



First Quarter 2017
Reconciliation of Non-GAAP Financial Measures

Adjusted Operating Income Reconciliation

Adjusted operating income is not a measure of financial performance under generally accepted accounting principles ("GAAP"). The Company believes adjusted operating income provides a relevant measure of operating profitability and a useful basis for evaluating the ongoing operations of the Company. Adjusted operating income is used by the Company to assess operating income before the impact of acquisitions and acquisition-related costs and certain non-cash items. Adjusted operating income is used by the Company as a benchmark for performance and compensation by certain executives. Adjusted operating income should not be considered in isolation or as a substitute for operating income or other profitability data prepared in accordance with GAAP. Adjusted operating income, as presented, may not be comparable to similarly titled measures of other companies. Set forth below is a reconciliation of adjusted operating income from operating income.

Reconciliation of Adjusted Operating Income from Operating Income

<i>Unaudited, in thousands</i>			
	Three Months Ended March 31,		
Consolidated:	2017	2016	% Change
Operating income	\$ 108,223	\$ 108,924	-0.6%
Amortization of acquired intangible assets	14,290	16,425	-13.0%
Share-based compensation	5,425	7,666	-29.2%
M&A and acquisition-related costs	1,335	1,088	22.7%
Adjusted operating income	<u>\$ 129,273</u>	<u>\$ 134,103</u>	<u>-3.6%</u>
Adjusted operating income margin	22.6%	23.5%	
Unified Communications Services:			
Operating income	\$ 81,390	\$ 89,068	-8.6%
Amortization of acquired intangible assets	2,287	3,393	-32.6%
Share-based compensation	3,024	4,328	-30.1%
M&A and acquisition-related costs	345	491	-29.7%
Adjusted operating income	<u>\$ 87,046</u>	<u>\$ 97,280</u>	<u>-10.5%</u>
Adjusted operating income margin	24.8%	26.8%	
Safety Services:			
Operating income	\$ 19,286	\$ 8,973	114.9%
Amortization of acquired intangible assets	2,810	3,383	-16.9%
Share-based compensation	865	1,227	-29.5%
M&A and acquisition-related costs	128	-	NM
Adjusted operating income	<u>\$ 23,089</u>	<u>\$ 13,583</u>	<u>70.0%</u>
Adjusted operating income margin	30.3%	19.1%	
Interactive Services:			
Operating income	\$ 8,355	\$ 5,808	43.9%
Amortization of acquired intangible assets	4,853	5,055	-4.0%
Share-based compensation	545	761	-28.4%
M&A and acquisition-related costs	317	552	-42.6%
Adjusted operating income	<u>\$ 14,070</u>	<u>\$ 12,176</u>	<u>15.6%</u>
Adjusted operating income margin	18.2%	17.0%	
Specialized Agent Services:			
Operating income	\$ 3,558	\$ 4,518	-21.2%
Amortization of acquired intangible assets	4,340	4,594	-5.5%
Share-based compensation	991	1,350	-26.6%
Adjusted operating income	<u>\$ 8,889</u>	<u>\$ 10,462</u>	<u>-15.0%</u>
Adjusted operating income margin	12.4%	15.3%	
Corporate Other:			
Operating income (loss)	\$ (4,366)	\$ 557	
M&A and acquisition-related costs	545	45	
Adjusted operating income (loss)	<u>\$ (3,821)</u>	<u>\$ 602</u>	

Adjusted Net Income and Adjusted Earnings per Share Reconciliation

Adjusted net income and adjusted earnings per share (EPS) are non-GAAP measures. The Company believes these measures provide a useful indication of profitability and basis for assessing the operations of the Company without the impact of bond redemption premiums, acquisitions and acquisition-related costs, significant restructuring costs and certain non-cash items. Adjusted net income should not be considered in isolation or as a substitute for net income or other profitability metrics prepared in accordance with GAAP. Adjusted net income, as presented, may not be comparable to similarly titled measures of other companies. The Company utilizes these non-GAAP measures to make decisions about the use of resources, analyze performance, measure management's performance with stated objectives and compensate management relative to the achievement of such objectives. Set forth below is a reconciliation of adjusted net income from net income.

