



NEC and Carrier IQ Announce Global Partnership

Integration of NEC Device Management and Carrier IQ Mobile Service Intelligence Solutions

Tokyo, Japan and Mountain View, CA , February 17, 2009 – NEC Corporation, a leading global provider of Advanced Telecom and IT solutions, and Carrier IQ, the leader in Mobile Service Intelligence solutions for wireless carriers and equipment vendors, today confirmed that they have formed a global partnership agreement.

Under the agreement, the companies have integrated Carrier IQ's multi-vendor compatible Mobile Service Intelligence technology alongside NEC's leading Device Management products for mobile OEMs and carriers, and will jointly promote the integrated products world-wide.

NEC's comprehensive range of OMA-DM compliant Device Management products (NC7000-DM) allow handset OEMs and mobile carriers to manage their portfolio of devices, including settings management, over the air software updates and remote diagnostics. Carrier IQ's Mobile Service Intelligence products give carriers and OEMs the ability to analyze mobile service performance and quality as delivered to subscribers' phones, in order to optimize service efficiency and the end user experience.

"With carriers spending US\$8.9 billion annually on customer support calls worldwide, carriers are seeking ways to improve customer service and deliver 'right the first time' customer care," commented Carrier IQ CEO Mark Quinlivan. "The combination of Mobile Service Intelligence with mobile Device Management gives OEMs and Carriers the insight they need to optimize service delivery. For instance, by using the combined solution, carriers can identify actual and potential problems remotely, repair them transparently using Device Management and software updates, and verify the fix over the air, delivering a complete service update package in one go."

"Ultimately the actual subscriber benefits," he added, "while the manufacturer of the phone and the network operator enhance their offerings."

"The addition of Carrier IQ's technology with NEC's leading Device Management products adds a new dimension to our product range," commented Tsunehisa Enoki, General Manager of the Network Service System Division, NEC. "The Integration of Mobile Service Intelligence with NEC's mobile Device Management enables customers to close the communication loop by providing accurate feedback on service enhancements. The combination also creates an opportunity to accelerate service improvements, provide enhanced call center support to customers and ensure high levels of customer satisfaction."

NEC's Device Management solution enables Mobile Operators to provide essential and effective mobile device management that increases customer satisfaction through remote device management and avoids user churn, while delivering new revenue generating services and enhancing user experience through users' life logs. Additionally, NEC's field proven solution deployments to handsets, IT/Network

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Infrastructure and OSS, provide a comprehensive and reliable service to mobile carriers.

Carrier IQ's Mobile Service Intelligence solutions use software embedded on the mobile phone to provide detailed data regarding network and device performance, which when combined with Carrier IQ's IQ Insight analytics suite, gives carriers and OEMs an exceptionally thorough view of service delivery across their entire customer base. With this information, customer care operators can accurately diagnose user problems and improve both network and device performance.

As part of the partnership agreement, NEC and Carrier IQ will each promote these combined products to customers in Asia, North and South America and Europe.

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NEC Empowered by Innovation
About NEC

NEC Corporation is one of the world's leading providers of Internet, broadband network and enterprise business solutions dedicated to meeting the specialized needs of its diverse and global base of customers. NEC delivers tailored solutions in the key fields of computer, networking and electron devices, by integrating its technical strengths in IT and Networks, and by providing advanced semiconductor solutions through NEC Electronics Corporation. The NEC Group employs more than 150,000 people worldwide. For additional information, please visit the NEC website at: <http://www.nec.com>.

CARRIER IQ

About Carrier IQ

Carrier IQ 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

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