



PRESS RELEASE

Teleperformance Launches Third Contact Center in India

Paris, 8 September 2009 – Teleperformance, the global leader in outsourced contact centers, announces the launch of a new center in Jaipur, India to handle growing demand for its services. As the company's third center in India, Teleperformance Jaipur began taking calls on Friday, the 17th of July.

It is anticipated that up to 2,500 employees could be working out of the Jaipur center by 2010. Currently, the center has a number of employees working on expanded business solutions for existing Teleperformance clients. Teleperformance will now have over 8,000 employees in India.

"We are thrilled with the launch of the new center. Teleperformance continues to experience consistent growth in India, despite today's economic environment, allowing us to expand our hiring here in India as we meet the needs of our domestic and global clients," notes Sanjay Mehta, Managing Director of Teleperformance India.

Teleperformance India now serves both domestic and global clients from Jaipur and its existing outsourcing contact centers in Gurgaon, a suburb of New Delhi, and Indore. Jaipur center will be an integral part of Teleperformance's worldwide network of over 250 contact centers that leverage leading-edge technologies and high quality agents to deliver outstanding support to over 1,000 clients globally.

The Jaipur center has the potential to significantly grow the capabilities and manpower of the company's India operations over the next two years. The new contact center will provide both general support and advanced technical help desk services to a variety of Teleperformance clients via traditional voice calling, e-mail, and Web chat.

"The addition of the Jaipur center extends our commitment to offer our clients multiple solutions for improving their businesses in locations throughout India and globally," notes Dominic Dato, Executive Chairman of Teleperformance USA.

"The combination of offshore and domestic call centers is part of our strategy to provide our clients with a full suite of business solutions to serve their needs in the best way possible. We are thrilled to expand that trend with our strong desire and commitment to building our business in India," added Brent Welch, CEO of Teleperformance USA.



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 2008, the Teleperformance Group achieved EUR 1.784 billion revenues (US\$2.6 billion - average exchange rate at December 31, 2008: EUR 1 < > = US\$1.46). The Group operates about 82,000 computerized workstations, with more than 100,000 employees (Full-Time Equivalents) across 249 contact centers in 47 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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