



West Corporation to Bolster Unified Communications Offering with Acquisition of SKT Business Communication Solutions

Adding Professional Services to Guide Customers through Unified Communications Transition

OMAHA, Neb., Mar 22, 2010 (BUSINESS WIRE) -- West Corporation, a leading provider of technology-driven, voice-oriented solutions, today announced that it has signed an agreement to acquire SKT Business Communication Solutions (SKT BCS) and anticipates closing this acquisition at the end of the first quarter or early in the second quarter. SKT BCS is a leading professional services, systems integration and information technology firm specializing in the consulting, project management and implementation of unified communications and IP telephony, legacy telecommunications systems, virtualization and Communications Enabled Business Processes.

Many enterprises seek professional services to help them navigate through the unified communications assessment and deployment processes. As a result of this acquisition, SKT BCS's professional services team will be the first unified communications touch point for customers of West Corporation and its affiliates, including InterCall, the world's largest conferencing and collaboration services provider. SKT BCS will be a part of West's Unified Communications segment.

West will work in tandem with SKT BCS to deliver an enhanced unified communications offering and customer engagement model. The engagement will begin with SKT BCS's consultative approach to assess the needs of customers and then link to the breadth of West Corporation's and InterCall's hosted and managed UC solutions, conferencing and collaboration products, and infrastructure solutions.

"We recognize that the unified communications space is a rapidly changing, high growth environment. West Corporation is committed to being a leader in this market, as evidenced by the recent launch of both hosted and managed unified communications services within InterCall," said Todd Strubbe, president of West's Unified Communications operating segment. "The synergy between the services that SKT BCS offers and the unified communications product portfolio that we have begun to develop at West and InterCall will be a perfect match for us and for our customers."

SKT BCS is a national leader in the design, implementation and support of enterprise communication systems to meet the increasing demands of business and industry. SKT BCS's expert consultants work closely with clients to plan and execute their unified communications and collaboration initiatives.

"An important component of any unified communications offering is professional services," said Joel Keller, Managing Director of SKT BCS. "Our up-front analysis of a customer's needs coupled with West's industry-leading solutions is a powerful combination that will help customers communicate and collaborate more effectively."

West has a long tradition of offering best-of-breed technologies and brand-neutral solutions. By adding SKT BCS's expert professional services, West and InterCall can continue to provide customers worldwide with custom solutions based on their unique environment, regardless of company size, industry or location. "We are committed to guiding our customers, and the market, toward an integrated unified communications environment. Our global reach, extensive sales and client services network, and deep expertise and experience in hosting and managing complex telephony and communications networks environments will enable West and InterCall to be a leader in the Unified Communications market," said Bob Wise, EVP of Unified Communications for West and InterCall.

"This strategic move proves that West and InterCall are serious players in the global unified communications market, said E. Brent Kelly, Senior Analyst and Partner at Wainhouse Research. "With the combination of offering hosted, managed and hybrid UC services, backed by a highly skilled professional services team, I believe West and InterCall are moving towards offering solutions for small, medium and enterprise organizations that are among the most complete in the industry."

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 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.

About InterCall

InterCall, a subsidiary of West Corporation is the largest service provider in the world specializing in conference communications. Founded in 1991, InterCall helps people and companies are more productive by providing advanced audio, event, Web and video conferencing solutions that are easy-to-use and save them time and money. Along with a team of over 800 Meeting Consultants, the company employs more than 1,500 operators, customer service representatives, call supervisors, accounting, marketing and IT professionals. InterCall's strong U.S. presence, which includes four call centers and 26 sales offices, is bolstered by a global reach that extends to Canada, Mexico, Latin America, the Caribbean, the United Kingdom, Ireland, France, Germany, Australia, New Zealand, China, India, Hong Kong, Singapore and Japan. For more information, please visit www.intercall.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 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 effects of global economic trends on the businesses of West's clients; competition in West's highly competitive industries; West's ability to keep pace with its clients' needs for rapid technological change and systems availability; the loss, financial difficulties or bankruptcy of any key clients; the non-exclusive nature of West's client contracts and the absence of revenue commitments; increases in the cost of voice and data services or significant interruptions in these services; the cost of pending and future litigation; extensive regulation affecting many of West's businesses; security and privacy breaches of the systems West uses to protect personal data; West's ability to protect its proprietary information or technology; the cost of defending West against intellectual property infringement claims; 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; and West's ability to complete future acquisitions and integrate or achieve the objectives of its recent and future acquisitions. 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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