Welcome to Intrado – click here to watch: vimeo.com/343076709
This presentation contains forward-looking statements, within the meaning of the Private Securities Litigation Reform Act of 1995. Forward-looking statements can be generally identified by the use of words such as "may," "should," "expects," "plans," "anticipates," "believes," "estimates," "predicts," "intends," "continue" or similar terminology. These statements reflect only West's current expectations and are not guarantees of future performance or results. These statements are subject to various risks and uncertainties that could cause actual results to differ materially from those contained in the forward-looking statements. These risks and uncertainties include, but are not limited to, competition in West's highly competitive markets; increases in the cost of voice and data services or significant interruptions in these services; West's ability to keep pace with its clients' needs for rapid technological change and systems availability; the continued deployment and adoption of emerging technologies; the loss, financial difficulties or bankruptcy of any key clients; security and privacy breaches of the systems West uses to protect personal data; the effects of global economic trends on the businesses of West's clients; the non-exclusive nature of West's client contracts and the absence of revenue commitments; the cost of pending and future litigation; the cost of defending against intellectual property infringement claims; the effects of extensive regulation affecting many of West's businesses; West's ability to protect its proprietary information or technology; service interruptions to West's data and operation centers; West's ability to retain key personnel and attract a sufficient number of qualified employees; increases in labor costs and turnover rates; the political, economic and other conditions in the countries where West operates; changes in foreign exchange rates; West's ability to complete future acquisitions, integrate or achieve the objectives of its recent and future acquisitions; and future impairments of our substantial goodwill, intangible assets, or other long-lived assets. In addition, West is subject to risks related to its level of indebtedness. Such risks include West's ability to generate sufficient cash to service its indebtedness and fund its other liquidity needs; West's ability to comply with covenants contained in its debt instruments; West's ability to obtain additional financing; the incurrence of significant additional indebtedness by West and its subsidiaries; and the ability of West's lenders to fulfill their lending commitments. West is also subject to other risk factors described in its annual report for the year ended December 31, 2018.

These forward-looking statements speak only as of the date on which the statements were made. West undertakes no obligation to update or revise publicly any forward-looking statements, whether as a result of new information, future events or otherwise, except to the extent required by applicable law.
## Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company Overview</td>
<td>5</td>
</tr>
<tr>
<td>Enterprise Collaboration</td>
<td>23</td>
</tr>
<tr>
<td>Digital Media</td>
<td>34</td>
</tr>
<tr>
<td>Life &amp; Safety</td>
<td>43</td>
</tr>
<tr>
<td>Health &amp; Wellness</td>
<td>52</td>
</tr>
<tr>
<td>Financials</td>
<td>63</td>
</tr>
<tr>
<td>Wrap-up</td>
<td>81</td>
</tr>
<tr>
<td>Financials Appendix</td>
<td>82</td>
</tr>
</tbody>
</table>
Welcome

John Shlonsky
President &
Chief Executive Officer

- 25 years of experience in the payments, technology and financial services industries
- Positions include CEO of TransFirst and President, Merchant Services of First Data, among others

Confidential and Proprietary
Company Overview

We develop innovative, cloud-based technology to make it easier, more effective, and more efficient to make the right connections.

Our solutions put people in sync with each other and the right information, so they gain the insight needed to reach better decisions on the issues that matter most.

We do it with a laser-focus on reliability that matches the high stakes for organizations and for people’s lives.

Leading global omni-channel digital media and communications solutions provider, servicing over 90% of the Fortune 100

Diverse, blue-chip client base of over 40,000 companies

Received or delivered over 8.8 Billion multichannel messages for parents, patients, employees and clients in 2018

Next Generation 9-1-1 solutions provided coverage for 28 Million+ people last year

The leader in contact center modernization and patient engagement with 63 Billion voice minutes in 2018
Historical West offered a comprehensive portfolio of tech-enabled communications solutions to its customers.

**Omni Channel Capabilities…**

- 2-way SMS
- Web / Desktop
- 2-way Voice
- Mobile App
- Video
- CPE
- M2M
- Chat / IM
- Email / Fax

**…Enabling a Vast Array of Essential Communications**

**Description**

**Unified Communication Services**
- World class conferencing & collaboration for enterprise
- Leading cloud based hosted voice, webinar and enterprise streaming provider
- Innovative digital media solutions for IR & PR reach

**Interactive Services**
- Customer experience focused cloud contact center, IVR & self service solutions
- Proactive notifications & mobility platforms to engage customers “Where they are and how they choose”

**Safety Services**
- Trusted provider of next generation 9-1-1 IP networks, emergency call routing and location services
- Advanced call handling and GIS applications for PSAPs
- Industry leading solutions for enterprise 9-1-1

**Specialized Agent Services**
- Help to make sure employees maximize their benefits and assistance with real life health matters
- Programs that optimize provider payment integrity and cost containment

**Use Case**

**Provides Everyday Business Connections**

**School Closure and Absence Notifications**

**9-1-1 Calls / Texts**

**Healthcare Questions**
Intrado is a leading partner to the Fortune 100

Number of Fortune 100 Companies

- Health & Wellness
- Life & Safety
- Digital Media
- Enterprise Collaboration

Revenue Distribution by Customer

- Top 5: 12%
- Next 6-10: 5%
- All other: 83%

Top 10 Customers Represent 17% of Revenue\(^{(1)}\)

\(^{(1)}\) Based on Q1 2019
What We Found

Positives

- Unique scale
- Marquee client base
- Omni-channel capabilities
- Leader in every market we serve
- Diverse solutions and product capabilities
- Committed employee base with strong industry knowledge

Opportunities

- Holding Company structure
- Reduce technical debt
- Expand focus beyond traditional conferencing cloud business
- Improve policies, procedures and performance management
- Need to raise the bar and redefine great
- Businesses not structured in a way to optimize growth
- Adapt our strategies to market shifts

Actions

1. Talent Infusion
2. Transformation
   - Holding to Operating Company
   - Technology Investment
3. Strategic Evaluation
   - Know our Customers
   - Acquisitions & Divestitures
4. Develop a High Performing Culture
5. Strategic Business Re-Alignment

World-Class Assets with Opportunity to Accelerate Growth
New Senior Leadership/Corporate Team

