



For Immediate Release

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West at Home®, Now Employee Model

(Omaha, Neb., Nov., 13, 2007) – West Corporation today announced that its work at home agent service has changed from a contractor model to an employee model. The move was triggered by clients' expressed need for strong agent management, including continual coaching, feedback and extensive quality monitoring.

The employee model allows West to enhance the quality of its workforce by holding its at-home employees to a much higher standard, by providing more comprehensive training and ongoing quality reviews. Many of the former independent contractors used by West have now been hired as employees of West at Home. By tapping into this large pool of existing talent, West at Home has been able to ensure staffing flexibility while effecting no change in ramp-up time.

“In cooperation with the needs of our clients, we are very comfortable changing to an employee model. This allows us to be more hands-on when it comes to managing the work, monitoring and measuring the performance of our agents,” said Mark Lavin, President of Operator Teleservices at West Corporation. “This change ensures we can provide a quality service for the demanding needs of our clients which can best be achieved through the use of at-home employees.”

About West Corporation

West Corporation is a leading provider of outsourced communication solutions to many of the world's largest companies, organizations and government agencies. West helps its clients communicate more effectively, maximize the value of their customer relationships and drive greater profitability from every interaction. The company's integrated suite of customized solutions includes, customer acquisition, customer care, automated customer contact solutions, emergency communications, conferencing, and receivables management services.

Founded in 1986 and headquartered in Omaha, Nebraska, West has a team of 37,000 employees based in North America, Europe and Asia. For more information on West Corporation, please visit www.west.com.

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