



Teleperformance

Quarterly Information as of September 30, 2008

- **Revenues over the first 9 months of the financial year 2008**
 - **+14.7%** - Based on published data
 - **+9.8%** - Excluding foreign exchange and scope of consolidation effects
- **3rd Quarter Revenues: +5.6%**

Paris, November 10, 2008 – Today, Teleperformance published its quarterly information regarding its results as of September 30, 2008.

REVENUES

In millions of euros	2008	2007	Changes Based on published data	Changes Excluding foreign exchange and scope of consolidation effects
Revenues over the past 9 months	1,265.4	1,103.5	+ 14.7%	+ 9.8%
3 rd Quarter Revenues	385.7	365.1	+ 5.6%	+ 5.6%

- The Group's consolidated revenues over the first 9 months of the financial year 2008 amounted to **€1,265.4 million**, increasing by **14.7% based on published data**, compared to last year. **If not considering the foreign exchange effect**, the Group's revenues **increased by 21.2%**. **Excluding foreign exchange and scope of consolidation effects**, the Group achieved a **9.8% organic growth rate** over the first nine months of the financial year 2008.
- During the 3rd quarter 2008, the Group's consolidated revenues amounted to **€385.7 million**, increasing by **5.6% based on published data**, compared to the 3rd quarter 2007 revenues. **If not considering the foreign exchange effect**, the Group achieved a **10.5%** growth rate. **Excluding foreign exchange and scope of consolidation effects**, the Group achieved a **5.6% organic growth rate** in the 3rd quarter 2008.

THE GROUP'S REVENUES WERE DISTRIBUTED PER REGION AS FOLLOWS:

In millions of euros	2008	2007	Growth	
			Based on published data (in %)	On a comparable basis** (in %)
1ST QUARTER				
Europe	221.7	168.8	+31.3	+10.7
NAFTA*	166.5	127.5	+30.6	+17.8
Other	23.5	40.0	-41.2	-39.7
TOTAL	411.7	336.3	+22.4	+8.5
2ND QUARTER				
Europe	257.0	220.6	+16.5	+17.7
NAFTA*	182.6	137.0	+33.2	+23.2
Other	28.4	44.5	-36.1	-33.5
TOTAL	468.0	402.1	+16.4	+14.6
3RD QUARTER				
Europe	206.0	181.4	+13.5	+15.1
NAFTA*	162.3	153.4	+5.8	+3.6
Other	17.4	30.3	-42.7	-41.1
TOTAL	385.7	365.1	+5.6	+5.6
AT SEPTEMBER 30				
Europe	684.7	570.8	+19.9	+14.6
NAFTA*	511.4	417.9	+22.4	+14.8
Other	69.3	114.8	-39.6	-37.6
TOTAL	1,265.4	1,103.5	+14.7	+9.8

* North America and Mexico

** Excluding foreign exchange and scope of consolidation effects

REVENUE DISTRIBUTION BY BUSINESS SEGMENT

At September 30, 2008, the **Inbound** activity increased by 2% and now stands for 72% of the Group's total revenues, versus 70% at September 30, 2007.

(in %)	2008	2007
AT MARCH 31		
Inbound services	72	68
Outbound services	25	27
Other*	3	5
TOTAL	100	100
AT JUNE 30		
Inbound services	72	69
Outbound services	24	27
Other*	4	4
TOTAL	100	100
AT SEPTEMBER 30		
Inbound services	72	70
Outbound services	24	26
Other*	4	4
TOTAL	100	100

* mainly standing for market research and training operations

BUSINESS DEVELOPMENTS

▪ Foreign exchange effect

- **At the end of the 3rd quarter 2008**, the rise of the euro against most currencies, and especially the U.S. Dollar and the Pound Sterling, represented a negative impact of **€17.8 million**.

