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FOR IMMEDIATE RELEASE

23 September, 2004

TRANSCOM ANNOUNCES THE OPENING OF ITS FIFTH CALL CENTRE IN SPAIN

Transcom WorldWide S.A., the European CRM specialist, today announced the opening of a new call centre in Barcelona, Spain.

The new call centre has been opened to fulfill part of the expansion of the recently signed contract with Amena, Spain's third largest mobile telephony operator. In addition to this, it will also be used to further expand the multi-lingual services for Northern European markets. The new centre, which has 280 seats, will employ around 550 people over a 3-year period.

Mr. Joan Josep Berbel, Director of the Investment Promotion Agency of Catalonia (CIDEM), an organisation belonging to the Department of Employment and Industry of the Government of Catalonia said, "We are very pleased with Transcom's decision to consolidate its business in Catalonia. The decision proves that Barcelona is a competitive location for multi-lingual customer service centres that need to provide services with a high level of quality".

Keith Russell, CEO of Transcom Worldwide, commented: "We are very pleased with the strong development of our Spanish business and excited by the ongoing growth of our multi-lingual services in Barcelona."

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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, Belgium, Hungary, Norway, the Netherlands, Spain, Austria, Morocco, Poland, Portugal, Estonia, Latvia, Lithuania 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.

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