

## Overview

West Corporation (Nasdaq:WSTC) is a global provider of communication and network infrastructure services. West helps its clients more effectively communicate, collaborate and connect with their audiences through a diverse portfolio of solutions that include unified communications services, safety services, interactive services such as automated notifications, telecom services and specialized agent services.

For 30 years, West has provided reliable, high-quality voice and data services. West has sales and operations in the United States, Canada, Europe, the Middle East, Asia Pacific and Latin America. For more information, please call 1-800-841-9000 or visit [www.west.com](http://www.west.com).

## Highlights

- Leading global provider of technology-enabled communication services
- Focused on steady, profitable growth in large, complex markets
- Long-standing, large and diversified client base with recurring transactions
- Proven track-record of portfolio evolution via strategic M&A
- Business model generates strong cash flow
- Proven, value enhancing capital allocation to drive value for our stakeholders

## 2015 Statistics<sup>1</sup>

- Revenue: \$2.28 billion
- Adjusted Operating Income: \$552 million, or 24% of revenue
- Adjusted Net Income: \$266 million
- Adjusted Earnings per share: \$3.11
- Free Cash Flow:<sup>2</sup> \$274 million
- Revenue per employee: \$218,000
- Managed 65 billion telephony minutes and approximately 167 million conference calls
- Facilitated over 290 million 9-1-1 calls
- Received and delivered over 6.5 billion calls and data messages

Select Financial Information (Unaudited, in millions except per share amounts)	Three Months Ended Sept. 30			Nine Months Ended Sept. 30		
	2016	2015	% Change	2016	2015	% Change
Revenue	\$571.4	\$574.4	-0.5%	\$1,724.6	\$1,711.8	0.7%
Operating Income	109.5	124.4	-11.9%	341.5	351.5	-2.8%
Income from Continuing Operations	47.5	50.7	-6.3%	125.1	148.6	-15.8%
Earnings per share from Continuing Operations - Diluted	0.56	0.60	-6.7%	1.48	1.74	-14.9%
Cash Flows from Continuing Operating Activities	104.1	126.7	-17.8%	301.6	283.2	6.5%
Cash Flows used in Continuing Investing Activities	(24.5)	(30.1)	-18.6%	(67.1)	(113.8)	-41.1%
Cash Flows used in Continuing Financing Activities	(111.0)	(74.0)	49.9%	(223.5)	(364.8)	-38.7%

Select Non-GAAP Financial Information <sup>1</sup> (Unaudited, in millions except per share amounts)	Three Months Ended Sept. 30			Nine Months Ended Sept. 30		
	2016	2015	% Change	2016	2015	% Change
EBITDA from Continuing Operations	\$158.5	\$165.5	-4.3%	\$488.9	\$491.3	-0.5%
Adjusted EBITDA from Continuing Operations	165.3	171.3	-3.5%	499.2	511.1	-2.3%
Adjusted Operating Income	133.3	146.6	-9.1%	402.1	420.8	-4.4%
Adjusted Income from Continuing Operations	64.3	68.1	-5.6%	193.7	202.3	-4.2%
Adjusted Earnings per Share from Continuing Operations - Diluted	0.76	0.80	-5.0%	2.29	2.36	-3.0%
Free Cash Flow from Continuing Operating Activities <sup>2</sup>	78.7	95.4	-17.5%	202.3	187.0	8.2%

<sup>1</sup>See Reconciliation of Non-GAAP Financial Measures provided at [west.com](http://west.com)

<sup>2</sup>Free cash flow is calculated as cash flows from operating activities less cash capital expenditures

## West Executive Management Team

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### **Thomas Barker**

Chief Executive Officer &  
Chairman of the Board

### **Nancee Berger**

Chief Operating Officer &  
President

### **Jan Madsen**

Chief Financial Officer, &  
Treasurer

### **Ron Beaumont**

President - Telecom Services &  
Safety Services

### **Scott Etzler**

President - Unified Communications

### **Skip Hanson**

President - Interactive Services

### **Rod Kempkes**

Chief Administrative Officer

### **Dave Mussman**

Executive Vice President  
General Counsel & Secretary

### **David Treinen**

Executive Vice President  
Corporate Development & Planning

## West Investor & Public Relations Contact

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### **David Pleiss**

Vice President, Investor Relations

### **West Corporation**

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

# OUR PORTFOLIO OF TECHNOLOGY-ENABLED COMMUNICATION SERVICES INCLUDES:

## **Unified Communications Services**

- UCaaS
- Hosted IP-PBX and enterprise call management
- Hosted IP trunking solutions
- Hosted managed MPLS network services
- Cloud-based network security services
- Professional services and system integration
- Audio collaboration
- Web collaboration
- Video collaboration
- Webcasting and webinars
- Virtual event and environments
- Video managed services and video conferencing bridging services

## **Telecom Services**

- Toll-free services
- Direct inward dialing
- Termination services

## **Safety Services**

- 9-1-1 Network services
- 9-1-1 Telephony systems and services
- 9-1-1 Solutions for enterprise VoIP and UC
- Database management

## **Interactive Services**

- Proactive notifications and mobility
- IVR self-service
- Cloud contact center
- Professional services

## **Specialized Agent Services**

- Healthcare advocacy
- Revenue generation
- Cost management