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

	Three Months Ended December 31,	
	2016	2015
Revenue	**$757.9**	**$751.8**
Revenue growth, as reported under U.S. GAAP	**1.0%**	**(1.6)%**
Foreign exchange impact [(a)]	1.0%	2.2 %
Constant currency revenue growth (a non-GAAP measure)	**2.0%**	**0.6 %**

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 December 31,		%
	2016	2015	Change
Operating Income as reported under U.S. GAAP	**$51.4**	**$61.1**	(16)%
Operating Margin	*6.8%*	*8.1%*	
Depreciation of property & equipment write-up [(b)]	1.1	3.6	
Amortization of acquired intangible assets [(c)]	7.3	6.3	
Net pension and other post employment benefit plan charges [(d)]	4.8	—	
Transaction related expenses [(e)]	0.1	—	
Integration related expenses [(f)]	1.4	3.5	
Total Charges	14.7	13.4	
Adjusted Operating Income (a non-GAAP measure)	**$66.1**	**$74.5**	(11)%
Adjusted Operating Margin	*8.7%*	*9.9%*	
Income before Income Tax and Discontinued Operations as reported under U.S. GAAP	**$45.4**	**$57.3**	(21)%
Total operating charges from above	14.7	13.4	
Adjusted Income before Income Taxes and Discontinued Operations (a non-GAAP measure)	**$60.1**	**$70.7**	(15)%
Income from Continuing Operations, net of tax, as reported under U.S. GAAP	**$17.5**	**$42.6**	(59)%
Total operating charges from above	14.7	13.4	
Income tax impact from total operating charges	(4.9)	(3.3)	
Tax provision related to unremitted non-U.S. earnings [(g)]	20.3	1.9	
Adjusted Income from Continuing Operations, net of tax (a non-GAAP measure)	**$47.6**	**$54.6**	(13)%
Diluted EPS from Continuing Operations as reported under U.S. GAAP	**$0.17**	**$0.41**	(59)%
Net impact of total charges included in Continuing Operations	0.30	0.12	
Adjusted Diluted EPS from Continuing Operations (a non-GAAP measure)	**$0.47**	**$0.53**	(11)%

(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 and euro.

(b) During the fourth quarter of 2016 and 2015, the Company recorded $1.1 and $3.6, respectively, of depreciation expense resulting from the fair value write-up of property and equipment acquired from Stream and buw.

(c) During the fourth quarter of 2016 and 2015, the Company recorded amortization expense of $7.3 and $6.3, respectively, related to acquired intangible assets.

(d) During the fourth quarter of 2016, the Company recorded pension plan settlement charges of $4.8, due to a high level of lump-sum payouts.

(e) During the fourth quarter of 2016, the Company recorded $0.1 of expense associated with the acquisition of buw, related to fees paid for third-party consulting services.

(f) During the fourth quarter of 2016 and 2015, the Company recorded $1.4 and $3.5, respectively, of integration expenses associated with Convergys' integration of the acquired Stream and buw operations. These expenses were primarily related to third-party consulting services.

(g) During the fourth quarter of 2016, the Company recognized tax expense of $20.3 associated with the restructuring of its legal entity structure and repatriation of earnings into primarily non-U.S. jurisdictions that provide the Company increased flexibility to manage its strategic priorities. During the fourth quarter of 2015, the Company recorded a $1.9 tax expense for a change in estimate between tax previously accrued for the repatriation of non-U.S. earnings and the actual taxes paid on the ultimate repatriation of such earnings.

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)

	Twelve Months Ended December 31,	
	2016	2015
Revenue	**$2,913.6**	**$2,950.6**
Revenue growth, as reported under U.S. GAAP	**(1.0)%**	**3.3%**
Foreign exchange impact [(a)]	1.0 %	2.6%
Constant currency revenue growth (a non-GAAP measure)	**— %**	**5.9%**

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

	Twelve Months Ended December 31,		%
	2016	2015	Change
Operating Income as reported under U.S. GAAP	**$204.9**	**$194.4**	5 %
Operating Margin	*7.0%*	*6.6%*	
Depreciation of property & equipment write-up [(b)]	8.6	19.1	
Amortization of acquired intangible assets [(c)]	28.1	27.0	
Net pension and other post employment benefit plan charges [(d)]	4.8	—	
Transaction related expenses [(e)]	3.2	—	
Integration related expenses [(f)]	3.3	11.3	
Total Charges	48.0	57.4	
Adjusted Operating Income (a non-GAAP measure)	**$252.9**	**$251.8**	— %
Adjusted Operating Margin	*8.7%*	*8.5%*	
Income before Income Tax and Discontinued Operations as reported under U.S. GAAP	**$185.9**	**$177.0**	5 %
Total operating charges from above	48.0	57.4	
Adjusted Income before Income Taxes and Discontinued Operations (a non-GAAP measure)	**$233.9**	**$234.4**	— %
Income from Continuing Operations, net of tax, as reported under U.S. GAAP	**$133.0**	**$168.4**	(21)%
Total operating charges from above	48.0	57.4	
Income tax impact from total operating charges	(14.0)	(16.6)	
Tax provision (benefit) related to unremitted non-U.S. earnings [(g)]	21.6	(1.8)	
Release of income tax reserve [(h)]	—	(22.4)	
Adjusted Income from Continuing Operations, net of tax (a non-GAAP measure)	**$188.6**	**$185.0**	2 %
Diluted EPS from Continuing Operations as reported under U.S. GAAP	**$1.30**	**$1.60**	(19)%
Net impact of total charges included in Continuing Operations	0.54	0.16	
Adjusted Diluted EPS from Continuing Operations (a non-GAAP measure)	**$1.84**	**$1.76**	5 %

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

(b) During 2016 and 2015, the Company recorded $8.6 and $19.1, respectively, of depreciation expense resulting from the fair value write-up of property and equipment acquired from Stream and buw.

(c) During 2016 and 2015, the Company recorded amortization expense of $28.1 and $27.0, respectively, related to acquired intangible assets.

(d) During 2016, the Company recorded pension plan settlement charges of $4.8, due to a high level of lump-sum payouts.

(e) During 2016, the Company recorded $3.2 of expense associated with the acquisition of buw, related to fees paid for third-party consulting services.

(f) During 2016 and 2015, the Company recorded $3.3 and $11.3, respectively, of integration expenses associated with Convergys' integration of the acquired Stream and buw operations. These expenses were primarily related to third-party consulting services and severance expense.

(g) During 2016, the Company recognized tax expense of $20.3 associated with the restructuring of its legal entity structure and repatriation of earnings into primarily non-U.S. jurisdictions that provide the Company increased flexibility to manage its strategic priorities. During 2016, the Company also recognized tax expense of $1.3 associated with the repatriation of certain non-U.S. earnings in connection with its acquisition of buw. During 2015, the Company recognized $1.8 of tax expense for a change in estimate between tax previously accrued for the repatriation of non-U.S. earnings and the actual taxes paid on the ultimate repatriation of such earnings.

(h) During 2015, the Company recorded a $22.4 tax benefit associated with statute expirations for previous uncertain tax positions and 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.