



TeleTech's Growth Creates Change for New Worldwide Headquarters

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DENVER, Jan. 5 /PRNewswire/ -- TeleTech Holdings, Inc (Nasdaq: TTEC), one of the leading global providers of customer management and B2B infrastructure services, announced today that it is relocating its worldwide headquarters to 9197 S. Peoria St. -- the former headquarters of AT&T Broadband. TeleTech, which began construction on a new headquarters building on Dry Creek Road in Englewood, Colo., has increased its growth expectations and will need additional space in 2001.

"The decision to move into the new facility is a clear reflection of the success we've experienced this year in all aspects of our business," said Scott Thompson, chief executive officer, TeleTech Holdings, Inc. "At TeleTech, we place a great emphasis on our employees and wanted to ensure our employees had enough workspace in a world class environment."

TeleTech is selling the property on Dry Creek Road, a facility with roughly 130,000 square feet, and has bought the new headquarters building on Peoria, which it will move into during the spring of 2001. The new facility has several employee amenities that were very attractive to TeleTech, which included:

- 275,000 square feet
- 24-hour exercise facility
- Catered cafeteria
- Starbucks coffee shop
- State-of-the-art executive briefing center/auditorium
- 34 multi-purpose conference rooms
- Full audio-visual production studio
- Outdoor dining and casual meeting areas
- Covered parking

"The growth TeleTech is experiencing right now is truly remarkable, but we're taking every step necessary to ensure it is smooth and continuous," added Thompson. "Our sole priority is to continue to act upon our strategic initiatives of global expansion, vertical market solutions and insourced customer relationship management offerings. Today's news is an example of how we're keeping our eye on the ball."

TeleTech Profile

Founded in 1982, TeleTech is the leading provider of integrated customer relationship management solutions (CRM) for global organizations predominantly in the telecommunications, financial services, technology, government and transportation industries. TeleTech has operations in eleven countries which include Argentina, Australia, Brazil, Canada, China, Mexico, New Zealand, Singapore, Spain, the U.K. and the U.S. TeleTech's eCRM capabilities, including B2B electronic channel management and database management, help companies inform, acquire, service, grow and retain their customers throughout the entire relationship lifecycle through 45 customer interaction centers in the Americas, Europe and Asia. Information regarding TeleTech Holdings can be found on the Worldwide Web at <http://www.teletech.com>.

FORWARD-LOOKING STATEMENTS

All statements not based on historical fact are forward-looking statements that involve substantial risks and uncertainties. In accordance with the Private Securities Litigation Reform Act of 1995, following are important factors that could cause TeleTech's actual results to differ materially from those expressed or implied by such forward-looking statements: lower than anticipated customer interaction center capacity utilization; the loss or delay in implementation of a customer management program; TeleTech's ability to build-out facilities in a timely and economic manner; greater than anticipated competition from new entrants into the customer care market, causing increased price competition or loss of clients; the loss of one or more significant clients; higher than anticipated start-up costs associated with new business opportunities and ventures such as enhansiv; TeleTech's ability to predict future revenues and associated costs, as well as the potential volume or profitability of any future technology or consulting sales; TeleTech's agreements with clients may be canceled on relatively short notice; and TeleTech's ability to generate a specific level of revenue is dependent upon customer interest in and use of the Company's clients' products and services. Readers are encouraged to review TeleTech's 1999 Annual Report on Form 10-K, Quarterly Reports on Form 10-Q, for first, second and third quarters 2000, and other publicly filed documents which describe other important factors that may impact TeleTech's business, results of operations and financial condition. TeleTech undertakes no obligation to update its forward-looking statements after the date of this release. SOURCE TeleTech Holdings, Inc.

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