



PAETEC

NEWS RELEASE

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Release of PINNACLE Version 6.3 Ushers in New Dimension in IT Operational Business Intelligence

FAIRPORT, N.Y. – December 7, 2009 – PAETEC Software Corp, which provides Business Process Outsourcing and produces the award-winning PINNACLE Communication Management Suite of integrated software applications, announced today the official release of Version 6.3.

The PINNACLE Communications Management Suite is a fully integrated software application that allows large enterprise customers to achieve effective communications lifecycle management and to consolidate the management and delivery of all technology-related services onto a single platform. The primary new features in Version 6.3 help organizations conduct sophisticated interactive real-time analytics, automate provisioning activities with third party carriers and streamline data management associated with an organization's federal tax law compliance efforts.

"The new innovations Business Intelligence (BI) incorporated into Version 6.3 are a direct result from receiving valuable user feedback from our customers and Product Advisory Board," says Cope Ustunkok, product manager for the PINNACLE Communication Management Suite. "Our customers expressed a desire to directly interact with data in real time and help them perform advanced 'what-if' type scenarios to understand their data. V6.3 allows our customers to perform the analytical capabilities directly into their web browser, and data is now organized graphically so users can better understand their data and make better business decisions."

Another improvement in V6.3 is the ability for a customer to directly connect to a telecom service provider's provisioning system to improve efficiency. "Our largest organizations process tens of thousands of service orders annually", said Terry O'Brien, director of PINNACLE Services. "In this release, we eliminated the manual intervention with a direct integration to the carrier's provisioning system to create an electronic-bond (E-bond) that streamlines the workflow processes and improves the overall integrity of the service order transaction."

As documented by the Telecom Expense Management Industry Association, hundreds of thousands of dollars in fines or settlements have been paid by organizations pursued by the Internal Revenue Service ("IRS") under federal tax laws, including fines or settlements relating to IRS regulations applicable to employer provided cell phones.

"Our customer organizations are seeking solutions that help control costs and manage data associated with complying with complicated tax laws" says Larry Foster, VP and general manager of PAETEC Software Corp. "Because of the substantial monetary fines that could be levied by the IRS, organizations are more sensitive to each phase of data collection and management that might affect compliance with the such laws. Version 6.3 helps eliminate the manual overhead associated with these compliance efforts. More information about PINNACLE version 6.3 can be found at www.pinnsoft.com.

About PAETEC Software Corp.

PAETEC Software Corp. is a subsidiary of PAETEC Holding Corp. (NASDAQ GS: PAET). Its award winning telecommunications management software, PINNACLE, has been used for over two decades by large businesses, universities and government agencies, and received the 2007 Product of the Year Award by *TMC's Communications Solutions* for the PINNACLE v6 product. For more information on PINNACLE, please visit www.pinnsoft.com.

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