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FOR IMMEDIATE RELEASE

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## TRANSCOM WINS CONTRACT WITH DELTA AIR LINES

**Transcom WorldWide S.A., the European CRM specialist, today announced that it is beginning a pilot program with US-based Delta Air Lines.**

Transcom's call centres in the Baltics will provide reservations, ticketing inquiries and other customer support functions for Delta's US-based customers. Subject to the delivery of a successful initial service, the agreement has the potential for a larger partnership between the two companies in the future.

Steve Scheper, Vice President of Reservations for Delta Air Lines, said: "We looked for a cost-efficient partner who had a solid track record of providing quality customer support and who could deliver a scaleable solution. Transcom was able to meet all of these qualifications, an impressive feat in this highly competitive environment."

Keith Russell, CEO of Transcom Worldwide, commented: "This contract will further augment our position in the leisure and airlines sector. Delta's choice confirms our view that the Baltic region offers a high quality, low-cost English language solution for outsourced CRM services. We look forward to extending our relationship with the world's second largest global airline."

**For further information please contact:**

Keith Russell, President and CEO	+352 27 755 000
Noah Schwartz, 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.

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.*

Transcom WorldWide S.A.  
75, route de Longwy  
L-8080 Bertrange, Luxembourg  
[www.transcomwww.com](http://www.transcomwww.com)