

RESPONSETEK AND INTUWAVE ANNOUNCE PARTNERSHIP TO DRIVE REAL-TIME FEEDBACK CAPABILITIES THROUGH SMARTPHONES

Submitted by: Pleon

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~Handset Manufacturers and Wireless Service Providers now able to gather real-time customer experiences through handset to accurately identify customer satisfaction levels~

Tuesday 5th October, 2004: Vancouver, BC Canada and London, UK – ResponseTek Networks Corp. (www.responsetek.com), the global leader in Experience Based Management (EBM), and Intuwave (www.intuwave.com), the Mobile Software Specialist, announced today a partnership to deliver the proven EBM solution to wireless devices through Smartphone technology.

The ResponseTek-Intuwave relationship will allow Mobile Device Manufacturers (MDMs) and Mobile Network Operators (MNOs) to leverage the capabilities of advanced Smartphone technology to collect customer information and other handset data in order to deliver superior customer experiences and strengthen customer loyalty. ResponseTek's solution will be embedded in the handset allowing consumers to provide feedback at anytime while also allowing MDMs or MNOs to proactively send an invitation to the handset to garner feedback from consumer.

"We're working with a roster of Global 1000 customers today to allow them to use the power of real-time customer experience collection where it can have the most impact within their organization," said Syed Hasan, President and CEO of ResponseTek. "As more consumers adopt the use of Smartphones, our alliance with Intuwave allows us to extend this capability to wireless operators to connect with their customers and gain insight through the handset in a quick and reliable way that was never available before."

"The challenge for software vendors like ResponseTek is how to exploit a Smartphones market now reaching critical mass without investing heavily in non-core Smartphone development resources," said Rob Davis, Product Manager at Intuwave. "We are delighted that ResponseTek has recognised the value of our experience and m-Network software and we look forward to working with them to bring the value of their solution to Smartphone users."

ResponseTek and Intuwave will be unveiling their joint solution at the Symbian Expo on 6th October, 2004 at 11:00am under the Enterprise Seminar series. For more information on the event,

visit www.symbianexpo.com.

~ Ends ~

About ResponseTek

ResponseTek (www.ResponseTek.com) interconnects businesses with their customers, vendors and employees. Companies use ResponseTek's Experience Based Management (EBM) solutions to enhance loyalty by driving business improvements based on the needs of their stakeholders. Clients include industry leaders: Abbey, Aon, Fairmont Hotels & Resorts, HSBC, Lastminute.com, NTL Home, QED-UK, T-Mobile, WestJet, and Xerox.

About Intuwave – Making Smartphones Make Sense

Intuwave is a software specialist with a single vision – to help both organisations and individuals realise the potential of Smartphones. We provide customers - handset manufacturers, mobile network operators, enterprises, system integrators, enterprise application developers and independent software vendors – with a series of innovative products that fully leverage the mobile data value chain. Our products and services, built on the m-Network® platform, are specifically designed for the wireless Smartphone environment. They deliver rapid return on investment through enabling increased market share, margin and operational savings. www.intuwave.com

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