



Third Quarter 2016 Reconciliation of Non-GAAP Financial Measures

Adjusted Operating Income Reconciliation

Adjusted operating income is not a measure of financial performance under generally accepted accounting principles ("GAAP"). The Company believes adjusted operating income provides a relevant measure of operating profitability and a useful basis for evaluating the ongoing operations of the Company. Adjusted operating income is used by the Company to assess operating income before the impact of acquisitions and acquisition-related costs and certain non-cash items. Adjusted operating income is used by the Company as a benchmark for performance and compensation by certain executives. Adjusted operating income should not be considered in isolation or as a substitute for operating income or other profitability data prepared in accordance with GAAP. Adjusted operating income, as presented, may not be comparable to similarly titled measures of other companies. Set forth below is a reconciliation of adjusted operating income from operating income.

Reconciliation of Adjusted Operating Income from Operating Income			
<i>Unaudited, in thousands</i>			
	Three Months Ended Sept. 30,		
Consolidated:	2016	2015	% Change
Operating income	\$ 109,499	\$ 124,354	-11.9%
Amortization of acquired intangible assets	16,789	16,513	1.7%
Share-based compensation	6,088	5,374	13.3%
Gain on sale of real estate	(115)	-	NM
M&A and acquisition-related costs	997	397	151.1%
Adjusted operating income	<u>\$ 133,258</u>	<u>\$ 146,638</u>	<u>-9.1%</u>
Adjusted operating income margin	23.3%	25.5%	
Unified Communications Services:			
Operating income	\$ 79,406	\$ 95,832	-17.1%
Amortization of acquired intangible assets	3,319	3,257	1.9%
Share-based compensation	3,435	3,006	14.3%
M&A and acquisition-related costs	434	2	NM
Adjusted operating income	<u>\$ 86,594</u>	<u>\$ 102,097</u>	<u>-15.2%</u>
Adjusted operating income margin	24.6%	27.9%	
Safety Services:			
Operating income	\$ 17,148	\$ 10,248	67.3%
Amortization of acquired intangible assets	3,559	4,468	-20.3%
Share-based compensation	976	854	14.3%
Adjusted operating income	<u>\$ 21,683</u>	<u>\$ 15,570</u>	<u>39.3%</u>
Adjusted operating income margin	28.9%	21.1%	
Interactive Services:			
Operating income	\$ 9,797	\$ 6,220	57.5%
Amortization of acquired intangible assets	5,317	4,018	32.3%
Share-based compensation	614	538	14.1%
M&A and acquisition-related costs	563	396	42.2%
Adjusted operating income	<u>\$ 16,291</u>	<u>\$ 11,172</u>	<u>45.8%</u>
Adjusted operating income margin	21.3%	16.4%	
Specialized Agent Services:			
Operating income	\$ 4,372	\$ 6,742	-35.2%
Amortization of acquired intangible assets	4,594	4,770	-3.7%
Share-based compensation	1,063	976	8.9%
Adjusted operating income	<u>\$ 10,029</u>	<u>\$ 12,488</u>	<u>-19.7%</u>
Adjusted operating income margin	14.3%	18.3%	
Corporate Other:			
Operating income (loss)	\$ (1,224)	\$ 5,312	
Gain on sale of real estate	(115)	-	
M&A and acquisition-related costs	-	(1)	
Adjusted operating income (loss)	<u>\$ (1,339)</u>	<u>\$ 5,311</u>	

