



PAETEC

NEWS RELEASE

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PAETEC Announces Release of PINNACLE Online

Cloud-based Software Offers Powerful Operations and Expense Management Capabilities to the Telecommunications and IT Departments of Mid-Market Organizations

FAIRPORT, N.Y. – June 14, 2010 – PAETEC Holding Corp. (NASDAQ GS: PAET), a FORTUNE 1000 company, today announced the nationwide availability of the PINNACLE Online software suite. The PINNACLE Online expense management solution offers its mid-market network customers the primary management functions of the award-winning PINNACLE enterprise solution, but delivered as a Software-as-a-Service (SaaS) monthly subscription with no software installation.

PINNACLE Online provides organizations a unified real-time view of their services and assets to help proactively reduce expenses. Using powerful interactive analytics, organizations will establish the upper hand in negotiating contracts favorable to their actual consumption and business requirements.

“Since 1988, PINNACLE software has driven tremendous efficiency for hundreds of large businesses, universities, and government institutions with its Financial and Operations enterprise management solution,” said Kevin Errity, president of the east region. “Although the software can dramatically improve the effectiveness and productivity of telecom operations, the product’s sweet spot was primarily for enterprise organizations. We’re excited to now offer much of that powerful functionality to a new underserved mid-market customer base with PINNACLE Online.”

PINNACLE Online includes multiple components driving dramatic benefits including:

- **Asset Management:** Track and audit in real-time all network assets, such as telephones, desktop PCs, and laptops
- **Telecom Expense Management (TEM):** Receive a complete view and analysis of all telecommunication expenses by vendor, invoice, location, or stakeholder

- **Call Accounting:** Compare the actual use of your communication services to contracted commitments to ensure proper billing and future adjustments
- **Service Desk:** Streamline the provisioning services and resolution of issues

“PINNACLE Online is just one more way that PAETEC is delivering complete solutions to make our customers’ operations run more efficiently,” said John Chapman, PAETEC senior vice president of marketing. “We believe we have the deepest and most powerful communications portfolio in the industry and a value proposition that our competitors simply cannot match. Packaging and delivering PINNACLE software as an on-demand, SaaS-based solution is PAETEC’s latest achievement in our ongoing mission to make our customers more efficient, productive, and successful.”

For more information on PINNACLE Online or to request a demonstration, visit <http://paetec.com/products-services/applications/pinnacle-online/overview.html>.

About PAETEC

PAETEC (NASDAQ: PAET), a FORTUNE 1000 company, is personalizing business communications for medium and large businesses, enterprise organizations and institutions across the United States. We offer a comprehensive suite of IP, voice, data, and Internet services, as well as enterprise communications management software, network security solutions, CPE, and managed services. For more information, visit www.paetec.com.

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