



**PAETEC**

**NEWS RELEASE**

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***2010 PINNACLE Users Conference to be Held in Chicago***  
*Conference to Highlight Latest Innovations in Telecom Expense Management  
and Service Lifecycle Management*

**FAIRPORT, N.Y. – November 18, 2009** – PAETEC Software Corp., which provides Business Process Outsourcing and produces the award-winning PINNACLE Communications Management Suite of integrated software applications, announced details of its 15th Annual PINNACLE Users Conference *which will be held at the Sheraton Chicago Hotel and Towers from May 9-12, 2010*. The PINNACLE Users Conference is one of the industry's largest customer events bringing together hundreds of end users focused on leveraging the latest innovations in technology and industry-proven Best Practices.

The 2010 conference includes over 40 instructive sessions across four learning tracks including live demonstrations, trainings and discussions to explore best practices for managing the deployment, configuration of IT services, and gathering real-time business intelligence to improve operational performance. The 2010 conference now also includes a new, fifth track facilitated by the PAETEC Product Management team exclusively designed for users that want to interact directly with development engineers and contribute their ideas to future enhancements of PINNACLE.

The PINNACLE Communications Management Suite is a fully integrated software application offered as a licensed solution or managed service 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 PINNACLE Users Conference gives attendees the chance to learn about the latest innovations in next-generation TEM and Service Lifecycle Management, share best practices with industry peers and participate in several training sessions.

"The PINNACLE Users Conference not only highlights the newest software innovations, but gathers together IT leaders from hundreds of the top organizations in North America," said Josh Moscov, senior director of sales and marketing at PAETEC Software Corp. "Previous conferences included over 350 customers and next year's conference promises to be the largest in our history with a focus on learning, networking and gathering user feedback for our next software deployment."

For more information, visit [http://www.pinnsoft.com/2010\\_PUC](http://www.pinnsoft.com/2010_PUC)

**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](http://www.pinnsoft.com).

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