



## Information and Revenues for 1<sup>st</sup> Quarter 2007

- 1<sup>st</sup> Quarter 2007 organic growth in line with expectations: +7%
- Stable revenues in 1<sup>st</sup> Quarter 2007, based on published data: €336.3 million

Paris, May 10, 2007

### I. Revenues

The Teleperformance Group's consolidated revenues for the 1<sup>st</sup> quarter 2007 ended on March 31, 2007 amounted to **€336.3 million**, versus €333.7 million for the same period last year, i.e., a **+0.8% increase based on published data**.

**If not considering the foreign exchange effect, the Group's revenues increased by 5.3%.**

**On a comparable basis** (excluding foreign exchange and scope of consolidation effects), the Group recorded a **7% organic growth** over the 1<sup>st</sup> quarter 2007.

### Distribution per Region

(in Millions of Euros)	1 <sup>st</sup> Quarter 2007	1 <sup>st</sup> Quarter 2006	Growth (in %)	
			Published data	Comparable basis**
Europe	168.8	156.0	+8.2	+7.5
NAFTA*	127.5	137.6	-7.3	+7.1
Other	40.0	40.1	-0.4	+4.7
<b>Total</b>	<b>336.3</b>	<b>333.7</b>	<b>+0.8</b>	<b>+7.0</b>

\* North America and Mexico

\*\* Excluding foreign exchange and scope of consolidation effects

### Distribution per activity

(in %)	1 <sup>st</sup> Quarter 2007	1 <sup>st</sup> Quarter 2006
Inbound	68	66
Outbound	27	28
Other	5	6
<b>Total</b>	<b>100</b>	<b>100</b>

The **Inbound** activity increased by 2% and now stands for 68% of the Group's total revenues versus 66% in the 1<sup>st</sup> quarter 2006.



## II. Business evolution

### A/ 1<sup>st</sup> Quarter 2007 Activity

The following factors should be considered when assessing the Group's activity in the 1<sup>st</sup> quarter 2007:

#### 1 - Foreign exchange effect

The **negative impact** of exchange rates amounted to **€15.1 million** resulting from the rise of the Euro against most currencies, and in particular against the U.S. Dollar and the Brazilian Real.

**If not considering the foreign exchange effect, the Group's revenues increased by 5.3%.**

#### 2 – Scope of consolidation effect

The scope of consolidation effect represented a **negative impact of €5.2 million**. After adjusting the scope of consolidation effect, the Group's revenues, on a comparable basis, amounted to €328.5 million in the 1<sup>st</sup> quarter 2006.

The main transactions **impacting the Group's business in the 1<sup>st</sup> quarter 2007** were completed in the following regions:

##### **Transactions completed in 2006**

- Europe: Acquisition of **TP Hungary**, which was consolidated as of the 2<sup>nd</sup> semester 2006 and the **SCMG Group in Switzerland**, which was consolidated as of December 1, 2006 enabling us to strengthen our position in this European region;
- Sale of market research operations in France, Italy and Germany during the 2<sup>nd</sup> semester 2006;
- Sale of **Akoa** on March 31, 2006, a company specializing in sales promotion in France.

##### **Transactions completed during the 1<sup>st</sup> quarter 2007**

- NAFTA region: Sale of the US Company **Noble Systems Corp.**, which was deconsolidated as of January 1, 2007.

However, it must be noted that **Twenty4help Knowledge Service AG**, the German group acquired in March, was not integrated in the 1<sup>st</sup> quarter 2007 and will only be consolidated as of April 1, 2007.

#### 3. Base effect

The Group's 1<sup>st</sup> quarter 2007 activity was also impacted by a negative base effect resulting from the sustained activity in the 1<sup>st</sup> quarter 2006; the organic growth exceeded 17% last year over the same period.



## **B/ Outlook**

The objectives for the year 2007, i.e., an increase in revenues and results, which had been announced in November 2006, are considered as being no longer up-to-date, as a consequence of the significant transactions completed in the first quarter 2007, such as:

- the acquisition of the Twenty4help Group, representing annual revenues close to €100 million,
- the sale of our shareholding in the US subsidiary Noble Systems Corporation, which revenues were estimated at US\$30 million for 2007.

Moreover, the Euro/Dollar exchange rate fluctuations and the conversion of the OCEANE bonds in February 2007 also altered the factors considered when determining the initial objectives announced in November 2006.

Therefore, during our next financial meeting on May 23, 2007, the Group will present its latest half-year and annual objectives taking this new data into consideration based on updated market information.

## **III. Transactions and events during the last quarter**

The major events which occurred in the 1<sup>st</sup> quarter 2007 and impacted the Group's business and financial situation were as follows:

### **3.1 Early redemption of the OCEANE 3.25% bonds issued in December 2003**

At the beginning of January, in accordance with the issue contract, it was decided to **proceed with the early redemption** of the OCEANE bonds issued in December 2003 and remaining in circulation, with the **option** for bondholders to **convert their bonds into shares** up to the latest date of February 14, 2007.

**As a consequence of this transaction, in the 1<sup>st</sup> quarter 2007 the Group:**

- . **Converted 7,393,256 OCEANE bonds into 7,866,365 new shares**, taking effect on January 1, 2007,
- . **Redeemed 15,517 OCEANE convertible bonds** on February 23, 2007 **at a unit price of €21.19957, including interests.**

Therefore, to date there is no OCEANE bond outstanding.

The Group's decision to implement the OCEANE early redemption clause resulting in the conversion of most bonds in February 2007 contributed to increasing the **Group's shareholders' equity by €158 million.**

### **3.2 Sale of non-core business activities**

During the 1<sup>st</sup> quarter, the Group sold its interest in the US company **Noble Systems Corporation**, a subsidiary specializing in **software development** headquartered in Atlanta (Georgia) in the **United States.**

This transaction was part of our **policy of refocusing on our core business** and enabled us to recognize capital gains in the 1<sup>st</sup> quarter 2007 consolidated financial statements.

Moreover, as Noble was deconsolidated as of January 1, 2007, its Q1 2007 revenues were not included in the Group's Q1 2007 consolidated revenues.



### 3.3 Strategic acquisition in Germany

The Teleperformance Group acquired **100% interest in Twenty4help Knowledge Service AG** from United Internet AG.

**Twenty4help**, the current European leading company in technical assistance and help-desk, generated consolidated revenues exceeding €100 million in 2006. Operating in many European countries, such as Germany, the Netherlands, United Kingdom, Sweden, Spain, Poland and Czech Republic, the company provides technical support services in 22 languages.

Announced **last January 19**, this transaction required prior clearance from the German antitrust authorities.

As clearance was only given in March, it was decided to start **consolidating this newly acquired company as of April 1, 2007**.

This acquisition was fully paid **in cash** by Teleperformance.

### About the Teleperformance Group:

Teleperformance (Euronext: FR 0000051807), the **world's co-leading provider** of outsourced CRM and contact center services, **operates under various brands**, such as **Teleperformance** for customer acquisition, customer service and customer growth programs, as well as **TechCity Solutions** and **Cash Performance** respectively specializing in technical support and debt collection. In 2006, the Teleperformance Group achieved €1,385 million revenues (US\$1,824 million - exchange rate at December 31, 2006: €1 = US\$1.317).

The Group operates nearly **56,500 computerized workstations with more than 70,000 employees (Full-Time Equivalents) across 263 contact centers (including 91 contact centers directly managed in clients' premises) in 42 countries**, and conducts programs in more than 60 different languages and dialects on behalf of major international companies operating in various industries.

For more information, visit: [www.teleperformance.com](http://www.teleperformance.com)

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