October 24, 2000

West TeleServices Records 51.0% Rise in Third Quarter Earnings; Revenues Expand 32.5% to $189.5 Million

OMAHA, Neb., Oct. 24 -- West TeleServices Corporation (Nasdaq: WTSC), a leading provider of innovative full service customer care solutions using the latest in voice and Internet technology, announced today record revenues and net income for the third quarter ended September 30, 2000. This exceptional performance reflects strong revenue gains, driven by new and expanding client relationships.

"We are pleased with our third quarter results, which includes 33% top-line growth and 51% net income growth," commented Thomas B. Barker, President and Chief Executive Officer. "We anticipate that the favorable growth trends we are experiencing will continue into the fourth quarter. In addition, we are benefiting from significant new client wins and an expanding sales pipeline. Each division is contributing meaningfully to our growth, creating a well-diversified revenue mix that continues to drive our objectives."

West has experienced sizable gains in the Inbound division this quarter, driven by both existing and new customer relationships. The company is recognized as a premium brand provider and has aligned itself with nationally recognized businesses in the country. More recently, West added PricewaterhouseCoopers to its client roster. They will utilize West's integrated customer care solutions to service and grow profitable customer relationships. Barker said, "West has developed new relationships with industry leaders in the computer, Internet and telecommunications sectors. For example, MTVi is using our iCare platform to provide customer care solutions to their users via the Internet. DSL Net, one of the leading Internet services providers, utilizes our Direct Teleservices division to provide high-speed Internet access for businesses." The company continues to strengthen its presence in the technology space by providing technical support for one of the industry's leading personal computer companies.

Operating Results

For the quarter ended September 30, 2000, revenues increased 32.5% to $189.5 million from $143.1 million in the prior year third quarter. Operating income expanded 46.3% to $28.7 million, up from $19.6 million in last year's third quarter. Net income jumped dramatically, rising 51.0% to $18.4 million from $12.2 million last year. Fully diluted earnings per share was 27 cents versus 19 cents in the comparable period of 1999. EBITDA (earnings before interest, taxes, depreciation and amortization) rose 36.0% to $40.3 million from $29.6 million in the prior year comparable period.

For the nine months ended September 30, 2000, revenues expanded 26.7% to $531.1 million from $419.1 million in the prior year nine month period. Operating income rose by 35.5% to $79.8 million from $58.9 million in the first nine months of 1999. Net income climbed 37.6% to $51.1 million from $37.1 million in the nine month 1999 period. EBITDA grew 29.6% to $112.7 million from $87.0 million in last year's nine month period.

The revenue mix remained well balanced during the third quarter with each of the company's three divisions contributing to overall growth. Operator Teleservices revenues represented 50.6% of total revenues. Direct and Interactive Teleservices accounted for 30.6% and 18.8%, respectively, of total revenues. For the nine month 2000 period, Operator Teleservices contributed 49.8% of revenues, Direct Teleservices comprised 31.7% of revenues and Interactive Teleservices represented 18.5% of revenues.

Michael Micek, Chief Financial Officer of West TeleServices, commented, "In addition to excellent growth across all three of our divisions, we continue to improve efficiency, as measured by revenues per workstation, even as new workstations are added. Revenues per workstation for our Direct Teleservices division are up 36% to $12,801 from $9,443 in last year's third quarter and the total number of workstations has grown to 9,912 from 8,364 at the beginning of the year."

Margins

As a percentage of revenues, operating income increased significantly to 15.1% in the third quarter of 2000 from 13.7% in the 1999 third quarter. For the nine months ended September 30, 2000, operating income represented 15.0% of revenues, versus

14.1% of revenues in the first nine months of 1999. Operating margin gains are primarily the result of reductions in SG&A expense as a percentage of revenues and efficiency improvements. SG&A represented 32.8% of revenues in the current year third quarter, down from 35.2% of revenues in last year's third quarter. For the nine month 2000 period, SG&A dropped to 33.4% of revenues from 34.3% in the prior year nine month period.

Balance Sheet

West is supported by a conservative and exceptionally liquid balance sheet. At September 30, 2000 the company had cash and short-term investments totaling $96.2 million, working capital of $145.1 million and a favorable 2.4-to-1 current ratio. In addition, West had no outstanding borrowings under its bank lines of credit.

Capital expenditures, relating primarily to expansion of the contact center network, totaled $51.2 million through the first nine months of 2000. Since the beginning of the year, West has opened and begun processing calls in new contact centers in Oklahoma, Pennsylvania and Alabama. Interactive call handling capacity increased to 43,683 ports in the third quarter from 33,476 at the beginning of the year.

Outlook

Continued Barker, "Our innovative solutions and integrated, full-service capabilities are enabling West to accelerate growth and expand existing client relationships. West has experienced significant growth with the addition of new premier brands to our client roster, which has contributed to our sizable revenue and profit gains across divisions. We will continue to pursue new initiatives and build alliances that enable West to solidify its leadership and capitalize on new opportunities in the rapidly expanding e-commerce area."

The company has successfully integrated e-commerce with its traditional business through new products such as its iCare platform for Internet customer care. These initiatives help it create superior customer care solutions that embrace both leading-edge voice and Internet channels.

During the third quarter, West entered into a strategic alliance with Synchrony Communications, a leading provider of CRM solutions to companies worldwide. Through this relationship, West gains access to new technology products that expand its CRM capabilities in both voice and Internet channels.

About West TeleServices

West TeleServices Corporation is a leading provider of innovative, full-service customer care solutions that help Fortune 500 and E-100 companies acquire, retain and grow profitable customer relationships. West has the technology and experience needed to create customized solutions that work for both e-Business initiatives and traditional business ventures. West's customer relationship management solutions incorporate agent and automated services using the latest in voice and Internet technology. Founded in 1986 and headquartered in Omaha, Nebraska, West has a team of approximately 25,000 employees, including an IT staff of approximately 780, occupying 27 state-of-the-art contact centers and seven interactive automated voice and data processing centers across North America.

Statements which are not historical facts contained in this release are forward-looking statements that involve risks and uncertainties. Such risks and uncertainties include, but are not limited to: planned expansion of operating facilities; labor market conditions, mergers, acquisitions, or joint ventures, including their execution; customer concentrations, technological innovation; and general economic conditions. Further information regarding the factors that could cause actual results to differ from expected or projected results can be found in documents filed by the Company with the United States Securities and Exchange Commission (the "SEC").

CONTACT: Investor, Carol Padon of West Teleservices Corporation, 402-963-1500/