

## Overview

West Corporation (Nasdaq:WSTC) is a global provider of communication and network infrastructure services. West helps its clients more effectively communicate, collaborate and connect with their audiences through a diverse portfolio of solutions that include unified communications services, safety services, interactive services such as automated notifications, telecom services and specialized agent services.

For 30 years, West has provided reliable, high-quality voice and data services. West has sales and operations in the United States, Canada, Europe, the Middle East, Asia Pacific and Latin America. For more information, please call 1-800-841-9000 or visit [www.west.com](http://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

## 2016 Statistics<sup>1</sup>

- Revenue: \$2.29 billion
- Adjusted Operating Income: \$534 million, or 23% of revenue
- Adjusted Net Income: \$257 million
- Adjusted Earnings per share: \$3.04
- Free Cash Flow:<sup>2</sup> \$302 million
- Revenue per employee: \$213,000
- Managed approximately 58.5 billion telephony minutes and 169 million conference calls
- Received and delivered over 6.3 billion calls and data messages

## Select Financial Information

(Unaudited, in millions except per share amounts)	Three Months ended March 31		
	2017	2016	% Change
Revenue	\$572.5	\$570.8	0.3%
Operating Income	108.2	108.9	-0.6%
Net Income	54.1	44.6	21.4%
Earnings per share - Diluted	0.63	0.53	18.9%
Cash Flows from Operating Activities	52.8	60.1	-12.1%
Cash Flows used in Investing Activities	(31.3)	(39.5)	-20.7%
Cash Flows used in Financing Activities	(34.4)	(70.2)	-51.1%

## Select Non-GAAP Financial Information<sup>1</sup>

(Unaudited, in millions except per share amounts)	Three Months ended March 31		
	2017	2016	% Change
EBITDA	\$157.8	\$156.9	0.6%
Adjusted EBITDA	164.5	165.6	-0.7%
Adjusted Operating Income	132.5	134.1	-1.2%
Adjusted Net Income	68.8	63.5	8.2%
Adjusted Earnings per Share - Diluted	0.81	0.75	8.0%
Free Cash Flow <sup>2</sup>	26.1	23.7	10.2%

<sup>1</sup>See Reconciliation of Non-GAAP Financial Measures provided at [west.com](http://west.com)

<sup>2</sup>Free cash flow is calculated as cash flows from operating activities less cash capital expenditures

## West Executive Management Team

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### **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

### **Niki Theophilus**

Executive Vice President  
Chief Human Resources Officer

### **David Treinen**

Executive Vice President  
Corporate Development & Planning

## West Investor & Public Relations Contact

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### **David Pleiss**

Vice President, Investor Relations

### **West Corporation**

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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