



Carrier IQ Partners with Huawei on New Datacards *Mobile Analytics Improve Customer Mobile Broadband Service*

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Carrier IQ, Inc., the leader in Mobile Service Intelligence solutions for wireless carriers and equipment vendors, today confirmed it would be working in partnership with Huawei to launch a new range of datacards that will provide improved feedback on the mobile broadband user experience.

The cards incorporate a unique diagnostic engine to enable carriers to optimize and improve data performance using Carrier IQ's suite of analysis tools.

Announcing the partnership, Carrier IQ CEO Mark Quinlivan said: "These new cards will make for smoother delivery of mobile data services, improvements in customer care services, identification of network coverage gaps and increased awareness of actual user behavior."

"Everybody wins," Quinlivan added, "the manufacturer of the card, the network operator, but most importantly of all, the actual subscriber to mobile data services."

With Carrier IQ's Mobile Service Intelligence software embedded on the mobile broadband datacard or dongle, customer care operators can accurately diagnose problems a subscriber is experiencing. Data fed back from the cards can also be used to improve network performance and to track any user experience issues.

"Carrier IQ is a good partner of Huawei," said Mr. Su Jie, Director of Huawei Mobile Broadband product line. "Mobile operators are always looking for ways to optimize the customer's user experience. The Carrier IQ Mobile Service Intelligence solution delivers true performance data, enabling mobile operators to optimize their end-to-end service delivery. Huawei believes users can benefit a lot via our USB Modem products."

In January 2009, research firm In-Stat reported that over 200M modem devices were shipped in 2008, with the market predicted to grow to \$2.6Bn next year.

The solution is currently undergoing trials with a number of major European operators and the first commercially available cards in the new range are expected to be available mid-2009.

Quinlivan added: "Mobile broadband uptake is exploding-- the operators best able to match capacity to demand and improve the user experience will be those that reap the largest benefit in data traffic growth."

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About Carrier IQ

Carrier IQ, Inc. enables mobile carriers, phone manufacturers and service providers to improve their offerings based on direct insight into the customer experience. Deployed on over 35M phones from 7 leading vendors world-wide, Carrier IQ is the world's leading provider of Mobile Service Intelligence solutions that use the mobile phone to give detailed metrics on service quality and usage. Founded in 2005 and headquartered in Mountain View, California, Carrier IQ is a privately held, venture capital-financed company with offices in USA, UK and Malaysia.

Please visit www.carrieriq.com



About Huawei

Huawei Technologies is a leader in providing next generation telecommunications networks and now serves 35 of the world's top 50 operators along with over one billion users worldwide. The company is committed to providing innovative and customized products, services and solutions to create long-term value and growth potential for its customers.

Huawei Communication Technologies is a fully owned subsidiary of Huawei Technologies. Huawei has been dedicated to product innovation since it released its first mobile broadband product in 2004 and has continued to develop ground-breaking innovations. The total shipment of mobile broadband products by Huawei now exceeds 25 million units worldwide. Servicing 235 carriers in 115 countries, Huawei's mobile broadband products are ranked No.1 in global market share.

For more information, please visit www.huawei.com