



P R E S S R E L E A S E

For Immediate Release

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J.D. Power and Associates Reports: Bright House Networks for Delivery of Road Runner the Highest Ranking ISP in Customer Satisfaction in the South Region

Bright House Networks Ranks Highest With Customers

St. Petersburg, FL (October 30, 2008) --This morning, J.D. Power and Associates announced Bright House Networks for delivery of Road Runner as the highest ranking ISP in the South Region as a result of the 2008 Internet Service Provider (ISP) Residential Customer Satisfaction Study. J.D. Power and Associates measured customer satisfaction with high-speed and dial-up Internet service providers based on five factors: performance and reliability; cost of service; offerings and promotions; billing; and customer service. Bright House Networks for the delivery of Road Runner ranked highest in overall performance in cost of service, customer service and billing.

"The news from J.D. Power and Associates adds great value to the high level of service Bright House Networks provides every day to customers," Mike Robertson, President, Bright House Networks; Tampa Bay Division said. "We are incredibly proud of our employees. We thank our customers for acknowledging our commitment to them as we bring High Speed Internet to homes across our service areas."

Bright House Networks delivers Road Runner throughout the areas surveyed in the South Region including: Orlando (Central Florida); Tampa Bay, Florida; and Birmingham, Alabama.

"In our service areas, we are the exclusive provider of Road Runner as it is only available on Bright House Networks," Robertson said.

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According to J.D. Power and Associates, among Internet customers, 65 percent report bundling their Internet service with one or more telecommunications services, compared with 52 percent in 2007.

The 2008 Internet Service Provider (ISP) Residential Customer Satisfaction Study is based on responses from more than 16,933 residential customers of Internet service providers nationwide. The study was fielded in July 2008.

About Bright House Networks

Bright House Networks is the nation's 6th 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.

About J.D. Power and Associates

Headquartered in Westlake Village, Calif., J.D. Power and Associates is a global marketing information services firm operating in key business sectors including market research, forecasting, performance improvement, training and customer satisfaction. The firm's quality and satisfaction measurements are based on responses from millions of consumers annually. For more information on [boat ratings](#), [car reviews and ratings](#), [car insurance](#), [health insurance](#), [cell phone ratings](#), and more, please visit JDPower.com. J.D. Power and Associates is a business unit of The McGraw-Hill Companies.

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