



**PAETEC**

**NEWS RELEASE**

**Media Contact**

Dan Smith

PAETEC

(469) 341-3129

[daniel.smith@paetec.com](mailto:daniel.smith@paetec.com)

**Investor Contact**

Tom Morabito

PAETEC

(585) 340-5413

[tom.morabito@paetec.com](mailto:tom.morabito@paetec.com)

**PAETEC VP to Be Featured Speaker at 2008 CAB Exchange Summit**

**Extensive Customer Feedback Helps Company Constantly Improve Service**

FAIRPORT, NY – (July 16, 2008) -- Brian Benjamin, Vice President of Customer Advocacy at PAETEC Holding Corp. (NASDAQ GS: PAET), will be a featured speaker at the 2008 CAB Exchange Summit on July 23, 2008, in San Jose, Calif. Mr. Benjamin will discuss how PAETEC continues to scale its Customer Advisory Board (CAB) program to generate deep market intelligence that helps the company constantly improve customer satisfaction.

PAETEC delivers personalized data and voice communications solutions with unmatched service to business-class customers nationwide. The CAB Exchange provides information, networking opportunities and best practices to business professionals who run Customer Advisory Boards.

During his presentation, Mr. Benjamin will discuss how a typical CAB program gathers information from a few well-selected customers, while PAETEC gathers in-depth information from entire markets.

“From its founding, PAETEC has achieved dramatic growth by listening and responding to what customers tell us,” Mr. Benjamin said. “Our Customer Advisory Board program ensures that we continue receiving essential feedback from diverse customers and geographic regions as we continue to expand our business operations.”

PAETEC anticipates having 45 local CABs operating across the nation by the end of 2008, with more than 850 customers participating. “In addition, we have national meetings to provide a broader view of customer needs across industries and geographic regions,” Mr. Benjamin said.

Intelligence gathered from CAB meetings drives PAETEC’s business strategy, product development and customer service processes.

“At CAB meetings, we share information on our business strategy and product roadmap, and we gather customized feedback about particular industries and geographic markets,” Mr. Benjamin said. “Opportunities that arise are handled from two perspectives. First, we address specific feedback immediately via the customer’s account team. Second, PAETEC has a cross-functional CAB Committee that regularly analyzes, prioritizes and implements change opportunities identified through the customer advisory process.”

As a result, customer satisfaction with PAETEC service sets the benchmark for the communications industry.

## **ABOUT PAETEC**

PAETEC (NASDAQ GS: PAET) is personalizing communications solutions for business customers across the United States. We offer a comprehensive suite of data, voice, and IP services, as well as enterprise communications management software, network security solutions, CPE, and managed services. For more information, visit [www.paetec.com](http://www.paetec.com).

# # #