



TeleTech Signs Multiyear Agreement With JNET Communications

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On Demand(TM) Hosted Offering Provides Technology-Enabled Solutions

ENGLEWOOD, CO, Jan 15, 2008 (MARKET WIRE via COMTEX News Network) -- TeleTech Holdings, Inc. (NASDAQ: TTEC), one of the largest and most geographically diverse global providers of business process outsourcing (BPO) solutions, today announced that it has signed an agreement with JNET Communications, a certified minority, woman, disabled veteran business enterprise (MWDVBE) that was established to provide customer management and fulfillment services to Fortune 1000 companies.

Under the terms of the new multiyear agreement, TeleTech will provide a suite of hosted applications including quality assurance, workforce management, and automatic call distribution (ACD). JNET's ServiCom division will use TeleTech's enabling technologies to support growth, maximize current quality-focused management processes, and ensure consistently higher levels of service.

TeleTech's hosted ACD solution allows ServiCom to define complex routing rules to simplify even the most challenging customer environments. The hosted service will connect ServiCom customers to an associate with the right skill set immediately, regardless of the associate's or the customer's location. TeleTech's quality assurance and workforce management solutions will provide ServiCom with the tools necessary to maintain premium levels of customer support.

"TeleTech's On Demand(TM) hosted solutions support our strategy of continued growth without sacrificing our longtime commitment to premium customer service," said David Jefferson, chief executive officer and president of JNET.

"The TeleTech On Demand(TM) solution supports JNET's strategic initiatives seamlessly, from anywhere in the world," said Kenneth Tuchman, chairman and chief executive officer at TeleTech. "Our expertise and our broad array of front- to back-office capabilities make us a natural partner for an innovative communications company like JNET."

TeleTech, a leader in serving the communications industry, brings together advanced technologies and human resources 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.

ABOUT TELETECH

TeleTech is one of the largest and most geographically diverse global providers of business process outsourcing solutions. We have a 26-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 more than 55,000 employees utilizing some 40,000 workstations across 90 delivery centers in 19 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: all reported results are presented without taking into account any adjustments that may be required in connection with the ongoing review of TeleTech's accounting for equity-based compensation plans and should be considered preliminary until TeleTech files its Form 10-Q for the third quarter ended September 30, 2007; the review and possible conclusions may have an impact on the amount and timing of previously awarded non-cash equity-based compensation expense for current and previous financial periods; the effect of TeleTech's failure to timely file all of its required reports under the Securities and Exchange Act of 1934, including the potential of a default under its credit facility; our ability to meet the requirements of the NASDAQ Stock Market for continued listing of our shares; potential claims and proceedings relating to such matters, including shareholder litigation and action by the SEC and/or other governmental agencies; and negative tax or other implications for TeleTech resulting from any accounting adjustments or other factors; 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; our ability to achieve our year-end 2007 and 2008 financial goals, including those set forth in our Business Outlook; 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; 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; achieving continued profit improvement in our International BPO operations; 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.

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