



West Interactive Acquires TuVox

Purchase Increases Speech Applications and Professional Services Expertise

OMAHA, Neb., July 22, 2010 - West Interactive, a leading provider of hosted and managed automated customer contact solutions, today announced it has acquired TuVox, a premier provider of on-demand speech and IVR applications.

TuVox has pioneered a unique agile development methodology for speech applications that can yield a superior caller experience in less time and with less risk when detailed requirements are difficult to specify in advance. "TuVox collaborates closely with our clients throughout the development process," said Mark Lazar, CEO of TuVox. "We find this allows us to better understand their fundamental business needs and respond with creative solutions that produce great results from the start."

TuVox constructs applications using proprietary development tools that address all aspects of the application lifecycle, from initial design through ongoing operations and tuning. The tool set includes features often sought by clients, including support for the leading VoiceXML platforms, a replaceable runtime component, and a multi-tenanted administration console for configuration and reporting. The addition of TuVox to the West Interactive Hosted IVR platform enhances the current best-in-class applications that optimize the results of our clients businesses.

"We are extremely impressed with the TuVox staff and their ability to rapidly deploy a high-quality application even when clients had difficulty articulating their precise requirements," said Pam Mortenson, President of West Interactive. "We believe this capability combined with our best-in-class platform and scale will create a truly unique solution that will be particularly beneficial when working with clients on cutting-edge applications."

West does not expect results from TuVox to have a material impact to its 2010 financial results.

About West Interactive:

West Interactive is a leading provider of hosted and managed automated customer contact solutions. We help our clients connect with their customers more effectively, deliver superior service and maximize the value of every customer interaction. We provide advanced technologies and a highly scalable standards-based infrastructure to help businesses more efficiently conduct multi-media transactions. We have the people, technology and experience to handle the simplest or most complex solutions. Services include custom speech applications, customer surveys, network based call routing and analytic services.

West Interactive, a subsidiary of West Corporation, is located in Omaha, Nebraska, and serves Fortune 1000 clients in nearly every vertical market. For more information, please call 1-800-841-9000 or visit www.westinteractive.com.

About West Corporation

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

TuVox provides mission critical IVR hosting and managed services to companies who envision voice automation as a strategic part of their customer experience. Since 2000, TuVox has become synonymous with superior caller experience. Throughout its history, TuVox has delivered IVR solutions that have both revolutionized how people use the phone and mobile devices to access information, solve problems and transact business and have achieved the expected business outcome for its clients. TuVox On Demand applications are available as configurable solutions for industries such as banking, financial services, insurance, communications, consumer electronics, technology, utilities, entertainment, healthcare, publishing, retail and travel.

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, the effects of global economic trends on the businesses of West's clients; 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 non-exclusive nature of West's client contracts and the absence of revenue commitments; increases in the cost of voice and data services or significant interruptions in these services; 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; West's ability to protect its proprietary information or technology; the cost of defending West against intellectual property infringement claims; 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; the political, economic and other conditions in the countries where West operates; and West's ability to complete future acquisitions and integrate or achieve the objectives of its recent and future acquisitions. 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.

Media Contact:

Mack McKenzie
402-963-1324