







**Industry Focus:** Education

**Employees:** 120

**Location(s):** 1

**PAETEC Solution:**

-  Business Continuity
-  Communications
-  Financing
-  Security

**Web Site:** [www.bghs.org](http://www.bghs.org)

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PAETEC was the best  
choice for us.”

**Aaron Fitzgibbons**  
*Director of Technology*  
*Bishop Guertin High School*

## PAETEC Passes with Flying Colors at Bishop Guertin High School

### About Bishop Guertin High School

Bishop Guertin (BGHS), located in Nashua, NH, is a Catholic educational community which was founded in 1963 by the Brothers of the Sacred Heart. BGHS enrolls nearly 900 students in grades nine through twelve, nearly all of whom will go on to attend a four year college. Outside of the classroom, BGHS offers over 60 athletic teams and 59 clubs for its students. In addition, BGHS students perform over 20,000 hours of community service each year. The ultimate goal at BGHS is to foster a community that forms young people far beyond good grades and college placements – a community that also forms them into great people who can make a difference in the world around them.

### The Challenge

As a school, BGHS places a high value on the reliability of their communications. “Voice is very important,” said Aaron Fitzgibbons, Director of Technology at BGHS. “The reliability needs to be there because at any given time there could be an issue or emergency that we need to be able to get out to parents.”

“From a data perspective, Internet is the key to our business,” added Fitzgibbons. “When it’s down, which has happened in the past, you hear about it. Once an editorial

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ran in the local newspaper from a student who wrote in when our Internet was down for half of a day. Our students expect a certain level of service, and we have to provide it.”

While BGHS places a large amount of emphasis on having reliability in their voice and data communications, they were having a hard time finding it. “We were in a situation where we were bouncing around from one voice carrier to another based on whether they were a parent, or an alumnus, or they were giving us lowest price – whatever came at us – and we weren’t really experiencing positive service from them,” said Fitzgibbons. “On our data side of things, we had an experience with a company that had basically gone belly up, so we had a level of uncertainty with our provider. We then decided to go with a huge company, and it was very reliable, but it was also very expensive.”

### The Solution

After growing tired of the overly expensive service they were receiving from their data provider, BGHS contracted PAETEC for its reliable and affordable Dedicated Internet service. Around the time that BGHS was looking to renew that contract, Fitzgibbons met with his PAETEC account manager for lunch. It was then that he made the realization that perhaps he should utilize PAETEC for more than just his data service. “It really made sense – it fit our business, it fit our goals,” said Fitzgibbons. “I went back to our powers that be here and told them we should consider looking at PAETEC for more than just data, but also for their voice services, because PAETEC was offering a great solution.”

The powers that be at BGHS agreed. “We didn’t really need to interview a lot of other candidates,” said Fitzgibbons. “Be it cost or service, PAETEC was the best choice for us.”

Be it their initial data implementation, or their subsequent voice implementation,

BGHS was always in good hands with PAETEC. “We were worried that our Internet would go down, that was our biggest thing right there,” said Fitzgibbons. “Our account manager made sure to show us that there were redundant paths and that there really isn’t a single point of failure on our PAETEC network. She came when we started doing voice as well. She was there to make sure that our needs were met and that our business had continuity from day-to-day. She worked with our equipment vendor to make sure that they put everything into effect.”

In addition to the Dedicated Internet service which originally brought BGHS to PAETEC, they now also utilize PAETEC for Local Service, Long Distance, Direct Trunk Overflow (DTO), and Managed Fraud Protection, as well as for the unique Equipment for Services financing program.

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### The Benefit

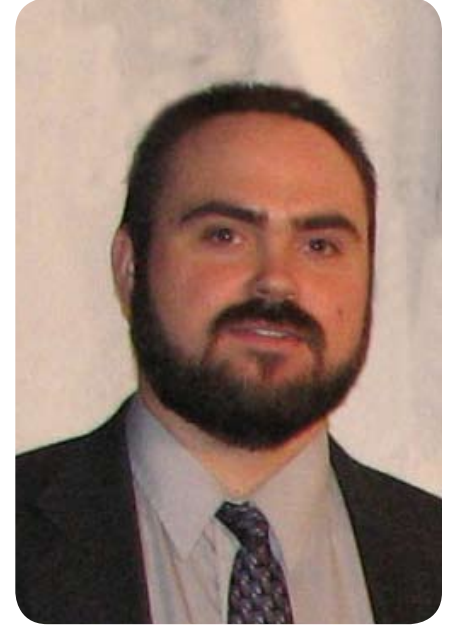
BGHS now sees PAETEC as their one stop shop for all their communications needs. “PAETEC offers a lot more services than most other providers, things you don’t necessarily think about right away when you look at a provider,” said Fitzgibbons.

