

# ClientLogic agrees further Five-Year Outsourcing Contract with BT

Submitted by: AxiCom

Thursday, 26 May 2005

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Nashville, TN, London, U.K., - ClientLogic Corporation, a leading global business process outsourcer, today announced that it has signed a contract with BT to provide contact centre services to the company over the next five years.

BT is already one of ClientLogic's major worldwide clients, with the two companies working in partnership since 2001. Approximately 1,500 ClientLogic agents currently provide BT and its customers with a wide range of customer care and technical support services from multiple contact centres across Ireland and the U.K. The new contract provides BT with the facility to extend the provision of all ClientLogic's services for BT's business and consumer customers until November 2009. In addition, the agreement enables the addition of further services to meet BT's ongoing business requirements.

"This landmark agreement is one of the most significant in the industry and I am delighted that BT and ClientLogic have extended and broadened our partnership enabling our services to be provided until 2009," said Glenn Timms, CEO -Northern Europe, ClientLogic. "Our relationship with BT is successful due to a commitment to operational excellence and because both parties work closely in partnership to deliver high quality services to BT's customers. We welcome the opportunity to continue to provide BT with excellent standards of customer care and technical support and look forward to adding significant value to BT's business and customer relationships."

The latest contract further strengthens the established relationship between BT and ClientLogic, complimenting an existing strategic partnership to deliver customer service solutions to external corporate clients. For example, earlier this year, BT and ClientLogic announced they had won a five-year contract to provide the National Rail Enquiries service for the Association of Train Operating Companies, Britain's most frequently dialled number.

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## About ClientLogic

ClientLogic is a leading international business process outsourcing (BPO) provider in the customer care, fulfilment and back office processing industries. A subsidiary of Canadian diversified company Onex Corporation, ClientLogic's global footprint spans 47 BPO centres in 13 countries throughout North America, Europe, Africa and Asia. ClientLogic's consistent service quality across channels, media and countries helps clients reduce service costs, improve customer retention and increase revenue per customer. ClientLogic's industry-leading clients include Sony Corporation, DIRECTV, ABN AMRO, Gateway, TiVo, British Telecom (BT), National Geographic Television, LTU, Neuf Telecom and United Online (Juno/NetZero). ClientLogic is among the top 5 global customer care providers, managing more than 296 million customer interactions.

For more information, please visit <http://www.clientlogic.com>

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