

# West Corporation Fact Sheet - September 30, 2013

west

## Overview

As a leading provider of technology-driven communication services, West Corporation (NASDAQ: WSTC) offers a broad range of communications and network infrastructure solutions that help organizations manage or support critical communications. Our customer contact solutions and conferencing services are designed to improve our clients' cost structure and provide reliable, high-quality services. West also provides mission-critical services, such as public safety and emergency communications.

Founded in 1986 and headquartered in Omaha, Neb., West serves Fortune 1000 companies and other clients in a variety of industries, including telecommunications, retail, financial services, public safety, technology and healthcare. West has sales and operations in the United States, Canada, Europe, the Middle East, Asia-Pacific and Latin America.

## Investor Highlights

- Scalable platform, low capital intensity, high margins and strong cash flow
- Long-standing, diversified client base
- Technological innovation
- Best-in-class cost structure
- Recurring revenue with multiple growth opportunities
- Addressing large, growing markets worldwide
- Proven ability to enhance business model and growth through acquisitions
- Portfolio transitioned to a platform-based model to better meet clients' needs
- Management team has successfully evolved business over 20+ years

## 2012 Statistics

- Revenue: \$2.64 billion
- 10 year revenue CAGR: 12%
- Revenue growth for 26 consecutive years
- Adjusted Operating Income:<sup>1</sup> \$508 million, or 19% of revenue
- 10 year Adjusted Operating Income<sup>1</sup> CAGR: 17%
- 72% of revenue and 90% of operating income comes from platform-based services
- Approximately 25,000 clients, including 84% of Fortune 500
- Managed over 28 billion telephony minutes and approximately 134 million conference calls
- Facilitated over 260 million 9-1-1 calls
- Delivered over 1.2 billion notification calls and data messages

## Financial Highlights

(dollars in millions)

	Three Months Ended September 30			Nine Months Ended September 30		
	2013	2012	Change	2013	2012	Change
Consolidated Revenue	\$665.4	\$656.9	1.3%	\$1,998.3	\$1,957.9	2.1%
Platform-based Revenue <sup>1</sup>	\$483.0	\$472.7	2.2%	\$1,459.4	\$1,406.6	3.8%
Operating Income	\$123.4	\$117.3	5.2%	\$351.5	\$353.0	-0.4%
Adjusted Operating Income <sup>2</sup>	\$140.6	\$148.4	-5.2%	\$430.4	\$421.4	2.1%
Free Cash Flow <sup>2,3</sup>	\$54.6	\$79.1	-31.0%	\$188.7	\$156.1	20.9%
EBITDA <sup>2</sup>	\$171.5	\$154.1	11.3%	\$489.0	\$481.1	1.6%
Adjusted EBITDA <sup>2</sup>	\$174.8	\$168.2	3.9%	\$526.0	\$500.4	5.1%
Net Income	\$46.1	\$22.1	108.9%	\$92.9	\$92.8	0.0%
Adjusted Net Income <sup>2</sup>	\$59.7	\$44.9	33.2%	\$165.2	\$142.3	16.1%

<sup>1</sup> Platform-based businesses include the Unified Communications segment, Intrado, West Interactive and HyperCube

<sup>2</sup> See Reconciliation of Non-GAAP Financial Measures provided at west.com

<sup>3</sup> Free Cash Flow is calculated as Cash Flows from Operations less cash Capital Expenditures.



## West Executive Management Team

### **Thomas Barker**

*Chief Executive Officer & Director*

### **Nancee Berger**

*Chief Operating Officer & President*

### **Paul Mendlik**

*Chief Financial Officer, Treasurer & Executive Vice President - Finance*

### **Scott Etzler**

*President - InterCall*

### **Skip Hanson**

*President  
West Interactive Corporation*

### **George Heinrichs**

*President - Intrado*

### **Rod Kempkes**

*Chief Administrative Officer*

### **Mick Mazour**

*President - West Business Solutions*

### **Dave Mussman**

*Executive Vice President  
General Counsel & Secretary*

### **Steve Stangl**

*President  
West Communication Services*

### **Todd Strubbe**

*President  
West Unified Communications*

### **David Treinen**

*Executive Vice President  
Strategic Business Development*

## West Investor & Public Relations Contact

### **David Pleiss**

*Vice President, Investor Relations*

### **West Corporation**

(402) 963-1500  
11808 Miracle Hills Drive  
Omaha, NE 68154  
west.com

## West Corporation

Our portfolio of technology-driven communications services includes:

### Unified Communications Segment

#### Conferencing and Collaboration

- On-demand audio conferencing
- Web collaboration tools
- Video managed services and video bridging

#### Event Services

- Audio and video webcasting
- Virtual event design and hosting
- Operator-assisted audio conferencing
- Web event services

#### Alerts and Notifications

- Automated voice notifications
- SMS/Email alerts and notifications
- Multichannel preference management and campaign management solutions
- Website and customer portal management

#### IP-Based UC Solutions

- Hosted IP-PBX and enterprise call management
- Hosted and managed MPLS network
- UC partner solution portfolio
- Cloud-based security services
- Integrated conferencing/desktop messaging and presence tools
- Professional services and system integration expertise

### Communications Services Segment

#### Emergency Communications

- 9-1-1 Network Services
  - Intelligent, IP enabled advanced 9-1-1 (A911) services
  - Network database
  - Location identification
- 9-1-1 Telephony Systems and Services
  - Fully integrated with network routing technology
  - Integrated graphical interface

#### Automated Call Processing

- Automated Customer Service
  - Automated multimedia solutions
  - IVR
  - Natural language speech recognition solutions
- Voice and data network management services

#### Agent-Based Services

- Commercial
  - B2B sales/account management solutions
  - Receivables management services
  - Overpayment identification and recovery services
  - Direct response
  - Language services
- Consumer
  - Customer acquisition/retention/customer care/sales and service

#### Telephony/Interconnect Services

- Unique toll-free routing services
- National interconnect network servicing traditional telecom, mobile and IP technology providers
- Specialized routing services

