



COUNTY CONTACT CENTRES PLC

Interim Statement of Results
for the six months
ended 31 December 2004



COUNTY CONTACT CENTRES PLC

Head Office:

Melford Court, The Havens, Ransomes Europark,
Ipswich, Suffolk IP3 9SJ United Kingdom
www.countycontactcentres.com
info@countycontactcentres.com
Tel: +44 (0)1473 321800 Fax: +44 (0)1473 321801

Company Information

for the 6 months ended 31 December 2004

Directors

Peter Michael Brown
(Chairman)

William Alexander Catchpole
(Managing Director)

Geoffrey Forsyth
(Technical Director)

Robert Stuart McWhinnie Gordon
(Financial Director)

Company Secretary

Robert Stuart McWhinnie Gordon
BA FCMA

Registered Office and Head Office

Melford Court, The Havens,
Ransomes Europark, Ipswich,
Suffolk IP3 9SJ

Nominated Advisors

and Nominated Brokers
Brewin Dolphin Securities Ltd.,
National House, 36 St. Anne Street,
Manchester M60 2EP

Reporting Accountants and Auditors

Grant Thornton, Crown House,
Crown Street, Ipswich,
Suffolk IP1 3HS

Solicitors

Stringer Saul,
17 Hanover Square,
London W1S 1HU

Bankers

Barclays Bank PLC,
4 Church Street,
Woodbridge, Suffolk IP12 1DJ

Registrars

Lloyds TSB Registrars,
The Causeway, Worthing,
West Sussex BN99 6DA

Company Registration No.
3869545

Interim Report and Accounts available at
www.countycontactcentres.com

Highlights

	6 months ended 31 December 2004 (unaudited) £	6 months ended 31 December 2003 (unaudited) £	6 months ended 30 June 2004 (audited) £
Turnover	1,367,607	722,560	1,735,475
Profit/(loss) on ordinary activities before tax	2,543	(206,658)	(177,681)

- A six-month profit to December 2004 of £2,543 compared to a loss of £206,658 for the corresponding prior year period
 - A profit of £31,520 for the 12 months ended December 2004
- Sales increased by 89% compared to the corresponding prior year period
 - Sales in the six months achieved 79% of year to June 2004 level
- December 2004 billable minutes 98% higher than December 2003
 - European language division in Bucharest now running 24/7
- CallScripter Version 3 released at the Call Centre Expo in September



Bucharest Office Suite



Romanian Call Centre



Call Centre Expo 2004

Chairman's Statement

for the 6 months ended 31 December 2004

On a like-for-like basis the company has dramatically moved from a loss of £206,658 in the six months to December 2003 to a small profit with an encouraging underlying trend, as there have been one-off and set-up costs within the current half year, which are discussed below.

In December 2004 Ansaback achieved a 19% increase in billable minute levels over June 2004, and a 98% increase when compared with December 2003. Additional new business continues to be won.

In the annual accounts we hinted at the possibility of Ansaback expanding its UK client base service and we have pleasure in confirming the opening of our 24-hour European language facility in Romania, providing the main EU languages of Italian, Spanish, French and German. The office is based in Bucharest, with an initial staff of 30. The Board believes that a professional image is vital, both for visiting clients and for the retention of quality staff, and, as you can see from the photographs, the building selected and its internal fittings echo this philosophy. The Bucharest Call Centre utilises our CallScripter software suite, via Ipswich, and is effectively part of one single pan-European call centre offering.

The first multi-lingual client scripts are now up and running and it is expected that this side of the business will quickly develop providing additional revenue streams as well as further enhancing our software's reputation. All of the operators speak fluent English (and are fluent in at least one other main European language), as the ability to record call outcomes in English is key to UK client requirements.

We believe that we are the first multi-lingual 24-hour bureau in Romania. This provides additional advantages for a number of the UK order lines as our clients can elect to overflow from Ipswich to Europe thereby maximising their chances of having 100% of their order calls answered. As the operators are fluent the order process is handled without fuss, avoiding the negativity of the caller thinking that an outsourced call centre with a heavy non-European dialect is servicing them. Excellent telephony links to the language facility have also been organised, as the quality of this is vital in ensuring that the service runs clearly and efficiently.

The cost of setting up the Romanian facility has been met out of the existing cash flows and profits and it is expected to contribute substantively as it grows.

For the past 4 years we have attended the Call Centre Expo, the UK's premier call centre showcase at the NEC, but have kept the size of the stand and cost to a minimum. This year we felt sufficiently confident to take a larger stand, both to introduce Ansaback Europe but more importantly to push CallScripter to the forefront of buyer's minds. This was well received, with the increased presence prompting a number of larger client leads. CallScripter has had a satisfactory six-months with a number of interesting prospects continuing to be negotiated.

The Company, along with the rest of the world, was deeply moved by the effects of the recent Tsunami disaster. We have, in collaboration with a fulfilment house, agreed to handle at cost orders for the sale of a UNICEF Charity DVD "The Best Comedy DVD In The World".

