

West Fact Sheet - March 31, 2015



Overview

West Corporation (Nasdaq:WSTC) is a global provider of communication and network infrastructure solutions. West helps manage or support essential enterprise communications with services that include unified communication services, public safety services, interactive services such as automated notifications, carrier services and agent services.

For over 25 years, West has provided reliable, high-quality, voice and data services. West serves clients in a variety of industries including telecommunications, retail, financial services, public safety, technology and healthcare. West has a global organization with sales and operations in the United States, Canada, Europe, the Middle East, Asia Pacific and Latin America. For more information on West Corporation, please call 1-800-841-9000 or visit www.west.com.

Highlights

- Leading global provider of technology-enabled communication services
- Focused on steady, profitable growth in large, complex markets
- Long-standing, large and diversified client base with recurring transactions
- Proven track-record of portfolio evolution via strategic M&A
- Business model generates strong cash flow
- Proven, value enhancing capital allocation to drive value for our stakeholders

2014 Statistics¹

- Revenue: \$2.22 billion
- Adjusted Operating Income: \$541 million, or 24% of revenue
- Adjusted Net Income: \$247 million
- Adjusted Earnings per share: \$2.89
- Free Cash Flow:² \$279 million
- Revenue per employee: \$229,000
- Managed over 64 billion telephony minutes and approximately 159 million conference calls
- Facilitated over 290 million 9-1-1 calls
- Received and delivered over 4 billion calls and data messages

Financial Highlights¹

(Unaudited, in millions except per share amounts)

Three Months Ended March 31

	2015	2014	% Change
Revenue	\$565.5	\$535.1	5.7%
Adjusted EBITDA ²	\$169.1	\$159.0	6.3%
EBITDA ²	\$162.1	\$155.1	4.6%
Adjusted Operating Income ²	\$134.1	\$129.9	3.2%
Operating Income	\$110.7	\$114.2	-3.1%
Adjusted Income from Continuing Operations ²	\$66.9	\$55.1	21.4%
Income from Continuing Operations	\$48.6	\$42.1	15.5%
Adjusted Earnings per Share from Continuing Operations - Diluted ²	\$0.78	\$0.65	20.0%
Earnings per Share from Continuing Operations - Diluted	\$0.56	\$0.49	14.3%
Free Cash Flow from Continuing Operations ^{2,3}	\$22.1	\$45.6	-51.5%

¹From Continuing Operations.

²See Reconciliation of Non-GAAP Financial Measures provided at west.com

³Free 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

Jan Madsen

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

Ron Beaumont

President - HyperCube

Scott Etzler

President - InterCall

Skip Hanson

President - Interactive Services

Mary Hester

President - Intrado

Rod Kempkes

Chief Administrative Officer

Mick Mazour

*President - Revenue Generation
& Claims Recovery*

Dave Mussman

*Executive Vice President
General Counsel & Secretary*

David Treinen

*Executive Vice President
Strategic Business Development*

West Investor & Public Relations Contact

David Pleiss

Vice President, Investor Relations

West Corporation

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OUR PORTFOLIO OF TECHNOLOGY-ENABLED COMMUNICATION SERVICES INCLUDES:

Unified Communications & Conferencing Services

- Audio Conferencing
- Web conferencing and collaboration tools
- Audio/video webcasting services
- Virtual event & digital media hosting
- Hosted IP-PBX & enterprise call management
- Hosted IP trunking
- Hosted & managed MPLS network services
- **#1 conferencing provider in the world**
- **159MM conference calls managed**

Interactive Services

- Automated voice notifications
- Text/email alerts & notifications
- Push notifications
- Automated inbound speech applications
- Multichannel preference management & campaign management
- **4Bn calls & data messages in 2014**

Safety Services

- 9-1-1 Network services
 - Intelligent, IP-enabled Advanced 9-1-1[®] services
- 9-1-1 Telephony systems and services
 - integrated with network routing technology
- 9-1-1 Solutions for enterprise VoIP and UC
- **290MM 9-1-1 calls facilitated in 2014**
- **Desktop technology used by 10,000 call taking positions in 1,900 PSAPs**

Telecom Services

- Primarily serves telecommunication carriers via:
 - Toll free origination
 - Termination services
 - Telephone number service
- **33Bn telephony minutes managed in 2014**

Specialized Agent Services

- Healthcare & wellness advocacy services
- Business-to-business services
- Cost containment services

