

## **PRESSMEDDELANDE**

*Transcom WorldWide signs contract with OKQ8*

Transcom WorldWide has signed a contract with OKQ8 in Sweden.

To start off the cooperation between the two companies, Transcom will be providing OKQ8 with a complete inbound customer service for their heating oil customers. It is the intention of both companies to investigate possibilities of expanding the cooperation into other customer service areas

“The contract with OKQ8 is further evidence that Transcom WorldWide’s strategy is successful. Transcom WorldWide’s strength is that we can provide high quality call center services on a local, regional as well as on a Pan-European basis”, says Vigo Carlund, CEO of Transcom WorldWide S.A.

*Transcom WorldWide, with 5500 employees and with headquarters in Luxembourg, is a subsidiary of the Swedish Industriförvaltnings AB Kinnevik Group. The company handles customer services for consumer intensive companies in various industries like telecommunication, travel , entertainment, energy and finance and insurance. Transcom WorldWide offers clients a broad array of traditional and emerging relationship management services, including inbound and outbound calls, Interactive Voice Response, Internet services, e-mail processing and broadcast fax.*

Stockholm, December 27, 2000

**INDUSTRIFÖRVALTNINGS AB KINNEVIK**

For further information:

Vigo Carlund, CEO Transcom WorldWide, phone +46 8 562 000 00