



Two New Convergent Billing Wins for eServGlobal and Convergys

Sydney, 25 May, 2009

eServGlobal Limited (LSE: ESG & ASX: ESV), a provider of end-to-end solutions, enabling smart communication, charging and payment services, and Convergys (NYSE: CVG), a global leader in relationship management, today announced two new contracts to deliver true real-time convergent charging and billing to telecom operators.

eServGlobal and Convergys have secured a multi-year contract with a leading mobile operator in the United States, providing real-time Intelligent Network call control, rating and charging, balance management, voucher management, customer care and customer self-care for prepaid customers.

Convergys has integrated ChargingMax, eServGlobal's charging suite, which includes its unique Online Session Control platform for fixed, mobile and data networks, Voucher Management System and Interactive Voice Response Server with Convergys' real-time Infinys Rating and Billing Manager. The integrated solution provides support for centralised charging, both online and offline, for any service delivered across any network or medium, either call, event, content, session or subscription-based, via any payment or top-up method, and with full customer care and self-care capabilities — all with network-grade performance.

Together, eServGlobal and Convergys have also won a major contract with a fixed line operator in Indonesia, providing the real time Convergys charging solution for fixed and broadband services, as well as some recharge services. This enables the operator to merchandise next-generation voice, data and content services to millions of subscribers, regardless of payment type or contract status, all within a single database. The operator had previously selected eServGlobal's IVR/NGN solution to provide interactive voice response services on an IP network, migrating from its old PSTN-based system, and, satisfied with the results, chose to expand its business with eServGlobal.

Bob Lento, President, Information Management, for Convergys said "What makes our partnership with eServGlobal so beneficial for operators is that it consolidates all pre and postpaid customer management in one platform, ultimately reducing operating costs while increasing customer satisfaction."

"We are delighted to have achieved this success with Convergys, our newest partner in convergent billing and the leading global BSS/OSS and relationship management provider," commented Ian Buddery, Executive Chairman of eServGlobal. "We look forward to a successful deployment of our enhanced solution and further contracts in these regions."

About Convergys

Convergys Corporation (NYSE: CVG) is a global leader in relationship management. We provide solutions that drive more value from the relationships our clients have with their customers and employees. Convergys turns these everyday interactions into a source of profit and strategic advantage for our clients.

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For more than 30 years, our unique combination of domain expertise, operational excellence, and innovative technologies has delivered process improvement and actionable business insight to clients that now span more than 70 countries and 35 languages.

Convergys is a member of the S&P 500 and has been voted a Fortune Most Admired Company for nine consecutive years. We have approximately 75,000 employees in 84 customer contact centers and other facilities in the United States, Canada, Latin America, Europe, the Middle East, and Asia, and our global headquarters in Cincinnati, Ohio. For more information, visit www.convergys.com

About eServGlobal

eServGlobal (AIM: ESG & ASX: ESV) develops and implements solutions for mobile payment, convergent charging and rating, network services and messaging products, for telecom service providers, across all legacy and next generation telecom networks.

eServGlobal provides comprehensive services ensuring the success of projects with worldwide implementation, integration and support services. Its innovative solutions help service providers to grow new revenues, reduce churn and lower their costs.

Over 80 of the world's leading service providers, with over 400 million mobile subscribers in more than 50 countries, are taking advantage of eServGlobal's end-to-end solutions and expertise to quickly deliver revenue-generating services. With 16 offices around the world and staff from 30 different countries, it provides flexible solutions with ongoing product development, based on a deep understanding of its customers' challenges.

eServGlobal is listed on the Australian Stock Exchange (ASX: ESV) and the London Stock Exchange AIM market (LSE: ESG). In the year to 30 June 2008, eServGlobal reported revenue of AU\$177.9 million, representing organic growth of 15.9% over FY07. Net profit after tax of AU\$10.4 million was achieved, up 91.5% from the previous year. A dividend of 3 cents per share was paid for the full year ended 30 June, 2008, an increase of 50% over the previous year's dividend payment. More information can be found at: www.eservglobal.com

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