John Shlonsky  
President &  
Chief Executive Officer

Nancy Disman  
Chief Financial Officer &  
Chief Administrative Officer

Anup Nair  
Chief Information Officer

Lou Bruculeri  
EVP, General Counsel

Steve Cadden  
Chief Operating Officer

Rob Bellmar  
Chief Strategy Officer
New Senior Leadership/Business Segments

Eric Frazier  
President, Enterprise Collaboration

Ben Chodor  
President, Digital Media

Ron Beaumont  
President, Life & Safety

Matt Yost  
Co-President, Health & Wellness

Ed Corneiro  
Co-President, Health & Wellness
Transition to Operating Company

Cost Savings Categories

- $ millions
- Headcount/Other, 95
- Process Based
- Facilities and Occupancy, 7
- Strategic Sourcing, 3
- Benefit Savings, 5
- Hardware/Software Savings, 16

Apollo Underwriting vs Opportunity

- $ millions
- Underwritten: 75
- Q2 18 Target: 100
- Q1 19 Revision: 125

Transformation: Holding to Operating Company
Transition to Operating Company

Case Study: Using Technology to Drive Efficiency

From

Development

Operations

PLAN  CODE  BUILD  TEST  RELEASE  DEPLOY  OPERATE  MONITOR  SCALE

PROVISION | INSTALL | CONFIGURE

To

Dev Ops

Cloud Native Platform as a Service

- Labor intensive in operations
- Low velocity of product changes
- Limited scalability
- Low platform resilience

+ Primary focus is value creation
+ High velocity of app releases
+ Auto provision, scale, resilient
+ Zero down-time

Using cloud native architecture to upgrade legacy platforms – efficient, scalable, stable and repeatable

Facilities Consolidation

Smarter Workspaces  More Engaged Workforce  $7 million annual saves

Collaboration/Teamwork  Enhanced Productivity/Innovation

Transformation: Technology investment

Intrado
Closer to Our Customers

Client Summits

1st Annual Summit

Client Visits

Management personally visited > 150 of our top customers

Account Management / Sales

- Moved from product specific support model to end-to-end customer engagement model
- Integrated Client Engagement and Operations teams
- Every interaction is an opportunity for a positive client experience
- Great people are key to great relationships
- Streamlined sales organization to get closer to the customer
Acquisitions & Divestitures

Addition to core capabilities

- notified
  - APR 2019
- ECATS
  - NOV 2017
- Ambassador
  - OCT 2018
- INXPO
  - OCT 2018
- flowroute
  - AUG 2018
- AVOKE
  - MAY 2018

Divestiture of non-strategic business

- Revenue Generation
  - Final Call Center Asset Divested
# Acquisition Integration Progress

## Key:
- Level of Completion: Q1 19
- Progress From: Q1 19

## Integration Assessment (By Milestone Category)

<table>
<thead>
<tr>
<th>Segment</th>
<th>Acquisition</th>
<th>Overall Integration</th>
<th>Close Date</th>
<th>Organization Staffing</th>
<th>System Integration</th>
<th>Go-to-Market Engagement</th>
<th>Synergy Targets</th>
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<td></td>
<td>Ambassador</td>
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<td>MAY 2018</td>
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<tr>
<td></td>
<td>Nasdaq</td>
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<td>Life &amp; Safety</td>
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<td></td>
<td>PhoneTree</td>
<td></td>
<td>DEC 2017</td>
<td></td>
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<td></td>
<td>ECATS</td>
<td></td>
<td>NOV 2017</td>
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</tr>
</tbody>
</table>

Through Q2 2019

Strategic Evaluation: Acquisitions & Divestitures

---

Confidential and Proprietary
High Performing Culture

Foundational Behaviors
- Trust
- Collaboration
- Innovation
- Execution

Optimal Working Environment
- Engaging, collaborative workspace
- Tools to do the Job
- Site leadership

Communications
- All employee webcasts
- Regular communications
  - Announcements, videos, newsletters
- Employee surveys
- AskJohn email address & ideas portal

Pay for Performance
- Goal establishment
- Employee ratings
- Reward based merit and bonus

Benefits Modifications/Improvements
- Revised and expanded U.S. healthcare and other benefits
- Evaluating benefits in each market we operate

Development
- Girls Who Code
- Career pathing
- DevelopU
- Mentor program
- Leadership programs

Elements of High Performance Culture Instituted
West Historical Segments

Unified Communications
$1,321 million

Safety Services
$336 million

Interactive Services
$335 million

Specialized Agent Services
$180 million

2018 Full Year Adjusted Revenue, ex Revenue Generation and Corporate/Eliminations
West Historical Segments – Lines of Business

Unified Communications
- Traditional Conferencing
  - Automated Audio
  - Operator
- Unified Communications
  - Cloud Audio
  - Web Conferencing

Telecom Services
- Toll-Free Services
- Direct Inward Dialing
- Termination Services

Digital Media
- GlobeNewswire Distribution
- Webcasting & Streaming
- Webhosting
- Monitoring
- Targeting

Interactive Services

Specialized Agent Services
- Health Advocate
- Claims Recovery
- Revenue Generation

Traditional Collaboration
- Web Conferencing
- Related Audio

UCaaS/Cloud Collaboration
- Cloud Audio
- Web Conferencing
- Related Voice
- Networking

Safety Services
- Carrier Services
- Next Generation 9-1-1
- Government Solutions
- Advanced Services

Commercial IVR
- Client Notifications

Notifications
- Healthcare
- Education
- Utility
Intrado Go-Forward Segments

2018 Full Year Restated Adjusted Revenue, ex Revenue Generation and Corporate/Eliminations

- ENTERPRISE COLLABORATION: $1,039 million
- LIFE & SAFETY: $689 million
- DIGITAL MEDIA: $333 million
- HEALTH & WELLNESS: $180 million

Confidential and Proprietary
Intrado Go-Forward Segments – Lines of Business

**Enterprise Collaboration**
- Traditional Conferencing
  - Automated Audio
  - Operator Assisted Audio
- Traditional Collaboration
  - Web Conferencing & Related Audio
- UCaaS/Cloud Collaboration
  - Cloud Audio & Web Conferencing
  - Hosted Voice, Networking, Video

**Life & Safety**
- Safety Services
  - Carrier Services
  - Next Generation 9:1:1
  - Government Solutions
  - Advanced Services
- Telecom Services
  - Toll Free Services
  - Direct Inward Dialing
  - Termination Services
  - Communications Platform as a Service (CPaaS) – Flowroute
- Notifications
  - Healthcare
  - Education
  - Utility

**Digital Media**
- Digital Media
  - GoboNewswire Distribution
  - Webcasting & Streaming
  - Webhosting
  - Monitoring
  - Targeting
  - INXPD
  - Notified

**Health & Wellness**
- HealthAdvocate

**Claims Recovery**
- Commercial IVR
  - Client Notifications
  - AVOKE
  - Ambassador
- Health Advocate
<table>
<thead>
<tr>
<th>1</th>
<th>Capitalize on business realignments and process improvements to accelerate growth</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Invest to drive complete cloud-native environment and simplify product portfolio / platforms</td>
</tr>
<tr>
<td>3</td>
<td>Leverage technology to drive efficiencies and earnings improvement</td>
</tr>
<tr>
<td>4</td>
<td>Enhance product portfolio and scale in core markets through strategic acquisitions and partnerships</td>
</tr>
<tr>
<td>5</td>
<td>Divestitures of non-core assets and maintain significant financial flexibility</td>
</tr>
</tbody>
</table>
Enterprise Collaboration provides **best in class** integrated collaboration solutions.

