

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.

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

2016 Statistics¹

- Revenue: \$2.29 billion
- Adjusted Operating Income: \$534 million, or 23% of revenue
- Adjusted Net Income: \$257 million
- Adjusted Earnings per share: \$3.04
- Free Cash Flow:² \$302 million
- Revenue per employee: \$213,000
- Managed approximately 58.5 billion telephony minutes and 169 million conference calls
- Received and delivered over 6.3 billion calls and data messages

Select Financial Information (Unaudited, in millions except per share amounts)	Quarter ended Dec. 31			Year ended Dec. 31		
	2016	2015	% Change	2016	2015	% Change
Revenue	\$567.4	\$568.4	-0.2%	\$2,292.0	\$2,280.3	0.5%
Operating Income	102.7	105.0	-2.2%	444.2	456.5	-2.7%
Income from Continuing Operations	68.3	42.3	61.4%	193.4	190.9	1.3%
Earnings per share from Continuing Operations - Diluted	0.80	0.50	60.0%	2.29	2.24	2.2%
Cash Flows from Continuing Operating Activities	126.7	127.5	-0.7%	428.3	410.8	4.3%
Cash Flows used in Continuing Investing Activities	(41.2)	(118.7)	-65.3%	(108.3)	(232.4)	-53.4%
Cash Flows used in Continuing Financing Activities	(88.4)	(23.5)	276.8%	(311.9)	(388.2)	-19.7%

Select Non-GAAP Financial Information ¹ (Unaudited, in millions except per share amounts)	Quarter ended Dec. 31			Year ended Dec. 31		
	2016	2015	% Change	2016	2015	% Change
EBITDA from Continuing Operations	\$151.8	\$158.0	-4.0%	\$640.7	\$649.3	-1.3%
Adjusted EBITDA from Continuing Operations	164.9	165.1	-0.1%	664.1	676.1	-1.8%
Adjusted Operating Income	132.3	131.0	1.0%	534.2	551.8	-3.2%
Adjusted Income from Continuing Operations	64.5	63.7	1.4%	256.9	265.9	-3.4%
Adjusted Earnings per Share from Continuing Operations - Diluted	0.76	0.75	1.3%	3.04	3.11	-2.3%
Free Cash Flow from Continuing Operating Activities ²	99.4	86.9	14.4%	301.7	274.0	10.1%

¹See Reconciliation of Non-GAAP Financial Measures provided at west.com

²Free cash flow is calculated as cash flows from operating activities less cash capital expenditures

West Executive Management Team

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

Niki Theophilus

Executive Vice President
Chief Human Resources Officer

David Treinen

Executive Vice President
Corporate Development & Planning

West Investor & Public Relations Contact

David Pleiss

Vice President, Investor Relations

West Corporation

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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