Reconciliation of Adjusted Operating Income from Operating Income			
<i>Unaudited, in thousands</i>			
	Nine Months Ended Sept. 30,		
Consolidated:	2016	2015	% Change
Operating income	\$ 341,524	\$ 351,480	-2.8%
Amortization of acquired intangible assets	50,085	49,480	1.2%
Share-based compensation	19,929	16,785	18.7%
Secondary equity offering expense	-	1,041	NM
Gain on sale of real estate	(12,963)	-	NM
M&A and acquisition-related costs	3,486	1,977	76.3%
Adjusted operating income	<u>\$ 402,061</u>	<u>\$ 420,763</u>	<u>-4.4%</u>
Adjusted operating income margin	23.3%	24.6%	
Unified Communications Services:			
Operating income	\$ 257,236	\$ 289,668	-11.2%
Amortization of acquired intangible assets	10,090	9,794	3.0%
Share-based compensation	11,256	9,711	15.9%
Secondary equity offering expense	-	247	NM
M&A and acquisition-related costs	1,312	2	NM
Adjusted operating income	<u>\$ 279,894</u>	<u>\$ 309,422</u>	<u>-9.5%</u>
Adjusted operating income margin	25.8%	27.9%	
Safety Services:			
Operating income	\$ 37,992	\$ 16,704	127.4%
Amortization of acquired intangible assets	10,514	13,618	-22.8%
Share-based compensation	3,196	2,730	17.1%
Secondary equity offering expense	-	78	NM
Adjusted operating income	<u>\$ 51,702</u>	<u>\$ 33,130</u>	<u>56.1%</u>
Adjusted operating income margin	23.4%	15.9%	
Interactive Services:			
Operating income	\$ 21,563	\$ 18,424	17.0%
Amortization of acquired intangible assets	15,699	11,698	34.2%
Share-based compensation	1,995	1,721	15.9%
Secondary equity offering expense	-	35	NM
M&A and acquisition-related costs	2,174	1,741	24.9%
Adjusted operating income	<u>\$ 41,431</u>	<u>\$ 33,619</u>	<u>23.2%</u>
Adjusted operating income margin	18.7%	17.3%	
Specialized Agent Services:			
Operating income	\$ 11,796	\$ 24,269	-51.4%
Amortization of acquired intangible assets	13,782	14,370	-4.1%
Share-based compensation	3,482	2,623	32.7%
Secondary equity offering expense	-	50	NM
M&A and acquisition-related costs	-	150	NM
Adjusted operating income	<u>\$ 29,060</u>	<u>\$ 41,462</u>	<u>-29.9%</u>
Adjusted operating income margin	14.1%	20.3%	
Corporate Other:			
Operating income	\$ 12,937	\$ 2,415	
Secondary equity offering expense	-	631	
Gain on sale of real estate	(12,963)	-	
M&A and acquisition-related costs	-	84	
Adjusted operating income (loss)	<u>\$ (26)</u>	<u>\$ 3,130</u>	

Adjusted Net Income, Adjusted Income from Continuing Operations and Adjusted Earnings per Share Reconciliation

Adjusted net income, adjusted income from continuing operations and adjusted earnings per share (EPS) are non-GAAP measures. The Company believes these measures provide a useful indication of profitability and basis for assessing the operations of the Company without the impact of bond redemption premiums, acquisitions and acquisition-related costs and certain non-cash items. Adjusted net income and adjusted income from continuing operations should not be considered in isolation or as a substitute for net income or other profitability metrics prepared in accordance with GAAP. Adjusted net income and adjusted income from continuing operations, as presented, may not be comparable to similarly titled measures of other companies. The Company utilizes these non-GAAP measures to make decisions about the use of resources, analyze performance, measure management's performance with stated objectives and compensate management relative to the achievement of such objectives. Set forth below is a reconciliation of adjusted income from continuing operations from income from continuing operations and adjusted net income from net income.

**Reconciliation of Adj. Income from Continuing Ops from Income from Continuing Ops
and Adjusted Net Income from Net Income**

Unaudited, in thousands except per share data

CONTINUING OPERATIONS	Three Months Ended Sept. 30,		
	2016	2015	% Change
Income from continuing operations	\$ 47,535	\$ 50,719	-6.3%
Amortization of acquired intangible assets	16,789	16,513	
Amortization of deferred financing costs	2,455	5,008	
Share-based compensation	6,088	5,374	
Gain on sale of real estate	(115)	-	
M&A and acquisition-related costs	881	397	
Pre-tax total	26,098	27,292	
Income tax expense on adjustments	9,343	9,912	
Adjusted income from continuing operations	\$ 64,290	\$ 68,099	-5.6%
Diluted shares outstanding	84,607	84,834	
Adjusted EPS from continuing operations - diluted	\$ 0.76	\$ 0.80	-5.0%
DISCONTINUED OPERATIONS	Three Months Ended Sept. 30,		
	2016	2015	
Income from discontinued operations	\$ -	\$ (1,235)	
Adjusted income from discontinued operations	\$ -	\$ (1,235)	
Diluted shares outstanding	84,607	84,834	
Adjusted EPS from discontinued operations - diluted	\$ 0.00	\$ (0.01)	
CONSOLIDATED	Three Months Ended Sept. 30,		
	2016	2015	% Change
Net income	\$ 47,535	\$ 49,484	-3.9%
Amortization of acquired intangible assets	16,789	16,513	
Amortization of deferred financing costs	2,455	5,008	
Share-based compensation	6,088	5,374	
Gain on sale of real estate	(115)	-	
M&A and acquisition-related costs	881	397	
Pre-tax total	26,098	27,292	
Income tax expense on adjustments	9,343	9,912	
Adjusted net income	\$ 64,290	\$ 66,864	-3.8%
Diluted shares outstanding	84,607	84,834	
Adjusted EPS - diluted	\$ 0.76	\$ 0.79	-3.8%