**Solution Set**

- **Small Business**
- **Medium Size Business**
- **Large/Multi-National Enterprises**

**Solution Set**

- **AUTOMATED AUDIO**
- **OPERATED ASSISTED AUDIO**
- **WEB CONFERENCING**
- **CLOUD AUDIO**
- **PERSONAL WEB CONFERENCING**
- **HOSTED VOICE, NETWORKING, VIDEO**
- **INTRADO MANAGED SERVICES**

Powering Connections that Count
Industry Leadership

Size
#1 Global conferencing service provider; 117 million conference calls
#1 Provider of HCS-powered UCaaS solutions
Average UCaaS seat deployment 30x larger than SMB-focused providers

Global Presence
99+% of the world’s countries

Partnership Strength

Customer Strength
71 Fortune 100 clients
27,000 total clients
Marketplace Trending

Total UC Market 3% CAGR (1)

Historical

Projected

CAGR (4%)

CAGR 14%

Traditional UC (Telephony/Video/Messaging/Conferencing)

Cloud (Telephony/Video/Messaging/Conferencing)

UCaaS market is growing while traditional business is declining

(1) Gartner UC End User Spending Summary
Meetings are growing but technology is disrupting the revenue and the traditional business models.

Intrado is in the perfect position to transition the marketplace to the next generation of collaboration.
Enterprise Customer Difference

**Technology**
- Audio bridging
- Event conferencing
- Web / video conferencing
- Endpoints
- Call routing

**Connections**
- Self-connected
  - VoIP/SIP
  - DID
  - Long distance
  - Toll-free
- Professional Services
  - Engineering and integrations
  - Customizations
  - Design

**Support**
- Real time ‘0’
- Help desk
- Training
- Adoption
- Billing
- Reporting
- Provisioning
- Fraud / security

Intrado
Enterprise Collaboration

On-Prem PBX
Cloud PBX
Key Takeaways

1. Large and attractive collaboration market

2. Leading portfolio of technologies (proprietary and re-sold) and unique service/integration capabilities

3. Transitioning business to UCaaS solutions

- Revenue transformation initiatives (UCaaS & attended)
Intrado’s Cloud UCaaS offering

**Supported by Intrado’s Network Voice and Managed Services**

- Cloud Voice Service
- Cloud Audio
- Cloud Collaboration

**Intrado’s proprietary and partner solutions**

**Market Shift to Cloud Communications**

**Intrado Voice Services example**

<table>
<thead>
<tr>
<th>Value-added features</th>
<th>Intrado</th>
<th>zoom</th>
<th>8x8</th>
<th>(Software only)</th>
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<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
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<tr>
<td>Sophisticated Call Routing &amp; Management</td>
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<td>Specific Role-Based User Types</td>
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<td>Complementary Applications</td>
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<td>Call Center</td>
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<tr>
<td>Enterprise Scale</td>
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</tbody>
</table>

In Voice Services, Intrado provides significant technology and support to turn Cisco or MSFT licenses into commercial solutions.
Intrado growth in last 3 years results in a >$300 million revenue UCaaS business

Explosive growth, despite deliberately cautious approach (to date) and only a fraction of the marketing and sales investment compared to other competitors

Source: Pitchbook, Company press releases

1. Zoom earned $331M in revenue for its FY2018 year ending January 31, 2019, but 2018 calendar year revenue is estimated to be ~$310M.
2. Defined as when company entered UCaaS business (product launch or acquisition), or when it received VC funding.

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Massive Opportunity to Transform Revenue Internally and Grow UCaaS

- Intrado has a significant opportunity to convert traditional conferencing business
- Ambitious conversion effort planned with strategic technology partners and ongoing investments in proprietary product

Focused transformation underway

- Inertia has been built with our Enterprise customers and they are ready to make the move to a UCaaS suite

- Have become creative with our largest tech partners to protect our margins

Intrado does not have to hunt for new relationships to grow its UCaaS business – it already has a blue-chip customer base ready to convert

1. Zoom earned $331M in revenue for its FY2018 year ending January 31, 2019, but 2018 calendar year revenue is estimated to be ~$310M.
2. Traditional conferencing sold through Intrado’s reseller channel
Focus on Moving Operator Assisted Business to Cutting Edge Technology

Executing on opportunity to migrate traditional Operator Assisted Conferencing business to automated and digital technologies while also leveraging our Unison platform for cross-sell.
Digital Media advances the way companies engage with their employees, customers, investors, and the media.

**Engage Employees**
- Internal Communications

**Acquire, Support, & Retain Customers**
- Marketing & Customer Experience

**Inform Investors**
- Investor Relations

**Influence the Media**
- Public Relations

**Solution Set**

**LISTEN**
- Media Monitoring
- Social Listening
- AVOKE

**CREATE**
- Video Production
- Creative Services
- Copywriting

**CONNECT**
- Webcasting & Streaming
- Virtual Events
- Video Portals
- Media Database
- Influencer Insights
- Teleconferencing
- Two-Way SMS
- IVR Services

**MEASURE**
- News Briefs
- Media Analysis

**AMPLIFY**
- Referral Marketing
- User-Generated Content

**DELIVER**
- Press Release Distribution
- Media Snippets
- IR Websites
- Newsrooms
- Corporate Websites
- eCDN

Powering Connections that Count
**Industry Leadership**

### Rankings

- #1 Distributor of Investor Relations press releases
- #1 Webcasting provider; #1 Referral marketing platform
- #3 Distributor of press releases globally

### Global Presence

- 80 languages
- Offices in 17 countries
- 200+ countries supported

### Customer Strength

- 72 of Fortune 100
- 3,000+ of Fortune 5000 IR websites
- 5.3B customer interactions / year

### Social Media Conversations Monitored

- >2 billion social media mentions worldwide
## Market Opportunity

### Current Market Opportunity

- **Streaming**: $2.4B
- **Webhosting**: $400M
- **Targeting**: $351M
- **Publishing**: $712M
- **Monitoring**: $3.0B
- **Referral Marketing**: $25.0B
- **Customer Experience**: $42.1B

