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TRANSCOM SIGNS CONTRACT WITH AMENA

Transcom WorldWide S.A., the European Outsourcing specialist, today announced that it has signed a new four year contract with Amena, Spain's third largest mobile phone company, increasing the services provided and the total value of the partnership to an estimated €13 million of annualised revenue. Under this new agreement, Transcom will provide both customer relationship management services and Debt Collection services.

Transcom will provide Collections and CRM services for Amena from its centres in Madrid and Barcelona where significant expansion will take place to accommodate the new business during the Autumn.

Keith Russell, CEO of Transcom WorldWide, commented: "I am delighted that we have cemented our relationship with Amena by signing this contract. This demonstrates that we are delivering high quality services to our customers. What I am particularly pleased with is that we are providing Amena with debt collection services, which shows the progress we are making in selling our debt collection capabilities in Spain".

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Transcom WorldWide is a rapidly expanding Customer Relationship Management (CRM) solution provider, with 40 service centres employing more than 9,000 people delivering services to 21 countries – Luxembourg, Sweden, France, Denmark, Germany, Finland, Italy, Switzerland, Norway, the Netherlands, Spain, Austria, Morocco, Portugal, Poland, Estonia, Latvia, Lithuania, Belgium, Hungary and the UK.

The company provides CRM solutions for companies in a wide range of industry sectors, including telecommunications and e-commerce, travel & tourism, retail, financial services and utilities. Transcom offers clients a broad array of relationship management services, including inbound communication; telemarketing and outbound; Administrative Tasks; Web servicing; CRM Consultancy Service; Contract Automation; Credit Management Service; and Legal Services. Client programs are tailor-made and range from single applications to complex programs, which are offered on a country-specific or international basis in up to 38 languages.

Transcom WorldWide S.A. 'A' and 'B' shares are listed on the Stockholmsbörsen O-List under the symbols TWWA and TWWB.

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