# News Release

**WORKING SOLUTIONS**

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**FOR IMMEDIATE RELEASE**

**Working Solutions hires Billy West as new Director of Information Technology**

PLANO, TX – September 29, 2004 – Working Solutions, the leading provider of remote agent call center service and support solutions, today announced that Billy West has joined the corporate leadership team as Director of Information Technology for Call Center Services.

Billy, a former Marine, brings 28 years experience as an IT / MIS / telephony professional and was recently VP MIS responsible for all voice and data systems for ConferenceCall.com, purchased by West Corp. (NASDAQ: WSTC, http://www.west.com).  Prior to ConferenceCall, Billy was VP of Technical Infrastructure with both Aegis (NASDAQ: AGIS, http://www.aegiscomgroup.com) and Daisytek (NASDAQ: PFSW, http://www.pfsweb.com) in Dallas, Texas, where he led the buildout of IT infrastructure for all network facilities.

"Billy is an exceptional strategic hire for Working Solutions.  His significant experience and knowledge in both the information technology and telephony fields will help us advance our leadership position in the remote agent model," said Tim Houlne, CEO of Working Solutions.  "We are confident that Billy will expand our current technology while exploring next generation platforms and strategic carrier partnerships.  We are pleased to have him on our team."

## About Working Solutions

Working Solutions, with headquarters in Plano, Texas, is the world's largest provider of remote CRM agents. Working Solutions provides mission critical customer relationship management services and other services enhancing customer interactions. Customers include leading advertising and media organizations, consumer products and services, health care and pharmaceutical companies, travel and leisure companies, and communications service providers. For more information about the company, visit http://www.workingsol.com.