

TRANSCOM ANNOUNCES THE INTENDED SALE OF TWO SITES IN FRANCE – ONE-OFF CHARGE IN Q4 2010: €19.4 MILLION

Luxembourg, 28 January 2011 - Transcom WorldWide S.A. announces that its French subsidiary, Transcom Worldwide (France) SAS, is presenting to its works council a divestment project of two French sites with the view to improving the group's competitiveness.

Transcom Worldwide (France) SAS has received two offers, one from B2S contemplating the acquisition of its Roanne site and business (278 permanent employees) and the other from arvato, a division of Bertelsmann, contemplating the acquisition of its Tulle site and business (213 permanent employees).

The contemplated transactions will be reflected in Transcom WorldWide S.A.'s financial results for the fourth quarter of 2010 as a charge of €19.4 million. This amount includes a charge of €10.0 million which corresponds to the funding provided to the bidders in order to manage the takeover as well as the transition costs, and a charge of €9.4 million related to the provisioning of 3 contracts which are either discontinued or becoming onerous as a consequence of this operation.

The operation will result in a €7.9 million cash outflow, which will be disbursed at the time of the transfer of the sites.

The submitted project will be reviewed by the employee representatives within the framework of an information/consultation procedure and is part of the ongoing transformation and streamlining of Transcom's French operations in order to address the current overcapacities, reduce losses and restore profitability.

The transfer of the sites will take place once the information/consultation process is fully completed. This is expected to occur in the next three to four months. As a consequence, the revenue in Transcom's French operations will reduce by circa €7 million in the eight to nine months of 2011 (€13 million on a full year basis). Losses are estimated to be reduced in the range of half the current run rate.

Transcom remains committed to France and its client base in the country. The intended transactions will contribute to the adjustment of the existing overcapacities in France and hence allow management to focus its resources and capabilities towards developing a strong long-term presence in the French market.

Please note that a special telephone conference will be held at 09:30 CET / 08:30 UK on January 28. Please call in a few minutes before the conference starts in order to register your attendance.

Call-in details (quote 3154512 when dialling into the conference):

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About Transcom

Transcom is a global outsourced service provider entirely focused on customers, the service they experience and the revenue they generate. Our customer management and credit management services are designed to strengthen our clients' customer relationships and secure their revenue streams.

Our broad service portfolio supports every stage of the customer lifecycle, from acquisition through service, retention, cross and upsell, then on through early and contingent collections to legal recovery. Expert at managing both customers and debt, we make a positive contribution to our clients' profitability by helping them win customers, maintain their loyalty and secure their payments.

And, while our services are designed to maximize revenue, our delivery operations are built to drive efficiency. Through our global network we can provide service in any country where our clients have customers, accessing the most appropriate skills and deploying the best communication channels in the most cost effective locations.

Every day we handle over 600,000 customer contacts in 33 languages for more than 350 clients, including brand leaders in some of today's most challenging and competitive industry sectors. The experience we gain is used to constantly refine our service portfolio and business processes, allowing us to respond quickly to changing market conditions and client requirements.