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FOR IMMEDIATE RELEASE

15 February, 2005

**TRANSCOM ANNOUNCES THE OPENING OF ITS
FIRST CALL CENTRE IN SEVILLE**

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

The new call centre in Seville, which will be Transcom's sixth call centre in Spain, has been opened in order to meet the growth in its business. Seville will be one of Transcom's largest call centres with over 350 seats. Initially the call centre will be used to service Transcom's Spanish customers including Auna and Amena. The call centre agents will be multi-skilled providing clients with both CRM and debt collection services.

The opening of the call centre in Seville, which has been funded from existing cash flow, will replace an insourced operation with Auna, which was previously run by Transcom. A 4-year service contract has been negotiated with Auna, the key client in this new centre and some of the assets associated with the insourced centre have been transferred to Transcom.

Keith Russell, CEO of Transcom Worldwide, commented: "Seville is an important commercial centre in Spain and I am delighted that we have established an operation there in partnership with such an important client. With this new centre we can grow both Spanish and international business services in both CRM and Debt Collection markets".

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Transcom WorldWide is a rapidly expanding Customer Relationship Management (CRM) solution provider, with 41 service centres employing more than 9,900 people delivering services to 23 countries - Luxembourg, Sweden, France, Denmark, Germany, Finland, Italy, Switzerland, Belgium, Hungary, Norway, the Netherlands, Spain, Austria, Morocco, Poland, Portugal, Estonia, Latvia, Lithuania, Serbia, Montenegro 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

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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.