**Reconciliation of Adj. Income from Continuing Ops from Income from Continuing Ops
and Adjusted Net Income from Net Income**

Unaudited, in thousands except per share data

CONTINUING OPERATIONS	Nine Months Ended Sept. 30,		
	2016	2015	% Change
Income from continuing operations	\$ 125,069	\$ 148,576	-15.8%
Amortization of acquired intangible assets	50,085	49,480	
Amortization of deferred financing costs	46,508	15,017	
Share-based compensation	19,929	16,785	
Secondary equity offering expense	-	1,041	
Gain on sale of real estate	(12,963)	-	
M&A and acquisition-related costs	3,370	1,977	
Pre-tax total	106,929	84,300	
Income tax expense on adjustments	38,281	30,601	
Adjusted income from continuing operations	<u>\$ 193,717</u>	<u>\$ 202,275</u>	-4.2%
Diluted shares outstanding	84,486	85,554	
Adjusted EPS from continuing operations - diluted	\$ 2.29	\$ 2.36	-3.0%
DISCONTINUED OPERATIONS	Nine Months Ended Sept. 30,		
	2016	2015	
Income from discontinued operations	\$ -	\$ 30,989	
Amortization of acquired intangible assets	-	41	
Share-based compensation	-	1,576	
M&A and acquisition-related costs	-	386	
Pre-tax total	-	2,003	
Income tax benefit on adjustments	-	767	
Adjusted income from discontinued operations	<u>\$ -</u>	<u>\$ 32,225</u>	
Diluted shares outstanding	84,486	85,554	
Adjusted EPS from discontinued operations - diluted	\$ 0.00	\$ 0.38	
CONSOLIDATED	Nine Months Ended Sept. 30,		
	2016	2015	% Change
Net income	\$ 125,069	\$ 179,565	-30.3%
Amortization of acquired intangible assets	50,085	49,521	
Amortization of deferred financing costs	46,508	15,017	
Share-based compensation	19,929	18,361	
Secondary equity offering expense	-	1,041	
Gain on sale of real estate	(12,963)	-	
M&A and acquisition-related costs	3,370	2,363	
Pre-tax total	106,929	86,303	
Income tax expense on adjustments	38,281	31,368	
Adjusted net income	<u>\$ 193,717</u>	<u>\$ 234,500</u>	-17.4%
Diluted shares outstanding	84,486	85,554	
Adjusted EPS - diluted	\$ 2.29	\$ 2.74	-16.4%

Free Cash Flow Reconciliation

The Company believes free cash flow provides a relevant measure of liquidity and a useful basis for assessing the Company's ability to fund its activities, including the financing of acquisitions, debt service, stock repurchases and distribution of earnings to shareholders. Free cash flow is calculated as cash flows from operating activities less cash capital expenditures. Free cash flow is not a measure of financial performance under GAAP. Free cash flow should not be considered in isolation or as a substitute for cash flows from operating activities or other liquidity measures prepared in accordance with GAAP. Free cash flow, as presented, may not be comparable to similarly titled measures of other companies. Set forth below is a reconciliation of free cash flow from cash flows from operating activities.

Reconciliation of Free Cash Flow from Operating Cash Flow						
<i>Unaudited, in thousands</i>						
CONTINUING OPERATIONS	Three Months Ended Sept. 30,			Nine Months Ended Sept. 30,		
	2016	2015	% Change	2016	2015	% Change
Cash flows from operating activities	\$ 104,115	\$ 126,697	-17.8%	\$ 301,602	\$ 283,221	6.5%
Cash capital expenditures	25,439	31,319	-18.8%	99,303	96,182	3.2%
Free cash flow	\$ 78,676	\$ 95,378	-17.5%	\$ 202,299	\$ 187,039	8.2%
DISCONTINUED OPERATIONS	Three Months Ended Sept. 30,			Nine Months Ended Sept. 30,		
	2016	2015		2016	2015	
Cash flows from (used in) operating activities	\$ -	\$ (1,235)		\$ -	\$ (8,197)	
Cash capital expenditures	-	-		-	1,930	
Free cash flow	\$ -	\$ (1,235)		\$ -	\$ (10,127)	
CONSOLIDATED	Three Months Ended Sept. 30,			Nine Months Ended Sept. 30,		
	2016	2015	% Change	2016	2015	% Change
Cash flows from operating activities	\$ 104,115	\$ 125,462	-17.0%	\$ 301,602	\$ 275,024	9.7%
Cash capital expenditures	25,439	31,319	-18.8%	99,303	98,112	1.2%
Free cash flow	\$ 78,676	\$ 94,143	-16.4%	\$ 202,299	\$ 176,912	14.4%

