



Intrado Acquires Telecommunications Business of PivotPoint Solutions

Transaction Enables Intrado to Offer Wireless Carriers a More Comprehensive Set of Integrated 9-1-1 Services that Includes a Market-Leading Location Accuracy Reporting Solution

LONGMONT, Colo., August 11, 2011 - Intrado Inc., a subsidiary of West Corporation and a leading provider of 9-1-1 technology solutions, announced today that it has acquired the telecommunications business of PivotPoint Solutions, a leader in wireless location accuracy compliance reporting, analysis and optimization.

PivotPoint's telecommunications solutions allow wireless carriers to monitor and optimize their location finding networks. As a result of this transaction, wireless carriers of all sizes in the United States and Canada can receive PivotPoint's industry-leading location accuracy reporting solution while also benefitting from Intrado's advanced and secure 9-1-1 services delivery platform. The hosted software solution currently supports wireless carriers in North America with more than 135 million subscribers.

"The addition of PivotPoint's location accuracy reporting and measurement solution enables Intrado to offer wireless carriers a more comprehensive set of fully integrated analytical and reporting services," said Dami Hummel, vice president and general manager of the Intrado Mobility Division. "The transaction also positions Intrado to help our customers meet revised location accuracy reporting rules required by the Federal Communications Commission and offer robust reporting and analytics for wireless 4G, LTE, future networks and our advanced next-generation 9-1-1 services."

About Intrado

In business for more than 30 years, Intrado, a subsidiary of West Corporation, has maintained a focus and passion for saving lives and supporting the needs of public safety. Agencies and telecommunication services providers throughout the world depend on Intrado for emergency communication services and technology. Intrado's dedicated focus on emergency communications technology allows the company to continue pioneering network innovations that improve emergency response. For more information, please visit www.intrado.com.

About West Corporation

West Corporation is a leading provider of technology-driven, voice and data solutions. West offers its clients a broad range of communications and network infrastructure 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.

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