



## **PCCW Teleservices Achieves PCI Compliance Level 1**

**DUBLIN, OHIO – May 3, 2011** – PCCW Teleservices, a premier provider of global outsourcing solutions, has successfully achieved the highest level (Level 1) compliance of Payment Card Industry Data Security Standard (PCI DSS).

This accomplishment demonstrates PCCW Teleservices' dedication to ensuring the highest possible data security in its solutions to customers, which include some of the world's most recognized banking, insurance, and retail brands.

PCI DSS are technical and operational requirements set by the PCI Security Standards Council, an independent body formed by the major payment card brands including American Express, Visa and MasterCard, to protect cardholder data. Credit card usage continues to grow through the expansion of purchasing channels such as e-commerce and customer contact center environments, and the PCI DSS has evolved over time to include stronger risk-mitigation technologies and practices.

PCCW Teleservices serves the business process outsourcing (BPO) needs of a diverse roster of clients across multiple vertical markets and every year handles millions of customer sales and support transactions, many of which include credit and debit card information. Mr. Bob Murray, Chief Information Officer of PCCW Teleservices (US), said, "The increased level of PCI certification supports our growth across many client programs and signifies our company's commitment to the safety and integrity of customer data."

To earn the PCI certification, PCCW Teleservices underwent a thorough examination by an independent PCI-certified auditor. The audit process, which goes well beyond the self-assessment used by many other organizations at the initial compliance level, required PCCW Teleservices to demonstrate its security infrastructure, operations, and processes. Mr. Jerry Wyble, Vice President and Practice Manager of CompliancePoint, a provider of compliance solutions and a PCI-certified auditing firm, stated, "PCCW Teleservices has proactively taken the steps to protect the safety and security of all client information. By achieving PCI Level 1 certification, they have met the highest standard for security in handling credit card transaction data."

By implementing a plan which goes above and beyond the minimum requirements of today's regulations, PCCW Teleservices is a step ahead of many other companies which continue to struggle with ever-increasing compliance and security needs.

## **About PCCW Teleservices**

PCCW Teleservices, a subsidiary of PCCW Limited, offers clients world-class, global contact center and BPO services in all facets of voice and non-voice customer service, technical support, sales, retention, and other business processes. Operating a global network of multi-channel contact centers, PCCW Teleservices provides support in languages covering 65% of the world's population. PCCW Teleservices is consistently ranked among the world's leading contact center service providers. With over 6,000 agent positions in the United States, mainland China, Hong Kong, Panama, and the Philippines. PCCW Teleservices provides local and multinational companies a wide array of skills to service more than 35 million customer contacts annually. To learn more, please visit us at [www.pccwteleservices.com](http://www.pccwteleservices.com), or call us at 1-800-856-6768.

## **About PCCW Limited**

PCCW Limited (SEHK:0008) is the holding company of HKT Group Holdings Limited (HKT), Hong Kong's premier telecommunications provider and a world-class player in Information and Communications Technologies. PCCW also holds a majority interest in Pacific Century Premium Developments Limited, and overseas investments including the wholly-owned UK Broadband Limited. As the provider of Hong Kong's first quadruple-play experience, PCCW/HKT offers 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 IT outsourcing projects for public and private sector organizations. To learn more about PCCW and HKT, please visit [www.pccw.com](http://www.pccw.com).

## **For more information, please contact:**

Mr. Ted Bernard  
Senior Vice President  
PCCW Teleservices (US), Inc.  
Add: 565 Metro Place South, Suite 250, Dublin, OH 43017  
Tel: 614.280.1600  
Email: [ted.bernard@pccwteleservices.com](mailto:ted.bernard@pccwteleservices.com)  
[www.pccwteleservices.com](http://www.pccwteleservices.com)