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FOR IMMEDIATE RELEASE

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TRANSCOM ANNOUNCES THE OPENING OF ITS SECOND SITE IN CROATIA

Transcom WorldWide S.A. (“Transcom”), the European CRM and debt collections specialist, today announced the opening of a new call centre in Osijek, Croatia.

The new service centre is Transcom's second organic development in Croatia. The contact centre will initially open with 25 seats and Transcom expects the facility to grow to approximately 100 seats by the middle of next year.

The new centre has been developed to both absorb business growth from Tele2 and also support the growth of external clients for Transcom. Additionally, Transcom plans to utilise the Osijek site to further extend its nearshore solutions for the German market. Potential German clients are expected to begin trialling the service by the end of the year.

Keith Russell, CEO of Transcom, commented: “We are pleased to announce the opening of our second centre in Croatia. The launch of the Osijek centre comes on the heels of strong growth from Tele2’s domestic mobile business, and the additional capacity will help us to grow our external client base in the region. With a high calibre labour pool and a competitive pricing model, the Osijek site will serve as an excellent platform for the continued expansion of Transcom’s nearshore service offering to the German market.”

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About Transcom

Transcom WorldWide S.A. is a rapidly expanding Customer Relationship Management (CRM) solution provider, with 56 service centres employing more than 12,800 people delivering services to 28 countries – Austria, Belgium, Chile, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Germany, Hungary, Italy, Latvia, Lithuania, Luxembourg, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Spain, Sweden, Switzerland, the Netherlands, Tunisia, the UK and the USA.

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; Legal Services; and Interpretation Services. Client programs are tailor-made and range from single applications to complex programmes, which are offered on a country-specific or international basis in up to 33 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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