



For Immediate Release

West Corporation  
11808 Miracle Hills Drive  
Omaha, NE 68154

## **West at Home® Study Highlights Home Agents' Positive Environmental Impact**

***112,000 home-based agents saved 58 million gallons of gas and \$640 million in commuting expenses industry-wide in 2007***

(Omaha, Neb., Feb., 13, 2008) – West Corporation, a leading provider of outsourced communication solutions, today announced the results of an internal study showing the tremendous positive environmental impact of its home agent solution, West at Home, and the overall industry-wide benefit of home-based agents.

According to the results of the study, West's home-based employees prevented an estimated 17,000 metric tons of air pollution from reaching the earth's atmosphere in 2007. By eliminating the need for lengthy commutes to the office, West at Home agents also reduced gasoline consumption by more than 2 million gallons and saved approximately \$22.9 million in commuting expenses.

Total industry estimates are staggering, when considering the growth estimates from International Data Corporation's (IDC) report, *Home-Based Agent 2005-2010 Forecast and Analysis: Converging Economic Forces to Drive the Expansion of Homeshoring in the United States*. According to the report, there were an estimated 112,000 home-based agents in 2006 across the United States and that number was projected to grow to approximately 300,000 by 2010.

The following table details the tremendous impact of home-based agents, both now and in the future.

	<b>Home-based Agents Industry-wide in 2007</b>	<b>Home-based Agents Industry-wide in 2010</b>
<b>Reduction in Air Pollution</b>	473,013 Metric Tons	1,267,000 Metric Tons
<b>Reduction in Gasoline Consumption</b>	58 Million Gallons	156 Million Gallons
<b>Savings from Reduced Gasoline Consumption</b>	\$175 Million	\$468 Million
<b>Savings from Reduction in Commuting Expenses</b>	\$640 Million	\$1.714 Billion

“For many of our clients who utilize our West at Home solution, the business drivers have been based on providing a higher level of care to their customers and achieving better scheduling flexibility to meet fluctuating call demands,” said Mark Frei, Senior Vice President of Sales for West Corporation. “But now, given the increasing public interest in reducing greenhouse gas emissions, more companies are discovering that home-based agents provide a tremendous benefit to both their customers and to the environment. This is truly an example of a win-win situation for our customers.”

The information was calculated using statistics from sources including:

- The Bureau of Transportation Statistics Omnibus Household Survey (BTS)
- The Automobile Association of America (AAA)
- The Environmental Protection Agency (EPA)
- International Data Corporation (IDC)
- West Corporation Data

### **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 42,000 employees based in North America, Europe and Asia. For more information on West Corporation, please visit [www.west.com](http://www.west.com). For more information on West at Home, please visit [www.westathome.com](http://www.westathome.com).