

PCCW Teleservices Awarded Best China Outsourcing Customer Contact Center

HONG KONG and DUBLIN, OHIO – October 27, 2011 – PCCW Teleservices, a premier provider of global outsourcing solutions, has been awarded the “Best China Outsourcing Customer Contact Center of the Year (Inbound)” at the Annual China Best Customer Contact Center Awards 2011.

The Awards, organized by 51CallCenter in Tianjin in September, is recognized as the “Academy Awards” of the contact center industry. The Awards’ vision is to promote social awareness of excellent customer service, to improve contact center operation management, to establish service outsourcing industry standard, and to foster the development of outsourcing contact center industry in mainland China.

Members of the judging panel were impressed by PCCW Teleservices’ professional operations and management, and excellent service delivery, which enable its clients to improve customer satisfaction and increase revenue generation opportunities.

Mr. Joseph Wong, PCCW Teleservices Vice President, said, “We are delighted to be honored in the Annual China Best Customer Contact Center Awards. It is a tribute to our professional team who has made this possible, and we will provide even better services and solutions to our clients in the future.”

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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 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 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 80 million customer contacts annually. To learn more, please visit us at www.pccwteleservices.com, or call us at +852-2888-3636 (Asia) or +1-614-280-1600 (Americas).

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.

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