

# Teleperformance - 2011 Guidance

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- **Revenue growth forecast maintained**
- **Margin guidance revised**

**PARIS, JUNE 27, 2011** – Following the recent slowdown in business in the United States, Teleperformance today revised the 2011 margin guidance indicated during the release of its 2010 earnings.

As regards **revenue growth**, based on the performance since the beginning of the year and the volumes expected from existing contracts, the Group remains confident in its ability to deliver the forecast **2.5 to 5% increase** for the year, at constant scope of consolidation and exchange rates.

However, the current divergence in the United States between probable volumes and those initially projected by certain customers, combined with the difficulties disclosed earlier this year, notably in Southern Europe, has led management to revise its full-year **operating margin** guidance. Today, the Group expects to report an EBITA margin, before non-recurring items, of **between 8 and 9%** for 2011.

**Interim 2011 results** will be released on **July 28, 2011** after close of trading on the NYSE Euronext Paris exchange.

## ABOUT TELEPERFORMANCE

**Teleperformance** (NYSE Euronext Paris: FR 0000051807), **the world's leading provider of outsourced CRM and contact center services**, serves companies around the world with customer acquisition, customer care, technical support and debt collection programs. In 2010, it reported consolidated revenue of €2,058 million (US\$2,738 million based on €1 = US\$1.33).

The Group operates about 83,000 computerized workstations, with more than 128,000 full-time equivalent employees across 263 contact centers in 50 countries. It manages programs in more than 66 languages and dialects on behalf of major international companies operating in a wide variety of industries.

[www.teleperformance.com](http://www.teleperformance.com)

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