

west

®

West's Solutions for the Prepaid Services Industry





west

For over 10 years, West Corporation has been delivering superior telephony and stored value management solutions to many of the world's leading prepaid product companies. With one of the industry's largest and most versatile platforms, West is able to process tens of millions of prepaid transactions per day. In addition, West's unique architecture provides multi-level redundancy across the entire platform to ensure stability and provide a consistent caller experience on every call.



West's Prepaid Solutions Make It Easier To Increase Market Share and Grow Your Revenue

At West, companies will find a wide array of prepaid solutions to help them better manage their current accounts, increase business and grow their market share. West's extensive experience, cutting-edge technology and superior infrastructure enables us to provide companies with prepaid solutions, such as:

Prepaid Calling Card Solutions

West's Prepaid Calling Card Solutions give companies a highly reliable and scalable solution to meet the demands of their customers. Our state-of-the-art, high-capacity platform processes over 45 million prepaid calling card minutes per day and is supported by multiple, geographically diverse data centers. In addition to handling millions of prepaid calls each month from locations around the world, West's prepaid calling card solutions offer companies an extensive collection of services, including: Recharge and Auto-Recharge, Call Detail Creation and Reconciliation, PIN Generation and Provisioning, Point-of-Sale Activation, Card Production and Comprehensive Reporting.

Prepaid Conferencing Solutions

Through West's conferencing division, InterCall, we are able to provide one of the most comprehensive portfolios of audio, web, video and event conferencing



solutions in the industry. Our conferencing solutions help tens of thousands of business professionals communicate more effectively every day, while reducing the time and expense associated with business travel. From small, impromptu meetings to large-scale events, West's complete conferencing services provide companies with world-class customer support and are perfectly tailored to meet the communication needs of businesses around the world.

Stored Value Solutions

West has been building and managing stored value solutions for some of today's leading companies for over a decade. Currently, West supports millions of individual stored value accounts representing over a billion dollars. West utilizes a proprietary PIN/Account Number generation process that ensures the integrity of every customer account. West's proven experience, highly secure platform and advanced technology provides companies with a robust and reliable solution that helps them grow their stored value business.

Integrated Customer Care Solutions

At West, our strength comes from our unique ability to integrate cutting-edge live agent solutions together with industry-leading automated solutions and state-of-the-art technology to provide companies with the optimum level of care for their prepaid customers. We become a strategic and seamless extension of your company by providing your customers with the highest



level of customer service. Regardless of how your customers choose to interact with your company, West has extensive experience in creating multi-channel contact solutions for the prepaid industry that will improve customer care and reduce costs.

Comprehensive MVNE Solutions

West provides comprehensive Mobile Virtual Network Enabler (MVNE) solutions for the emerging Mobile Virtual Network Operator (MVNO) market. Our full-service MVNE solution supports both pre and post-paid wireless products and includes such capabilities as:

- **Business Management Support** (i.e. Carrier Acquisition and Support, MVNO Acquisition and Support, MVNE Business Management)
- **OSS/BSS Support** (i.e. Product and Service Activation, Customer Care, Billing, Supply Chain/Logistics Management, and Stored Value Management)
- **Value Added Services Integration Support** (i.e. Call Management/Call Rating, Service Delivery – WAP/OTA Support, and Content Management Support)

By utilizing our existing prepaid platform infrastructure and leveraging several strong third party relationships, West is able to bring a superior MVNE solution to MVNOs at a very competitive rate and with exceptional speed to market.



To learn more about West,
call 1-800-841-9000
or visit us at www.west.com

About West Corporation

West Corporation is a leading provider of outsourced communication solutions to many of the world's largest companies. West helps our clients communicate effectively, maximize the value of their customer relationships and drive greater revenue from each transaction. West's integrated suite of customized solutions includes customer acquisition, customer care and retention services, interactive voice response services, as well as conferencing and accounts receivable management services. West's experienced personnel, cutting-edge technology and advanced systems make it possible to provide companies with solutions that help increase revenue, lower costs and improve customer satisfaction.