



eServGlobal Announces Record New Year's Eve Transactions

Paris: 12 February 2010

eServGlobal Limited (LSE: ESG & ASX: ESV), a provider of smarter transaction management solutions in Charging, Payment and Retention services, today reported record transactions during the 2010 new-year critical hours.

eServGlobal achieved its startling performance across all 66 customer sites, successfully handling 136.5 million calls for 24 operators, over 164.7 million SMS for 19 operators and almost 7 million voucher recharge transactions for 19 operators between 10pm and 2am on New Year's Eve. Operator satisfaction was paramount, with over 90% of sites experiencing zero incidences. Traffic at a single operator reached 14,000 SMS and 8000 voice call attempts per second. The success was attributed to eServGlobal's preparation that started in November, and its flexible network structure, specifically designed to comfortably handle up to 120% of average busy-hour transactions.

eServGlobal's success was evidenced across its product portfolio. With Paymobile, eServGlobal's recharge and mobile payment solution, electronic and voucher recharge transactions reached more than one million per hour across Pakistan.

ChargingMax, eServGlobal's flexible, carrier grade charging system, reached over 26,000 charging transactions per second in Indonesia.

In addition, M@ilis, eServGlobal's flexible messaging solution, achieved over 3.6 million transactions for nine customers in the abovementioned four critical hours. M@ilis includes value-added services such as SMS Call Notify, Voice Mail, Unified Mail and Video Mail, allowing end-users access to innovative premium services, enhancing the overall customer experience.

eServGlobal understands the urgency of resolving technical issues and prides itself on its quick service response time. To optimize its on-going customer service, eServGlobal's Support teams are located in ten countries, allowing around the clock availability.

"I wish to express my appreciation for the excellent support provided by eSG during [the] Christmas / New Year period. Even [though] the traffic was 25% higher than ever all the calls and SMS's were accepted and correctly served. The local support team did excellent work auditing and configuring the platform before Christmas. A very intelligent balancing of the traffic on all UAS' was the key for the success." Tomasz Parzuchowski, Service Platforms Operations Manager, Centertel.

Richard Mathews, CEO, eServGlobal, commented "At a time of increased potential ARPU and end-user service expectations, it was vital that our systems allowed operators to deal with the extra demand and maximize their revenue. We are proud to have contributed to our clients' New Year's Eve success."

About Centertel

PTK Centertel (Polska Telefonia Komórkowa – Polish Cellular Telephony) was established in December 1991 as the first cellular operator in Poland (NMT450i). In 1998 the company launched its digital network based on GSM 1800 technology. In 2005 PTK Centertel has successfully introduced Orange brand to Polish market.

Currently Orange is a dual-band GSM 900/1800 network with the fastest growing customer base in Poland, now serving over 9 million customers.

Since November 2005 100 shares of PTK Centertel is owned by Telekomunikacja Polska S.A.

About eServGlobal

eServGlobal provides solutions for Smarter Transaction Management, driving more value from each telecom transaction.

We enable new business models for tomorrow, while maximizing our customers' investments today. Mobile, fixed, internet and multi-play communications providers use our world-leading, real-time capabilities to significantly increase revenues, customer loyalty and expenditure efficiency. Today more than 80 customers, in over 50 countries, perform over 2.4 billion transactions per day using our solutions. eServGlobal has the largest convergent charging and payments installed bases in the world.

Our customers drive our solutions, which we then rapidly develop and deploy. This customer led approach to our business enables our customers to quickly create and launch new services and personalized, real-time promotions to lead and innovate in their markets.

eServGlobal specializes in agile convergent charging and rating, mobile payment and retention solutions. Our HomeSend solution is the only GSMA endorsed mobile-centric international remittance hub, allowing operators rapid access to this lucrative market. With 16 offices globally we provide flexible end-to-end solutions with ongoing product development and worldwide implementation and support services.

eServGlobal is listed on the Australian Stock Exchange (ESV) and the London Stock Exchange AIM (ESG). More information can be found at: www.eservglobal.com

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