



West Corporation Acquires Twenty First Century Communications

OMAHA, Neb., February 1, 2011 - West Corporation, a leading provider of technology-driven, voice and data solutions, today announced it has acquired Twenty First Century Communications, Inc. ("TFCC"), a provider of automated alerts and notification solutions to the electric utilities industry, government, public safety and corporate markets.

Most utilities use a high volume call answering system developed by TFCC to field the heavy incoming call traffic associated with power outages. "Public and private organizations use our automated notification and call-handling solutions to support their call center, respond to a crisis, protect people, mobilize first responders, and much more," said James Kennedy, Founder and CEO of TFCC.

TFCC will be a part of West's Unified Communications segment. "Adding TFCC's specialized solutions to West's market leading offerings will enhance our alerts and notifications solutions and further position us as a leader in the utilities industry," said Todd Strubbe, president of West's Unified Communications operating segment. "We have been partners with TFCC for over 15 years and have been extremely impressed with the TFCC team, their industry experience and expertise."

West Alerts and Notifications provided over 700 million multichannel notifications in 2010 across many verticals including utility, healthcare, finance, communications and transportation. West customer engagement solutions include preference management, campaign management tools, vertical customer life cycle outreach campaigns, web based enterprise reporting and intelligent analytics, all across a high volume and compliant data processing platform.

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.

About TFCC

Public and private organizations use our notification and call-handling solutions to relieve their call center, respond to a crisis, protect people, mobilize first responders, and much more. Twenty First Century Communications (TFCC) provides a suite of web-based, vendor-hosted solutions for high-speed notification. Our system features both inbound and outbound messaging, with applications ranging from outage reporting to business continuity, employee accountability, and mass public notification.

Twenty First Century's customized, remotely run notification and call-handling services are backed by the industry's largest and most reliable telecommunications network, and require no hardware, no software, and no additional phone lines. Founded in 1989, TFCC has twenty years of experience, a host of high-profile utility and government clients, and a proven track record of relentless reliability. Today, TFCC is a nationally recognized leader in the critical communications industry. For more information about TFCC, please visit www.tfcci.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, 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 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; extensive regulation affecting many of West's businesses; security and privacy breaches of the systems West uses to protect personal data; the cost of defending West against intellectual property infringement claims; 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; increases in the cost of voice and data services or significant interruptions in these services; the political,

economic and other conditions in the countries where West operates; changes in foreign exchange rates; West's ability to complete future acquisitions and integrate or achieve the objectives of its recent and future acquisitions; future impairments of our substantial goodwill, intangible assets, or other long-lived assets; and West's ability to recover consumer receivables on behalf of its clients. 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; 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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