- **TAM ~ $74B**

### Recent M&A and Realignment

<table>
<thead>
<tr>
<th>Nasdaq</th>
<th>INXPO</th>
<th>Ambassador</th>
<th>notified</th>
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</table>

### Targeting, Publishing, and Monitoring Opportunity

- According to Burton Taylor 2017 reports

### CX

- According to Market and Markets

### Streaming Opportunity

- According to Frost & Sullivan 2018 report

### Webhosting Opportunity

- Per deal team estimates; includes only IR

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*Confidential and Proprietary*
## Competitive Position

<table>
<thead>
<tr>
<th></th>
<th>Webcasting/ Streaming</th>
<th>Webhosting</th>
<th>Publishing</th>
<th>Monitoring</th>
<th>Targeting</th>
<th>Referral Marketing</th>
<th>CX</th>
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Intrado is the sole provider of a full suite of services in an otherwise fragmented digital engagement market

✓ Proprietary    ✓ Reseller
Key Takeaways

1. Built best-in-class digital media software platform

2. Leading position in attractive markets

3. Significant new logo and cross-sell opportunity

- Unison platform completed by strategic M&A
- Cross-sell and expanded buyer opportunity
Internalizing Best-in-Class Products Through M&A

- Provides an integrated solution for public relations, communications and digital media
- Enhances Intrado’s capabilities in media monitoring, customer relationship management capabilities, press release distribution, etc.

- Ambassador empowers organizations to increase customers, referrals, and revenue by leveraging the power of word-of-mouth
- Adds customer acquisition, upsell and cross-sell solutions to Intrado that enable our clients to accelerate the growth of their businesses

- Video communication platform built upon a secure, reliable and scalable foundation that powers thousands of digital events and touches millions of users
- INXPO’s robust features complemented the existing Intrado webcasting solution, creating an industry-leading enterprise video communication platform, leveraging the best of both firms’ managed webcast and online events

- Provides IVR optimization with end-to-end call experience analytics
- Strong enterprise-class Software as a Service platform scales globally and is used by leading companies
- Combines audio recordings, complete text transcription, IVR navigation and call data in a single web-based environment
- Clients can clearly see what’s happening on calls, understand why, and confidently make measurable improvements

- Provides comprehensive portfolio of communication tools, media intelligence and multimedia services
- Exclusive multi-year partnership with Nasdaq included in the transaction
- Exited Nasdaq TSA agreement ahead of schedule
Maximizing Cross-Sell Opportunity

~80% current customers use only one product

5-year deal with Nasdaq provides exclusive pipeline of future IPO clients for IR/PR solutions

Expansion into marketing buyer via GlobeNewswire, INXPO, Ambassador and Notified

Selling digital media solutions as a full application suite

- Customers seeking integrated solutions as IR/PR, and marketing communications converge
- Significant platform investment completed with ongoing migration

Revenue Upside

<table>
<thead>
<tr>
<th>1 Product</th>
<th>Multi-Products</th>
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<td>~80%</td>
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<td>current</td>
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<td>customers</td>
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<td>5-year deal</td>
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<td>Nasdaq</td>
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<tr>
<td>IR/PR</td>
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<tr>
<td>solutions</td>
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<tr>
<td>Expansion</td>
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<td>into</td>
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<tr>
<td>marketing</td>
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<tr>
<td>buyer via</td>
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<tr>
<td>GlobeNewswire</td>
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<td>INXPO</td>
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<tr>
<td>Ambassador</td>
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<tr>
<td>Notified</td>
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</tr>
</tbody>
</table>
Integrated Platform Allows for Increased Insights and Analytics

One partner for all solutions: IR, PR, Marketing (CMO), Customer Experience (CX), and Communications (CCO)

Engage Employees
INTERNAL COMMUNICATIONS

Acquire, Support, & Retain Customers
MARKETING & CUSTOMER EXPERIENCE

Inform Investors
INVESTOR RELATIONS

Influence the Media
PUBLIC RELATIONS

Launch of Unison provides opportunity to sell higher price bundle vs. point solutions and to more actively cross-sell solutions to corporate customers

Large untapped opportunity to expand into internal and marketing communications
Solution Set

Provide best in class public safety and critical event communications software and solutions to government entities, carriers and enterprises.

CARRIER SERVICES
- 9-1-1 Data Management
- Location
- Call Routing

GOVERNMENT SOLUTIONS
- 9-1-1 Call Handling
  - And Dispatch
- Text-to-9-1-1
- ECaTS

NEXT GEN 9-1-1
- AT&T ESINet™
- Advanced 9-1-1

GIS
- Spatial Command & Control
- Location Services

ENTERPRISE 9-1-1
- Premise Based PBX
- Cloud Based PBX

TELECOM SERVICES
- Self Service Portal
- Direct Inward Dialing
- Toll Free Calling
- SMS/MMS

NOTIFICATIONS
- Two-way Notifications
- Voice/Email/Text/Mobile App
- SchoolMessenger
Industry Leadership

**Market Leader**
- 39 of Fortune 100; 65% of deployed NG9-1-1 market
- Provide over 60% of all 9-1-1 call routing in U.S. & Canada
- >50% of K-12 notifications in U.S. & Canada

**Trusted Solutions**
- Process over 600K enterprise 9-1-1 calls annually
- 2,300 PSAPs with 13,600 call handling seats
- Over 22,000 School (K-12) and healthcare deployments

**Customer Strength**
- 68% of clients tenure > 10 Years
- Support 370 telecommunication companies
- Support over 1,000 enterprise organizations

**Scalability & Reliability**
- Send over 4B notifications annually
- Process over 1.3B calls and 3.7B minutes of use per month
Re-focusing our efforts on enterprise and personal safety dramatically expands our addressable market.