“Our Dedicated Internet is robust, it’s always on, it’s always reliable, and the speeds are always consistent,” added Fitzgibbons. “In the five years we’ve had PAETEC I don’t think it’s ever gone down, and if it did they had it fixed in no time, so it’s very reliable and very cost effective.”

“Both our local and long distance calling are very reliable,” added Fitzgibbons. “It’s very clear. We’ve never had an issue with local or long distance calling and I know that we’re always getting a very good price on it.”

“Having Direct Trunk Overflow gives us even more added reliability,” added Fitzgibbons. “We need to be able to guarantee that we have some way of communicating with parents in the event of an emergency. With DTO, if for some reason our main line goes down, we have some backup hard lines that we can still use. Fortunately, we’ve yet to have to test it.”

Among the more unique services which PAETEC provides BGHS are Managed Fraud Protection and the Equipment for Services financing program. “Managed Fraud Protection came in play on our data line a few years ago,” said Fitzgibbons. “One of our pieces of equipment got infiltrated by an outside group that was actually using it

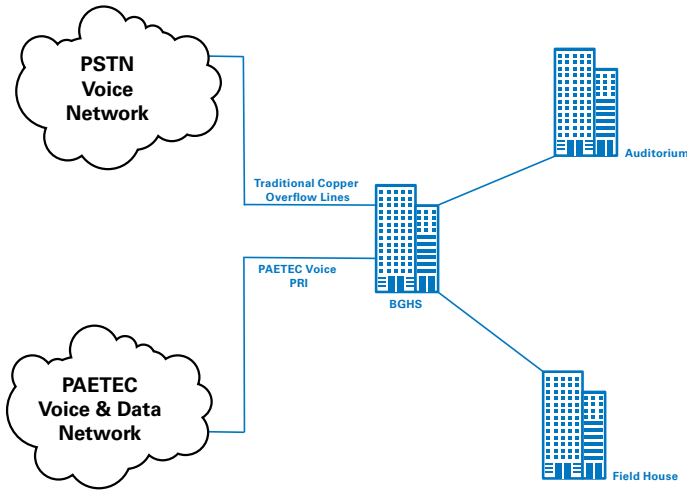


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to store movies for file sharing. I was alerted quickly by PAETEC to that happening before I even had a chance to look at it. They were very proactive and we were able to shut that down before anything got out of control. They helped save us from a legal liability there. They really protect us in a way that we can’t always watch out for. It’s nice to have an extra set of eyes out there.”

“Equipment for Services has helped us many times to get things that normally we couldn’t have acquired,” added Fitzgibbons. “It helped contribute towards different pieces of equipment we’ve purchased that have

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made our business that much better. Knowing that PAETEC's willing to contribute that to us based on, really, good faith that we're going to continue doing business with them, I think that's a sign of a company that really believes in their customers. They're not just looking to get something. They really view it as a partnership."

In addition to a robust offering of quality products and services, PAETEC also provides BGHS with affordable prices and exceptional customer care. "PAETEC provided us a cost effective solution – nearly half of what we were paying – for reliable services," said Fitzgibbons. "The level of support is great, too. I have a list that goes all the way up to the

president's phone number, and if I really have a problem, I feel that they're the company that cares. Being able to know who to call right away and being able to get a human voice on the phone at any time is great."

"There's a real level of care that is shown towards Bishop Guertin High School," added Fitzgibbons. "Our account manager comes and visits us periodically. We have phone calls all the time to make sure everything's alright. I've dealt with other companies where you're just a number on their list or you only hear from them if they want something. With PAETEC, I get calls just to say, 'How are things going?' It's been a positive experience with PAETEC – the level of care and concern that seems to be expressed is far different from any other carrier I've ever used. There have been times when I've come to them looking for a solution and they've said, 'Is that the best business solution for you? You should try looking at a different option,' and it may not always be in the best interest of PAETEC, but it's in the best interest of the school."

Perhaps most importantly, PAETEC has given BGHS the gift of certainty. "If it were PAETEC versus another company that said they were going to give us half the cost of what we're paying for PAETEC, I'm going to choose PAETEC hands down," said Fitzgibbons. "PAETEC provided that certainty, that assurance, that there was going to be business continuity from day to day."

## Solution Personalized for Bishop Guertin High School:



### Business Continuity Solutions

- Direct Trunk Overflow



### Communications Solutions

- Dedicated Internet
- Local Service
- Long Distance



### Financing Solutions

- Equipment for Services



### Security Solutions

- Managed Fraud Protection

## About PAETEC

PAETEC (NASDAQ GS: PAET) is personalizing communications for business-class 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.

## Contact Us

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