



Amazon.com to open new customer service centre

March 1, 2006

Up to 450 jobs to be created in Ireland

March 1, 2006 – Slough, England: Online retailer Amazon.com has announced its plans to open a new Customer Service Centre in Ireland, creating up to 450 new jobs. The new centre, based in Cork, Ireland, will handle customer queries for Amazon's UK and French web sites, as well as additional support for Amazon's German web site during peak hours.

The new operation, which will deal with both internet and telephone enquiries, is scheduled to open this summer. Cork was chosen for its ability to accommodate an expanded customer service staff, and for the multi-lingual capabilities of the workforce in the area.

The company also announced a proposal to close its Slough, UK customer service centre, subject to consultation with its workforce. The Slough customer service centre handles queries relating to Amazon's UK and French web sites. Amazon's Regensburg, Germany centre will continue to provide primary support for customers of Amazon.de. Amazon's corporate operations in Slough are unaffected.

"As our business has grown, and as we have expanded the categories of products we offer, we need to expand our customer service support as well. We believe our new Cork centre, with its strategic location and highly skilled workforce, will enable us to grow with the business, and provide our many millions of European customers with an improved level of service," said Jim Adkins, Amazon's Director for European Customer Service.

Amazon's Cork facility is looking to recruit full-time and part-time employees, both those with years of customer service experience and those eager to learn, and who share a passion for providing customers with the best service. Amazon is looking for recruits with drive, ambition, strong written and verbal language skills in English, French and German, and a commitment to ensuring that customers receive a first-class experience.

Candidates interested in applying for these positions should send their CV to the email address opscareers@amazon.co.uk. You will find further information about job openings on our UK website, www.amazon.co.uk

For further information please contact the Amazon.co.uk press office on 020 8636 9280.

About Amazon.co.uk

Amazon.co.uk opened its virtual doors in October 1998, and strives to be the world's most customer-centric company, where customers can find and discover anything they might want to buy online. Amazon.co.uk and sellers list millions of new and used items in categories such as Books, Music, Video, DVD, Software, PC & Video Games, Electronics & Photo, Home & Garden, and Toys & Games!. Through Amazon Marketplace, zShops and Auctions any business or individual can sell virtually anything to Amazon.co.uk's millions of customers. Amazon.co.uk customers enjoy the benefits of industry-leading online-shopping technology, such as secure credit-card payment, personalised recommendations, streamlined, 1-Click® ordering and hassle-free Bid-Click® auction bidding. Through Amazon Anywhere, Amazon.co.uk is also available on mobile phones with WAP technology--see www.amazon.co.uk/anywhere for details.

Amazon.com and its affiliates operate seven websites: www.amazon.com, www.amazon.co.uk, www.amazon.de, www.amazon.fr, www.amazon.co.jp, www.amazon.ca, and www.joyo.com.

As used herein, "Amazon.com," "we," "our" and similar terms include Amazon.com, Inc., and its subsidiaries, unless the context indicates otherwise.

Forward-looking Statement

This announcement contains forward-looking statements within the meaning of Section 27A of the Securities Act of 1933 and Section 21E of the Securities Exchange Act of 1934. Actual results may differ significantly from management's expectations. These forward-looking statements involve risks and uncertainties that include, among others, risks related to potential future losses, significant amount of indebtedness, competition, management of growth, potential fluctuations in operating results, fulfillment center optimization, seasonality, commercial agreements, acquisitions, and strategic transactions, foreign exchange rates, system interruption, international expansion, consumer trends, inventory, limited operating history, government regulation and taxation, fraud, and new business areas. More information about factors that potentially could affect Amazon.com's financial results is included in Amazon.com's filings with the Securities and Exchange Commission, including its Annual Report on Form 10-K for the year ended December 31, 2003, and all subsequent filings.