

Press release

January 17, 2019

Transcom signs agreement to acquire TMS connected!

On January 10, 2019, Transcom TopCo AB and its subsidiary Kommstart Euro 9 AB (under change of name to Transcom DACH Holding AB) signed an agreement to acquire TMS connected! Verwaltungs GmbH and TMS connected! GmbH & Co KG. Transcom Kommstart Euro 9 AB is a sister company to Transcom Holding AB outside the restricted group of Transcom Holding AB's bond financing. The transaction is expected to close during February 2019, subject to regulatory approval.

TMS connected! is one of the leading customer service providers specialized in the utilities industry in Germany. The company was founded in 1988 and has been servicing the utilities industry for more than 30 years. TMS connected!'s clients benefit from over 500 experienced and fully dedicated utility specialists serving their customers, as well as fully dedicated training and quality management programs specialized to the current and future needs of the utility companies in Germany.

“Welcoming TMS connected! as well as all TMS team members to the Transcom family will not only increase our footprint in the strategically important German market, but also within the utilities sector, one of the strongest growing outsourcing industry verticals in Germany and beyond. By adding TMS connected!'s specialist knowledge, we will be able to create a center of excellence that can be leveraged for the benefit of our utility clients across the entire Transcom group. This will provide an opportunity for both companies to fully capture growth opportunities with current and future clients”, says Michael Weinreich, President & CEO, Transcom.

“We are happy to have found a partner with whom we can continue our successful journey. We believe our specialist knowledge will be a great asset for Transcom going forward, and our service portfolio will be strengthened by Transcom's expertise in digital products and services”, says Alfons Humburger, CEO of TMS-connected!.

TMS connected! will continue to be a specialized industry sector expert, strengthening its portfolio of value-added services with access to nearshore delivery and innovative, digital services being an even better partner for leading companies in the utility sector.

For more transaction specific information, please refer to the [Bond Investor Q&A document](#).

For further information, please contact

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Transcom

About Transcom

Transcom is a global customer experience specialist, providing customer care, sales, technical support and credit management services through our extensive network of contact centers and work-at-home agents. We are 29,000 customer experience specialists at 50 contact centers across 21 countries, delivering services in 33 languages to international brands in various industry verticals.