Group also has major investments in Bangladesh, India, Indonesia, the Philippines and Thailand. Together with its regional partners, SingTel is Asia's largest multi-market mobile operator, serving more than 71 million customers in seven markets.

SingTel employs more than 19,000 people worldwide and had a turnover of S\$12.62 billion (US\$7.65 billion) and net profit after tax of S\$3.27 billion (US\$1.98 billion) for the year ended 31 March 2005. More information can be found @ www.singtel.com and www.optus.com.au.

About Micromuse

Micromuse Inc. (Nasdaq: MUSE) is the leading provider of ultra-scalable, realtime business and service assurance software solutions. The Netcool® software suite provides organizations with the assurance that their IT systems are supporting and driving profits 24 hours a day. Unlike traditional infrastructure management systems, Netcool solutions provide realtime end-to-end visibility and accurate troubleshooting from a business perspective. Such business intelligence allows organizations to respond to problems quickly, streamline workflow processes and improve business uptime. Micromuse customers include BT, Cable & Wireless, Deutsche Telekom, EarthLink, ITC^DeltaCom, JPMorgan Chase, MCI, T-Mobile, and Verizon. Headquarters are located at 650 Townsend Street, San Francisco, Calif. 94103; (415) 568-9800. The Web site is at www.micromuse.com.