

CONTACT 1-2-1



19th February, 2006

Media Release

Contact 1-2-1 wins contract for an Asia Pacific service.

Contact 1-2-1 has been successful in winning a contract to provide an Asia Pacific service for a major European based client. Contact 1-2-1 will be processing a frequent flyer program for the client. The inbound based customer relationship service will offer multilingual communications to customers. Five key languages will be offered:

1. Japanese
2. Korean
3. Thai
4. French
5. English

Our customer manages multiple frequent flyer and loyalty programs and is recognised as the leading global specialist in the field. After 24 months of investigation our customer selected Contact 1-2-1 as the successful provider for the Asia Pacific region. Contact 1-2-1 will be servicing premium customers for this European client.

Contact 1-2-1 will be providing the service from its Sydney call centre and will be leveraging from the city's large Asian population. "We are very pleased with winning this service as it confirms our positioning in the region as the provider of choice for servicing premium customers. We are working closely with our client to deliver a best-of-breed solution for the Asia Pacific service and will be operational in Q2 of this year", said Joe Tawfik, joint Managing Director of Contact 1-2-1.

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About Contact 1-2-1:

Contact 1-2-1 is a leading outsourcer that provides expertise to Blue Chip companies seeking to grow their business using call centre services. Our management team has many years of experience designing and refining call centre solutions that generate measurable value. Contact 1-2-1 has invested in its people, technology and processes to ensure it can offer a Best in Class (BIC) solution for its clients. Contact 1-2-1 has over 310 seats and has three call centres based in Sydney, Gold Coast and Adelaide.

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