



STREAMBOW

Portugal Telecom selects Xperience – Quality of Experience Solution for Monitoring the End User Access Network

Xperience enables the Internet Service Provider to see the service quality at customer's home without trucks rolling.

Lisbon, Portugal – February 14, 2011 – STREAMBOW, a leading provider of quality of experience and service solutions for home and access network, today announced that Portugal Telecom (NYSE: PT) has selected its Xperience solution to monitor the customer experience of end user internet services.

Taking quality of experience measurements to a new level, Streambow's Xperience monitoring solution involves PT's end customers directly in measurement campaigns. Representative groups of customers can be invited to participate in quality of experience surveys. Running such campaigns, will generate valuable measurement data from all involved customer PCs. As very big numbers of customers can be covered by such campaigns, PT is now able to generate realistic pictures of the "end customer quality experience".

In addition, PT can conduct network surveys based on own hardware, by distributing Xperience clients at strategic points of their network. This allows to run measurement campaigns against vital internet services, such as dhcp, dns, mail, file, international peers, popular web services or gaming sites.

"Streambow's, Quality of Experience solution gives us the ability to generate statistical representations of our customers' internet experience, which is a big step towards proactive quality assurance, allowing us to react before customers are calling," commented Alfredo Alvim, Head of Internet Technical Services, Portugal Telecom.

About Portugal Telecom

Portugal Telecom is the leading telecommunications and multimedia services provider in Portugal. The company offers a full range of mobile services, multimedia services (such as pay TV, Internet access, portal and media services), data and business solutions (such as data communications, business-to-business e-commerce and data and networking solutions), and wireline telephone services for retail and wholesale customers. Internationally, PT has a presence in numerous countries and is especially focused on Brazil, with a potential market of more than 140 million people. Today, PT customers account for around twice the figures of 2000. Portugal Telecom is the most-traded company on the Euronext Lisbon Stock Exchange. PT is also listed on the New York Stock Exchange (NYSE: PT). More information can be found online at www.portugaltelecom.pt.

About Streambow

Streambow is an innovative provider of integrated quality of service and quality of experience assurance solutions for carriers and service providers who seek network performance, quality assurance for high availability, mission and revenue-critical service offerings. Streambow's solutions are ideal for a variety of broadband access technologies, including, xDSL, mobile internet, FTTH and Cable. Streambow's software clients, web-based agents and hardware probes combine to provide comprehensive end-to-end testing, diagnostics and monitoring, to troubleshoot network problems and assure network service quality parameters from an end customer perspective. Streambow was founded in 2004 by a group of telecommunication specialists with an extensive experience in the worldwide telecommunication industry. The development of innovative products to the Portuguese and European market is today the main business focus of Streambow. More information can be found online at www.streambow.com

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