

PRESS RELEASE

Teleperformance

Teleperformance Receives the Asia Pacific Contact Center Outsourcing Service Provider of the Year Award and Achieves Rare “Worldwide Grand Slam”

An Industry Best 17th Frost & Sullivan Award Won by Teleperformance Since 2006

PARIS, JUNE 18, 2012 – Teleperformance, the world’s leading provider of outsourced customer experience management services, has received the prestigious 2012 Frost & Sullivan Asia Pacific Contact Center Outsourcing Service Provider of the Year Award. The honor was presented during the Frost & Sullivan Asia Pacific ICT Awards held on June 7 at the Shangri-La Hotel in Singapore.

Teleperformance’s significant performance in revenue management, market share, capabilities, and overall contribution to the ICT industry have earned the company this distinction. Teleperformance operates 20 world-class contact centers across the region from China, India, Indonesia, Philippines, Singapore and Vietnam.

"Teleperformance stayed ahead in a fiercely competitive outsourcing market by transforming itself to be a reliable partner to deliver excellence in customer experience. Widespread geographical footprint with multilingual capability, excellent local leadership, an exemplary successful 'hub and spoke operational model', extensive in-house R&D capabilities and persistent investment in state of the art technology reinforces Teleperformance's commitment to service and operational excellence," said Sathya Subramanian, Research Analyst for Frost & Sullivan's ICT practice.

She continued, "Such efforts have placed the company in a unique position as a front-runner in the contact center outsourcing industry, well captured by its remarkable growth, in terms of revenue, new customers and employee numbers, in Asia Pacific in 2011. We are delighted to bestow this recognition to Teleperformance."

Daniel Julien, Chairman and CEO of Teleperformance commented, *"this is an industry record 17th Award we have received from Frost and Sullivan since 2006. It also represents a very special grand slam for us because Teleperformance has now won the Provider of the Year Award in all four regions of the world Frost and Sullivan evaluates; North America, Latin America, EMEA and Asia Pacific. This is recognition that acknowledges our continued global industry leadership by an independent third party whose opinion is respected and valued by the market. Receiving this award and attaining the worldwide grand slam demonstrates our dedication in bringing the best quality of customer service to both our local and global clients."*

Brent Welch, CEO of Teleperformance English World and the Asia-Pacific Region and David Rizzo, President of Teleperformance Asia Pacific jointly stated, *"We are both honored by this recognition from Frost & Sullivan and we thank our entire team for their outstanding performance that directly led to this award. We are committed to significant growth through strong partnerships with our clients and by delivering results that consistently exceed client expectations."*

The 2012 Frost & Sullivan Asia Pacific ICT Awards seeks to recognize companies and individuals that have pushed the boundaries of excellence, rising above the competition and demonstrating outstanding performance across Asia Pacific. Founded in 2004, the Frost & Sullivan Awards are presented annually based on extensive market engineering tools evolved by Frost & Sullivan. Industry analysts compare market participants and measure performance through in-depth interviews, analysis, and extensive secondary research in order to identify best practices in the industry.

For more details on the 2012 Frost & Sullivan Asia Pacific ICT Awards, visit www.ict-awards.com.

ABOUT TELEPERFORMANCE

Teleperformance, 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 2011, it reported consolidated revenue of €2,126.2 million (US\$2,955.4 million) based on €1 = US\$1.39).

The Group operates 98,000 computerized workstations, with more than 130,000 full-time equivalent employees across 249 contact centers in 49 countries. It manages programs in more than 66 languages and dialects on behalf of major international companies operating in a wide variety of industries.

Teleperformance shares are traded on the NYSE Euronext Paris market, Compartment A, and are eligible for the deferred settlement service. Teleperformance is included in the following indices: SBF 120, STOXX 600 and France CAC Mid & Small.

Symbol: RCF - ISIN : FR0000051807 - Reuters: ROCH.PA - Bloomberg: RCF FP

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