

**"Whenever you cutover services, there is the general sense that there is likely to be a glitch. With PAETEC, the entire implementation process was flawless."**

Thomas Schnorr  
President  
RE/MAX First

**Industry:**  
Real Estate

**Size:**  
105 Employees and  
Independent Contractors

**Location:**  
Rochester, NY

**Founded:**  
1985

**Web site:**  
[www.homesforrochester.com](http://www.homesforrochester.com)

## RE/MAX First

### Customer

Founded in 1985, RE/MAX First is a real estate brokerage firm located in Rochester, New York. RE/MAX Associates are truly "The Real Estate Leaders" in providing quality customer service. Their agents have more experience, real estate knowledge, and sales than any other agents in the area. Customer satisfaction is reflected in RE/MAX First's high, industry-leading rate of repeat and referral business.

### Situation

RE/MAX First's (RE/MAX) previous communications service provider was not cost-competitive, and did not resolve network and customer issues in a timely manner. "Our former provider was not as responsive as we would have liked them to be," explained President Tom Schnorr. When RE/MAX's contract with its previous provider ended, the search for a new voice services provider began.

### Solution

When the final bid proposals came in, it was PAETEC that offered the best services at the best price. "I had a general knowledge of how customer focused and quality oriented PAETEC is," stated Schnorr. "Those qualities, combined with its competitive pricing, are what encouraged the switch to PAETEC."

**"Overall, RE/MAX's experience with PAETEC has been very positive. We are proud to be a PAETEC customer."**

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### Result

The cutover of services was seamless, thanks to PAETEC's successful coordination with the previous provider. "Coordination between PAETEC and our previous provider required no effort on our part," remarked Schnorr. "That was certainly appreciated." Implementation was successfully completed without problems, and exceeded RE/MAX's expectations. "Whenever you cutover services, there is the general sense that there is likely to be a glitch," explained Schnorr. "With PAETEC, the entire implementation process was flawless."

RE/MAX's current PAETEC services include Local and Long Distance services. Future plans for RE/MAX comprise enhancement of their existing communications, including possible implementation of Voice over Internet Protocol (VoIP) services. "Overall, RE/MAX's experience with PAETEC has been very positive," said Schnorr. "We are proud to be a PAETEC customer."