This foreign exchange effect may be broken down **per region** as follows:

- **NAFTA** -€12.6 million
- **Europe** -€4.7 million
- **Rest of the World** -€0.5 million

- **Over the first nine months of the financial year 2008**, the negative foreign exchange impact amounted to **€72.1 million**:

- **NAFTA** -€58.4 million
- **Europe** -€11.5 million
- **Rest of the World** -€2.2 million

▪ Scope of consolidation effect

The positive impact resulting from external growth transactions over **the 3rd quarter 2008 results** amounted to **€17 million**, including:

- | | |
|-----------------|----------------|
| - NAFTA | +€15.5 million |
| - Europe | +€1.5 million |

Such positive impact mainly resulted from the following transactions:

In 2008:

- In **Europe**, acquisition of the GN Research Group, which was consolidated as of July 1, 2008.

In 2007:

- In the **NAFTA** region, acquisition of the US company Alliance One, which was consolidated as of August 1, 2007.
- In the **NAFTA** region, acquisition of the Mexican company Hispanic Teleservices, which was consolidated as of December 1, 2007.

Moreover, to be noted that Teleperformance proceeded with the **deconsolidation** of its last two subsidiaries in the Marketing Services division as of **January 1, 2008**. Both companies (**ISM and IDCC**) specializing in **training** activities were **sold at the beginning of this year**.

Since January 1, 2008, the scope of consolidation effect has represented a **positive impact of €115.2 million**, including:

- | | |
|-----------------------|----------------|
| - NAFTA region | +€78.5 million |
| - Europe | -€36.7 million |

▪ Base effect

In the 3rd quarter 2007, a **9.4%** organic growth rate was recorded throughout the Teleperformance network, supported by the Group's sustained business activity in the **NAFTA region** (+15%).

In 2007 the Group's results also included the Brazil Telecom contract until the end of November. This contract has now been terminated.

FINANCIAL DATA

At the end of the 3rd quarter 2008, the Teleperformance Group's **financial position was positive and strong**. It also benefits from a **€300 million revolving credit facility**, which took effect in January 2008.

KEY HIGHLIGHTS IN THE 3RD QUARTER 2008

▪ Acquisition of interest in GN Research

At the end of the 1st semester 2008, a capital increase was completed in the **GN Research** Group, which specializes in **market research activities**. Teleperformance now owns 67 percent interest in this Group, which is made up of four subsidiaries operating in the EMEA region.

GN Research, which achieved €18 million annual revenues, was consolidated as of June 30, 2008.



▪ Teleperformance sets up in Ukraine

Teleperformance and **First Call** executed a purchase agreement last September 30, pursuant to which Teleperformance shall acquire a majority interest in First Call as soon as the Ukrainian anti-monopoly authorities give their approval.

First Call Ltd., a fast growing start-up based in Kiev, will operate approximately 300 workstations in 2009, strictly complying with the international standards. Thanks to the fast implementation of the Teleperformance Group's best practices, First Call will be in a position to meet the highest Western standards, notably with respect to service quality, internal processes, data security and confidentiality, in order to manage operations on behalf of first-class international and local clients, providing them with the same service level as in any other Teleperformance subsidiary in the world.

First Call's target is to quickly become the leading contact center provider in Ukraine, providing clients with a wide range of outsourced CRM and contact center services such as customer acquisition, customer care and technical support services.

OUTLOOK

Despite the challenging economic environment, **the 3rd quarter results are in line with the annual revenue objectives** announced by the Group management team when publishing the half-year financial statements.

During the next **financial meeting, which will take place on November 26, 2008**, Teleperformance will describe its objectives for 2008, as well as its outlook for 2009.

In addition, Teleperformance indicates that due to the current financial environment, it has ceased to contemplate a potential capital restructuring and has terminated all of its discussions with a restricted number of investors.

KEY DATES

Financial Meeting: November 26, 2008

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 2007, the Teleperformance Group achieved €1.593 billion revenues (US\$2.182 billion – exchange rate at December 31, 2007: €1 = US\$1.37).

The Group operates nearly **75,000 computerized workstations, with more than 83,000 employees (Full-Time Equivalents) across 281 contact centers in 45 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

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