



PAETEC

NEWS RELEASE

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FOR IMMEDIATE RELEASE

**“PAETEC Rises Above the Communications Service Provider Pack,”
According to Independent Research Firm’s Case Study**

FAIRPORT, NY – (June 12, 2008) – PAETEC Holding Corp. (NASDAQ GS: PAET) today announced that an independent research firm’s recent case study said, “A dedicated commitment to customer service has helped PAETEC differentiate itself from the communications service provider pack.”

The report, entitled “Case Study: PAETEC’s Customer-Focused Strategy Captures US SMBs,” was released by Forrester Research, Inc., on May 30, 2008.

“PAETEC’s intense customer service focus resonates throughout the company beginning with the CEO and extending to all levels of the organization,” the case study said. “PAETEC reports a 99.7% month-over-month customer retention rate.”

For support after installation, “PAETEC does not use an interactive voice response system (IVR) to respond to customer calls. Instead, it relies on the personal touch of call center agents,” the report said. “That personal touch results in nearly 90 percent of incoming customer service calls being answered in 20 seconds or less, and approximately 35 percent of service issues are resolved during the first call.”

The report includes an overview of PAETEC's strategy to:

- Broaden product breadth and geographic reach through acquisitions.
- Leverage word-of-mouth recommendations and referrals to expand presence.
- Address customers with a specific profile or in specific vertical market segments.
- Treat employees as critical corporate assets.

“This case study reflects what our customers have said all along: PAETEC's people go the extra mile to take care of customers,” said Arunas A. Chesonis, PAETEC Chairman and CEO. “As we've expanded to create a national network reach, we've taken great care to maintain the local, personalized touch that our customers expect from us.”

The case study can be viewed online at www.paetec.com.

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.