West Corporation Fact Sheet - 1st Qtr 2011

About West Corporation

As a leading provider of technology-driven, voice and data solutions, West Corporation offers a broad range of communications and network infrastructure solutions that help organizations manage or support critical communications. Our customer contact solutions and conferencing services are designed to improve our 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, Neb., 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.

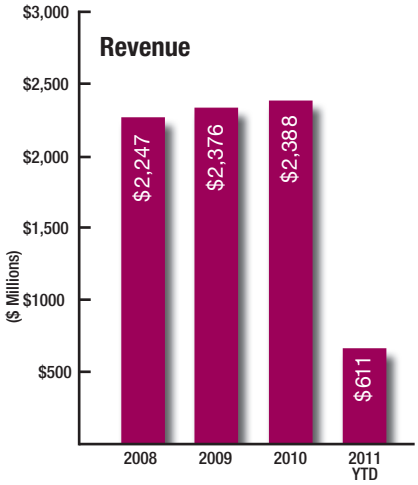
For more information about West Corporation, please call 1-800-841-9000 or visit west.com.

Financial Highlights (dollars in millions)

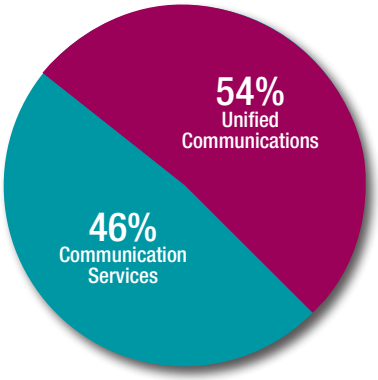
Fiscal year ends Dec. 31

	2008	2009	2010	YTD 2011
Revenue	$2,247.4	$2,375.7	$2,388.2	$610.8
Adjusted EBITDA[1]	$633.6	$647.9	$654.7	$168.0
Adjusted EBITDA Margin	28.2%	27.3%	27.4%	27.5%

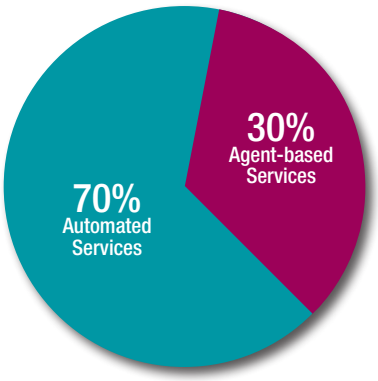
[1] *Reconciliation to most comparable GAAP measure provided at west.com*



2011 YTD Revenue by Segment



2011 YTD Revenue by Service



West Executive Management Team

Thomas Barker
Chief Executive Officer & Director

Nancee Berger
Chief Operating Officer & President

Paul Mendlik
Chief Financial Officer, Treasurer & Executive Vice President - Finance

Scott Etzler
President - InterCall

Skip Hanson
President - Consumer Services

George Heinrichs
President - Intrado

Rod Kempkes
President - Direct Response

Mark Lavin
Chief Administrative Officer Corporate Services

Mick Mazour
President - Commercial Services

Pam Mortenson
President West Interactive Corporation

Dave Mussman
Executive Vice President General Counsel & Secretary

John Sanley
President - West Business Services

Steve Stangl
President West Communication Services

Todd Strubbe
President West Unified Communications

David Treinen
Executive Vice President Strategic Business Development

West Investor & Public Relations Contact

David Pleiss
Vice President, Investor Relations

West Corporation
(402) 963-1500
11808 Miracle Hills Drive
Omaha, NE 68154
west.com

West Corporation

Our portfolio of technology-driven, voice-oriented solutions includes:

Unified Communications Segment

Conferencing & Collaboration Services

InterCall is the largest conferencing services provider in the world. We provide:

- on-demand automated conferencing services
- operator-assisted services for complex audio conferences or large events
- web conferencing
- video conferencing
- streaming services
- virtual events
- hosted and managed unified communications solutions

West Alerts & Notifications Services

We provide clients the ability to manage and deliver automated personalized communications quickly and through multiple delivery channels (voice, text messaging, email and fax).

Communication Services Segment

Automated Services

Emergency Communications Services

Intrado is the country's largest provider of emergency communications infrastructure systems and services that support regulatory compliance and public safety mandates. We provide the network database solution that routes emergency calls to the appropriate 9-1-1 centers and allows the appropriate first responders (police, fire, ambulance) to be assigned to those calls. We also provide fully-integrated desktop communications technology solutions to public safety agencies that enable enhanced 9-1-1 call handling.

Automated Customer Service

West Interactive offers a suite of automated voice-oriented solutions that allow our clients to effectively communicate with their customers through inbound and outbound interactive voice response (IVR) applications using natural language speech recognition, automated voice prompts and network-based call routing services.

Agent-Based Services

We provide our clients with large-scale, agent-based services, delivered through home-based agents as well as facilities located stateside, nearshore and offshore. These agents help our clients provide inbound customer care, customer acquisition and retention, business-to-business sales and account management, overpayment identification and recovery services, and receivables management solutions.

west®

Copyright © 2011 West Corporation. All rights reserved. EOE/AA Employer