



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

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J.D. Power and Associates Reports Bright House Networks Highest in Customer Satisfaction Among Regional Residential Telephone Service Providers

Bright House Networks wins award third year in a row

St. Petersburg, FL (September 11, 2008)--For the third consecutive year, Bright House Networks ranks highest in customer satisfaction among U.S. telephone service providers in the South according to the J.D. Power and Associates 2008 Residential Regional Telephone Customer Satisfaction Study SM released on Sept. 10.¹ Bright House Networks provides Digital Phone service which approaches 700,000 customers by year end 2008. According to the study, Bright House Networks customer satisfaction scores in the South Region were highest for 7 of the 8 factors that comprise Customer Service.

"Bright House Networks is proud to have the highest overall index score in the South. Being recognized for a third time by J.D. Power and Associates confirms our "proven" track record as we continue to be the fastest growing Digital Phone/cable provider in the country. We are truly honored to receive this notice and thank our great employees for their commitment to outstanding customer service," Executive Vice President, Cable Operations Kevin Hyman said.

Bright House Networks highest ranking performance in the Residential Regional Telephone Customer Satisfaction Study was a result of highest scores in customer service, billing, performance and reliability, cost of service, billing, and offerings and promotions.

¹ In 2006 and 2007, BHN ranked highest in the Southeast region and this year in the South region.

J.D. Power and Associates reported that the 2008 study marks the second consecutive year that cable television providers have dominated the highest-ranking positions across all regions examined in the study. The study finds that overall satisfaction is higher among customers who bundle two or more services with one provider, compared with customers subscribing to phone service alone. Satisfaction among “double-play and triple-play customers”—those subscribing to some combination of telephone, cable and Internet service—is 25 index points higher than among those customers subscribing to just phone service.

The 2008 Residential Telephone Customer Satisfaction Study is based on responses collected in July 2008 from more than 13,600 customers nationwide who receive their local and long distance telephone service from one provider.

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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