



## Brazil: Termination of the Business relationship with Brasil Telecom

*Paris, August 17, 2007*

**Teleperformance** informs that its Brazilian operation recently received from its **largest Brazilian client, Brasil Telecom**, a **letter of early termination of their business relationship** that was under contract until January 2009

According to an **interview of Francisco Santiago, COO of Brasil Telecom**, published in “**Yahoo News**”, and “**Agência Estado de Sao Paulo**” the **reason for this decision was strategic for Brasil Telecom**.

According to Brasil telecom termination letter, the **effective termination of the main contract should take place end of 2007**.

This **specific contract has been under heavy price pressure for long months** and, while this new situation should represent a significant reduction in the revenues of Teleperformance in Brazil in 2008, the **group management doesn't anticipate a significant impact on its global profitability**. At the global level, **this fact should not impact Teleperformance 2007 global forecasts nor its mid terms business plans**.

Teleperformance express its **strong confidence and support** to its Brazilian management in its **ability to adjust in a profitable manner** which its plan already in place to continue to be a major player in Brazil. ”

### **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 **61,000 computerized workstations, with more than 70,000 employees (Full-Time Equivalents) across 287 contact centers in 44 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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