



West Corporation Acquires Cloud Collaboration Practice from Vocus Group

OMAHA, NE, March 7, 2017 – [West Corporation](#) (Nasdaq:WSTC), a global provider of communication and network infrastructure services, today announced it has completed the acquisition of the cloud collaboration practice and assets from Vocus Group in Australia (“Vocus”) (ASX:VOC).

“We are excited to have acquired Vocus’ cloud collaboration practice, which will expand our position and capabilities throughout the Asia-Pacific region. With this local infrastructure, West will be one of the few global providers of Cisco’s hosted Unified Communications stack,” said Scott Etzler, President of West’s Unified Communications Services segment. “This acquisition is expected to generate new opportunities for West in APAC, improve our competitive positioning and enhance global support & cost structure in our UCaaS business. The existing facilities in Perth and Melbourne, Australia will continue operations with fully-dedicated and experienced personnel driving business development and support of current clients. Throughout this transition, West will continue to meet our clients’ expectations and provide the level of service they have come to expect.”

West markets its Cisco Hosted Collaboration Solution (“HCS”)-based offering as VoiceMaxx CE, wrapping and extending the HCS technology core with a range of additional services and capabilities. West is a global leader in deployments of Cisco HCS-based unified communications as a service solutions and was named Cisco’s 2016 Collaboration Cloud Partner of the Year.

The acquired business assets and operations will be integrated into West's Unified Communications Services reportable segment. This acquisition is not expected to have a material impact on West’s 2017 results.

About West Corporation

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.

Forward-Looking Statements

This press release contains forward-looking statements. Forward-looking statements can be identified by the use of words such as "may," "should," "expects," "plans," "anticipates," "believes," "estimates," "predicts," "intends," "continue" or similar terminology. These statements reflect only West's current expectations and are not guarantees of future performance or results. These statements are subject to various risks and uncertainties that could cause actual results to differ materially from those contained in the forward-looking statements. These risks and uncertainties include, but are not limited to, the strategic alternatives available to the Company and the ability to execute on strategic alternatives; competition in West's highly competitive markets; increases in the cost of voice and data services or significant interruptions in these services; West's ability to keep pace with its clients' needs for rapid technological change and systems availability; the continued deployment and adoption of emerging technologies; the loss, financial difficulties or bankruptcy of any key clients; security and privacy breaches of the systems West uses to protect personal data; the effects of global economic trends on the businesses of West's clients; the non-exclusive nature of West's client contracts and the absence of revenue commitments; the cost of pending and future litigation; the cost of defending against intellectual property infringement claims; the effects of extensive regulation affecting many of West's businesses; West's ability to protect its proprietary information or technology; service interruptions to West's data and operation centers; West's ability to retain key personnel and attract a sufficient number of qualified employees; increases in labor costs and turnover rates; the political, economic and other conditions in the countries where West operates; changes in foreign exchange rates; West's ability to complete future acquisitions, integrate or achieve the objectives of its recent and future acquisitions; and future impairments of our substantial goodwill, intangible assets, or other long-lived assets. In addition, West is subject to risks related to its level of indebtedness. Such risks include West's ability to generate sufficient cash to service its indebtedness and fund its other liquidity needs; West's ability to comply with covenants contained in its debt instruments; West's ability to obtain additional financing; the incurrence of significant additional indebtedness by West and its subsidiaries; and the ability of West's lenders to fulfill their lending commitments. West is also subject to other risk factors described in documents filed by the Company with the United States Securities and Exchange Commission.

These forward-looking statements speak only as of the date on which the statements were made. West undertakes no obligation to update or revise publicly any forward-looking statements, whether as a result of new information, future events or otherwise, except to the extent required by applicable law.

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