EBITDA and Adjusted EBITDA Reconciliation

The common definition of EBITDA is "Earnings Before Interest Expense, Taxes, Depreciation and Amortization." In evaluating liquidity and performance, the Company uses "Adjusted EBITDA." The Company defines Adjusted EBITDA as earnings before interest expense, share-based compensation, taxes, depreciation and amortization, gain on assets held for sale and transaction costs. EBITDA and Adjusted EBITDA are not measures of financial performance or liquidity under GAAP. Although the Company uses Adjusted EBITDA as a measure of its liquidity and performance, the use of Adjusted EBITDA is limited because it does not include certain material costs, such as depreciation, amortization and interest, necessary to operate the business. EBITDA and Adjusted EBITDA should not be considered in isolation or as a substitute for net income, cash flow from operating activities or other income or cash flow data prepared in accordance with GAAP. Adjusted EBITDA, as presented, may not be comparable to similarly titled measures of other companies. Adjusted EBITDA is presented here as the Company understands investors use it as a measure of its historical ability to service debt and compliance with covenants in its senior credit facilities. Further, Adjusted EBITDA is presented here as the Company uses it to measure its performance and to conduct and evaluate its business during its regular review of operating results for the periods presented. Set forth below is a reconciliation of EBITDA and Adjusted EBITDA from cash flow from operating activities and net income.

Reconciliation of EBITDA and Adjusted EBITDA from Operating Cash Flow

<i>Unaudited, in thousands</i>				
CONTINUING OPERATIONS	Three Months Ended Sept. 30,		Nine Months Ended Sept. 30,	
	2016	2015	2016	2015
Cash flows from operating activities	\$ 104,115	\$ 126,697	\$ 301,602	\$ 283,221
Income tax expense	24,381	28,931	67,616	84,664
Deferred income tax expense	11,628	8,160	15,383	5,958
Interest expense and other financing charges	38,223	38,642	150,475	117,120
Provision for share-based compensation	(6,088)	(5,374)	(19,929)	(16,785)
Amortization of deferred financing costs	(2,455)	(5,008)	(46,508)	(15,017)
Gain on sale of real estate	115	-	12,963	-
Other	(304)	(4)	(1,190)	(224)
Changes in operating assets and liabilities, net of business acquisitions	(11,141)	(26,500)	8,485	32,338
EBITDA	158,474	165,544	488,897	491,275
Provision for share-based compensation	6,088	5,374	19,929	16,785
Secondary equity offering expense	-	-	-	1,041
M&A and acquisition-related costs	881	397	3,370	1,977
Gain on sale of real estate	(115)	-	(12,963)	-
Adjusted EBITDA	\$ 165,328	\$ 171,315	\$ 499,233	\$ 511,078
Cash flows from operating activities	\$ 104,115	\$ 126,697	\$ 301,602	\$ 283,221
Cash flows used in investing activities	\$ (24,483)	\$ (30,061)	\$ (67,067)	\$ (113,782)
Cash flows used in financing activities	\$ (110,989)	\$ (74,048)	\$ (223,535)	\$ (364,790)
DISCONTINUED OPERATIONS	Three Months Ended Sept. 30,		Nine Months Ended Sept. 30,	
	2016	2015	2016	2015
Cash flows from operating activities	\$ -	\$ (1,235)	\$ -	\$ (8,197)
Income tax expense	-	(665)	-	19,345
Deferred income tax expense	-	-	-	(2,293)
Provision for share-based compensation	-	-	-	(1,576)
Other	-	-	-	29,596
Changes in operating assets and liabilities, net of business acquisitions	-	-	-	13,500
EBITDA	-	(1,900)	-	50,375
Provision for share-based compensation	-	-	-	1,576
M&A and acquisition-related costs	-	-	-	386
Gain on sale of business	-	-	-	(46,656)
Adjusted EBITDA	\$ -	\$ (1,900)	\$ -	\$ 5,681
Cash flows used in operating activities	\$ -	\$ (1,235)	\$ -	\$ (8,197)
Cash flows from investing activities	\$ -	\$ 6,275	\$ -	\$ 275,815
Cash flows used in financing activities	\$ -	\$ -	\$ -	\$ -

Reconciliation of EBITDA and Adjusted EBITDA from Operating Cash Flow, cont.

