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INFLUENT AND PCCW TELESERVICES COMPLETE MERGER

New relationship brings global footprint, expanded language support, advanced technology infrastructure and optimal contact management strategies.

DUBLIN, OH – July 20, 2010 – Influent, a leading provider of outsourced customer sales and service solutions, announced that all aspects of its merger with PCCW Teleservices have been completed. With common management and operational philosophies, as well as shared perspectives on future development opportunities, PCCW Teleservices has made a significant investment in Influent. The two companies operate complementary networks bringing significant value to all clients. For Influent, this merger will provide clients with an exciting, new low-cost labor pool to support non-voice business process outsourcing (BPO) work from China. It will also provide clients with unparalleled experience and insights into customer support for market entry and growth in the growing Chinese market. This merger will allow both companies to offer a broader contact center service offering, increase efficiencies, expand language support and ultimately provide a better experience for all customers.

“Today’s companies are demanding better service, lower costs and more sophisticated technology in order to provide the highest level of service to their customers,” said Tim Searcy, president of the American Teleservices Association. “Influent has been a leader in emerging market efforts and this will provide tremendous access to China for their clients. Influent and PCCW Teleservices are doing what forward-thinking, successful companies do. They are combining their talents, services and technology to offer world-class, customer-focused, BPO support around the globe.”

Influent has been one of the nation’s largest providers of outsourced customer contact solutions with contact center sites in the U.S., the Philippines and Panama. This merger expands capacity in the Philippines, while offering clients support opportunities in Hong Kong and China. With an impressive client base of industry-leading companies across a variety of industries, the combined business offers clients tremendous opportunities for additional growth and new support programs. For PCCW Teleservices, this merger will provide direct access and domestic support options to the U.S. market for global brands which they are already serving in Asia.

“We made this investment in Influent because they too have an intense focus on providing the highest possible level of service and have a commitment to adding value through hard work, quality, creativity and innovation,” said Tony Bruno, Head of PCCW Teleservices. “We both have an entrepreneurial spirit that drives us to find new and better solutions and I knew we could move forward together for the better of both organizations and our clients.”

Through the merger, Influent and PCCW Teleservices will now offer clients a world-class, global contact center company skilled in all facets of voice and non-voice customer service, technical support, sales, retention, and BPO services. Together, they will operate a network of 24-hour, multi-channel contact management centers via hubs in the U.S., mainland China, Hong Kong, the Philippines and Panama. The advanced technology infrastructure will allow them to seamlessly shift voice and data between sites instantly. With the greater global presence, the joint company will offer language support that covers 65% of the world’s population. With over 7,000 agent positions world-wide, together they provide clients with a wide array of skills and service nearly 35 million customer or prospect contacts annually.

“We are optimistic about our new relationship with PCCW Teleservices.” said Andrew Jacobs, chief executive officer at Influent. “The combination of our two firms brings tremendous power to the marketplace and we have seen immediate interest from companies wanting to learn more about the potential benefits from our combined operations.”

About Influent

Influent, a PCCW company, offers clients a world-class, global contact center company skilled in all facets of voice and non-voice customer service, technical support, sales, retention, and BPO services. Operating a global network of multi-channel contact centers, Influent provides support in languages covering 65% of the world's population. Influent is consistently ranked among the leading contact center service providers, serving over 70 clients around the globe. With over 7,000 agent positions world-wide, including over 120 U.S. licensed insurance agents, Influent provides clients with a wide array of skills to service nearly 35 million customer/prospect contacts annually. To learn more about Influent, please visit us at www.influentinc.com or call us at 1-800-856-6768.

About PCCW Limited

PCCW Teleservices is an operating division of HKT Group Holdings Limited (HKT), which is a wholly-owned subsidiary of PCCW Limited and holds the PCCW Group’s telecoms services, media and IT solutions businesses. PCCW/HKT is Hong Kong’s premier telecommunications provider and a world-class player in Information and Communications Technologies. PCCW/HKT holds several interests and overseas investments offering a range of innovative media content and services across four platforms - fixed-line, broadband Internet access, TV and mobile. In addition, the Group meets the sophisticated needs of the local and international business community, while supporting network operators with cutting-edge technical services and handling large-scale outsourcing projects for public and private sector organizations. To learn more about PCCW and HKT, please visit www.pccw.com.

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