**Expansion Markets $41B TAM**

Projected CAGR ~ 10-15%

Public Safety $2.4 B TAM

Projected CAGR 5-10%

- Wireline 911
- Wireless 911
- NG911
- 911 Call Equipment
- Computer Aided Dispatch
- Mass Notification
- Enterprise

---

(1) Sources: Frost & Sullivan and internal Intrado estimates, 2018
(2) Source: Frost & Sullivan and Markets and Markets
(3) Services that drive enhanced enterprise/corporate safety
Key Takeaways

1. Market leader in Life & Safety Solutions

2. Strong secular market tailwinds

3. Expanding capabilities into attractive adjacencies

- Next Generation 9-1-1 rollout and E9-1-1
- Notification solutions and public safety synergies
Next Gen 9-1-1 – Significant Opportunity to Upgrade Legacy 9-1-1 System

| $100M contracted backlog | $20M recurring revenue exiting 2021 | $600M cumulative TAM next 5 years |

**Legacy 9-1-1 System**
- 50 year old system and infrastructure
- Predominantly voice

**Next Generation 9-1-1**
- All IP infrastructure with Digital Interactive Media at the core
- Multiple real-time sources of information

Frost & Sullivan estimates current Next Gen 9-1-1 contracts cover 32% of US population in 2017, growing to 73% in 2023
Market Leader with State of the Art Solutions to Address Government Mandated Change

Enterprise 9-1-1
- Emergency location services for Internet based multi line telephone systems
- Multi-site and multi-floor location
- Integrated with corporate/campus security and public safety infrastructure
- Over 1,000 deployments to date
- **Mandated by FCC; becomes official law in 2019**

GIS Mapping
- Geospatial Mapping Software – critical core component of NG 9-1-1
- Ability to locate emergency caller more accurately
- **Required as states move to NG 9-1-1**

ECaTS
- Comprehensive management information system for 9-1-1 call centers
- 9-1-1 analytics and reporting
- **Mandated for 9-1-1 call center funding**
Integrated Notification Solutions that Leverage Our Access to PSAP Infrastructure

Intrado is unique in that it offers enterprise notification services that can also tie into the public safety infrastructure enabling a real-time response from public safety/emergency responders.
## Health & Wellness Overview

### Health Advocate
- 18 years helping Americans navigate the complexity of the healthcare system
- Full range of clinical & administrative services
- Behavioral health and wellness programs
- Programs supported by medical claims data science and technology leveraging machine learning to drive health and well-being engagement

### Accent Claims Recovery
- Cost-containment solutions that improve claims payment accuracy
- Overpayment payment recovery to improve the bottom line
- Data-driven services that combine leading-edge technology with a personal touch
- Sole focus and commitment to improve claims quality and minimize leakage
Solution Set & Industry Leadership

**Leading provider** of health, wellness and healthcare payment integrity solutions

### Health Advocate

- Care Health Advocacy
- Benefits Gateway
- Appeals
- Enrollment Services
- Pricing Transparency
- Population Health Analytics
- Personalized Member Communications
- Chronic Care Management
- EAP
- Biometric Screening
- Wellness
- Navigation & Advocacy
- Health & Well-being

### Solutions

- Health Advocacy pioneer and market leader
- Serve all industry sectors and company sizes
- Full suite vs. point solutions

### Customer Strength

- 12,000+ customers
- 26 of Fortune 100
- 95%+ retention

### Scale

Consumers helped:
- 2 million cases in past 3 years
- 7 million lives on our data platform
- 9 million health and wellness improvement opportunities identified last year

---

Sources: Third party research estimates.

---

Intrado Health & Wellness

Confidential and Proprietary
### Strong Competitive Position – Health Advocate

<table>
<thead>
<tr>
<th>Health Advocacy and Navigation</th>
<th>EAP</th>
<th>Wellness</th>
<th>Biometric Screening</th>
<th>Pricing Transparency</th>
<th>Chronic Care Solutions</th>
<th>Enrollment Services</th>
<th>Claims Data Platform</th>
<th>Expert Medical Opinions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Health Advocate</strong></td>
<td>✅</td>
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<td><strong>Quantum Health</strong></td>
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<td><strong>Virgin Pulse</strong></td>
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</tbody>
</table>

Confidential and Proprietary
### Market Opportunity and Growth Levers – Health Advocate

#### Business Model
- ~90% of revenue is recurring
  - Per employee, per month fee (PEPM)
- ~10% - Per use and project fees
- 3 year contracts, with 3 year renewal

#### Market Opportunity
- **Employers**: healthcare costs are **significant and rising**; productivity **drain**
- **Consumers/Employees**:  
  - Expensive: ~$6,000 and growing
  - Complex: >70% of employees don’t understand their healthcare benefits
  - **Poor** consumer experience; lack of expert guidance

#### Growth Vectors
- **New logo acquisition**
- **$500M cross-sell opportunity**  
  - Vendor consolidation
- **Product bundles**  
  - Engagement 360, Empowered Health
- **Product development**  
  - Digital applications
  - Solution enhancement
  - Case/member tech platform
  - Leverage data
- **Secular growth momentum**

---

$10+$ billion market growing 7%-12% annually

---

*Sources: Kaiser Health News, AHIP, National Business Group on Health, NBC News; third party research estimates; company estimates*
Solution Set

Leading provider of health, wellness and healthcare payment integrity solutions

Accent Claims Recovery

Prepayment
- Prospective Overpayment Prevention

Survey

Subrogation/
Third Party
Liability Analysis

Post Payment/Recovery
- Retrospective Overpayment Identification/Recovery

Solutions

- More comprehensive suite of cost containment and payment integrity solutions

Scale

- $100+ billion in claims data received annually
- Saved clients $650 million in 2018
- 25TB database with over 1 billion claim records and health coverage information on 65 million lives

Customer Strength

- 3 of top 10 health insurance companies
- 14 Blue Cross Blue Shield plans
- Avg. client tenure: 13 years
- 90% of revenue from client relationships > 5 years

Market Size (1)

$5 billion TAM

(1) Sources: U.S. National Health Expenditures/CMS, AMA.
## Strong Competitive Position

<table>
<thead>
<tr>
<th></th>
<th>Pre-payment Identification</th>
<th>Post-payment Identification</th>
<th>Overpayment Recovery</th>
<th>Subrogation / 3rd Party Liability</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Accent</strong></td>
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<td><img src="image" alt="Accent" /></td>
<td><img src="image" alt="Accent" /></td>
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<tr>
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<td><img src="image" alt="CHANGE" /></td>
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<td><strong>EQUIAN</strong></td>
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<td><img src="image" alt="EQUIAN" /></td>
</tr>
</tbody>
</table>
## Market Opportunity and Growth Levers – Accent

<table>
<thead>
<tr>
<th>Business Model</th>
<th>Market Opportunity</th>
<th>Growth Vectors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pay for performance based on claims recovered</td>
<td><strong>Market Opportunity</strong></td>
<td><strong>Growth Vectors</strong></td>
</tr>
<tr>
<td>Success fee percentage paid on savings</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
  • $1.2 trillion in US commercial healthcare spending every year, expected to increase 5-6% annually  
  • Error rates estimated in mid-to-high single digits, driven by:  
    • Complex contracts  
    • Coordination of benefits  
    • Eligibility  
    • Fraud, waste and abuse |  
  • Identify incremental savings opportunities in existing client claims volume  
    • Enhance automation  
    • R&D/data science to develop new algorithms  
    • Explore new sectors (e.g., dental, Rx)  
  • Cross sell services  
  • Add new logos |
| Multi-year contracts | **$5+ billion** market growing with rising cost of healthcare and increasing complexity | |

