

PCCW Teleservices honored with Hong Kong Call Centre Association's Outsourced Contact Centre Award

HONG KONG and DUBLIN, OHIO – December 20, 2011 – PCCW Teleservices, a premier provider of global outsourcing solutions, has been awarded the “Outsourced Contact Centre of the Year (Inbound)” at the 12th Annual Hong Kong Call Centre Association Awards.

The Awards, organized by the Hong Kong Call Centre Association (HKCCA), aims to recognize the best of the best within the contact center industry in Hong Kong, Macau and Southern China, to inspire excellence and continuous improvement, and to learn and share the best practices in contact center management.

The judges from HKCCA were particularly impressed by the ambience at a PCCW Teleservices contact center tailored for a world-renowned resort hotel group in Hong Kong. One of the judges commented, “Given the music, decoration and environment with the warmest greetings from the staff, I can almost feel the excitement from the resort.” Moreover, the judges were amazed by the demonstration of professionalism and excellence in customer service by our staff during the tour of the center.

Mr. Sunny Lam, Vice President of PCCW Teleservices, said, “We are thrilled by the attention and recognition due to this prestigious award. Our team has worked very hard in building an integrated suite of solutions that supports our client's business growth and we will take this award as an encouragement to provide even better service in the future.”

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About PCCW Teleservices

PCCW Teleservices is an operating subsidiary of HKT, Hong Kong's premier telecommunications service provider which is majority-owned by PCCW Limited.

PCCW Teleservices offers clients world-class global contact center and BPO services in all facets of voice and non-voice customer services, technical support, sales, retention, and other business processes. Operating a global network of multi-channel contact centers, PCCW Teleservices provides support in languages covering over half of the world's population.

PCCW Teleservices is consistently ranked among the world's leading contact center service providers. With nearly 6,000 agent positions in Hong Kong, mainland China, Panama, the Philippines and the United States, PCCW Teleservices provides local and multinational companies a wide array of skills to service more than 80 million customer contacts annually. To learn more, please visit www.pccwteleservices.com, or call us at +852-2888-3636 (Asia) / +1-614-280-1600 (the Americas).

About HKT

HKT (SEHK: 6823) is Hong Kong's premier telecommunications service provider. It meets the needs of the Hong Kong public and local and international businesses with a wide range of services including local telephony, local data and broadband, international telecommunications, mobile, and other telecommunications businesses such as customer premises equipment sale, outsourcing, consulting, and contact centers.

Together with the highly successful media business of its parent company, PCCW Limited, HKT offers innovative media content and services across the PCCW Group's unique quadruple-play platforms – fixed-line, broadband Internet access, TV and mobile.

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