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Press Release

Micromuse's Netcool Suite to Monitor North Dakota's Telecommunications Network

Dakota Carrier Network and SRT Communications to Provide Realtime Fault Monitoring for the State's Leased Fiber-Optic Voice and Data Network

SAN FRANCISCO--(BUSINESS WIRE)--Feb. 27, 2001-- Micromuse Inc. (Nasdaq: MUSE - news), the leading provider of realtime fault management and service assurance software, today announced that two regional telecommunications service providers are deploying Netcool® suite applications to help maintain the uptime of the State of North Dakota's leased fiber-optic voice and data network.

Dakota Carrier Network (DCN), a fiber-based telecommunications provider headquartered in Bismarck, provides broadband and ATM services to Interexchange Carriers, Businesses and Government Agencies throughout North Dakota. SRT Communications, a local telecommunications provider based in Minot, provides state-of-the-art telephone facilities for north central North Dakota.

“The Netcool suite's carrier-class scalability was the key deciding factor for North Dakota's state-wide telecommunications network,” said Evan Hass, General Manager for Dakota Carrier Network. “Netcool applications enable us to expand our service offerings to the population of the state while maintaining the reliability of existing services. Coupled with the ability to provide realtime event information for traditional voice, data and Internet service, the Netcool suite was the clear choice to help us win the bid.”

“SRT's integrated voice and data network consists of many different stand alone or unique network management systems,” said Lynn A. Nelson, SRT's Chief Technology Officer. “Micromuse's Netcool suite provides the glue that connect all of these management systems together, reporting on the status of our multi-vendor network in realtime.”

Following a competitive analysis and Request For Proposals, the State selected DCN's fiber-optic network in conjunction with Micromuse's Netcool suite to provide realtime network monitoring of IP and telecommunications networks. DCN contracted SRT Communications to provide after-hours backup coverage. Micromuse's Netcool®/OMNIBus for Voice Networks(TM) application is being deployed at both organization's facilities. The application is a version of Micromuse's flagship Netcool®/OMNIBus(TM) application optimized for use in switched voice networks. It captures relevant event data generated by leading voice switches and also provides custom rules files for configuring and managing TL-1 devices.

The Netcool/OMNIBus for Voice Networks application will collect and consolidate faults from various devices throughout the fiber-optic voice and data network to provide network administrators with an end-to-end realtime view of telecommunications services. The application will help network personnel identify and address critical events before they cause a disruption in services.

DCN is utilizing the application to monitor its fiber-optic ring and the State's Cisco-Powered network. SRT Communications is integrating the Netcool suite to manage all telecommunications used to provide local service including voice, data, and wireless. Additionally, SRT is using Micromuse's suite of 18 Netcool®/Internet Service Monitors(TM) components to proactively measure compliance with customer service-level agreements and to monitor the availability and response times of its Internet services.

“Together, DCN and SRT Communications provide a complete, leading-edge communications management solution for all of North Dakota,” said Kevin Hanson, Micromuse's Director Telecommunications Strategies. “The Netcool suite's flexible, carrier class network management system helps provide assurance of services throughout the state.”

About the Netcool® Suite

Micromuse's Netcool® software suite collects management data from more than 300 management environments and network devices, including voice, data and Internet. Fault data is rapidly processed and filtered by the Netcool ObjectServer(TM), an in-memory database. The Netcool suite helps operators to build views of service availability in realtime, helping them manage networks more efficiently. Because it is scalable and deploys rapidly, the Netcool suite helps service providers expand their networks as their markets grow.

About Dakota Carrier Network, LLC.

Dakota Carrier Network (DCN, LLC) was formed as a privately owned corporation in 1996 by a group of local independent telephone companies which made a commitment to bring state-of-the-art telecommunications to the state of North Dakota. The fifteen telephone companies that comprise DCN represent all of the major local independent telephone companies. These companies serve over 164,000 customers in 244 communities - more than 85 percent of all the exchanges in North Dakota. DCN's partners serve the region, providing local telephone and private line service to over 63,000 square miles - 90 percent of the total area of the state. The DCN network has broadband connections to all major wire centers in the state. The DCN companies currently have over 8,100 miles of fiber optic cable.

About SRT Communications, Inc.

SRT Communications, Inc is the telecommunications company that serves north central North Dakota. It covers 7,200 square miles, 10 counties and 25 telephone exchanges. SRT provides state-of-the-art telephone facilities and was among the first rural telephone companies in the United States of America to install digital switching facilities. It has an employee base of over 200 employees.

About Micromuse

Micromuse Inc. (Nasdaq: MUSE - news) is the leading provider of realtime fault management and service assurance software. Micromuse has recently been recognized in the Forbes 500, Bloomberg's Top 100 Stocks, the Barron's 500, Deloitte & Touche's Technology Fast 500 and the San Francisco Chronicle 500. Micromuse customers include AT&T, BT, Cable & Wireless, Cellular One, Charles Schwab, Deutsche Telekom, Digex, EarthLink, GTE, ITC DeltaCom, MCI Worldcom, NextLink, One2One, PSINet and a number of financial investment concerns. Headquarters are located at 139 Townsend Street, San Francisco, Calif. 94107; (415) 538-9090. The Web site is at www.micromuse.com.

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The factors that could cause actual future results to differ materially from the forward-looking statements include the following: fluctuations in customer demand, the Company's ability to manage its growth (including the ability to hire sufficient sales and technical personnel), the risks associated with the expansion of the Company's distribution channels, the risk of new product introductions and customer acceptance of new products; the rapid technological change which characterizes the Company's markets, the risks associated with competition, the risks associated with international sales as the Company expands its markets, and the ability of the Company to compete successfully in the future, as well as other risks identified in the Company's Securities and Exchange Commission Filings, including but not limited to those appearing under the caption "Risk Factors" in the Company's most recent Quarterly Reports on Form 10-Q and on Form 10-K on file with the Securities and Exchange Commission and available on the Company's Web site.

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