

Teleperformance - First-Half 2010 Revenue

Consolidated revenue up 3.9% over H1 2009

France:

- 13,5% of consolidated revenue
- Revenue decline starting to level off

PARIS - AUGUST 3, 2010 - Teleperformance today reported its revenue for the six months ended June 30, 2010.

REVENUE

€ millions	2010	2009	% Change Reported	% Change Like-for-Like*
First-half revenue	983.2	946.7	+3.9%	-2.6%

* Excluding changes in scope of consolidation and exchange rates.

Revenue amounted to €983.2 million for the first half of 2010, up a reported 3.9% compared to the prior-year period.

This was in line with initial forecasts for the first half, with the second half expected to see increased growth in demand.

The positive currency effect, which lifted reported revenue by €27.6 million, was mainly due to the appreciation against the euro in the Brazilian real (€9.5 million), Mexican peso (€6.4 million) and Canadian dollar (€4.6 million).

A further €34.7 million was added to revenue by changes in the scope of consolidation over the period. Of this amount, €27.9 million came from the consolidation of Colombia's Teledatos as from December 31, 2009 and the integration of two companies, Metis in Turkey and TLSContact in France, which were acquired in the first half and consolidated as from January 1.

On a like-for-like basis, revenue was down 2.6% for the period.

First-half revenue performance may be analyzed by region as follows:

€ millions	First-Half 2010	First-Half 2009	% Growth	
			Reported	Like-for-Like
Anglophone & Asia-Pacific	349.7	358.3	-2.4	-4.7
Iberico-Latam	277.5	229.3	+21.0	+1.8
Continental Europe & MEA	356.0	359.1	-0.9	-3.6
TOTAL	983.2	946.7	+3.9	-2.6

Anglophone and Asia-Pacific region

Regional revenue declined 4.7% on a like-for-like basis, primarily due to the greater difficulties encountered in the Canadian and UK domestic markets in the second quarter.

On the other hand, in a still uncertain North American market, Teleperformance demonstrated firm revenue resilience in the United States, reflecting the soundness of its positioning.

Iberico-Latam region

Revenue increased 1.8% like-for-like in the first half, lifted by robust, double-digit growth in Brazil. In Spain, however, business slowed significantly due to the country's weaker economy.

Revenue in Mexico slipped slightly year-on-year, and more significantly in the second quarter, mainly due to non-recurring calendar effects.

In all, strong growth in South America helped to offset the more challenging environment in Spain.

Continental Europe and MEA region

First-half revenue declined by 3.6% year-on-year and like-for-like.

This noticeable improvement over the 7.3% fall-off reported in the first quarter was primarily due to the prior-year basis of comparison, which was higher in the first quarter than the second, when revenue in France started declining more quickly.

Elsewhere, the Nordic countries, Benelux countries and Greece posted strong performances that partly offset the contraction in Germany and Italy.

ACQUISITION

On July the 28 Th TPUSA has acquired U.S. Solutions Group Inc (USSG). The, Bristol, Virginia based USSG was established in 2001 and currently operates 3 contact centers with approximately 480 workstations on behalf of several clients. U.S. Solutions Group core services include inbound customer care, technical support, billing inquiry and web-enabled customer support. Annual Revenue forecasted for 2010 is approximately \$17 million.

OUTLOOK

First-half revenue was in line with the full-year guidance announced at the financial meeting on May 26.

In terms of revenue, this year's profile is symmetrically opposed to last year's, with in addition, the positive impact expected in the second half of the plan to restructure French operations, which was decided last year and implemented in first-half 2010.

CALENDAR

2010 interim consolidated financial statements: August 31, 2010, after close of trading.

ABOUT TELEPERFORMANCE

Teleperformance (NYSE Euronext Paris: FR 0000051807), the world's leading provider of outsourced CRM and contact center services, has been serving companies around the world, rolling out customer acquisition, customer care, technical support and debt collection programs on their behalf. In 2009, the Teleperformance Group reported €1,848 million in revenue (US\$2.6 billion – average exchange rate at December 31, 2009: €1 = US\$1.39).

The Group operates about 83,000 computerized workstations, with more than 112,000 full-time equivalent employees across 276 contact centers in 51 countries and conducts programs in more than 66 different languages and dialects on behalf of major international companies operating in various industries.

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REVENUE BY REGION

€ millions	2010	2009	% Growth	
			Reported	Like-for-Like
FIRST HALF				
Anglophone & Asia-Pacific	349.7	358.3	-2.4	-4.7
Iberico-Latam	277.5	229.3	+21.0	+1.8
Continental Europe & MEA	356.0	359.1	-0.9	-3.6
TOTAL	983.2	946.7	+3.9	-2.6
SECOND QUARTER				
Anglophone & Asia-Pacific	184.0	181.5	+1.4	-5.8
Iberico-Latam	152.6	130.4	+17.0	-2.5
Continental Europe & MEA	194.2	187.7	+3.5	-0,6
TOTAL	530.8	499.6	+6.2	-3.0
FIRST QUARTER				
Anglophone & Asia-Pacific	165.7	176.8	-6.3	-2.8
Iberico-Latam	124.9	98.9	+26.3	+7.3
Continental Europe & MEA	161.8	171.4	-5.6	-7.3
TOTAL	452.4	447.1	+1.2	-2.1

REVENUE BY BUSINESS SEGMENT

%	2010	2009
FIRST HALF		
Inbound services	78	75
Outbound services	16	21
Other*	6	4
TOTAL	100	100
FIRST QUARTER		
Inbound services	77	75
Outbound services	18	21
Other*	5	4
TOTAL	100	100

* Mainly market research and training