

PRESS RELEASES

News Brief - 2/11/00

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Convergys Joins Western Governors University National Advisory Board

SALT LAKE CITY - Western Governors University (WGU) today announced that Convergys Corporation has joined the virtual university's National Advisory Board (NAB) with a commitment to contribute \$125,000 to the university. Garth Howard, president of the Custom Solutions Group for Convergys, will represent the company and join 18 other government, corporate, foundation and higher education leaders on the board, which works with WGU's professional staff and Board of Trustees to provide strategic counseling and guidance.

WGU Board of Trustees Co-Chair Gov. Mike Leavitt (Utah) stated, "WGU is pleased to add yet another prestigious member to our National Advisory Board. Convergys brings a new element to this group of distinguished leaders with their emphasis on training and customer service with an employee base that can directly benefit from what WGU can offer through its model of competency-based, distance delivered education."

Bob Mendenhall, president of WGU, added, "Convergys Corporation has brought customer interaction to a new level of quality, and WGU is greatly looking forward to working with them as we continue to move forward with our mission of expanding access to higher education opportunities. The WGU vision of improving quality in distance-delivered education is an excellent fit with the mission of the Convergys Corporation. We are very pleased to add them to our NAB."

"Convergys is dedicated to supporting endeavors that facilitate learning and education," said Garth Howard, President of Convergys' Custom Solutions. "This contribution will enable our corporation to have first-hand involvement in the implementation of educational opportunities for students seeking higher education who wouldn't otherwise be able to obtain it."

Convergys joins a prestigious group of entities currently on the WGU NAB, including: 3Com, America Online, AT&T, Apple, Cisco, Drake International, Bill and Melinda Gates Foundation, IBM, Thompson Learning, KPMG, Micron Technology, Microsoft, Novell, Sallie Mae, Alfred P. Sloan Foundation, Sun Microsystems, Swartz Foundation, and Sylvan Prometric. The NAB was established in 1997 to provide business, foundation, and industry perspective in the planning and implementation of WGU. Each member company also provides financial and in-kind business support.

About Convergys

Convergys Corporation (NYSE: CVG) is the global leader in providing outsourced, integrated, customer care and billing services, bringing together world-class resources and expertise to help clients transform customer relationships into a competitive advantage. Convergys software produces more than one million bills each day, and Convergys call centers handle more than one million calls each day.

Convergys (SM) provides customer care, billing and employee care services to the top companies in a wide range of industries, including communications, Internet, cable and broadband services, technology, consumer products, financial services, utilities, healthcare and hospitality.

Headquartered in Cincinnati, Ohio, Convergys employs over 41,000 people in its 36 call centers and in its data centers and other offices in the United States, Canada, and Europe. Convergys is on the Internet at www.convergys.com. Convergys is pronounced: "kun VER jis."

About WGU

WGU is a competency-based, degree-granting, virtual university that delivers cost-effective education using the Internet and other advanced telecommunications and networking technologies. WGU's mission is to expand educational opportunities for learners everywhere by offering online access to courses from universities, colleges and corporate training programs through its unique online catalog. WGU was formed in 1997 as a result of the vision of the governors of the Western United States to share higher education distance learning resources.

