



Our people make the difference

FOR IMMEDIATE RELEASE

17 OCTOBER, 2005

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

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

The new call centre which started its operations today will be Transcom's first call centre in Tunisia. It has been opened in order to meet the growth in Transcom's near shore business and has been funded out of existing cash flow.

The Tunis call centre will initially open with 119 seats. In line with Transcom's strategy to further develop its low cost near shore language capabilities, the Tunis call centre is expected to grow to over 400 seats in the medium term. The call centre agents will be multi-skilled. At the outset it will provide customers with CRM services and in the future debt collection services.

Mrs Mongia Khemiri, General Manager of FIPA-Tunisia said: "We're delighted by Transcom's decision to select Tunisia as an investment site, based on the results of their in depth research and benchmarking survey compared to other locations. It is a testament to the successful policies adopted by Tunisia during the last few years in order to continually improve the Tunisian investment climate."

Keith Russell, CEO of Transcom Worldwide, commented: "Tunis will provide an excellent platform for Transcom to develop its near shore Italian and other language capabilities. Our investment in Tunis will create local jobs as well as providing our customers with an extremely cost-efficient and high quality service."

For further information please contact:

Keith Russell, President and CEO

+352 27 755 000

Alex Dee, Investor & Media Enquiries

+44 20 7321 5010

Transcom WorldWide is a rapidly expanding Customer Relationship Management (CRM) solution provider, with 44 service centres employing more than 11,000 people delivering services to 26 countries - Luxembourg, Sweden, France, Denmark, Germany, Finland, Italy, Switzerland, Belgium, Hungary, Norway, the Netherlands, Spain, Austria, Morocco, Poland, Portugal, Estonia, Latvia, Lithuania, Serbia, the UK, the Czech Republic, the Slovak Republic, Croatia and Tunisia.

Transcom WorldWide S.A.
75, route de Longwy
L-8080 Bertrange, Luxembourg
www.transcomww.com

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 39 languages.

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