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FOR IMMEDIATE RELEASE

Deltacom and DMS Solution Delivers Relief to Florida’s Agency for Workforce Innovation

Huntsville, Ala., November 17, 2009 – ITC^DeltaCom, Inc. (OTC: ITCD.OB), a leading provider of integrated communications services to customers in the southeastern United States, today announced the expansion of its partnership with the State of Florida’s Department of Management Services (DMS) to provide a network-based Interactive Voice Response (IVR) solution. DMS has implemented the IVR for the State of Florida’s Agency for Workforce Innovation (AWI) to assist its contact centers with call handling of unemployment benefit inquiries and claims processing. DMS also intends to extend the solution to several of its other state agencies in the future.

“The Department of Management Services works daily to provide smarter, better, faster services to our customers, and we are pleased that our Telecommunications Division with the help of Deltacom identified this solution,” said DMS Secretary Linda H. South. “It is critical that the Agency for Workforce Innovation has tools to increase its efficiencies during this time when their customers’ needs are at an all-time high.”

Deltacom’s solution allows AWI to separate calls by preferred language and then further identifies each caller’s need, for example to report job search activity, inquire about an existing claim, or to request information about available benefits. Based on menu responses provided by the caller, the IVR generates an appropriate response or places the caller in queue to speak with a live English, Spanish or Creole-speaking agent. These capabilities enable AWI to greatly improve communications efficiency with their customers.

The system also provides real-time reporting to help AWI monitor and proactively plan its agent resources. With the IVR implementation, AWI increased its number of answered calls to 98 percent.

“Deltacom has been a longstanding partner of the State of Florida’s Department of Management Services, and through that partnership is committed to helping the state’s agencies serve their communities,” said Tony Tomae, Deltacom’s Executive Vice President of Sales and Marketing. “We are proud to have designed a solution that meets AWI’s growing demands and provides such a dramatic improvement in the customer service levels that the State of Florida can now deliver to its residents.”

ABOUT ITC^DELTA COM, INC.

ITC^DeltaCom, Inc., headquartered in Huntsville, Alabama, provides, through its operating subsidiaries, integrated telecommunications and technology services to businesses and other communications providers in the southeastern United States. ITC^DeltaCom has a fiber optic network spanning approximately 15,965 route miles, including more than 12,020 route miles of owned fiber, and offers a comprehensive suite of voice and data communications services, including local, long distance, broadband data, Internet connectivity, wireless voice and data services, and

customer premise equipment. ITC^DeltaCom is one of the largest competitive telecommunications providers in its primary eight-state region. For more information, visit ITC^DeltaCom's web site at www.deltacom.com.

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