

West Fact Sheet-December 31, 2015

west

Overview

West Corporation (Nasdaq:WSTC) is a global provider of technology-enabled communications. West helps manage or support essential enterprise communications with services that include unified communications services, safety services, interactive services such as automated notifications, telecom services and specialized 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 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

2015 Statistics¹

- Revenue: \$2.28 billion
- Adjusted Operating Income: \$552 million, or 24% of revenue
- Adjusted Net Income: \$266 million
- Adjusted Earnings per share: \$3.11
- Free Cash Flow:² \$274 million
- Revenue per employee: \$218,000
- Managed 65 billion telephony minutes and approximately 167 million conference calls
- Facilitated over 290 million 9-1-1 calls
- Received and delivered over 6.5 billion calls and data messages

Financial Highlights ¹ (Unaudited, in millions except per share amounts)	Three Months Ended December 31			Year Ended December 31		
	2015	2014	% Change	2015	2014	% Change
Revenue	\$568.4	\$562.9	1.0%	\$2,280.3	\$2,218.6	2.8%
Adjusted EBITDA from Continuing Operations ¹	\$165.1	\$173.4	-4.8%	\$676.1	\$668.3	1.2%
EBITDA from Continuing Operations ¹	\$158.0	\$167.0	-5.4%	\$649.3	\$649.2	0.0%
Adjusted Operating Income ¹	\$131.0	\$141.2	-7.2%	\$551.8	\$541.5	1.9%
Operating Income	\$105.0	\$116.7	-10.1%	\$456.5	\$461.4	-1.1%
Adjusted Income from Continuing Operations ¹	\$63.7	\$68.1	-6.5%	\$265.9	\$247.2	7.5%
Income from Continuing Operations	\$42.3	\$34.9	21.4%	\$190.9	\$134.6	41.8%
Adjusted Earnings per Share from Continuing Operations - Diluted ¹	\$0.75	\$0.79	-5.1%	\$3.11	\$2.89	7.6%
Earnings per Share from Continuing Operations - Diluted	\$0.50	\$0.41	22.0%	\$2.24	\$1.57	42.7%
Free Cash Flow from Continuing Operations ^{1,2}	\$86.9	\$75.5	15.2%	\$274.0	\$279.2	-1.9%
Cash Flows from Continuing Operating Activities	\$127.5	\$106.9	19.3%	\$410.8	\$409.5	0.3%
Cash Flows used in Continuing Investing Activities	(\$118.7)	(\$38.4)	208.7%	(\$232.4)	(\$524.4)	-55.7%
Cash Flows used in Continuing Financing Activities	(\$23.5)	(\$135.9)	-82.7%	(\$388.2)	(\$25.0)	NM

¹ See Reconciliation of Non-GAAP Financial Measures provided at west.com

² Free cash flow is calculated as cash flows from operating activities less cash capital expenditures

West Executive Management Team

Thomas Barker

Chief Executive Officer &
Chairman of the Board

Nancee Berger

Chief Operating Officer &
President

Jan Madsen

Chief Financial Officer, &
Treasurer

Ron Beaumont

President - Telecom Services &
Safety Services

Scott Etzler

President - Unified Communications

Skip Hanson

President - Interactive Services

Rod Kempkes

Chief Administrative Officer

Dave Mussman

Executive Vice President
General Counsel & Secretary

David Treinen

Executive Vice President
Corporate Development & Planning

West Investor & Public Relations Contact

David Pleiss

Vice President, Investor Relations

West Corporation

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Omaha, NE 68154
west.com

OUR PORTFOLIO OF TECHNOLOGY-ENABLED COMMUNICATION SERVICES INCLUDES:

Unified Communications Services

- UCaaS
- Hosted IP-PBX and enterprise call management
- Hosted IP trunking solutions
- Hosted managed MPLS network services
- Cloud-based network security services
- Professional services and system integration
- Audio collaboration
- Web collaboration
- Video collaboration
- Webcasting and webinars
- Virtual event and environments
- Video managed services and video conferencing bridging services

Telecom Services

- Toll-free services
- Direct inward dialing
- Termination services

Safety Services

- 9-1-1 Network services
- 9-1-1 Telephony systems and services
- 9-1-1 Solutions for enterprise VoIP and UC
- Database management

Interactive Services

- Proactive notifications and mobility
- IVR self-service
- Cloud contact center
- Professional services

Specialized Agent Services

- Healthcare advocacy
- Revenue generation
- Cost management

we connect. we deliver.

west

