

CONVERGYS CORPORATION
Reconciliation of GAAP Revenue Growth to non-GAAP Constant Currency Revenue Growth
(In Millions Except Per Share Amounts)

	Three Months Ended June 30,	
	2016	2015
Revenue	\$ 692.3	\$ 716.7
Revenue growth, as reported under U.S. GAAP	(3.4)%	(2.7)%
Foreign exchange impact ^(a)	0.8 %	3.0 %
Constant currency revenue growth (a non-GAAP measure)	(2.6)%	0.3 %

CONVERGYS CORPORATION
Reconciliation of GAAP EPS from Continuing Operations to non-GAAP EPS from Continuing Operations
(In Millions Except Per Share Amounts)

	Three Months Ended June 30,		%
	2016	2015	
Operating Income as reported under U.S. GAAP	\$ 45.0	\$ 36.3	24%
<i>Operating Margin</i>	<i>6.5%</i>	<i>5.1%</i>	
Depreciation of property & equipment write-up ^(b)	2.3	5.3	
Amortization of acquired intangible assets ^(c)	6.9	7.0	
Transaction related expenses ^(d)	1.2	—	
Integration related expenses ^(e)	1.1	2.2	
Total Charges	11.5	14.5	
Adjusted Operating Income (a non-GAAP measure)	\$ 56.5	\$ 50.8	11%
<i>Adjusted Operating Margin</i>	<i>8.2%</i>	<i>7.1%</i>	
Income before Income Tax and Discontinued Operations as reported under U.S. GAAP	\$ 41.0	\$ 31.6	30%
Total operating charges from above	11.5	14.5	
Adjusted Income before Income Taxes and Discontinued Operations (a non-GAAP measure)	\$ 52.5	\$ 46.1	14%
Income from Continuing Operations, net of tax, as reported under U.S. GAAP	\$ 33.2	\$ 29.0	14%
Total operating charges from above, net of tax	11.5	14.5	
Income tax impact from total operating charges	(3.1)	(4.3)	
Release of income tax reserve ^(f)	—	(4.9)	
Adjusted Income from Continuing Operations, net of tax (a non-GAAP measure)	\$ 41.6	\$ 34.3	21%
Diluted EPS from Continuing Operations as reported under U.S. GAAP	\$ 0.32	\$ 0.28	14%
Net impact of total charges included in Continuing Operations	0.09	0.05	
Adjusted Diluted EPS from Continuing Operations (a non-GAAP measure)	\$ 0.41	\$ 0.33	24%

(a) Changes in currency exchange rates resulted in reduced revenues in the current quarter primarily due to the strengthening U.S. dollar relative to the British pound, Australian dollar and the Canadian dollar.

(b) During the three months ended June 30, 2016 and 2015, the Company recorded \$2.3 and \$5.3, respectively, of depreciation expense resulting from the fair value write-up of property and equipment acquired from Stream.

(c) During the three months ended June 30, 2016 and 2015, the Company recorded amortization expense of \$6.9 and \$7.0, respectively, related to acquired intangible assets.

(d) During the three months ended June 30, 2016, the Company recorded \$1.2 of expense associated with the acquisition of buw, related to fees paid for third-party consulting services.

(e) During the three months ended June 30, 2016 and 2015, the Company recorded \$1.1 and \$2.2, respectively, of integration expenses associated with Convergys' integration of the acquired Stream operations. These expenses were primarily related to third-party consulting services.

(f) During the three months ended June 30, 2015, the Company recorded a \$4.9 tax benefit associated with favorable resolutions of tax audits.

Management uses constant currency revenue growth to assess underlying revenue trends by providing revenue growth between periods on a consistent basis. Constant currency revenue growth is determined by using the comparable prior year period's currency exchange rates to translate current period revenue from local currencies. Management uses operating income, income from continuing operations, net of tax and earnings per share from continuing operations excluding the above items to assess the underlying operational performance of the continuing operations of the business for the year and to have a basis to compare underlying operating results to prior and future periods. These charges and credits are relevant in evaluating the overall performance of the business.

Limitations associated with the use of these non-GAAP measures include that these measures do not include all of the amounts associated with our results as determined in accordance with GAAP. Management compensates for these limitations by using the non-GAAP measures, constant currency revenue growth, operating income, income from continuing operations, net of tax and diluted earnings per share excluding the charges, and the GAAP measures, revenue growth, operating income, income from continuing operations, net of tax and diluted earnings per share, in its evaluation of performance.

