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West Corporation Reports Solid Second Quarter Results

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(Omaha, Neb. Jul 24, 2001) - West Corporation (NASDAQ: WSTC) (or "West"), a leading provider of innovative full service customer relationship management utilizing the latest in voice and Internet technology, today announced results for the quarter ended June 30. The company experienced margin expansion due to the control of SG&A and variable labor costs, which resulted in operating income and net profits growing faster than revenues.

"Our second quarter results highlight our commitment to maximize shareholder value through aggressive cost control and solid growth, which is particularly impressive given the difficult economic environment. West's suite of innovative solutions continue to enable the company to deliver the highest quality services to its premium brand customer base," commented Thomas B. Barker, President and Chief Executive Officer. "Our leadership position, strong balance sheet, and proven model of profitability, position us as the partner of choice for both our customers and shareholders."

Operating Results

For the quarter ended June 30, 2001, revenues increased to \$193.0 million from \$171.5 million, a 12.5% increase over last year's second quarter. Operating income grew substantially by 26.3% to \$30.4 million, compared to \$24.1 million in 2Q00. Net income also increased considerably to \$19.5 million from \$15.7 million in last years second quarter, a 24.0% increase. On a fully diluted basis, earnings per share were 28 cents versus 23 cents in the second quarter of 2000. EBITDA (earnings before interest, taxes, depreciation and amortization) rose 23.2% to \$43.4 million from \$35.2 million in the prior year comparable quarter.

For the six months ended June 30, 2001, revenues grew 15.9% to \$396.0 million from \$341.6 million in first half of 2000. Operating income increased to \$64.3 million from \$50.5 million in the comparable 2000 period, an improvement of 27.3%. Net income expanded 26.2% to \$41.3 million from \$32.7 million in the first six months of 2000. In addition, EBITDA grew 22.9% to \$89.4 million from \$72.7 million in first half of 2000.

Margins

As a percentage of revenues, operating income increased to 15.8% in the second quarter of 2001 from 14.0% in the second quarter of 2000. For the six months ended June 2001, operating income as a percentage of revenues increased to 16.2% from 14.8% in the comparable 2000 period. Operating margin improvements can be attributed to continued reductions in SG&A expense as a percentage of revenues. In the second quarter of 2001, SG&A as a percentage of revenues declined to 33.2% from 34.0% in last year's second quarter. For the first six months of 2001, SG&A as a percentage of revenues fell to 32.9% from 33.9% in the comparable period of last year. The decrease can be attributed to management's consistent focus on holding overhead costs at a relatively constant level.

Balance Sheet

West Corporation had a current ratio of 3.3 to 1 at June 30, 2001, which compares favorably to the position at December 31, 2000, when the current ratio stood at 2.1 to 1. This significant improvement in the current ratio can be attributed to a 36.2% increase in the company's cash and short-term investments, currently totaling \$147.2 million, up from \$108.1 million at the end of 2000.

"During the first half of the year, West increased its total number of workstations to 11,055 compared to 10,147 at year-end

2000," Mike Micek, Chief Financial Officer explained. "Most of the additions during the second quarter were related to our Pensacola, Florida contact center, that opened and began processing calls during the quarter. During the first half of this year, West has invested \$27.9 million in capital expenditures primarily for contact center expansion, while still maintaining our focus on controlling costs," he concluded.

About West Corporation

West Corporation is a leading provider of innovative, full-service customer care solutions that help Fortune 500 companies acquire, retain and grow profitable customer relationships. West's customer relationship management solutions incorporate agent and automated services using the latest in voice and Internet technology.

Founded in 1986 and headquartered in Omaha, Nebraska, West has a team of approximately 25,000 employees, including an IT staff of approximately 780, occupying 30 state-of-the-art contact centers and seven interactive automated voice and data processing centers across North America.

Statements which are not historical facts contained in this release are forward-looking statements that involve risks and uncertainties. Such risks and uncertainties include, but are not limited to: planned expansion of operating facilities; labor market conditions; mergers, acquisitions, or joint ventures, including their execution; customer concentrations; technological innovation; and general economic conditions. Further information regarding the factors that could cause actual results to differ from expected or projected results can be found in documents filed by the Company with the United States Securities and Exchange Commission (the "SEC").

