

## **PRESS RELEASE**

*Transcom WorldWide is opening a new customer service centre in Riga, Latvia*

Due to the exceptional growth in the Tele2 Mobile Cellular phone company in Latvia, SIA Tele2, Transcom has this week opened a new customer service centre in Riga.

"The Baltic area is one of the fastest growing for Transcom. Since our operations in Tallinn, Estonia as well as the new centre in Riga also have Russian speaking agents, we see an opportunity to extend services from the Baltic operations into Russia, says Vigo Carlund, President and CEO of Transcom WorldWide"

*Transcom WorldWide S.A., with a total of 26 call centers, is present in Austria, Denmark, Estonia, Finland, France, Germany, Italy, Latvia, Luxembourg, Morocco, the Netherlands, Norway, Spain, Sweden and Switzerland.*

*Transcom WorldWide, with headquarters in Luxembourg, handles Customer Relationship Management (CRM) solutions for companies in various industries like e-commerce, telecommunication, travel & tourism, retail, finance and energy. Transcom WorldWide offers clients a broad array of relationship management services, including inbound and outbound calls, Interactive Voice Response, Internet Services, e-mail processing and broadcast fax. Client programs are tailor made and range from single applications to complex programs, which are offered both on a domestic and international basis in 37 languages.*

Luxembourg, November 16, 2001

TRANSCOM WORLDWIDE S.A.

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