CONSOLIDATED	Three Months Ended Sept. 30,		Nine Months Ended Sept. 30,	
	2016	2015	2016	2015
Cash flows from operating activities	\$ 104,115	\$ 125,462	\$ 301,602	\$ 275,024
Income tax expense	24,381	28,266	67,616	104,009
Deferred income tax expense	11,628	8,160	15,383	3,665
Interest expense and other financing charges	38,223	38,642	150,475	117,120
Provision for share-based compensation	(6,088)	(5,374)	(19,929)	(18,361)
Amortization of deferred financing costs	(2,455)	(5,008)	(46,508)	(15,017)
Gain on sale of real estate	115	-	12,963	-
Other	(304)	(4)	(1,190)	29,372
Changes in operating assets and liabilities, net of business acquisitions	(11,141)	(26,500)	8,485	45,838
EBITDA	158,474	163,644	488,897	541,650
Provision for share-based compensation	6,088	5,374	19,929	18,361
Secondary equity offering expense	-	-	-	1,041
M&A and acquisition-related costs	881	397	3,370	2,363
(Gain) loss on sale of business and real estate	(115)	1,900	(12,963)	(46,656)
Adjusted EBITDA	\$ 165,328	\$ 171,315	\$ 499,233	\$ 516,759
CONSOLIDATED				
Cash flows from operating activities	\$ 104,115	\$ 125,462	\$ 301,602	\$ 275,024
Cash flows from (used in) investing activities	\$ (24,483)	\$ (23,786)	\$ (67,067)	\$ 162,033
Cash flows used in financing activities	\$ (110,989)	\$ (74,048)	\$ (223,535)	\$ (364,790)

Reconciliation of EBITDA and Adjusted EBITDA from Net Income

<i>Unaudited, in thousands</i>				
CONTINUING OPERATIONS	Three Months Ended Sept. 30,		Nine Months Ended Sept. 30,	
	2016	2015	2016	2015
Income from continuing operations	\$ 47,535	\$ 50,719	\$ 125,069	\$ 148,576
Interest expense and other financing charges	38,223	38,642	150,475	117,120
Depreciation and amortization	48,335	47,252	145,737	140,915
Income tax expense	24,381	28,931	67,616	84,664
EBITDA	158,474	165,544	488,897	491,275
Provision for share-based compensation	6,088	5,374	19,929	16,785
Secondary equity offering expense	-	-	-	1,041
M&A and acquisition-related costs	881	397	3,370	1,977
Gain on sale of real estate	(115)	-	(12,963)	-
Adjusted EBITDA	\$ 165,328	\$ 171,315	\$ 499,233	\$ 511,078
DISCONTINUED OPERATIONS	Three Months Ended Sept. 30,		Nine Months Ended Sept. 30,	
	2016	2015	2016	2015
Income from discontinued operations	\$ -	\$ (1,235)	\$ -	\$ 30,989
Depreciation and amortization	-	-	-	41
Income tax expense	-	(665)	-	19,345
EBITDA	-	(1,900)	-	50,375
Provision for share-based compensation	-	-	-	1,576
M&A and acquisition-related costs	-	-	-	386
Gain on sale of business	-	-	-	(46,656)
Adjusted EBITDA	\$ -	\$ (1,900)	\$ -	\$ 5,681
CONSOLIDATED	Three Months Ended Sept. 30,		Nine Months Ended Sept. 30,	
	2016	2015	2016	2015
Net income	\$ 47,535	\$ 49,484	\$ 125,069	\$ 179,565
Interest expense and other financing charges	38,223	38,642	150,475	117,120
Depreciation and amortization	48,335	47,252	145,737	140,956
Income tax expense	24,381	28,266	67,616	104,009
EBITDA	158,474	163,644	488,897	541,650
Provision for share-based compensation	6,088	5,374	19,929	18,361
Secondary equity offering expense	-	-	-	1,041
M&A and acquisition-related costs	881	397	3,370	2,363
(Gain) loss on sale of business and real estate	(115)	1,900	(12,963)	(46,656)
Adjusted EBITDA	\$ 165,328	\$ 171,315	\$ 499,233	\$ 516,759