



TELEPERFORMANCE STRENGTHENS ITS LEADERSHIP IN THE MEXICO AND U.S. HISPANIC MARKETS

Paris, November 21, 2007 – Teleperformance announced today the **acquisition of 100% of H-Tel Holdings, Inc.**, in cash, by Teleperformance Group, Inc., its holding and management company for the Americas and Asia Pacific regions, from The **Carlyle Group** and other minority shareholders. H-Tel is the parent company of **Hispanic Teleservices Corporation**, a contact center services provider with operational facilities based in **Monterrey (Nuevo Leon)** and **Guadalajara (Jalisco) Mexico**.

Hispanic Teleservices Corporation primarily serves **large U.S. companies** by providing **bilingual services to the U.S. Hispanic market and the English language U.S. nearshore market**. Since its inception in 1999, the company has enjoyed strong and consistent growth rates and now manages more than **1,800 full-time equivalent bilingual employees**. Core service offerings include customer service, technical support, debt collection and back office applications.

Together with Teleperformance Mexico and Teleperformance El Salvador, the new addition of Hispanic Teleservices means **Teleperformance now serves the U.S. and Mexican markets with more than 10,000 customer specialists**. This represents, by far, the strongest existing bilingual nearshore solution for the U.S. market.

Daniel Julien and Jacques Berrebi, respectively CEO and Chairman of Teleperformance Group Inc., jointly commented: "We believe that Hispanic Teleservices has a management team made of great professionals with strong ethical values and we are happy to welcome them as active members of the Teleperformance family. They are a perfect match with our existing operations in Mexico. These two teams have known and respected each other for a long time, and together, we have the strongest will and commitment to take full advantage of our mutual best practices. **Jesus Rodriguez, the President of Teleperformance Mexico**, and **Alejandro Jaime, the COO of Hispanic Teleservices**, are going to drive a seamless and consistent integration. This is a great addition that reinforces the leadership of Teleperformance. From now on, Teleperformance USA and Teleperformance Mexico are acting as one single integrated company serving the U.S. English and bilingual market with more than 26,000 full-time employees.

Joaquin Avila, Managing Director and Head of Carlyle's Mexico buyout team, added: "We are pleased that Carlyle's first completed investment in Mexico is a success for our limited partners. In the past two years, HTC has matured and expanded by making strategic acquisitions, offering new services, reshaping the sales force and increasing revenue and employment. CEO Alberto Fernandez has done a fantastic job and we will miss working with him."



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 Teleperformance management team revised upwards its annual objectives for the revenues 2007 at around €1,570 million, increasing by +13% (US\$2,150 million at: €1 = US\$ 1.37).

The Group operates nearly **75,000 computerized workstations**, with **more than 80,000 employees (Full-Time Equivalents)** across **272 contact centers in 45 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

Teleperformance Contacts: (info@teleperf.com)

Michel **PESCHARD**, Corporate Secretary, Board Member
Nadine **DAVESNE**, Press Relations

+33-1.55.76.40.80
+33-1.46.67.63.44
+33-6.07.15.05.43

About The Carlyle Group

The Carlyle Group is a global private equity firm with \$74.9 billion under management committed to 57 funds. Carlyle invests in buyouts, venture & growth capital, real estate and leveraged finance in Africa, Asia, Australia, Europe, North America and South America focusing on aerospace & defense, automotive & transportation, consumer & retail, energy & power, financial services, healthcare, industrial, infrastructure, technology & business services and telecommunications & media. Since 1987, the firm has invested \$37.6 billion of equity in 734 transactions for a total purchase price of \$157.7 billion. The Carlyle Group employs more than 990 people in 21 countries. In the aggregate, Carlyle portfolio companies have more than \$87 billion in revenue and employ more than 286,000 people around the world. www.carlyle.com