



PRESS RELEASE

Teleperformance launches operations in Costa Rica

PARIS, January 11, 2010 - Teleperformance, the # 1 global leader in managing the customer experience in the outsourced contact center market, is pleased to announce its launch of operations in San José Costa Rica.

The Costa Rica operations will primarily focus on serving the US domestic market and extends Teleperformance's global geographic delivery leadership to 49 countries worldwide.

Teleperformance has already secured a multi-year agreement with an existing client that will be serviced by the newly launched Costa Rica operation. The initial operation includes approximate 300 workstations supporting the USA and an additional 100 workstations delivering services to the Latin American market.

Daniel Julien, Global CEO & Chairman of the Board of Teleperformance commented: "This move strengthens our footprint in Central America and simultaneously extends our existing industry lead in providing the most flexible and effective delivery options to our US market clients. We are very pleased to welcome Teleperformance Costa Rica worldwide family."

ABOUT TELEPERFORMANCE

Teleperformance (NYSE Euronext Paris: FR 0000051807), the # 1 global leader in managing the customer experience in the outsourced contact center market, 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 €1.784 billion revenues (US\$2.6 billion – average exchange rate at December 31, 2008: €1 = US\$1.46).

The Group operates about 82,000 computerized workstations, with more than 100,000 employees (Full-Time Equivalent) across 268 contact centers in 49 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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