

# SOLUTIONS PORTFOLIO

personalizing business communications



PAETEC

## CONNECTING NETWORKS, CONNECTING PEOPLE

At PAETEC, we believe technology should bring people together. Whether you're connecting via copper, fiber, or wireless, it's all communications. PAETEC makes it simple. That is why so many companies nationwide choose PAETEC to personalize their business communications.

There have been many changes in the communications industry, but one thing has remained strong: our people. Connecting you with the solutions you need is what PAETEC does best. Throughout the years, we have found that the ideal way to provide high-quality solutions is to align our entire PAETEC team with a common goal of delighting customers and ensuring their complete satisfaction.

We have established four Corporate Values: Caring Culture, Open Communication, Unmatched Service, and Personalized Solutions. Living by these values helps us maintain our focus of providing superior customer support.





PAETEC NETWORK SERVICE CENTER - Rochester, NY

## PROVIDING UNMATCHED SERVICE

### DEDICATED ACCOUNT MANAGEMENT

Our Account Managers will present a variety of products and services and work hand-in-hand with your business to find the best solution. Even after the sale, they focus on establishing ongoing relationships with each and every customer to ensure your business continues to prosper.

#### As a trusted advisor, each Account Manager:

- Acts as your single point-of-contact for all your communications needs
- Performs periodic invoice reviews to maintain invoice accuracy
- Provides timely account reviews and new product offerings to bring your business to the next level

### SUPERIOR CUSTOMER CARE

When you call PAETEC Customer Care, you will speak directly to our representatives – not to automated prompts or recordings. Our highly trained professionals provide exceptional customer support and deliver one of the highest levels of first-call resolution in the industry.

#### Our knowledgeable representatives:

- Strive to answer your calls within 20 seconds
- Aim to resolve your issues in a single call
- Answer billing inquiries, perform invoice reviews, and process service order requests

### INDUSTRY-LEADING NETWORK OPERATIONS CENTERS

Rest easy knowing that our 2009 Stevie® Award winning NOCs constantly monitor our data and voice network 24 hours a day, 7 days a week, 365 days a year to ensure your business communications are operating at peak performance. For added diversity and redundancy, we have established three NOCs nationwide: Cedar Rapids, IA; Charlotte, NC; and Rochester, NY.

#### Our expert technicians:

- Perform first-level technical support and first-call resolution
- Troubleshoot and resolve even the most complex service issues in-house
- Monitor and maintain the security and integrity of our network nationwide

### WWW.PAETECONLINE.COM

You can self-manage your account 24 hours a day, 7 days a week with our customer support tool, PAETEC Online.

#### A few features\* include:

- Pay your bill online, access past and present payment history, and verify rates
- Change toll-free ring-to numbers, manage account codes, and activate new services
- View trouble ticket history and status

*\*Some features may not be available in all markets.*

# PERSONALIZING COMMUNICATIONS NATIONWIDE

PAETEC has strategically combined our data, voice, equipment, applications, security, and data center services to create solutions offerings tailored to the unique needs of your business. No two PAETEC solutions are alike.

## SOLUTIONS



### COMMUNICATIONS SOLUTIONS

are comprised of a reliable, scalable set of products and services designed for your internal and external communications



### BUSINESS CONTINUITY SOLUTIONS

offer your business effective tools for disaster preparedness and planning, network redundancy, and application recovery against a potential outage



### SECURITY SOLUTIONS

are designed to protect your critical corporate files and applications, mitigate risks, and support regulatory compliance

## PRODUCTS & SERVICES

### ADVANCED BUSINESS SOLUTIONS

When our customers told us about other value-added services that would help them run their business more efficiently, we listened. So, no matter what your communications needs are, PAETEC has the breadth of advanced services to craft a unique solution for your business.

#### PINNACLE Enterprise

Our comprehensive and tightly integrated suite of software applications are built upon an open Service-Oriented Architecture based framework to allow your business to manage the lifecycle of IT Service Support and Service Delivery operations from procurement through provisioning, payment, and chargeback.

#### IP Phone Systems

Thousands of PAETEC customers have made the smooth, risk-free transition to our award-winning VoIP Phone Systems, and now your business can take advantage of those same features and functionality that increase productivity, efficiency, and customer responsiveness.

#### Integrated Solutions

PAETEC has developed and supports a full suite of equipment and managed services to help you maintain and control your voice and data network infrastructure.

#### Equipment for Services (EFS) Program

Your business can upgrade its equipment, software, or infrastructure with little or no capital expenditures through PAETEC's innovative financing program.



### MANAGED SERVICES SOLUTIONS

address budgetary constraints and limited IT resources, enabling your business to adopt advanced technology and centralize the management of services



### BUSINESS INTELLIGENCE SOLUTIONS

assist and improve your communications-related business decisions



### FINANCING SOLUTIONS

enable you to reduce or even eliminate the capital expense of communications equipment and software as part of an overall network services contract

## DATA

### Data

- MPLS VPN
- Managed Router Support
- Dedicated Internet Access

### Transport/Access

- Ethernet Local Loop
- Private Line
- Fixed Wireless

### Security

- Hosted E-mail Security
- Hosted Web Security
- Network Firewall
- Intrusion Detection & Prevention System (IDPS)
- Managed CPE Firewall

## VOICE

### Voice

- Local
- Long Distance
- Toll-Free
- Enhanced Toll-Free
- Advantage Business Lines
- Direct Trunk Overflow (DTO)
- Managed Fraud Protection

