



## TELEPERFORMANCE strongly reinforces its leadership on the French market

*Paris, May 14, 2007*

Teleperformance announced today the cash acquisition of 62% interest in **The Phone House Services Telecom**, a subsidiary of the telecommunications distributor specializing in mobile telephony, The Phone House, within the context of a strategic partnership based on a joint management approach.

The Phone House Services Telecom develops comprehensive solutions for contact center-based customer relationship management services on behalf of its mobile telephone operator and MVNO clients.

The company employs 1,200 people across 5 state-of-the-art sites located in the west of France, achieving yearly sales of around €45 million.

With this acquisition, the Group is reinforcing its leadership, which is already well established in France, where Teleperformance was launched in 1978 and now employs over 9,000 French-speaking people across 32 sites.

**Christophe Allard, Chairman of the Teleperformance Board of Directors states:** "This acquisition represents a remarkable opportunity for us to achieve major consolidation in Teleperformance's home country. Moreover, the excellent relationships forged on this occasion with the managers of The Phone House and Carphone Warehouse enable us to envisage potential opportunities for greater collaboration at European level. For Teleperformance, this is the second major acquisition in 2007, thus confirming the implementation of the external growth strategy unveiled by Jacques Berrebi, Daniel Julien and myself, at the time of the capital increase in November 2006."

**Jean-Pierre Champion, President of The Phone House, continues:** "With this move, we are forging a strategic partnership that will allow us to safeguard the growth and diversification of The Phone House Services Telecom in the field of contact center-based customer relationship management services. We are particularly pleased that this partner is Teleperformance, the world leader in the sector."

**Patrick Dubreil, Director of Teleperformance French Operations and Member of the European Executive Committee concludes:** "With this move, our portfolio of specialist brands is encompassing the eighth player on the market and allows us, alongside the Teleperformance brand, to offer French clients a wealth of exceptional solutions. What's more, The Phone House Services Telecom's know-how in the field of telecommunications will allow us to strengthen our partnerships in this sector. We are now going to join forces with the company's managers to build its future with the full support of the Teleperformance Group."

## About The Phone House:

With 275 stores and 2,700 employees throughout France, The Phone House is the number one independent telecommunications distributor in France. Thanks to its multibrand approach, The Phone House has developed a unique expertise in all segments of the telecom market: 2G and 3G mobile telephony, fixed telephony, broadband Internet access, double, triple and quadruple play offers and now GSM/Wi-fi packaged offers. The Phone House also provides customers with telecommunications services across 4 customer contact centers.

The Phone House France is a subsidiary of the Carphone Warehouse Group (listed on the London Stock Market). Based on its total independence from manufacturers, operators and intermediaries, the strategy of The Phone House France gives priority to unbiased service to the customer and impartial advice.

## About Teleperformance:



Teleperformance (Euronext: FR 0000051807), the **world's co-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 million revenues (US\$1,824 million - exchange rate at December 31, 2006: €1 = US\$1.317).

The Group operates nearly **59,000 computerized workstations with more than 70,000 employees (Full-Time Equivalents) across 275 contact centers (including 93 contact centers directly managed in clients' premises) in 43 countries**, and conducts programs in more than 60 different languages and dialects on behalf of major international companies operating in various industries.

For more information, visit: [www.teleperformance.com](http://www.teleperformance.com)

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