

## InterCall Acquires POSTcti

OMAHA, Neb., February 1, 2011 - InterCall, a subsidiary of West Corporation and the world's largest conferencing and collaboration services provider, today announced the acquisition of Preferred One Stop Technologies Limited ("POSTcti"), a leading provider of components, systems, professional services and hosted services for Unified Communications ("UC") in Europe.

POSTcti partners with best of breed, market-leading manufacturers to provide a wide range of server technologies and SIP voice endpoints. POSTcti customizes their solutions around the needs of their customers, both end users and other industry Value-Added Resellers (VARs), helping them overcome the challenges of:

- workforce mobilization;
- employee productivity and retention;
- disparate vendor investments;
- business continuity and disaster recovery; and
- IP telephony migration.

As a Microsoft Gold Partner, POSTcti is one of the top UK integration specialists providing the products and services needed to integrate legacy Private Branch Exchange (PBX) systems with Microsoft Office Communications Server (OCS) 2007, Microsoft Lync Server 2010 and other collaborative applications.

POSTcti's primary hosted offering, Unified Desktop ("UD"), is designed to reduce operational costs, increase responsiveness, productivity and customer support levels, and deliver the latest technologies without major financial investment. UD combines hosted Microsoft OCS 2007 R2 (and its corresponding update, Microsoft Lync Server 2010) with hosted Microsoft Exchange to deliver an application-by-application or complete end-to-end hosted portfolio, including IP telephony, presence, instant messaging, audio/video/web conferencing and other leading collaborative tools.

"This acquisition represents an extremely compelling proposition to the market; bringing together the deep technical knowledge of on-premise, cloud-based and fully-hosted Unified Communications services from POSTcti, combined with InterCall's industry-leading collaboration services suite, global infrastructure and client base," said Neil May, managing director, POSTcti. "The combined result is a service provider of global scale with unparalleled experience and capability to provide clients with unlimited options for designing, deploying and executing on world class business process and communication integration strategies."

Following West's acquisition of SKT Business Communications Services - a leading professional service, systems integration and information technology firm - in March, 2010, today's announced acquisition of POSTcti positions West as a leader in the Unified Communications space. "The deep and rich experience in both the telephony and IT markets sets POSTcti apart from its competitors," stated Todd Strubbe, president of West's Unified Communications operating segment. "With the addition of POSTcti's product and service offerings, we now have the global resources and expertise to complement our best-in-class communications network and operations infrastructure to assist our clients with their UC needs around the world."

### About InterCall

InterCall, a subsidiary of West Corporation, is the largest service provider in the world specializing in collaboration and conference communications. Founded in 1991, InterCall helps people and companies be 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 500 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, Belgium, Denmark, Ireland, Finland, France, Germany, Italy, Netherlands, Spain, Sweden, Australia, Malaysia, New Zealand, China, India, Hong Kong, Singapore and Japan. For more information, please visit [www.intercall.com](http://www.intercall.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).

#### **About POSTcti**

Founded in 1997, Preferred One Stop Technologies (POSTcti) is a leading Value Added Distributor in EMEA for best of breed Unified Communications technologies and services. As a leading Voice Specialist Microsoft Gold Partner with the Unified Communications specialization, POSTcti supplies the products and services needed to integrate customers' existing voice, video and data infrastructures with best of breed Unified Communications and Collaboration solutions. With our 13 years of extensive on-premise deployment experience, and the first to market fully enterprise featured cloud-based platform (Unified Desktop), we are able to maximize asset retention whilst minimizing additional cost and risk for our customers. Whether on-premise, in the cloud or a combination of the two, POSTcti provides integration with everything from traditional and IP-PBX platforms, video conferencing solutions and unified messaging platforms to managed, hosted network based call handling solutions and speech recognition technologies. POSTcti distributes end points from all the major vendors to complement the solutions provided. For more information, please visit [www.postcti.com](http://www.postcti.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.

#### **West Corporation**

11808 Miracle Hills Drive  
Omaha, NE 68154

#### **Media Contact:**

David Friedman  
Ogilvy PR  
303.634.2674  
[david.friedman@ogilvypr.com](mailto:david.friedman@ogilvypr.com)