### VoIP

- Dynamic IP
- Hosted IP Telephony
- IP Simple

### Conferencing

- Audio Conferencing
- Web Conferencing

### Consulting

- Network Diversity Engineering
- Toll-Free Routing Consultation

## EQUIPMENT

### CPE

- IP Phone Systems
- Routers
- Integrated Access Devices
- Media Gateways

### Consulting

- Network Engineering Consultation
- Hardware Maintenance Support

### Financing

- Equipment for Services
- Equipment Rental
- Software for Services

## APPLICATIONS

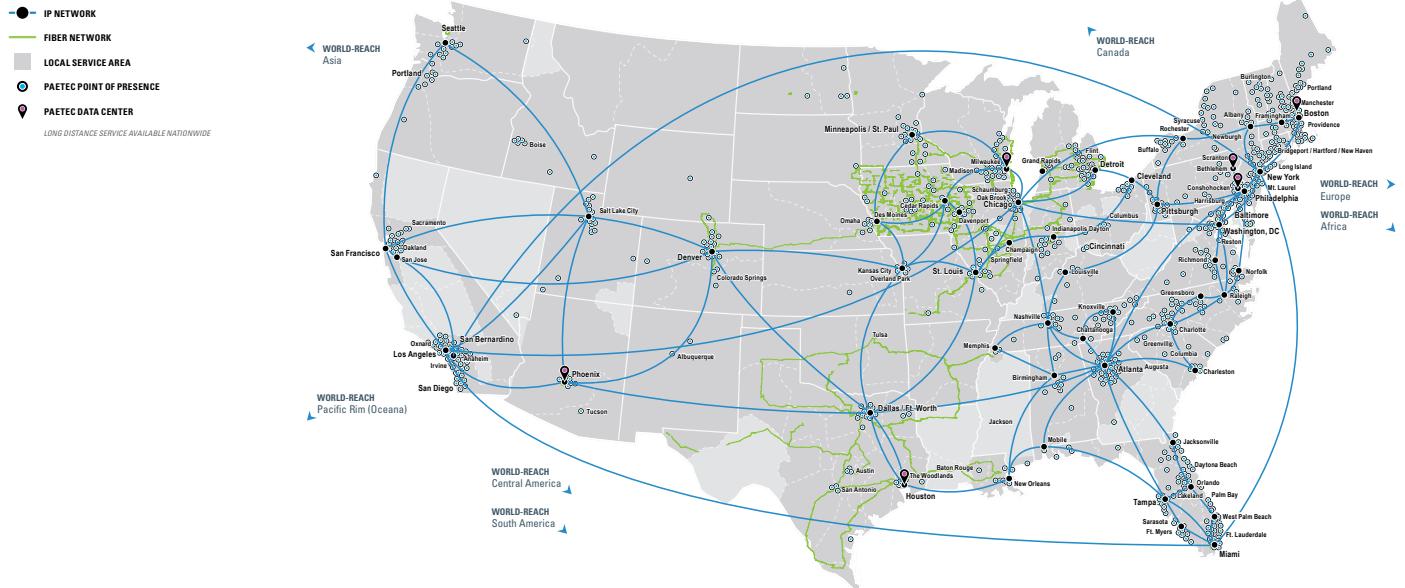
- PINNACLE Enterprise
- PINNACLE Online
- Hosted Broadcast Notification

## DATA CENTER

- Colocation Services
- Data Backup & Recovery
- Dedicated Hosted Server
- Shared Web Hosting

# COVERING THE NATION

PAETEC serves 84 of the top 100 Metropolitan Statistical Areas (MSAs) in the United States with personalized communications solutions. Our integrated product portfolio will bring consistent offerings across all your locations nationwide.



## OFFICE LOCATIONS

### Alabama

Birmingham  
Mobile

### Arizona

Phoenix

### California

Irvine  
Los Angeles  
San Diego  
San Francisco

### Colorado

Colorado Springs  
Denver

### Connecticut

Hartford

### Florida

Daytona Beach  
Ft. Lauderdale  
Ft. Myers  
Jacksonville  
Miami  
Orlando  
Tampa  
West Palm Beach

### Georgia

Atlanta

### Idaho

Boise

### Illinois

Chicago  
Oak Brook  
Schaumburg  
Springfield

### Indiana

Indianapolis

### Iowa

Cedar Rapids  
Des Moines

### Kansas

Overland Park

### Kentucky

Louisville

### Louisiana

New Orleans

### Maine

Portland

### Maryland

Baltimore

### Massachusetts

Boston  
Framingham

### Michigan

Detroit  
Flint  
Grand Rapids

### Minnesota

Minneapolis

### Missouri

St. Louis

### New Hampshire

Manchester

### New Jersey

Cranford  
Mt. Laurel

### New Mexico

Albuquerque

### New York

Albany  
Buffalo  
Hudson Valley  
Long Island  
New York  
Rochester  
Syracuse  
Westchester

### North Carolina

Charlotte  
Greensboro  
Raleigh

### Ohio

Cleveland  
Columbus

### Oklahoma

Tulsa

### Oregon

Portland

### Pennsylvania

Bethlehem  
Conshohocken  
Philadelphia  
Pittsburgh

### Rhode Island

Providence

### South Carolina

Charleston

### Tennessee

Chattanooga  
Knoxville  
Memphis  
Nashville

### Texas

Dallas  
Ft. Worth  
Houston  
San Antonio  
The Woodlands

### Utah

Salt Lake City

### Vermont

Burlington

### Virginia

Norfolk  
Reston  
Richmond

### Washington, DC

### Washington

Seattle

### Wisconsin

Milwaukee

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