

# West Corporation Fact Sheet - 3rd Qtr 2009



## About West Corporation

West Corporation is a leading provider of technology-driven, voice-oriented solutions. West offers its clients a broad range of communications and infrastructure management solutions that help them manage or support critical communications. West's automated customer contact solutions and conferencing services are designed to improve its 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, Nebraska, West serves Fortune 1000 companies and other clients in a variety of industries, including telecommunications, banking, retail, financial, technology and healthcare. West has sales and operations in the United States, Canada, Europe, the Middle East, Asia Pacific and Latin America.

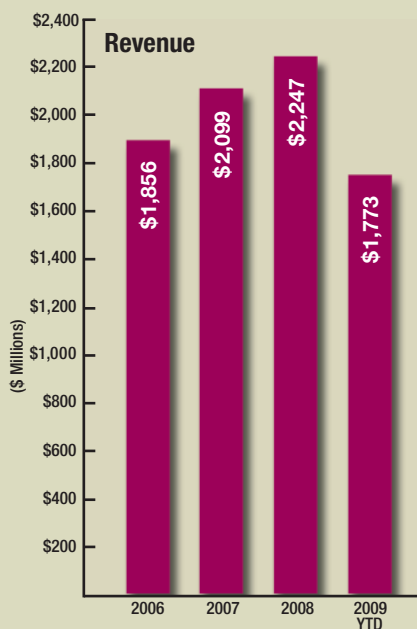
For more information on West Corporation, please call 1-800-841-9000 or visit [www.west.com](http://www.west.com).

## Financial Highlights (dollars in millions)

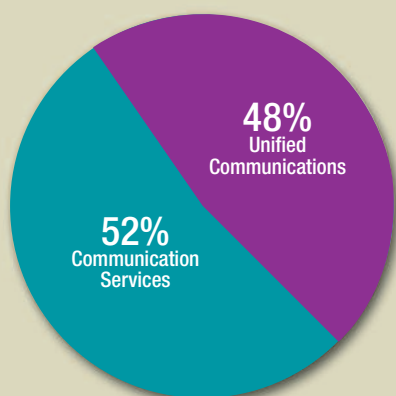
Fiscal year ends Dec. 31

	2006	2007	2008	YTD 2009
Revenue	\$1,856.0	\$2,099.5	\$2,247.4	\$1,772.9
Adjusted EBITDA <sup>1</sup>	\$501.9	\$584.1	\$633.6	\$483.4
Adjusted EBITDA Margin	27.0%	27.8%	28.2%	27.3%

<sup>1</sup> Reconciliation to most comparable GAAP measure provided at [www.west.com](http://www.west.com)



## 2009 YTD Revenue by Segment



## West Executive Management Team

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**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 - Consumer Services*

**George Heinrichs**

*President - Intrado*

**Rod Kempkes**

*Executive Vice President - Direct Response*

**Mark Lavin**

*Chief Administrative Officer - Corporate Services*

**Mick Mazour**

*President - Business Services*

**Pam Mortenson**

*President - West Interactive Corporation*

**Dave Mussman**

*Executive Vice President - General Counsel & Secretary*

**John Sanley**

*President - West Business Services*

**Steve Stangl**

*President - West Communication Services*

**Todd Strubbe**

*President - West Unified Communications*

**Mike Sturgeon**

*Executive Vice President - Sales & Marketing*

**David Treinan**

*Executive Vice President - Strategic Business Development*

## West Investor & Public Relations Contact

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**David Pleiss**

*Vice President, Investor Relations*

**West Corporation**

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[www.west.com](http://www.west.com)

# West Corporation

Our portfolio of technology-driven, voice-oriented solutions includes:

## Unified Communications Segment

### Conferencing & Collaboration Services

InterCall is the largest conferencing services provider in the world. We provide:

- on-demand automated conferencing services
- operator-assisted services for complex audio conferences or large events
- web conferencing
- video conferencing

### Alerts & Notifications Services

Through TeleVox and West Notifications Group, we provide clients the ability to manage and deliver automated personalized communications quickly and through multiple delivery channels (voice, text messaging, email and fax).

## Communication Services Segment

### Automated Services

#### Emergency Communications Services

Intrado is the country's largest provider of emergency communications infrastructure systems and services that support regulatory compliance and public safety mandates. We provide the network database solution that routes emergency calls to the appropriate 9-1-1 centers and allows the appropriate first responders (police, fire, ambulance) to be assigned to those calls. We also provide fully-integrated desktop communications technology solutions to public safety agencies that enable enhanced 9-1-1 call handling.

#### Automated Customer Service

West Interactive offers a suite of automated voice-oriented solutions that allow our clients to effectively communicate with their customers through inbound and outbound interactive voice response (IVR) applications using natural language speech recognition, automated voice prompts and network-based call routing services.

### Agent-Based Services

We provide our clients with large-scale, agent-based services, delivered through home-based agents as well as facilities located stateside, nearshore and offshore. These agents help our clients provide inbound customer care, customer acquisition and retention, business-to-business sales and account management, overpayment identification and recovery services, and receivables management solutions.