



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

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Bright House Networks Ranks Highest In Customer Service for High Speed Internet

St. Petersburg, FL (November 2, 2009) For the second year in a row, J.D. Power and Associates announced that Bright House Networks ranks highest in customer satisfaction in the South region as a result of the 2009 Internet Service Provider Residential Customer Satisfaction StudySM. The results of the study showed Bright House Networks Road Runner service having the highest overall performance in cost of service; customer service; and billing.

In September, Bright House Networks was named for the fourth time in a row the highest ranking telephone service provider in the South region for Home Phone. According to the study, Bright House Networks customer satisfaction scores were highest for all five factors that comprise Customer Satisfaction: customer service; performance and reliability; cost of service, billing, and offerings and promotions.

“We are pleased to know that our High Speed Internet service along with our Home Phone service is delivering our customer promise year after year,” said Mike Robertson, Bright House Networks Tampa Bay Division President. “Bright House Networks is committed to providing the greatest service through all of our products, services and features that customers need and want. I am very proud of our employees who deliver on that promise every day.”

The 2009 Internet Service Provider Residential Customer Satisfaction Study is based on responses from 23,997 residential customers of Internet Service providers nationwide. The study was fielded in January, March and July 2009.

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About Bright House Networks

Bright House Networks is the 7th largest multiple cable system operator (MSO) in the US with 2.4 million customers in several large cities including Tampa Bay and Orlando, Florida; Bakersfield, California; Indianapolis, Indiana; Detroit, Michigan; and Birmingham, Alabama; along with several other smaller regions in Alabama and the Florida Panhandle. The Florida markets are adjacent and form one of the country's largest cable clusters.