



Vodafone Portugal selects Xperience – Quality of Experience Solution for Monitoring and Diagnosing their Mobile Broadband Internet from End User Perspective

Xperience enables Vodafone Portugal to see the mobile internet service quality from customer's perspective.

Lisbon, Portugal – October 12th, 2011 – STREAMBOW, a leading provider of quality of experience and service solutions for mobile, home and access networks, today announced that Vodafone Portugal has selected its Xperience solution to diagnose and monitor the customer experience of end user's mobile internet services.

By implementing **Xperience Care Center**, Vodafone Portugal reduces significantly the diagnosis and support time spent per incident resulting in reduced support costs and at the same time better customer attendance. Xperience **Care Center** is running in-depth, real-time, on-demand diagnostics directly on customers' computer, to identify service bottlenecks, equipment failures, configuration or network issues.

Using **Xperience Care Center**, the customer is instructed to launch a diagnosis session on the fly from a link via Vodafone's service portal, without requiring any pre-deployment. The entirely web-based, solution performs end-to-end testing and measurement including, latency, bandwidth measurement, equipment diagnostics and more. Test results are practically instant and viewable by the support technician and the customer at the same time. The unique combination of equipment diagnostics and throughput data offers the technician a holistic view to customers' service experience allowing instant classification between customer or network issues.

This fast resolution offers Vodafone Portugal the ability to increase customer satisfaction and productivity while saving Vodafone time and costs, avoiding unnecessary on-site support or implementing more investigative testing from their end.

Streambow's Care Center solution helps Vodafone Portugal in its effort to continually improve customer satisfaction, this time through faster and more comprehensive diagnostics to remedy user impairments. "Xperience also gives us the ability to reduce our time spent on support issues and realizes significant reductions in technical support costs", commented José Oliveira, Customer Operations Director, Vodafone Portugal.

About Vodafone Portugal

Vodafone Portugal is part of the world's leading mobile telecommunications company and has a leadership position in terms of innovation, brand image and customer satisfaction in Portugal. Vodafone Portugal focuses on delivering total communications solutions to its more than 6 million customers. Visit Vodafone Portugal's website at www.vodafone.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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