When compared with the six months to June 2004, the NEC show costs and the initial investment in opening the Bucharest operation have reduced our profits for the half-year. However these initiatives have successfully created a major step-change for the business, building a larger platform for future expansion. The Directors remain confident about the Group's future prospects.

Peter M. Brown

Chairman

7 February 2005

Consolidated Profit and Loss Account

for the 6 months ended 31 December 2004

Note	6 months ended 31 December 2004 (unaudited) £	6 months ended 31 December 2003 (unaudited) £	12 months ended 31 December 2004 (audited) £
Turnover	1,367,307	722,560	1,735,475
Cost of sales	(764,493)	(431,510)	(953,631)
Gross profit	602,814	291,050	781,844
Administrative expenses	(604,951)	(496,643)	(951,739)
Operating Loss	(2,137)	(205,593)	(169,895)
Other interest receivable and similar income	11,018	1,424	3,124
Interest payable and similar charges	(6,338)	(2,489)	(10,910)
Profit/(loss) on ordinary activities before taxation	2,543	(206,658)	(177,681)
Tax on loss on ordinary activities	-	-	-
Profit/(loss) on ordinary activities after taxation deducted from reserves	2,543	(206,658)	(177,681)
Basic profit/(loss) per share	0.01p	(0.69p)	(0.60p)

There are no recognised gains or losses for the period other than the loss disclosed above.

Consolidated Balance Sheet

as at 31 December 2004

	31 December 2004 (unaudited) £	31 December 2003 (unaudited) £	30 June 2004 (audited) £
Fixed assets			
Tangible assets	55,909	67,339	49,147
Current assets			
Debtors	482,282	358,636	455,526
Cash at bank and in hand	198,459	229,824	265,227
	680,741	588,460	720,753
Creditors: amounts falling due within one year	(394,987)	(245,652)	(405,776)
Net current assets	285,754	342,808	314,977
Creditors: amounts falling due after more than one year	(136,663)	(236,667)	(161,667)
Total assets less liabilities	205,000	173,480	202,457
Capital and reserves			
Share capital	297,908	297,908	297,908
Share premium account	6,045,563	6,045,563	6,045,563
Merger reserve	18,396	18,396	18,396
Profit and loss account	(6,156,867)	(6,188,387)	(6,159,410)
Shareholders' funds	205,000	173,480	202,457

Consolidated Cash Flow Statement

for the 6 months ended 31 December 2004

Note	6 months ended 31 December 2004 (unaudited) £	6 months ended 31 December 2003 (unaudited) £	12 months ended 31 December 2004 (audited) £
Net cash outflow from operating activities	(2,103)	(249,389)	(176,173)
Returns on investments and servicing of finance			
Interest received	3 11,018	1,424	3,124
Interest paid	(6,338)	(2,489)	(10,910)
Net cash inflow/(outflow) from returns on investments and servicing of finance	4,680	(1,065)	(7,786)
Taxation	4 -	51,499	51,499
Capital expenditure and financial investment			
Purchase of fixed assets	(44,685)	(3,164)	(9,256)
Proceeds from sale of tangible fixed assets	340	-	-
Net cash outflow from capital expenditure and financial investment	(44,345)	(3,164)	(9,256)
Financing			
Receipt of Bank Loan	-	150,000	150,000
Repayments of Borrowings	(25,000)	(10,000)	(35,000)
Net cash (outflow)/inflow from financing	(25,000)	140,000	115,000
Decrease in cash	(66,768)	(62,119)	(26,716)

Notes

for the 6 months ended 31 December 2004

1. Basis of preparation of financial information

The financial information contained in this statement does not constitute statutory accounts as defined in section 240 of the Companies Act 1985. The unaudited financial information has been prepared on the basis of the accounting policies set out in the Group's statutory accounts for the year ended 30 June 2004. The financial information relating to the 12 months ended 30 June 2004 has been extracted from the audited financial statements, which have been delivered to Companies House.

2. Profit/(loss) per ordinary share

The calculation of loss per ordinary share is based on the loss on ordinary activities after taxation deducted from reserves divided by the weighted average number of ordinary shares in issue during the relevant period:

	6 months ended 31 December 2004 (unaudited) £	6 months ended 31 December 2003 (unaudited) £	6 months ended 30 June 2004 (audited) £
Profit/(loss) on ordinary activities after taxation deducted from reserves	2,543	(206,658)	(177,681)
Weighted average number of ordinary shares in issue during the period	29,790,743	29,790,743	29,790,743

3. Interest Received

The terms of the ten-year Ipswich office lease, which has a five-year break clause and rent review due in May 2005, have been agreed and this review gave rise to the settlement and payment of the cumulative interest arising on the deposit held by the landlord of £9,486.

4. Tax on loss on ordinary activities

The tax credit represents UK corporation tax in previous years and is in respect of a repayment to the Group arising from a Research and Development claim for the period to 30th June 2003.

5. Availability of interim statement

Copies of this interim statement are being sent to the Company's shareholders and will also be available from the Company's head office at Melford Court, The Havens, Ransomes Europark, Ipswich, Suffolk IP3 9SJ.