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For Immediate Release

Influent Announces Customer Interaction Center Expansion with Move to New Building in New Philadelphia, OH

DUBLIN, OH; October 31, 2005 --- Influent, a leading provider of outsourced customer sales and service solutions with offices in the U.S., Philippines and Panama, announced today that it has completed its move to a new 218 seat company-owned customer interaction center in New Philadelphia, Ohio. The move was necessary as Influent outgrew its former 144 seat site directly across the street. This new facility is 13,200 square feet and is expected to employ as many as 500 people, an increase from the current employment level of 270.

Coupled with the capacity expansion announced on October 3rd disclosing Influent's purchase of a former APAC Customer Services call center in Quincy, IL, Influent now has a domestic capacity of over 1,000 inbound and outbound call center seats located across the United States.

"The City of New Philadelphia is pleased to congratulate Influent on their success and expansion of their operations. Influent has become an important member of our business community and their decision to expand operations in the City of New Philadelphia is good news for all," stated Mayor Ron Brodzinski.

Influent's need for additional domestic capacity has been spurred by the recent award of several substantial new customer acquisition and customer service contracts as well as the continuing successful growth of existing client programs. Andrew C. Jacobs, President of Influent, noted "we are particularly proud that the quality of our services has allowed us to expand our domestic call center capacity even though many industry providers have been contracting U.S. capacity. We have created a successful balance of domestic, near shore, and offshore resources to satisfy the diverse range of our client's needs."

About Influent

Influent provides a suite of inbound, outbound, customer care and business process outsourcing solutions to a wide range of *Fortune 500* firms and other industry leading companies. Privately held and based in Dublin, Ohio, Influent has nine company-owned domestic, near shore and offshore customer contact centers employing over 2,000 employees worldwide. To learn more about Influent please contact Hayley Savage at 614.280.1600, by email at Hayley@influentinc.com or visit www.influentinc.com.

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