



GENPACT

Genpact Wins 5-Year Contract from Unitech Wireless to Manage Customer Service Operations for India

Gurgaon, India (November 13, 2009) – Genpact (NYSE: G), a leader in the globalization of services and technology and a pioneer in managing business processes for companies around the world, today announced that it has been awarded a contract by Unitech Wireless to provide multiple customer service solutions. Unitech Wireless is the joint venture company of India's second largest diversified real estate major Unitech Ltd. and the Norway based Telenor Group - the world's 6th largest mobile services provider. Under the five-year contract, Genpact will deploy customer service solutions for Unitech Wireless in North India through its world class operations center in Jaipur.

“This is a significant win for us and we are delighted to collaborate with a company that is focused on becoming a preferred telecom service provider. At Genpact, we are committed to delivering enduring value and helping our clients achieve significant business outcomes. Our deep understanding of enterprise-wide business processes and strong culture of operational excellence are strengths we will apply to serving Unitech Wireless and we look forward to a long and productive relationship.” said Genpact President & CEO **Pramod Bhasin**.

Genpact's customer service practice supports more than 10 global enterprises, including well-respected brands in the telecom, BFSI, automotive and manufacturing industries. With over a decade of experience in customer service, Genpact's telecom experts will provide Unitech Wireless with support in areas including process reengineering, inbound and outbound customer service, and training.

“Outsourcing of equipment, services, backend technology and processes has allowed us to do this differently from others – turn around and face outwards, towards the customer, from day one. With Genpact as our partner, we will build the quality of customer service as our strongest differentiator in this competitive market,” said **David Meneghello**, Executive Vice-President – Marketing, Unitech Wireless.

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About Genpact

Genpact is a leader in the globalization of services and technology and a pioneer in managing business processes for companies around the world. The company combines process expertise, information technology and analytical capabilities with operational insight and experience in diverse industries to provide a wide range of services using its global delivery platform. Genpact helps companies improve the ways in which they do business by applying Six Sigma and Lean principles plus technology to continuously improve their business processes. Genpact operates service delivery centers in China, Guatemala, Hungary, India, Mexico, Morocco, the Netherlands, the Philippines, Poland, Romania, South Africa, Spain and the United States. For more information, see our website at: www.genpact.com.

About Unitech Wireless and Uninor

Uninor is the brand name for Unitech Wireless – the joint venture company of India’s second largest diversified real estate major Unitech Ltd. and the Norway based world’s 6th largest mobile services provider Telenor Group. At present, the Telenor Group has already invested INR 2620 crores through new shares in the joint venture company with an agreement to raise this to INR 6120 crores to hold 67.25% stake.

Unitech Wireless holds a pan-India UAS license to offer mobile telephony services in each of India’s 22 circles. It has also received spectrum to roll out these services in 21 of the 22 circles and intends to roll out its services in select circles by the end of 2009.

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