

## Transcom signs agreement with Claro in Peru, expanding its domestic Latin American business

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Press release

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For immediate release

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**Luxembourg, 21 October, 2014** – Transcom today announced a strategic partnership in Peru with Claro, a subsidiary of América Móvil, a leading wireless services provider in Latin America.

Transcom will manage inbound customer service on behalf of Claro from its Lima site in Peru. Services under the new agreement with Claro will be ramped up successively in the next few months. As a result, Transcom expects its Lima site to reach full utilization during the first quarter of 2015, contributing to improved profitability in Latin America.

“I am very pleased to announce this agreement with Claro, giving Transcom the opportunity to deliver value by creating positive experiences for our client’s customers. Also, this agreement will contribute to higher capacity utilization and margin expansion in our Latin American operations. It also illustrates our strategy to expand in domestic markets in Latin America, complementing the offshore services we deliver from our Latin American centers on behalf of clients in Spain. Our objective is to grow in new attractive markets, diversify our client base, and raise our seat capacity utilization as we increasingly serve clients across several time zones from our centers in Latin America”, commented Johan Eriksson, Transcom’s president and CEO.

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### **About Transcom**

*Transcom is a global customer experience specialist, providing customer care, sales, technical support and credit management services through our extensive network of contact centers and work-at-home agents. We are 29,000 customer experience specialists at 54 contact centers across 23 countries, delivering services in 33 languages to over 400 international brands in various industry verticals. Transcom WorldWide S.A. Class A and Class B shares are listed on the NASDAQ OMX Stockholm Exchange under the symbols TWW SDB A and TWW SDB B.*