



Teleperformance Accelerates Philippines Growth Plans Cites Great Demand - Announces Big Expansion

Manila, Philippines, January 21, 2008 – After opening its new 2500 workstation mega-contact center in EDSA (Metro-Manila), in October 2007, Teleperformance announced today this very recent facility is already operating at full capacity. The company further said its fifth call center in the Philippines will open South of Metro-Manila in Sucat next month with a capacity of 1,000 additional workstations. Teleperformance said the addition of the Sucat operation in February, 2008, means that the company will be operating 6,500 workstations in the Philippines.

Moreover, Teleperformance stated due to “very positive business growth”, it plans to open a sixth contact center in September, 2008. The sixth center will have a capacity of 1,300 workstations and will be located in a yet-to-be disclosed Metro-Manila location.

Teleperformance’s expansion plans means that before the end of 2008, the company will operate 8,000 workstations and employ an estimated 12,000 people in the Philippines servicing the U.S. market. This represents one of the largest, most dynamic and most dramatic growth successes in the contact center outsourcing industry to have ever occurred in the country.

Brent Welch, CEO of Teleperformance USA, commented: “We have been fortunate to see both an expansion of existing U.S. client programs and the addition of several new client programs to be fulfilled in the Philippines. In fact, our continued growth in the Philippines is directly based on the quality and performance of our great, talented, and loyal workforce. I’d like to take this opportunity to congratulate and also thank all of our people here for continuing to do an outstanding job on behalf of our clients.”

Dominic Dato, CEO of Teleperformance USA Group added: “Just a few months ago, we launched our fourth state-of-the art contact center in the Philippines. Expansion in the Philippines has been, is and will continue to be at the very heart of our growth strategy. When you think about it, the pace of our growth and client demand for our services here continues to be incredible. We’ve been in the Philippines for well over a decade and we are completely committed to expanding our presence even further in the years to come.”

David Rizzo, Managing Director of Teleperformance Philippines stated: “The exponential growth of Teleperformance’s Philippines operation is not only a true representation of our commitment to ensuring our employee’s satisfaction and development, but our pledge to our customers in delivering a world-class customer service experience.”

About Teleperformance:

Teleperformance (NYSE Euronext: FR 0000051807), the world’s leading provider of outsourced CRM and contact center services, operates under various brands, such as Teleperformance for customer acquisition, customer service and customer growth programs, as well as TechCity Solutions and Cash Performance respectively specializing in technical support and debt collection. In 2006, the Teleperformance Group achieved €1.385 billion revenues (US\$1.824 billion – exchange rate at December 31, 2006: €1 = US\$ 1.317). The Teleperformance management team revised upwards its annual objectives for the revenues 2007 at around €1.570 billion, increasing by +13% (US\$2.150 billion at: €1 = US\$ 1.37).



The Group operates nearly 75,000 computerized workstations, with more than 83,000 employees (Full-Time Equivalents) across 281 contact centers in 45 countries and conducts programs in more than 66 different languages and dialects on behalf of major international companies operating in various industries. Please visit us at www.teleperformance.com

For more information, visit: www.teleperformance.com

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