PRESS RELEASE

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FIRST COMMUNICATIONS STRENGTHENS COMMITMENT TO CUSTOMERS WITH COMPREHENSIVE SERVICE LEVEL AGREEMENTS

Both the indirect agent channel and direct customers will benefit from new Service Level Agreements (SLAs) being introduced for all First Communications solutions

AKRON, OH – May 11, 2012 – First Communications, a leading regional fiber-based provider of critical data communications, now provides strong Service Level Agreements (SLAs) for all of its solutions, including all forms of local access. First Communications' Chief Marketing Officer (CMO) John Musci made the announcement while addressing attendees at the national X4 Sales Partner Evolution 2012 conference May 10 in Chicago. Musci introduced the SLAs in conjunction with the roll-out of First Communications' new MPLS network and metro-Ethernet and MPLS service offerings.

Building upon the reputation and heritage of the First Communications indirect agent team, known in the industry for delivering exceptional care and support to its sales agents and business referral companies, Musci stated that First Communications is extending the same level of commitment and delivery to its direct customers. "We're backing up our commitment with real SLAs for everything we do that's within our control," said Musci.

The First Communications FirstConnect solution, which includes ISDN PRI, T1 and high-speed Internet services, provides an SLA network availability of 99.9 percent, as well as provisioning and four-hour Mean Time to Repair (MTTR) specifications.

The Essential T1 and Direct Internet Access (DIA) solutions provide SLA network availability of 99.9 percent; latency less than or equal to 65ms maximum monthly average; and packet loss less than 1 percent monthly average; as well as provisioning and four-hour MTTR specifications.

“It is rare in this industry for companies to provide comprehensive SLAs on products, provisioning and maintenance, and this move further demonstrates First Communications’ commitment to the agent channel as well as direct customers,” said Curt Allen, president, X4 Solutions.

“We believe placing high standards on our solutions results in exceptional service to our agents and customers and further demonstrates our mission to provide unprecedented customer care,” said Musci, CMO, First Communications.

If any of the SLAs are not met, customers will receive a form of compensation for the portion of services that did not meet the stated SLA specifications in accordance with the terms and conditions of the SLA. First Communications believes its SLAs further strengthen customer satisfaction and loyalty.

About First Communications
First Communications is a leading facilities-based, competitive communications provider offering high-capacity metro and long-haul fiber network services, and voice and data services, across the Mid-Atlantic and Midwest United States. First Communications provides high-capacity broadband transport and has extensive experience designing and deploying custom private fiber networks to meet the data connectivity and mission-critical communications needs of its enterprise and carrier customers. First Communications continually adds new solutions and fiber-optic network connectivity to enable customers to optimize their telecommunications systems.

About X4 Solutions
X4 Solutions, one of the industry's largest master agencies, offers agents a full suite of voice and data solutions as well as business enterprise and operations products and services and back office software—all backed by pre/post-sales support and exceptional agent service.

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