

Teleperformance

Quarterly review for the three months ended March 31, 2012

First-quarter 2012 revenue €541.8 million

- Reported growth 3%
- Organic growth 1.5%

PARIS, MAY 10, 2012 - Teleperformance today released its quarterly review for the three months ended March 31, 2012.

REVENUE

€ millions	2012	2011	% change	
			Reported	Like-for-like
First quarter	541.8	525.9	+ 3.0%	+ 1.5%

Revenue stood at €541.8 million for the first three months of 2012, an increase of **3% as reported** and **1.5% at constant scope of consolidation and exchange rates (like-for-like)** compared with first-quarter 2011.

The organic growth was in line with the Group's 2012 business plan.

The positive **currency effect** added €9 million to reported revenue for the period, primarily reflecting the gains in the US dollar against the euro.

Changes in the scope of consolidation, which mainly concerned the disposal of operations in Hungary in 2011, reduced reported revenue by €1 million.

REVENUE PERFORMANCE BY REGION

First-quarter revenue performance, which was in line with Group objectives, was primarily shaped by the sustained strong growth in the Ibero-LATAM region and by unfavorable prior-year comparatives in the English-speaking market & Asia-Pacific region.

As a result, the percentage of revenue derived from the Ibero-LATAM region rose over the period, to 31%, slightly more than the Continental Europe & MEA region's 30.6%. The English-speaking market & Asia-Pacific region accounted for 38.4% of billings during the quarter.

€ millions	2012	2011	% change	
			Reported	Like-for-like
FIRST QUARTER				
English-speaking market & Asia-Pacific	208.1	211.7	- 1.7%	- 5.5%
Ibero-LATAM	168.0	147.5	+ 13.9%	+ 13.5 %
Continental Europe & MEA	165.7	166.7	- 0.6%	- 0.1%
TOTAL	541.8	525.9	+ 3.0%	+ 1.5%

▪ English-speaking market & Asia-Pacific

In the region as a whole, revenue declined by 5.5% like-for-like compared with first-quarter 2011, when growth was a particularly strong 13.8% following start-up of a major contract signed in the United States in late 2010. After the very robust beginning, however, the contract failed to deliver the expected volumes over the rest of the year.

Otherwise, business in the region performed as initially expected during the quarter.

▪ Ibero-LATAM

Billings rose by a remarkable 13.5% like-for-like in the region, led by the sustained strong momentum at Teleperformance Brazil and the performance delivered by the companies in Colombia and Portugal.

▪ Continental Europe & MEA

At €165.7 million, revenue was stable in the region as whole, but Germany, the Benelux countries and Nordic countries saw sustained demand and new contract wins over the period.

In France, business continued to feel the impact of the decline in demand observed in 2011, although the local subsidiary is noting several positive signs of a renewed dynamic.

OUTLOOK

Teleperformance confirms its targets for full-year 2012, when the Group expects to report like-for-like revenue growth of between 2% and 4%, with an EBITA margin before non-recurring items of between 8.6% and 9%.

INVESTOR CALENDAR

Annual Shareholders Meeting: May 29, 2012

Interim 2012 results: July 30, 2012 after close of trading on the NYSE Euronext Paris exchange

ABOUT TELEPERFORMANCE

Teleperformance, 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 2011, it reported consolidated revenue of €2,126.2 million (US\$2,955.4 million based on €1 = US\$1.39).

The Group operates 98,000 computerized workstations, with more than 135,000 full-time equivalent employees across 250 contact centers in 49 countries. It manages programs in more than 66 languages and dialects on behalf of major international companies operating in a wide variety of industries.

Teleperformance shares are traded on the NYSE Euronext Paris market, Compartment A, and are eligible for the deferred settlement service. Teleperformance is included in the following indices: SBF 120, STOXX 600 and France CAC Mid & Small.

Symbol: RCF - ISIN : FR0000051807 - Reuters: ROCH.PA - Bloomberg: RCF FP
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