

**CONVERGYS CORPORATION**  
**Reconciliation of Cash Provided by Operating Activities to Free Cash Flow**

| (In millions)   | Three Months Ended September 30, |        | Nine Months Ended September 30, |         |
|---|----------------------------------|--------|---------------------------------|---------|
|   | 2017                             | 2016   | 2017                            | 2016    |
| Net cash provided by operating activities   | \$63.7                           | \$80.5 | \$186.1                         | \$236.8 |
| Capital expenditures  | (17.0)                           | (29.3) | (44.9)                          | (63.6)  |
| Free Cash Flow (a non-GAAP measure)   | \$46.7                           | \$51.2 | \$141.2                         | \$173.2 |
| Acquisition - cash paid for transaction and integration related expenses <sup>(a)</sup> | 1.2                              | 2.9    | 4.0                             | 5.7     |
| Adjusted Free Cash Flow (a non-GAAP measure)  | \$47.9                           | \$54.1 | \$145.2                         | \$178.9 |

(a) Payments associated with investment activity for acquisition related items.

Management uses free cash flow and adjusted free cash flow to assess the financial performance of the Company. Convergys' Management believes that free cash flow and adjusted free cash flow are useful to investors because they present the operating cash flow of the Company, excluding capital that is spent to continue and improve business operations, such as investment in the Company's existing businesses. Further, free cash flow and adjusted free cash flow provide an indication of the ongoing cash that is available for debt repayment, returning capital to shareholders and other investment opportunities. Management also believes the presentation of these measures will enhance the investors' ability to analyze trends in the business and evaluate the Company's underlying performance relative to other companies in the industry.

Limitations associated with the use of free cash flow and adjusted free cash flow include that they do not represent the residual cash flow available for discretionary expenditures as they do not incorporate certain cash payments, including payments made on capital lease obligations or cash payments for business acquisitions. Management compensates for these limitations by using both the non-GAAP measures, free cash flow and adjusted free cash flow, and the GAAP measure, cash from operating activities, in its evaluation of performance. These non-GAAP measures should be considered supplemental in nature and should not be considered in isolation or be construed as being more important than comparable GAAP measures.