



## **Intrado Acquires Contact One**

### **Combination Speeds Delivery of Next-Generation 9-1-1 Geographic Information System Applications and Services**

**LONGMONT, Colo., June 15, 2011** - Intrado Inc., a subsidiary of West Corporation and a leading provider of 9-1-1 technology solutions, today announced the acquisition of Contact One, a leader in integrated 9-1-1 geographic information system (GIS) data management solutions for public safety.

This key expansion of its GIS service portfolio allows Intrado to provide customers with a graphical Master Street Address Guide (MSAG) management tool. This transaction also enables Intrado to deliver enhanced dispatch mapping support, which is critical to saving lives in an increasingly mobile world. Additionally, the collective GIS expertise of the two companies allows Intrado to offer expanded enterprise mapping and data services for 9-1-1.

Contact One's innovations in public safety GIS applications combined with Intrado's frontline experience in integrated solutions for 9-1-1 provide an important step in the evolution and advancement of next-generation 9-1-1, with services that:

- Give public safety more powerful tools through tighter integration of E9-1-1 and GIS solutions.
- Provide the most advanced combination of GIS with native 9-1-1 systems and operations on a common, IP-based platform.
- Deliver the logical next step for public safety agencies to respond to the evolving challenges of expanding mobile communications

"In a world where every second counts, public safety will benefit from the combined vision, technology and innovation of two prominent industry leaders in E9-1-1 data and GIS data management solutions," said Dami Hummel, vice president and general manager of the Intrado Mobility Division. "This transaction enables Intrado to add key products to our growing suite of solutions, while gaining a stronger strategic presence in this important market."

"Joining forces with Intrado is the catalyst to unleash a more tightly integrated GIS management systems and GIS database solutions," said Contact One CEO Jerry Merlick. "Together, we will better meet the needs of public safety clients and accelerate the transition to next-generation 9-1-1."

#### **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, visit [www.intrado.com](http://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](http://www.west.com).

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