

INTELENET GLOBAL TAKES THE TOP SPOT IN 2008 TOP 50 TELESERVICES PROVIDER AWARD BY CUSTOMER INTERACTION SOLUTIONS

Prestigious Industry Awards Reinforce Company's Growing Clout In International BPO Market

Mumbai, India (April 2, 2008) – Intelenet Global Services has been ranked **No 1 in the 'Inbound' category, No 2 in the 'Interactive Inbound' category** and **No 2 for Global Aggregate** among international service providers in the **2008 Top 50 Inbound Teleservices Agencies International Ranking Award** from *Customer Interaction Solutions* magazine, USA.



Intelenet is a leading global Business Process Outsourcing (BPO) company led by the Intelenet management team, backed by Blackstone, a leading Global Private Equity Player.

Customer Interaction Solutions magazine's exclusive 23rd Annual Top 50 Teleservices Agencies Ranking recognizes the top outbound and inbound teleservices agencies, both domestic and international, well as interactive inbound, as measured by the amount of billable teleservices minutes they have completed during the past year.

“These awards recognise Intelenet’s superior customer service delivery and ability to deliver strategic impact to our customer’s business,” said Susir Kumar, CEO Intelenet Global Services. “We support our agents and help them deliver value with world-class CRM software, technology, innovative best practices, and first rate training programs.”

“Intelenet Global Services has been recognized as a Top 50 Teleservices Agency because they were able to document to the editors of *Customer Interaction Solutions*, via verification letters from their telecommunications carriers, that they are one of the largest outsourced call center providers in the industry,” said Nadji Tehrani, Executive Group Publisher and Editor-in-Chief of Customer Interaction Solutions

“This ranking is truly the benchmark for choosing large-size, large-capacity teleservices agencies,” Tehrani continued.

View the full list of Top 50 Teleservices Rankings at:

Outbound List:

<http://news.tmcnet.com/news/2008/02/27/3296090.htm>

Inbound List;



<http://www.tmcnet.com/usubmit/2008/03/04/3307467.htm>

Intelnet has also been awarded the Bronze medal at the **MVP (Marketing Via Phone) Quality Awards conducted** by CIS Magazine for the second time in a row in 2007 and 2008.

About Intelnet Global Services

Intelnet Global Services is a leading global third party BPO Company that delivers Business Process Outsourcing (BPO) services to Fortune 500 companies in the UK, USA, Australia and India. This specialized BPO expertise enables us to cost-effectively align practical solutions with specific outsourcing strategies and needs of our clients.

The Intelnet growth story involves rapid growth from just 25 employees at a single site to over 25,000 employees across 30 locations in India and overseas in just 7 years, making it the 2nd largest employer in the Indian BPO space. Intelnet's growth in the BPO industry has been spurred by its dedicated effort in creating valuable relationships and its focus on quality and timely delivery.

About Customer Interaction Solutions

Since 1982, *Customer Interaction Solutions (CIS)* magazine has been the voice of the call/contact center, CRM and teleservices industries. *CIS* magazine has helped the industry germinate, grow, mature and prosper, and has served as the leading publication in helping these industries that have had such a positive impact on the world economy to continue to thrive. Through a combination of outstanding and cutting-edge original editorial, industry voices, in-depth lab reviews and the recognition of the innovative leaders in management and technology through our highly valued awards, *Customer Interaction Solutions* strives to continue to be the publication that holds the quality bar high for the industry. Please visit www.cismag.com.

About TMC

Technology Marketing Corporation (TMC) publishes *Customer Interaction Solutions*, *INTERNET TELEPHONY*, *Unified Communications*, and *IMS Magazine* which have a combined readership of over 600,000 including pass-along readers. TMCnet, TMC's Web site, is the leading source of news and articles for the communications and technology industries. Ranked in the top 7,500 most visited Web sites in the world by alexa.com*, TMCnet serves two to three million unique visitors each month globally. TMC is also the first publisher to test new products in its own on-site laboratories, TMC Labs. In addition, TMC produces *INTERNET TELEPHONY Conference & EXPO*, and *Call Center 2.0 Conference*. (*alexa.com is an amazon.com company that ranks Web sites by their traffic levels. Neither alexa.com nor amazon.com is affiliated with TMCnet.)

For more information about TMC, visit www.tmcnet.com.

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