CONVERGYS CORPORATION
Reconciliation of GAAP Revenue Growth to non-GAAP Constant Currency Revenue Growth
(In Millions Except Per Share Amounts)

	Six Months Ended June 30,	
	2016	2015
Revenue	\$ 1,414.4	\$ 1,457.2
Revenue growth, as reported under U.S. GAAP	(2.9)%	9.0%
Foreign exchange impact ^(a)	1.0 %	3.0%
Constant currency revenue growth (a non-GAAP measure)	(1.9)%	12.0%

CONVERGYS CORPORATION
Reconciliation of GAAP EPS from Continuing Operations to non-GAAP EPS from Continuing Operations
(In Millions Except Per Share Amounts)

	Six Months Ended June 30,		%
	2016	2015	
Operating Income as reported under U.S. GAAP	\$ 104.1	\$ 85.5	22%
<i>Operating Margin</i>	<i>7.4%</i>	<i>5.9%</i>	
Depreciation of property & equipment write-up ^(b)	5.5	10.8	
Amortization of acquired intangible assets ^(c)	13.8	14.0	
Transaction related expenses ^(d)	1.2	—	
Integration related expenses ^(e)	1.1	4.7	
Total Charges	21.6	29.5	
Adjusted Operating Income (a non-GAAP measure)	\$ 125.7	\$ 115.0	9%
<i>Adjusted Operating Margin</i>	<i>8.9%</i>	<i>7.9%</i>	
Income before Income Tax and Discontinued Operations as reported under U.S. GAAP	\$ 95.6	\$ 79.0	21%
Total operating charges from above	21.6	29.5	
Adjusted Income before Income Taxes and Discontinued Operations (a non-GAAP measure)	\$ 117.2	\$ 108.5	8%
Income from Continuing Operations, net of tax, as reported under U.S. GAAP	\$ 77.7	\$ 68.2	14%
Total operating charges from above, net of tax	21.6	29.5	
Income tax impact from total operating charges	(6.1)	(8.8)	
Release of income tax reserve ^(f)	—	(4.9)	
Adjusted Income from Continuing Operations, net of tax (a non-GAAP measure)	\$ 93.2	\$ 84.0	11%
Diluted EPS from Continuing Operations as reported under U.S. GAAP	\$ 0.75	\$ 0.65	15%
Net impact of total charges included in Continuing Operations	0.16	0.15	
Adjusted Diluted EPS from Continuing Operations (a non-GAAP measure)	\$ 0.91	\$ 0.80	14%

(a) Changes in currency exchange rates resulted in reduced revenues in the current quarter primarily due to the strengthening U.S. dollar relative to the euro, British pound, Australian dollar and the Canadian dollar.

(b) During the six months ended June 30, 2016 and 2015, the Company recorded \$5.5 and \$10.8, respectively, of depreciation expense resulting from the fair value write-up of property and equipment acquired from Stream.

(c) During the six months ended June 30, 2016 and 2015, the Company recorded amortization expense of \$13.8 and \$14.0, respectively, related to acquired intangible assets.

(d) During the six months ended June 30, 2016, the Company recorded \$1.2 of expense associated with the acquisition of buw, related to fees paid for third-party consulting services.

(e) During the six months ended June 30, 2016 and 2015, the Company recorded \$1.1 and \$4.7, respectively, of integration expenses associated with Convergys' integration of the acquired Stream operations. These expenses were primarily related to third-party consulting services and severance expense.

(f) During the six months ended June 30, 2015, the Company recorded a \$4.9 tax benefit associated with favorable resolutions of tax audits.

Management uses operating income, income from continuing operations, net of tax and earnings per share data excluding the items above to assess the underlying operational performance of the continuing operations of the business for the year and to have a basis to compare underlying operating results to prior and future periods. These charges and credits are relevant in evaluating the overall performance of the business.

Limitations associated with the use of these non-GAAP measures include that these measures do not include all of the amounts associated with our results as determined in accordance with GAAP. Management compensates for these limitations by using the non-GAAP measures, operating income, income from continuing operations, net of tax and diluted earnings per share excluding the charges, and the GAAP measures, operating income, income from continuing operations, net of tax and diluted earnings per share, in its evaluation of performance.