

Teleperformance

Revenues achieved during Q3 2010

- **Group Revenues: +14.5% vs Q3 2009**
+7.2% vs end September 2009
- **Back to organic growth for the Group**
- **Strong improvement in Latin America**

PARIS, NOVEMBER 3, 2010 - Teleperformance reported today its consolidated revenues for Q3 2010

REVENUES

In millions of euros	2010	2009	Change	
			Based on published data	Excl. foreign exch. & scope of consolidation
Q 3	487.2	425.4	+14.5%	+0.2%
Over the past 9 months	1,470.4	1,372.2	+7.2%	-1.7%

Based on published data, the consolidated revenue amounted to 487.2 million, a reported increase of 14.5% compared to Q3 2009.

During this period, **foreign exchange rates** effects resulted in a net positive impact of €33 million mainly due to the appreciation against the euro in the US\$ (+€19.7 million), Brazilian Real (+€2.2 million), Mexican Peso (+€4.9 million) and Canadian Dollar (+€1.8 million).

The **scope of consolidation** effects (+€27.7 millions) mainly resulted from external growth transactions which were completed as follows:

Teledatos (Columbia), which was consolidated as of December 31, 2009, Metis (Turkey) and TLS Contact, which were consolidated as of January 1, 2010, U.S. Solutions Group Inc (USSG) and BeCogent (United Kingdom) which were consolidated as of August 1, 2010.

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

In millions of euros	2010	2009	Change	
			Based on published data	Excl. foreign exch. & scope of consolidation
OVER THE PAST 9 MONTHS				
English-speaking market & Asia-Pacific	542.0	527.6	+2.7%	-3.9%
Iberico-LATAM	415.3	332.2	+25.0%	+3.0%
Continental Europe & MEA	513.1	512.4	+0.0%	-2.9%
TOTAL	1,470.4	1,372.2	+7.2%	-1.7%
3RD QUARTER				
English-speaking market & Asia-Pacific	192.3	169.3	+13.6%	-3.5%
Iberico-LATAM	137.8	102.9	+33.8%	+6.9%
Continental Europe & MEA	157.1	153.2	+2.5%	-0.6%
TOTAL	487.2	425.4	+14.5%	+0.2%
2ND QUARTER				
English-speaking market & Asia-Pacific	184.0	181.5	+1.4%	-5.8%
Iberico-LATAM	152.6	130.4	+17.0%	-2.5%
Europe continentale & MEA	194.2	187.7	+3.5%	-0.6%
TOTAL	530.8	499.6	+6.2%	-3.0%
1ST QUARTER				
Anglophone & Asie-Pacifique	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%

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

Revenues in all English-speaking countries increased by +13.6% sustained by a positive foreign exchange rate and a scope of consolidation effects as well as the acquisition of beCogent at the beginning of August 2010. Excluding foreign exchange rate and scope of consolidation effects, the Group revenues declined by 3.5% compared to Q3 2009.

These figures result from a continuing satisfactory activity in the United States and from a still increasing activity in the Canadian and UK markets compared to Q2 2010. Though, the trend in Canada and in UK is decreasing compared to Q3 2009.

- **Iberico-LATAM**

Q3 strongly increased in Iberico-LATAM. Revenues increased by 33.8% lifted by acquisitions, positive foreign exchange versus euro and organic growth over the region (+6.9%). The group still benefit from the continued strong growth in Brazil and the marked activity improvement in Argentina. Despite the impact of economic difficulties in Spain, Teleperformance business slightly improved compared to Q2 2010.

- **Continental Europe and MEA**

During the third quarter of 2010, this region revenues increased by 2.5% based on published data (-0.6% excluding foreign exchange rate and scope of consolidation effects). Trends observed in Q2 - strong results for Eastern and Nordic countries in particular – still compensate the difficulties remaining in France and Italy.

2010 ACQUISITIONS

- On July 28, 2010 - TPUSA 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.
- On August 17, 2010 – Teleperformance acquired 100% of the equity of UK-based beCogent. **beCogent** has around 3,000 employees at its four call centers in Scotland (Airdrie, Erskine, Kilmarnock and Glasgow). 2010 revenue forecasted is approximately £50 million. With this new operation in Scotland, Teleperformance is significantly extending its geographic footprint in the UK and becomes the second largest operator of outsourced contact centers in the UK. Teleperformance will then be able to serve all parts of the UK more effectively and deliver the most comprehensive offer to the market.



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 achieved €1.848 billion revenues (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 employees (Full-Time Equivalents) 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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