

Teleperformance

Fourth-Quarter 2010 Revenue

- **Fourth-quarter 2010: Sharp increase in consolidated revenue**
 - **Up 23.7% as reported vs. Q4 2009**
 - **Organic growth led by the United States and Brazil**
- **Full-year 2010 revenue up 11.4% vs. FY 2009 (as reported)**

PARIS, FEBRUARY 3, 2011 - Teleperformance today reported its revenue for fourth-quarter and full-year 2010.

REVENUE

In € millions	2010	2009	% change	
			Reported	Like-for-like
Fourth-quarter revenue	588.1	475.5	+23.7%	+9.0%
Full-year revenue	2,058.5	1,847.7	+11.4%	+1.1%

- **In the fourth-quarter**, when business is usually strong, **revenue** totaled **€588.1 million**, an increase of **23.7% as reported** and **9% at a constant scope of consolidation and exchange rates (like-for-like)** compared with the fourth-quarter 2009.

The positive **currency effect** lifted reported revenue by €26.4 million. The improvement was mainly due to the increase against the euro of the US dollar (€15.5 million), Mexican peso (€4.9 million), Brazilian real (€2.5 million) and Canadian dollar (€1.6 million).

Changes in the scope of consolidation contributed €37.5 million, stemming from a number of recent acquisitions: Colombia's Teledatos, consolidated as from December 31, 2009; Metis in Turkey and TLSContact in France, consolidated as from January 1, 2010; and beCogent in the United Kingdom and the U.S. Solutions Group Inc. in the United States, consolidated as from August 1, 2010.

- **For the full year, revenue** amounted to **€2,058.5 million**, compared with €1,847.7 million in 2009, an increase of **11.4% as reported** and **1.1% like-for-like**.

The **currency effect** was positive, adding €86.7 million to revenue growth for the year. Acquisition-related **changes in the scope of consolidation** contributed €101.1 million.

As announced earlier this year, the Group returned to organic growth in the second half of 2010. Performance was lifted by sales and marketing initiatives in recent months with large account customers in the **United States** and by substantial investments in **Brazil**, where revenue continued to rise sharply throughout the year.

In **Europe**, the Group stabilized the business while adjusting its contract portfolio. The main objective for the region is to improve profitability prior to launching an assertive sales and marketing program. In **France**, the implementation of the subsidiary's transformation plan – made possible following negotiations with employee representatives – represents a first step towards reaching that objective.

REVENUE PERFORMANCE BY REGION

The regions' relative contributions to Group revenue reflected their differing rates of growth during the year. The Iberico-LATAM region's contributions to revenue increased substantially and represented nearly one-third of Group annual billings, while relative contributions from Europe declined.

In € millions	2010	2009	% change	
			Reported	Like-for-like
FOURTH QUARTER				
English-speaking market & Asia-Pacific	219.9	159.4	+37.9%	+14.8%
Iberico-LATAM	166.7	124.2	+34.2%	+11.5%
Continental Europe & MEA	201.5	191.9	+5.0%	+1.5%
TOTAL	588.1	475.5	+23.7%	+9.0%
FULL YEAR				
English-speaking market & Asia-Pacific	761.9	687.0	+10.9%	+0.8%
Iberico-LATAM	581.9	456.4	+27.5%	+5.3%
Continental Europe & MEA	714.6	704.2	+1.5%	-1.7%
TOTAL	2,058.5	1,847.7	+11.4%	+1.1%

- **English-speaking market & Asia-Pacific**

In the fourth quarter, regional revenue increased by a robust **37.9% as reported** compared with the prior-year period. Growth was especially strong in the **United States**, thanks to significant sales to existing customers and major customer acquisitions. Revenue was positively impacted by the currency effect and by the early-August acquisition of UK-based beCogent. **Like-for-like** revenue rose by **14.8%** compared with fourth-quarter 2009.

- **Iberico-LATAM**

In the fourth quarter, Teleperformance benefited from the ongoing strength of the business in **Brazil** and the continued recovery in **Argentina**, while the economic environment in **Spain** remained problematic. Revenue in the region increased by **34.2% as reported** for the period, led by strong **11.5% organic growth**, the contribution of acquisitions and the rise in currencies against the euro.

- **Continental Europe & MEA**

Regional revenue rose by **5% as reported** and **1.5% like-for-like** in the fourth quarter, confirming the trend toward stabilization noted in the previous three-month period. Revenue in **France** was unchanged in the fourth quarter, compared with the prior-year period, and down 13.7% for the full year. In late January 2011, Teleperformance France signed an agreement for an Employment Protection Plan with employee representatives, following completion of the consultation process. The project is a key component of the transformation plan to overhaul the French subsidiary.

OUTLOOK

For 2011, the economic environment remains uncertain, especially in Europe. Recent instability in a number of countries – mainly in North Africa where the Group has operations – calls for a degree of caution.

Nonetheless, Teleperformance is beginning the year with determination and confidence. Management controls will be stepped up while the search for value – combined with sales and marketing development – will be systematically pursued.

UPCOMING FINANCIAL ANNOUNCEMENTS

2010 financial results: February 28, 2011 before trading opens on the NYSE Euronext Paris stock exchange



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 2010, the Teleperformance Group reported €2.058 billion in revenue. The Group operates about 83,000 computerized workstations, with more than 120,000 full-time equivalent employees across 268 contact centers in 50 countries and conducts programs in more than 66 different languages and dialects on behalf of major international companies operating in various industries. www.teleperformance.com

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