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RR DONNELLEY LAUNCHES ECoM™ - ENTERPRISE COMMUNICATIONS MANAGEMENT

Innovative New Closed Loop Outsourcing Solution Manages Entire Customer Communications Lifecycle

CHICAGO and LONDON – November 6, 2008 – R.R. Donnelley & Sons Company (NYSE:RRD) announced today that its Global Document Solutions (GDS) offering, a leading provider of outsourcing services for customer communications management, has launched ECoM™ (Enterprise Communications Management), an innovative multi-service solution. ECoM™ provides a complete range of outbound and inbound outsourcing services to optimise the preparation, production, delivery and processing of customer communications across multiple channels including documents, email, web and SMS.

ECoM™ manages all aspects of the customer communication lifecycle through an integrated managed service platform. By closing the loop of outbound and inbound customer communications, organisations can enhance operational efficiencies, improve effectiveness and reduce costs.

Mike Gordon, Managing Director at GDS (UK & Ireland) said, “We developed ECoM™ in response to growing demand for multi-service and value-adding solutions, backed by best in class consulting, project management and client support services. ECoM™ allows organisations to more effectively handle their entire customer communications management lifecycle. The component-based nature of the solution enables users to select from a broad portfolio of services to meet their exact needs. Gordon continued, “In this challenging economic climate companies are recognising that re-aligning and optimising they way in which they communicate with their customers is a critical success factor. To this end we also provide high quality consulting services to ensure that our solutions are implemented with a full understanding of our clients’ unique requirements and goals”.

The outbound communication services which GDS offers via ECoM™ include marketing services management, creative and presentation services, print management, office communications management and transactional printing. The comprehensive inbound services offered include back office processing (application, correspondence and payment processing) and content management (indexing, data processing and analysis, and document archiving and retrieval).

More information about RR Donnelley’s Global Document Solutions outsourcing services offering is available at www.rrdgd.com.

About RR Donnelley

RR Donnelley (NYSE: RRD) is the world’s premier full-service provider of print and related services, including business process outsourcing. Founded more than 144 years ago, the

company provides products and solutions in commercial printing, direct mail, financial printing, print fulfillment, labels, forms, logistics, call centres, transactional print-and-mail, print management, online services, digital photography, colour services, and content and database management to customers in the publishing, healthcare, advertising, retail, technology, financial services and many other industries. The largest companies in the world and others rely on RR Donnelley's scale, scope and insight through a comprehensive range of online tools, variable printing services and market-specific solutions.

For more information, and for RR Donnelley's Corporate Social Responsibility Report, visit the company's web site at <http://www.rrdonnelley.com>.

Use of Forward-Looking Statements

This news release may contain "forward-looking statements" as defined in the U.S. Private Securities Litigation Reform Act of 1995. Readers are cautioned not to place undue reliance on these forward-looking statements and any such forward-looking statements are qualified in their entirety by reference to the following cautionary statements. All forward-looking statements speak only as of the date of this news release and are based on current expectations and involve a number of assumptions, risks and uncertainties that could cause the actual results to differ materially from such forward-looking statements. Readers are strongly encouraged to read the full cautionary statements contained in RR Donnelley's filings with the SEC. RR Donnelley disclaims any obligation to update or revise any forward-looking statements.

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