



## Teleperformance acquires a strong tech support company in the USA

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PARIS, DECEMBER 23, 2008 - Teleperformance, the #1 global leader in the market of outsourced contact centers, managing sales, customer service, technical support and accounts receivables for more than 1,000 companies worldwide, is happy to announce today the acquisition, in cash, of 100% of "The Answer Group", a large provider of high level technical support to the US market.

The Answer Group, based in Florida and Louisiana, is expected to generate approximately \$140 million (US) in revenues for 2008. Under a very seasoned management team, more than 3,000 tele-technicians deliver a superior quality of service to a diversified client base in the fields of telecommunications, internet, cable television, specialized retail and OEM (Original Equipment Manufacturer).

Teleperformance's plan, enthusiastically supported by The Answer Group's management team, is to leverage Teleperformance's relationships in North America and promote the specialized expertise and quality of support delivered by The Answer Group.

Daniel Julien, Jacques Berrebi and Dominic Dato, the Teleperformance senior executives who led the acquisition, commented:

*" Today, the global economic outlook remains very uncertain, but we are confident that the integration of The Answer Group into the Teleperformance family, like our past successful acquisitions, will be very beneficial to us. In The Answer Group, we have found very strong professionals managing a company with highly satisfied clients -- this matches perfectly with Teleperformance's values and culture. Also, with this acquisition, Teleperformance becomes a worldwide leader in providing technical support, with yearly revenues for tech support services alone of more than US\$600,000,000 (Euro=1.32 US\$). We welcome all our new colleagues in Florida and Louisiana. Together we will continue to succeed, thanks to our passion and our complete dedication to our clients' success. "*

Teleperformance was represented by Leigh Ryan and Daniel Bergstein with their team of legal advisors from Paul, Hastings, Janofsky & Walker LLP, and Jennifer Cavanaugh and her team from Grant Thornton LLP. The Answer Group was represented by Donn Beloff and Jonathan Malkin of Greenberg Traurig. Morgan Keegan served as exclusive financial advisor to The Answer Group.

## 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, excluding this acquisition, the group expects around € 1.755 billion revenues (US\$2.6 billion- year 2008 average exchange rate: €1=USD\$1.48)

The Group operates nearly 79,800 computerized workstations, **with more than 88,000 employees (Full-Time Equivalents) across 248 contact centers in 46 countries** and conducts programs in more than 66 different languages and dialects on behalf of major international companies operating in various industries.

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

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