



TeleTech Expands Relationship With Leading Business Services Provider

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Partnership Includes Rapid Expansion in the Asia-Pacific Region

ENGLEWOOD, Colo., April 3 /PRNewswire-FirstCall/ -- TeleTech Holdings, Inc. (Nasdaq: TTEC), one of the largest and most geographically diverse global providers of business process outsourcing (BPO) solutions, today announced that a top business services provider has significantly expanded its strategic agreement with TeleTech.

The client, a Fortune 500 business services provider, first began working with TeleTech in 2002 and the business has continued to grow since that time. The new work under the expanded agreement is valued at more than \$36 million over the life of the contract, during which time the client will grow the number of BPO workstations currently supported by TeleTech. TeleTech will continue its current multilingual technical support for DSL consumers using its global best practices across multiple near-shore and offshore sites.

"We value our longstanding relationship with this business services client and remain committed to its continued success with its broadband accounts," said Kenneth Tuchman, chairman and chief executive officer at TeleTech. "We are proud that the client recognizes our commitment to BPO best practices and this expanded scope of services is a testament to that commitment."

TeleTech, a leader in serving the business services industry, brings together advanced technologies and human capital to deliver superior return on investment to clients through high-value, innovative solutions. TeleTech assists clients with agility and growth by transforming their infrastructure and business processes to optimize existing assets, lower costs, and provide new revenue streams. In addition to business services clients, TeleTech provides configurable solutions across five other industries.

ABOUT TELETECH

TeleTech is one of the largest and most geographically diverse global providers of business process outsourcing solutions. We have a 25-year history of designing, implementing, and managing critical business processes for Global 1000 companies to help them improve their customers' experience, expand their strategic capabilities, and increase their operating efficiencies. By delivering a high-quality customer experience through the effective integration of customer-facing front-office processes with internal back-office processes, we enable our clients to better serve, grow, and retain their customer base. We use Six Sigma-based quality methods continually to design, implement, and enhance the business processes we deliver to our clients and we also apply this methodology to our own internal operations. We have developed deep domain expertise and support approximately 300 business process outsourcing programs serving approximately 135 global clients in the automotive, communications, financial services, government, healthcare, retail, technology and travel and leisure industries. Our integrated global solutions are provided by 47,000 employees utilizing 33,600 workstations across 88 business process Delivery Centers in 17 countries.

FORWARD-LOOKING STATEMENTS

This press release may contain certain forward-looking statements that involve risks and uncertainties. The projections and statements contained in these forward-looking statements involve known and unknown risks, uncertainties and other factors that may cause our actual results, performance, or achievements to be materially different from any future results, performance, or achievements expressed or implied by the 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 our actual results to differ materially from those expressed or implied by such forward-looking statements, including but not limited to the following: our belief that we are continuing to see strong demand for our services and that sales cycles are shortening; the ability to close and ramp new business opportunities that are currently being pursued or that are in the final stages with existing and/or potential clients in order to achieve our Business Outlook; estimated revenue from new, renewed, and expanded client business as volumes may not materialize as forecasted or be sufficient to achieve our Business Outlook; the possibility of lower revenue or price pressure from our clients experiencing a business downturn or merger in their business; greater than anticipated competition in the BPO and customer management market, causing adverse pricing and more stringent contractual terms; risks associated with losing or not renewing client relationships, particularly large client agreements, or early termination of a client agreement; the risk of losing clients due to consolidation in the industries we serve; consumers' concerns or adverse publicity regarding our clients' products; our ability to execute our growth plans, including sales of new services (such as TeleTech OnDemand(TM)); our ability to achieve our year-end 2007 and 2008 financial goals, including those set forth in our Business Outlook; achieving continued profit improvement in our International Business Process Outsourcing (BPO) operations; risks associated with attracting and retaining cost-effective labor at our delivery centers; the possibility of additional asset impairments and restructuring charges; risks associated with changes in foreign currency exchange rates; the possibility of future impairments and / or restructuring charges in our Database Marketing and Consulting segment; our ability to find cost effective delivery locations, obtain favorable lease terms, and build or retrofit facilities in a timely and economic manner; risks associated with business interruption due to weather, pandemic or terrorist-related events; economic or political changes affecting the countries in which we operate; changes in accounting policies and practices promulgated by standard setting bodies; and new legislation or government regulation that impacts the BPO and customer management industry.

Please refer to the Company's filings with the Securities and Exchange Commission, including the Company's Annual Report on Form 10-K for the year ended December 31, 2006, for a detailed discussion of factors discussed above and other important factors that may impact the Company's business, results of operations, financial condition, and cash flows. The Company assumes no obligation to update its forward-looking statements to reflect actual results or changes in factors affecting such forward-looking statements.

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