Sources: U.S. National Health Expenditures/CMS, AMA, company estimates.
# Key Takeaways

1. Market leading businesses serving large, attractive market

2. Significant depth and breadth of product / service portfolio

3. Multiple levers to drive growth

Leveraging technology and data to drive growth and efficiency
Leveraging Technology and Data to Drive Growth and Efficiency – Health Advocate

- **Case and member data platform**
  - Purpose-built for our business
  - Patented
  - Flexible
  - Automation

- **Claims/clinical data**
  - Machine learning
  - Gaps in care
  - Measuring impact/targeting
  - Predictive analytics

- **Digital health & wellness**
  - Consumer-facing applications (mobile/web)
  - Personalized, proactive messaging
  - AI
Leveraging Technology and Data to Drive Growth and Efficiency – Accent

Capitalize on incremental opportunity in existing claims volume

- Enhance core platform to increase efficiency/speed process
  - Robotic process automation – identify processes that can be automated
  - New web-based applications (e.g., inventory mgmt., centralizing applications)
- Increase data science focus
  - Hadoop infrastructure to allow for faster processing/more flexibility
  - Develop new/enhance existing algorithms
Introduction

Nancy Disman
Chief Financial Officer &
Chief Administrative Officer

- **25 years** of experience in finance, accounting and operations across the financial services, payments and technology industries.

- Positions include Chief Financial Officer of Transfirst, CFO for TSYS’ Merchant Services Segment, Chief Operating Officer for Cynergy Data Corporation and Chief Financial Officer of the Merchant Services Segment for First Data.

- Nancy is a certified public accountant and began her professional career with Ernst and Young LLP’s audit and assurance practice in the technology, communication and entertainment group with a focus on SEC companies.
Agenda

1. Finance organization transformation
2. Intrado financial highlights
3. Historical results & outlook
4. Key messages
Finance Organization Transformation

Old West
- Decentralized organizational structure
- Dedicated, industry-knowledgeable staff within each segment
- Focused on GAAP/public-company reporting
- Limited transparency to internal/external stakeholders
- Disparate billing and ledger systems
- Business processes disconnected from financial reporting
- Limited strategic FP&A and KPI management

Intrado End State
- Organization
  - Talent Infusion
  - Global, Operating Organization
  - Centers of Excellence
  - Continuous Learning
- Financial Transformation
  - Cohesive, global end-to-end processes
  - Technology/Cloud Utilization
  - Best in class tools
- Financial Transparency
  - New Segmentation
  - Greater Predictability
  - Strategic Insight and Analysis
  - Risk Identification and Mitigation
- Efficiency
  - Cost Savings Program
  - New Service Delivery Model
  - Technology Optimization
  - Back-Office Efficiency

Finance transformation will drive long-term business growth, speed of decision making and increased transparency
Financial Highlights

1. Leading Product Portfolio Serving Large & Attractive Markets
2. Mix Shift Towards Cloud Technology and Next Generation Solutions
3. Diversified Business with Limited Customer Concentration
4. Accretive and Strategic M&A Opportunities/Divestitures
5. Significant Cost Optimization Opportunity
6. Attractive Free Cash Flow Profile
Leading Product Portfolio Serving Large and Attractive Markets

<table>
<thead>
<tr>
<th>Segment</th>
<th>Product Offering</th>
<th>Est. Market Size (1)</th>
<th>Est. Industry LT Growth (1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enterprise Collaboration</td>
<td>UCaaS/Cloud Conferencing &amp; Collaboration</td>
<td>~$41B</td>
<td>2-4%</td>
</tr>
<tr>
<td>Digital Media</td>
<td>Digital Media Solutions Customer Experience</td>
<td>~$74B</td>
<td>3-8%</td>
</tr>
<tr>
<td>Life &amp; Safety</td>
<td>Safety Services Notification Services</td>
<td>~$44B</td>
<td>10-15%</td>
</tr>
<tr>
<td>Health &amp; Wellness</td>
<td>Health Advocate Cost Recovery</td>
<td>~$15B</td>
<td>6-10%</td>
</tr>
</tbody>
</table>

(1) Intrado estimates, which, while informed by industry expertise and third party research, may vary from 3rd party estimates due to differences in timespan, market definition and other parameters

Diversified products with attractive, large markets
Mix Shift toward Cloud Technology and Next Generation Solutions

Gross Profit % of Total\(^{(1,2)}\)

<table>
<thead>
<tr>
<th></th>
<th>Q1 17</th>
<th></th>
<th>Q1 19</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>100%</td>
<td></td>
<td>100%</td>
<td></td>
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<tr>
<td>8%</td>
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<td>9%</td>
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<tr>
<td>31%</td>
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<td>34%</td>
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<tr>
<td>10%</td>
<td></td>
<td>23%</td>
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<tr>
<td>52%</td>
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<td>35%</td>
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Cloud and Technology Transitions

- Use of AI and Bot technology
- Next Gen 9-1-1
- Integrated notification solutions that combine state of the art technology and PSAP infrastructure access
- State of the art digital technology platform providing integrated end-to-end solutions for all buyers
- Substantial opportunity to transition traditional conferencing to UCaaS/cloud collaboration business

Key

- Health & Wellness
- Life & Safety
- Digital Media
- Enterprise Collaboration

Capitalizing on new technology to drive future growth and valuation

\(^{(1)}\) Excludes Purchase Accounting and Revenue Generation
\(^{(2)}\) Corporate/Eliminations included in totals: Q1 17 ($1M), Q1 19 ($1M)
**Diversified Business with Limited Customer Concentration**

- **Serving a Global Client Base**
  - 99% of the world’s countries

**Top Customer Ranking (Revenue)**

<table>
<thead>
<tr>
<th>Top Customer Ranking (Revenue)</th>
<th>Average Relationship Tenure (# Years)</th>
<th>% Q1 19 Revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer 1</td>
<td>20 + years</td>
<td>4.9%</td>
</tr>
<tr>
<td>Customer 2</td>
<td>20 + years</td>
<td>2.7%</td>
</tr>
<tr>
<td>Customer 3</td>
<td>20 + years</td>
<td>2.1%</td>
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<tr>
<td>Customer 4</td>
<td>20 + years</td>
<td>1.9%</td>
</tr>
<tr>
<td>Customer 5</td>
<td>15 - 20 years</td>
<td>1.3%</td>
</tr>
<tr>
<td>Customers 6 – 10</td>
<td>20 + years</td>
<td>4.1%</td>
</tr>
<tr>
<td><strong>Average Tenure</strong></td>
<td><strong>20 + years</strong></td>
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<tr>
<td><strong>Total % of Q1 19 Revenue</strong></td>
<td><strong>17.0%</strong></td>
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</tbody>
</table>

