



ADT and West Corporation to Enable Enhanced Emergency Response for More Than Seven Million Customers

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America's #1 Monitored Security Provider Leverages West to Accelerate Accurate Data and Response Information to First Responders

BOCA RATON, Fla. and OMAHA, Neb., Dec. 19, 2018 (GLOBE NEWSWIRE) -- [ADT Inc.](#) (NYSE: ADT), the leading provider of monitored security and interactive home and business automation solutions in the United States and Canada, and [West Corporation](#) ("West"), a global leader in technology-enabled services, today announced that they have entered into an agreement to enhance customer experiences with 911 emergency communications. Through this arrangement, ADT will use West's Emergency Response Link (ERL) to help ensure homes and businesses monitored by ADT benefit from the most accurate location data available so that the correct response teams are deployed even faster.

ERL is a fully-managed, automated platform that uses location intelligence to identify the appropriate jurisdiction for a specific location based upon an address or geographic coordinates. This information enables ADT's professional monitoring personnel to more quickly engage the correct local fire, police or medical response teams. Integrating accurate jurisdiction data into ADT systems is critical for timely and accurate alarm response because jurisdictional boundaries for fire, police and medical response are constantly changing.

A Media Snippet accompanying this announcement is available by clicking on the image or link below:

"For ADT, the safety and security of our customers is personal," said Don Young, Chief Information Officer and EVP, Field Operations at ADT. "Given West's long-standing reputation as a leader in the public safety space, its ERL platform is a natural choice to help ensure we are engaging the appropriate emergency teams and minimizing response times in the case of an alarm. West's data offers advanced capabilities by mapping customers to emergency responders by location in ways that most alarm companies cannot do in-house. Using ERL enables ADT to shift our resources from maintaining an internal database of this information to what matters most – providing the enhanced monitoring services our customers rely on to help keep them safe."

"We know that in emergency situations, response time matters and every second counts, so our solutions are designed to improve the speed and accuracy of data delivery that supports public safety," said Ron Beaumont, President of West Safety Services. "As part of West's continued focus on utilizing our market-leading public safety capabilities for new applications and markets, we are delighted to work with the leading monitoring security provider who shares our focus on safety. ADT will be able to provide enhanced levels of service and compliance by tapping into West's data and technology."

West rigorously researches, audits, verifies and manages Authorities Having Jurisdiction (AHJ) contact data based on the most current jurisdictional boundaries. West's resulting expertise is then seamlessly integrated into the alarm provider's internal systems, helping them route every emergency alarm to the appropriate emergency teams with speed and confidence.

The integration of ERL marks the first of several planned collaborations between ADT and West to enrich ADT's monitoring services by leveraging the power of West's technology and data quality.

About ADT:

ADT is a leading provider of security and automation solutions in the United States and Canada, protecting homes and businesses, people on-the-go and digital networks. Making security more accessible than ever before, and backed by 24/7 customer support, ADT is committed to providing superior customer service with a focus on speed and quality of responsiveness, helping customers feel safer and empowered. ADT is headquartered in Boca Raton, Florida and employs approximately 19,000 people throughout North America.

About West Corporation:

West Corporation is a leading technology enablement company that connects people around the world, making companies more efficient and improving lives. West helps its clients more effectively communicate, collaborate and connect with their audiences through a diverse portfolio of innovative solutions.

For over 30 years, West has provided reliable, high-quality voice and data services. West has sales and/or operations in the United States, Canada, Europe, the Middle East, Asia Pacific, Latin America and South America. West is controlled by affiliates of certain funds managed by Apollo Global Management, LLC. For more information, please call 1-800-841-9000 or visit www.west.com.

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