

APAC CUSTOMER SERVICE INC

Form SC 13G/A

February 04, 2004

UNITED STATES
SECURITIES AND EXCHANGE COMMISSION
Washington D.C. 20549

SCHEDULE 13G

Under the Securities Exchange Act 1934
(Amendment No.2)

APAC CUSTOMER SERVICE INC

(Name of Issuer)

COMMON

(Title of Class of Securities)

00185E106

(CUSIP Number)

Calendar Year 2003

(Date of Event Which Requires Filing of this Statement)

CHECK THE APPROPRIATE BOX TO DESIGNATE THE RULE PURSUANT
TO WHICH THIS SCHEDULE IS FILED:

RULE 13D-1(b)

RULE 13D-1(c)

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1. Names of Reporting Persons
I.R.S. Identification No. of above person

RUTABAGA CAPITAL MANAGEMENT
I.R.S. Identification No.: 04-3451870

2. Check the Appropriate Box if a Member of a Group
(a) []
(b) []

3. SEC Use Only

4. Citizenship or Place of Organization

Massachusetts

5. Sole Voting Power
NUMBER OF
SHARES 1,259,992

BENEFICIALLY
OWNED BY EACH
REPORTING PERSON 6. Shared Voting Power
1,666,350

PERSON
WITH 7. Sole Dispositive Power
2,926,342

8. Shared Dispositive Power
0

9. Aggregate Amount Beneficially Owned by Each
Reporting Person

2,926,342

10. Check if the aggregate Amount in Row (9)
Excludes Certain Shares []

11. Percent of Class Represented by Amount in Row (9)

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5.92%

12. Type of Reporting Person

IA

Item 1(a). NAME OF ISSUER

APAC Customer Service Inc

Item 1(b). ADDRESS OF PRINCIPAL OFFICES

Six Parkway North Center
Suite 400
Deerfield, IL 60015

Item 2(a). NAME OF PERSON FILING

Rutabaga Capital Management

Item 2(b). ADDRESS OF PRINCIPAL OFFICES

64 Broad Street, 3rd Floor, Boston, MA 02109

Item 2(c). Citizenship

MASSACHUSETTS

Item 2(d). TITLE OF CLASS OF SECURITIES

COMMON STOCK

Item 2(e). CUSIP NUMBER

00185E106

Item 3. IF THIS STATEMENT IS BEING FILED PURSUANT TO
RULE 13d-1(b), or 13d-2(b) OR (c), CHECK WHETHER THE
PERSON FILING IS A:

(a) Broker or dealer registered under Section 15
of the Act (15 U.S.C 780);

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- (b) Bank as defined in Section 3(a)(6) of the Act(15 U.S.C 78c);
- (c) insurance company as defined in Section 3(a)(19) of the Act(15 U.S.C 78c);
- (d) Investment company registered under Section 8 of the Investment Company Act of 1940(15 U.S.C. 80a-8);
- (e) An investment adviser in accordance with section 240.13d-1(b)(I)(ii)(E)
- (f) An employee benefit plan or endowment fund in accordance with 13d-1(b)(1)(ii)(F);
- (g) A parent holding company or control person in accordance with 13d-1(b)(1)(ii)(G);
- (h) A savings association as defined in in Section 3(b) of the Federal Deposit Insurance Act(12 U.S.C 1813);
- (i) A church plan that is excluded from the definition of an investment company under Section3(c)(14) of the Investment Company Act of 1940(15 U.S.C. 80a-3);
- (j) Group, in accordance with 13d-1(b)(1)(ii)(J)

If this statement is filed pursuant to 13d-1(c), check this box.

Item 4. OWNERSHIP

Provide the following information regarding the aggregate number and percentage of the class of securities of the issuer identified in Item 1.

(a) Amount beneficially owned: 2,926,342

(b) Percent of class: 5.92%

(c) Number of Shares as to which person has:

(i) Sole power to vote or direct the vote: 1,259,992

(ii) Shared power to vote or to direct the vote:
1,666,350

(iii) Sole power to dispose or to direct the disposition of: 2,926,342

(iv) Shared power to dispose or to direct the disposition of: 0

Item 5. OWNERSHIP OF FIVE PERCENT OR LESS OF A CLASS

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If this statement is being filed to report the fact that as of the date hereof the reporting person has ceased to be the beneficial owner of more than five percent of the class of securities, check the following []

Not Applicable

Item 6. OWNERSHIP OF MORE THAN FIVE PERCENT ON BEHALF OF ANOTHER PERSON.

Not Applicable

Item 7. IDENTIFIATION AND CLASSIFICATION OF THE SUBSIDIARY WHICH AQIRED THE SECURITY BEING REPORTED ON BY THE PARENT HOLDING COMPANY.

Not Applicable

Item 8. IDENTIFICATION AND CLASSIFICATION OF MEMBERS OF A GROUP.

Not Applicable

Item 9. NOTICE OF DISSOLUTION OF GROUP

Not Applicable

Item 10. CERTIFICATION

By signing below I certify that, to the best of my knowledge and belief, the securities referred above were not acquired or held for the purpose of or with the effect of changing or influencing the control of the issuer of the securities and were not acquired and are not held in connection with or as a participant in any transaction having that purpose or effect.

SIGNATURE

After reasonable inquiry and to the best of my knowledge and belief, I certify that the information set forth in this statement is true, complete and correct.

Dated: February 4, 2004

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Rutabaga Capital Management

By: /s/ Dana Cohen

Dana Cohen, Principal