**Tenured, diversified client mix within attractive large markets**
Accretive & Strategic M&A Opportunities/Divestitures

### Acquisitions

<table>
<thead>
<tr>
<th>Close Date</th>
<th>Company</th>
<th>Purchase Price ($M)</th>
<th>Technology</th>
<th>Customer Expansion</th>
<th>Industry Consolidation</th>
<th>Cross-Sell</th>
<th>New Markets</th>
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<tbody>
<tr>
<td>Apr 2019</td>
<td>notified</td>
<td>$9</td>
<td>✓</td>
<td>✓</td>
<td></td>
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<td>✓</td>
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<tr>
<td>Oct 2018</td>
<td>Ambassador</td>
<td>$19</td>
<td>✓</td>
<td>✓</td>
<td></td>
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<td>Dec 2017</td>
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<td>$20</td>
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<tr>
<td>Nov 2017</td>
<td>ECATS</td>
<td>$36</td>
<td>✓</td>
<td></td>
<td></td>
<td>✓</td>
<td></td>
</tr>
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</table>

### Revenue Generation Divestiture

- Intrado Revenue Generation Services (WRGS) divested January 1, 2019
- Last legacy call center operations representing <1% of total FY Adjusted EBITDA and ~15% of headcount
- Divestiture of non-strategic business to focus on core and simplify portfolio

**Accretive acquisitions & non-core divestitures will drive value creation**
Significant Cost Optimization Opportunity

**Cost Savings Categories**

- Headcount/Other, $95
- Process Based
- Facilities and Occupancy, $7
- Strategic Sourcing, $3
- Benefit Savings, $5
- Hardware/Software, $16
- Technology Based

**Apollo Underwriting vs Opportunity**

- Underwritten, $75
- Q2 18 Target, $100
- Q1 19 Revision, $125

Earnings upside from cost savings
Efficiency Optimization to Deliver Profitable Growth

Technology and Process Based Savings

Technology Investments
- Data Center Consolidation
- Global Telephony Switch Network Consolidation
- Application Performance Monitoring
- Continuous Improvement/Continuous Delivery (CI/CD)
- Platform as a Service (PaaS)
- Oracle General Ledger Conversion
- Billing Consolidation

Examples
1/3 of 194 application transitioning are complete
80% of 30 applications sunset
From 15 to 3 billing systems
General Ledger instances eliminated

Process Enhancements
- Holding to Operating Company
- Workflow Simplification & Automation
- Process Standardization
- End-to-end Customer Management Experience
- Operational Readiness Improvements
- Collaboration Enhancements
- Workforce Globalization

Examples
In the last year
Hold time improved from 11 to 1 minute
Customer ticket closure time improved from 4 days to 1 day

Investments to improve cost, controls and efficiency
Attractive Free Cash Flow Profile

### Illustrative Cash Flow Build

<table>
<thead>
<tr>
<th>$ millions</th>
<th>LTM 3/1/19</th>
<th>Proforma LTM 3/31/19</th>
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</thead>
<tbody>
<tr>
<td>Adjusted EBITDA (1)</td>
<td>708</td>
<td>773</td>
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<tr>
<td>Cash Interest (1)</td>
<td>(292)</td>
<td>(292)</td>
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<tr>
<td>Cash Taxes (est)</td>
<td>(75)</td>
<td>(75)</td>
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<tr>
<td>Operating Cash Flow</td>
<td>341</td>
<td>406</td>
</tr>
<tr>
<td>Capex (2)</td>
<td>(85)</td>
<td>(85)</td>
</tr>
<tr>
<td>Free Cash Flow</td>
<td>255</td>
<td>321</td>
</tr>
</tbody>
</table>

(1) 3/31/19 LTM, ex Revenue Generation
(2) All non-recurring expenses, working capital changes and capital expenditures are excluded

### Key Characteristics

- Attractive EBITDA margins
- Low capex requirements
- Limited net working capital requirements
- High free cash flow conversion

---

Strong Free Cash Flow Profile
Segment Revenue (1)

**Revenue (%) of Total (2)**

- **2017**: 100%
- **2018**: 100%

**Revenue ($ millions)**

- **2017**
  - Total: $2,148
  - Health & Wellness: $1,204
  - Life & Safety: $661
  - Digital Media: $189
  - Enterprise Collaboration: $166

- **2018**
  - Total: $2,156
  - Health & Wellness: $1,039
  - Life & Safety: $689
  - Digital Media: $333
  - Enterprise Collaboration: $180

**Yr/Yr Growth**

- **2017**
  - Total: 56% (14%)
  - Health & Wellness: 9%
  - Life & Safety: 76%
  - Digital Media: 76%
  - Enterprise Collaboration: 8%

- **2018**
  - Total: 56% (14%)
  - Health & Wellness: 9%
  - Life & Safety: 76%
  - Digital Media: 76%
  - Enterprise Collaboration: 8%

---

1. Excludes Purchase Accounting and Revenue Generation
2. Corporate/Eliminations included in totals: 2017 ($72M), 2018 ($85M)

**Historical Results & Outlook**

- Healthy growth in non-EC segments
- Strong contracted Life & Safety backlog
- Unique end-to-end Digital Media solutions
- Marquee and tenured clients
- Enterprise Collaboration is < ½ of overall Intrado revenue
Gross Profit & Margin

<table>
<thead>
<tr>
<th>Gross Profit ($ millions)</th>
<th>Gross Profit % of Total</th>
<th>Gross Margins</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>2018</td>
<td>2017</td>
</tr>
<tr>
<td>$1,262</td>
<td>$1,319</td>
<td></td>
</tr>
<tr>
<td>100%</td>
<td>109%</td>
<td>100%</td>
</tr>
<tr>
<td>412</td>
<td>432</td>
<td>33%</td>
</tr>
<tr>
<td>130</td>
<td>251</td>
<td>10%</td>
</tr>
<tr>
<td>625</td>
<td>534</td>
<td>50%</td>
</tr>
</tbody>
</table>

