

ANNEXURE 11

Summary in terms of Regulation 13 (1B) of the Competition Commission of India (Procedure in regard to the Transaction of Business relating to Combinations) Regulations, 2011 (as amended)

A. Parties to the Proposed Combination

- a) Dutch Contact Centers (DCC) B.V. (“**DCC/ Acquirer**”);
- b) Indian SubCo.¹ (“**Indian SubCo./ Acquirer**”);
- c) Intelenet BPO Holdings Private Limited (“**IBHPL/ Target**”); and
- d) Intelenet Global Services Private Limited (“**IGSPL/ Target**”).

IBHPL and IGSPL are collectively referred to as the “**Targets**”. DCC and Indian Subco. are collectively referred to as the “**Acquirer**”.

B. Type of the Combination

The proposed transaction is a composite transaction which relates to the acquisition of 100 per cent of the equity share capital of each of the Targets, IBHPL and IGSPL by the Acquirer, in part directly and in part through Indian SubCo., from Indianet Bidco Pte. Ltd. (“**Seller**”). Additionally, the Acquirer will acquire Group Debentures and Group Loans (“**Proposed Transaction**”). The Proposed Transaction is an acquisition and is notifiable under Section 5 (a) (i) (A) of the Competition Act, 2002 (“**Competition Act**”).

C. Area of Activity of the Parties to the combination

- a) **Acquirer:** Acquirer is an indirect wholly owned subsidiary of Teleperformance SE (“**TP**”), the ultimate parent company of the Teleperformance group (“**TP Group**”). The Acquirer (including its

¹ Indian SubCo. is yet to be incorporated. It will be the indirect wholly owned subsidiary of DCC.

subsidiaries) is not engaged in any business activity in India. The TP Group is present in India through (i) CRM Services India Private Limited (“**CRM India**”) and (ii) Teleperformance India Private Limited (“**TP India**”). TP India is not engaged in any business activity in India or outside of India. CRM India is engaged in providing information technology and information technology enabled services (“**IT & ITeS**”), particularly Business Process Outsourcing (“**BPO**”) services in India such as call centre and contract centre services, and customer services via voice, e-mail, chat, social media, back office, etc.

- b) **IBHPL and IGSP**: The Targets are directly and indirectly owned by the Seller. The Seller is wholly owned and controlled by the Blackstone Group, a private equity firm, headquartered, in the United States of America. The Targets are engaged in the provision of IT & ITeS services. Within the IT & ITeS services, they provide IT enabled services, namely, BPO services and/or ITO services, such as call centre and contract centre services, back office processing, outsourcing services, data processing, development of computer software etc., in India.

D. Relevant Market

The Proposed Transaction does not give rise to competition concerns, and therefore, the scope of the relevant market may be left open. Without prejudice to the above, with a view to assist the Hon’ble Commission, the relevant market could be defined as the *market for provision of IT & ITeS*’ services in India.