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**For Immediate Release**

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***Bright House Networks***  
***Again Ranks Highest In Customer Service and Satisfaction***

**St. Petersburg, FL (November 25, 2008)** – Bright House Networks continues to receive recognition for customer service for their products and services. Recently, the company again earned national attention by the highly respected, J.D. Power and Associates for delivery of Road Runner and Digital Phone.

In October, Bright House Networks ranked highest in customer satisfaction in the South Region for delivery of Road Runner as a result of the 2008 Internet Service Provider (ISP) Residential Customer Satisfaction Study. The results showed highest overall performance in cost of service, customer service and billing.

In September, Bright House Networks was notified that it would be named for the third time in a row, the highest ranking U.S. telephone service providers in the South for Digital Phone. In 2006 and 2007, Bright House Networks ranked highest in the Southeast region among customers surveyed for Digital Phone. According to the study, customer satisfaction scores for Bright House Networks among other providers in the South Region were highest for seven of the eight factors. Some of those factors include: customer service, cost of service, billing, and offerings and promotions.

The Bright House Networks brand was first introduced in April 2003 with the promise to put customers in control and to help make their lives easier. Since then, Bright House Networks has continued to live up to that promise by introducing innovative customer care initiatives, easier to understand billing practices and simple to use products that are available when customers want them like On Demand programming.

“We believe our success in customer satisfaction can be directly attributed to our long-standing commitment to customer service,” said Mike Robertson, President, Bright House Networks, Tampa Bay Division. “Our customer service centers are local and our operators are available 24 hours per day, seven days per week, including holidays. These study results support our continued investment in finding ways to provide great service to each of our customers.”

J.D. Power and Associates, a global marketing firm that conducts independent and unbiased surveys of customer satisfaction, product quality and buyer behavior, is world renowned for highlighting quality in product and services. Established in 1968, J.D. Power and Associates is a global marketing information firm that conducts independent and unbiased surveys of customer satisfaction, product quality and buyer behavior. Today, the firm’s services include industry-wide syndicated studies; proprietary (commissioned) tracking studies; media studies; forecasting; and training services, as well as business operations analyses, and consultancies on customer satisfaction trends.

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### **About Bright House Networks**

Bright House Networks is the nation’s 6<sup>th</sup> largest MSO with 2.4 million customers in several large markets including Bakersfield, California; Birmingham, Alabama; Detroit, Michigan; Indianapolis, Indiana; Orlando, Florida and Tampa Bay, Florida along with several other smaller systems in Alabama and the Florida Panhandle. The high-growth Tampa/Central Florida markets are contiguous and form one of the country’s largest cable clusters. BHN’s corporate locations are in Orlando, Florida and Syracuse, New York.