



Teleperformance Launches Fourth Site in India

- State of the art 100,000 square foot facility in Jaipur provides expansion of over 1,200 additional production stations.
- The new facility strengthens Teleperformance's service delivery capabilities in India's domestic business process outsourcing (BPO) market.

Salt Lake City, Utah, August 8, 2011 – Global Customer Experience Leader Teleperformance continues to experience consistent growth in India and the inauguration of its 4th site in the subcontinent affirms its strong position in the domestic India BPO market.

The addition of the new facility bolsters Teleperformance's existing footprint in India which includes three geographic service delivery locations, namely Gurgaon, Indore and Jaipur (now with 2 sites).

Sanjay Mehta, Managing Director, Teleperformance India credits the expansion to both new business opportunities and growing long term client partnerships. Sanjay added: "Our new and spacious facility is equipped with best-in-class training facilities and state-of-the art technology labs to foster business innovation. We have already started operations with more than 500 Tech Support Associates".

Brent Welch, CEO of Teleperformance USA Group commented, "We are excited about expanding in the high growth economy of India. This is a strategic investment for Teleperformance and an increasing number of our clients see the advantages of the highly skilled agent pool and the strong technology foundation India offers. Teleperformance continues to gain domestic market share in India... particularly through organic growth. This has been a contributing factor in extending our global market leadership position".

ABOUT TELEPERFORMANCE

TELEPERFORMANCE (NYSE Euronext Paris: FR 0000051807), the world's leading provider of outsourced CRM and contact center services, serves companies around the world with customer acquisition, customer care, technical support and debt collection programs. In 2010, the Teleperformance Group reported €2.058 billion in revenue (US\$2.738 billion based on an exchange rate of EUR 1 = US\$1.33).

The Group operates about 83,000 computerized workstations, with more than 128,000 full-time equivalent employees across 263 contact centers in 50 countries. It manages programs in more than 66 different languages and dialects on behalf of major international companies operating in a wide variety of industries. www.teleperformance.com



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