Reconciliation of Adjusted Net Income from Net Income			
<i>Unaudited, in thousands except per share data</i>			
CONTINUING OPERATIONS	Three Months Ended March 31,		
	2017	2016	% Change
Net Income	\$ 54,096	\$ 44,555	21.4%
Amortization of acquired intangible assets	14,290	16,425	
Amortization of deferred financing costs	1,888	4,909	
Interest rate swap ineffectiveness	62	-	
Share-based compensation	5,425	7,666	
M&A and acquisition-related costs	1,335	1,088	
Pre-tax total	23,000	30,088	
Income tax expense on adjustments	8,323	11,096	
Adjusted net income	<u>\$ 68,773</u>	<u>\$ 63,547</u>	<u>8.2%</u>
Diluted shares outstanding	85,208	84,615	
Adjusted EPS - diluted	\$ 0.81	\$ 0.75	8.0%

Free Cash Flow Reconciliation

The Company believes free cash flow provides a relevant measure of liquidity and a useful basis for assessing the Company's ability to fund its activities, including the financing of acquisitions, debt service, stock repurchases and distribution of earnings to shareholders. Free cash flow is calculated as cash flows from operating activities less cash capital expenditures. Free cash flow is not a measure of financial performance under GAAP. Free cash flow should not be considered in isolation or as a substitute for cash flows from operating activities or other liquidity measures prepared in accordance with GAAP. Free cash flow, as presented, may not be comparable to similarly titled measures of other companies. Set forth below is a reconciliation of free cash flow from cash flows from operating activities.

Reconciliation of Free Cash Flow from Operating Cash Flow			
<i>Unaudited, in thousands</i>			
	Three Months Ended March 31,		
	2017	2016	% Change
Cash flows from operating activities	\$ 52,773	\$ 60,052	-12.1%
Cash capital expenditures	26,672	36,357	-26.6%
Free cash flow	<u>\$ 26,101</u>	<u>\$ 23,695</u>	<u>10.2%</u>

EBITDA and Adjusted EBITDA Reconciliation

The common definition of EBITDA is “Earnings Before Interest Expense, Taxes, Depreciation and Amortization.” In evaluating liquidity and performance, the Company uses “Adjusted EBITDA.” The Company defines Adjusted EBITDA as earnings before interest expense, share-based compensation, taxes, depreciation and amortization, gain on assets held for sale and transaction costs. EBITDA and Adjusted EBITDA are not measures of financial performance or liquidity under GAAP. Although the Company uses Adjusted EBITDA as a measure of its liquidity and performance, the use of Adjusted EBITDA is limited because it does not include certain material costs, such as depreciation, amortization and interest, necessary to operate the business. EBITDA and Adjusted EBITDA should not be considered in isolation or as a substitute for net income, cash flow from operating activities or other income or cash flow data prepared in accordance with GAAP. Adjusted EBITDA, as presented, may not be comparable to similarly titled measures of other companies. Adjusted EBITDA is presented here as the Company understands investors use it as a measure of its historical ability to service debt and compliance with covenants in its senior credit facilities. Further, Adjusted EBITDA is presented here as the Company uses it to measure its performance and to conduct and evaluate its business during its regular review of operating results for the periods presented. Set forth below is a reconciliation of EBITDA and Adjusted EBITDA from cash flow from operating activities and net income.

Reconciliation of EBITDA and Adj. EBITDA from Operating Cash Flow		
<i>Unaudited, in thousands</i>		
	Three Months Ended Mar. 31,	
	2017	2016
Cash flows from operating activities	\$ 52,773	\$ 60,052
Income tax expense	21,581	24,846
Deferred income tax expense	(9,898)	(2,377)
Interest expense and other financing charges	35,651	38,985
Provision for share-based compensation	(5,425)	(7,666)
Amortization of deferred financing costs	(1,888)	(4,909)
Other	(380)	(434)
Changes in operating assets and liabilities, net of business acquisitions	65,347	48,384
EBITDA	157,761	156,881
Provision for share-based compensation	5,425	7,666
M&A and acquisition-related costs	1,335	1,088
Adjusted EBITDA	\$ 164,521	\$ 165,635
Cash flows from operating activities	\$ 52,773	\$ 60,052
Cash flows used in investing activities	\$ (31,306)	\$ (39,460)
Cash flows used in financing activities	\$ (34,381)	\$ (70,245)
Reconciliation of EBITDA and Adjusted EBITDA from Net Income		
<i>Unaudited, in thousands</i>		
	Three Months Ended Mar. 31,	
	2017	2016
Net income	\$ 54,096	\$ 44,555
Interest expense and other financing charges	35,651	38,985
Depreciation and amortization	46,433	48,495
Income tax expense	21,581	24,846
EBITDA	157,761	156,881
Provision for share-based compensation	5,425	7,666
M&A and acquisition-related costs	1,335	1,088
Adjusted EBITDA	\$ 164,521	\$ 165,635