

The Company has multiple distinct contracts with AT&T spread across multiple lines of businesses, which expire at varying dates between 2020 and 2022. The Company has historically renewed most of these contracts. However, there is no assurance that these contracts will be renewed, or if renewed, will be on terms as favorable as the existing contracts. Each line of business is governed by separate business terms, conditions and metrics. Each line of business also has a separate decision maker such that a loss of one line of business would not necessarily impact the Company's relationship with the client and decision makers on other lines of business. The loss of (or the failure to retain a significant amount of business with) any of the Company's key clients, including AT&T, could have a material adverse effect on its performance. Many of the Company's contracts contain penalty provisions for failure to meet minimum service levels and are cancelable by the client at any time or on short notice. Also, clients may unilaterally reduce their use of the Company's services under the contracts without penalty.

Total revenues by segment from the Company's largest client other than AT&T, which was in the financial services vertical in each of the years, were as follows (in thousands):

	Years Ended December 31,					
	2019		2018		2017	
	Amount	% of Revenues	Amount	% of Revenues	Amount	% of Revenues
Americas	\$ 111,131	8.6%	\$ 105,852	8.0%	\$ 109,475	8.3%
EMEA	—	0.0%	—	0.0%	—	0.0%
	<u>\$ 111,131</u>	<u>6.9%</u>	<u>\$ 105,852</u>	<u>6.5%</u>	<u>\$ 109,475</u>	<u>6.9%</u>

Other than AT&T, total revenues by segment of the Company's clients that each individually represents 10% or greater of that segment's revenues in each of the periods were as follows (in thousands):

	Years Ended December 31,					
	2019		2018		2017	
	Amount	% of Revenues	Amount	% of Revenues	Amount	% of Revenues
Americas	\$ —	0.0%	\$ —	0.0%	\$ —	0.0%
EMEA	40,138	12.6%	104,856	35.5%	104,829	40.3%
	<u>\$ 40,138</u>	<u>2.5%</u>	<u>\$ 104,856</u>	<u>6.4%</u>	<u>\$ 104,829</u>	<u>6.6%</u>

The Company's top ten clients accounted for 42.2%, 44.2% and 46.9% of its consolidated revenues during the years ended December 31, 2019, 2018 and 2017, respectively.

The following table represents a disaggregation of revenue from contracts with customers by delivery location (in thousands):

	Years Ended December 31,		
	2019	2018	2017
<b>Americas:</b>			
United States	\$ 614,493	\$ 668,580	\$ 644,870
The Philippines	250,888	231,966	241,211
Costa Rica	127,078	127,963	132,542
Canada	99,037	102,353	112,367
El Salvador	81,195	81,156	75,800
Other	123,969	118,620	118,853
Total Americas	<u>1,296,660</u>	<u>1,330,638</u>	<u>1,325,643</u>
<b>EMEA:</b>			
Germany	94,166	91,703	81,634
Other	223,847	203,251	178,649
Total EMEA	<u>318,013</u>	<u>294,954</u>	<u>260,283</u>
Total Other	<u>89</u>	<u>95</u>	<u>82</u>
	<u>\$ 1,614,762</u>	<u>\$ 1,625,687</u>	<u>\$ 1,586,008</u>