



NEWS RELEASE

FOR IMMEDIATE RELEASE

Penn State Chooses PAETEC's PINNACLE Software to Streamline its Telecom and IT Operations

FAIRPORT, N.Y. – January 25, 2010 – PAETEC Software Corp, which produces the award-winning PINNACLE Communication Management Suite of software applications, today announced that the Pennsylvania State University has purchased the PINNACLE software application along with PAETEC's industry-certified Professional Services to optimize centralized telecommunication and networking services across its 24 campuses commonwealth-wide.

The University's objective is to realize more effective change and financial management that directly reduce costs and increase the level and quality of service to students and staff. The telecommunication and networking business process improvement initiative will focus on automating the entire lifecycle of procuring, provisioning, paying, and allocating the costs for all provisioned services used by the University community.

"PAETEC was identified by the University as a leading solution provider that offers an integrated management platform implemented by certified professional consultants focused on enabling ITIL Best Practices," said Jerry Krawczyk, director of ITS Telecommunications and Networking Services (TNS). "Penn State decided early in the process that simply implementing a new software solution was not the answer to improve automation and to streamline our service delivery and management processes. Together with PAETEC, we are re-engineering our business processes and optimizing our data model to reduce operational costs and alleviate unnecessary manual intervention wherever possible."

Penn State's project begins with an organizational transformation aligning resources and skills with technology that solves the challenges of data integrity, accountability and visibility into all deployed and active services. PINNACLE will allow Penn State to leverage an industry standard open SOA-based technology platform to integrate with their existing Mapcom M4 CAD database application and automate

the exchange of data with other enterprise applications.

"We are excited about the automation and business intelligence opportunities Penn State will realize using PINNACLE to conduct real time analytics to make timely and effective business decisions," said Josh Moscov, senior director of sales and business operations for PAETEC.

About PAETEC Software Corp.

PAETEC Software Corp. is a subsidiary of PAETEC Holding Corp. (NASDAQ GS: PAET). Its award winning telecommunications management software, PINNACLE, coupled with ITIL Certified Consultants, has been used for over 20 years by large businesses, universities, government agencies and service bureaus. The software received the 2009 TEM Excellence Award from TMC's *INTERNET TELEPHONY* magazine. For more information on PINNACLE, please visit www.pinnsoft.com.

About Penn State

The Pennsylvania State University (commonly known as Penn State) is a land-grant, space-grant public research university located in University Park, Pa., USA, and is surrounded by State College Borough and College Township. The University has 24 campuses throughout the commonwealth of Pennsylvania, including a virtual World Campus. Enrollment at Penn State's University Park campus is nearly 44,000; total enrollment across all of the University's campuses is above 94,300, placing it among the largest public universities in the United States. Penn State offers more than 160 majors and administers a \$1.3 billion (USD) endowment.

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