Yr/Yr Growth

- 2017: 9% growth
- 2018: 92% growth

Historical Results & Outlook

- Gross Profit ($ millions)
  - 2017: $1,262
  - 2018: $1,319

- Gross Profit % of Total
  - 2017: 100%
  - 2018: 100%

- Gross Margins
  - 2017: 59%
  - 2018: 61%

Key

- Digital Media
- Life & Safety
- Health & Wellness
- Enterprise Collaboration

(1) Excludes Purchase Accounting and Revenue Generation
(2) Corporate/Eliminations included in totals: 2017 ($6M), 2018 ($8M)
Credit Metrics

### Credit Metrics – Debt, Liquidity and Leverage

<table>
<thead>
<tr>
<th></th>
<th>As of 12/31/18(^{(1)})</th>
<th>As of 3/31/19 (^{(1)})</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash and Cash Equivalents</td>
<td>192</td>
<td>122</td>
</tr>
<tr>
<td>$350M Revolving Credit Facility</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Term Loan B</td>
<td>2,532</td>
<td>2,525</td>
</tr>
<tr>
<td>Term Loan B1</td>
<td>697</td>
<td>695</td>
</tr>
<tr>
<td><strong>Net Secured Debt</strong></td>
<td><strong>3,037</strong></td>
<td><strong>3,098</strong></td>
</tr>
<tr>
<td>Senior Notes due 2022</td>
<td>11</td>
<td>11</td>
</tr>
<tr>
<td>Senior Notes due 2025</td>
<td>1,095</td>
<td>1,095</td>
</tr>
<tr>
<td><strong>Net Total Debt</strong></td>
<td><strong>4,142</strong></td>
<td><strong>4,203</strong></td>
</tr>
<tr>
<td><strong>Liquidity</strong></td>
<td><strong>537</strong></td>
<td><strong>467</strong></td>
</tr>
<tr>
<td>LTM PF Adj. EBITDA</td>
<td>785</td>
<td>773</td>
</tr>
<tr>
<td><strong>Net Total Debt / PF Adj. EBITDA</strong></td>
<td><strong>5.3X</strong></td>
<td><strong>5.4X</strong></td>
</tr>
<tr>
<td><strong>Net Secured Debt/PF Adj. EBITDA</strong></td>
<td><strong>3.9X</strong></td>
<td><strong>4.0X</strong></td>
</tr>
</tbody>
</table>

\(^{(1)}\) 2018 Includes $8M of Revenue Generation Cash

### Disciplined Capital Allocation Framework

- **Capital**
  - Accretive M&A
  - Deleveraging
  - Investment for Growth

Maintain Financial Flexibility
Financial Outlook

2019

• FY 2019 expected to be another transition year
  • Enterprise revenue conversion
  • Ramp-up re-vamped sales organization/strategy
  • Technology transformation
  • Natural ebb and flow of customer wins/losses
  • Continued cost savings execution

Future

• Expect to pivot toward consolidated top-line growth during FY 2020 and beyond
  • Sales organization and strategy gain momentum
  • Further mix shift towards cloud based and next generation services
  • Enterprise expected to demonstrate year over year improvements
  • Cost savings continue to drive earnings
### Key Messages

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Significant progress on finance transformation – expect to complete in 2020</td>
</tr>
<tr>
<td>2</td>
<td>Attractive financial profile highlighted by diversified client mix and transition to next generation solutions</td>
</tr>
<tr>
<td>3</td>
<td>Significant liquidity and financial flexibility</td>
</tr>
<tr>
<td>4</td>
<td>Capital allocation focused on deleveraging, accretive M&amp;A and strategic growth</td>
</tr>
<tr>
<td>5</td>
<td>Expect 2019 to be another transition year with revenue inflection in 2020</td>
</tr>
</tbody>
</table>

Intrado’s long term financials marked by significant upside opportunity
What’s Next

1. Capitalize on business realignments and process improvements to accelerate growth

2. Invest to drive complete cloud-native environment and simplify product portfolio / platforms

3. Leverage technology to drive efficiencies and earnings improvement

4. Enhance product portfolio and scale in core markets through strategic acquisitions and partnerships

5. Divestitures of non-core assets and maintain significant financial flexibility
### Segment Revenue Transition

#### 2018 Revenue ($2,156 million)

**2018 Reported**

- **Unified Communication** $1,321.1
- **Interactive Services** $335.3
- **Safety Services** $336.3
- **SAS** $180.0

**Segment Changes**

- **Enterprise Collaboration** $1,039.2
- **Digital Media** $333.1
- **Life & Safety** $689.0
- **Health & Wellness** $180.0

**2018 Restated**

- **Unified Communication** $1,321.1
- **Interactive Services** $335.3
- **Safety Services** $336.3
- **SAS** $180.0

---

(1) Excludes Purchase Accounting and Revenue Generation

(2) Represents the amount of corporate eliminations
## Segmentation Transition

<table>
<thead>
<tr>
<th>Prior</th>
<th>Current</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Unified Communications, $1,321 million</strong></td>
<td><strong>Enterprise Collaboration, $1,039 million</strong></td>
</tr>
<tr>
<td>1. Traditional Conferencing &amp; Collaboration</td>
<td>1. Traditional Conferencing &amp; Collaboration</td>
</tr>
<tr>
<td>2. UCaaS</td>
<td>2. UCaaS/Cloud Collaboration</td>
</tr>
<tr>
<td>3. Telecom</td>
<td></td>
</tr>
<tr>
<td>4. Digital Media</td>
<td></td>
</tr>
<tr>
<td><strong>Interactive Services, $335 million</strong></td>
<td><strong>Digital Media, $333 million</strong></td>
</tr>
<tr>
<td>5. Commercial IVR</td>
<td>4. Digital Media</td>
</tr>
<tr>
<td>6. Notifications</td>
<td>5. Commercial IVR</td>
</tr>
<tr>
<td><strong>Safety Services, $336 million</strong></td>
<td><strong>Life &amp; Safety, $689 million</strong></td>
</tr>
<tr>
<td>7. Carrier Services</td>
<td>7. Carrier Services</td>
</tr>
<tr>
<td>10. Advanced Services</td>
<td>10. Advanced Services</td>
</tr>
<tr>
<td><strong>Specialized Agent Services, $180 million</strong></td>
<td><strong>Health &amp; Wellness, $180 million</strong></td>
</tr>
<tr>
<td>11. HealthAdvocate</td>
<td>11. HealthAdvocate</td>
</tr>
</tbody>
</table>

(1) 2018 Adjusted Revenue, ex Revenue Generation
(2) Restated 2018 Adjusted Revenue, ex Revenue Generation