



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

Joe Durkin
Senior Director of Corporate Communications
727-329-2926

Joe.Durkin@mybriighthouse.com

FOR IMMEDIATE RELEASE

For Home Phone, Bright House Networks Continues to Rank Highest In Customer Satisfaction in the South

St Petersburg, Fla. (September 17, 2009) – For the fourth 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 2009 Residential Telephone Customer Satisfaction StudySM released on Sept. 16.¹ Bright House Networks provides Home Phone service to nearly 800,000 customers. According to the study, Bright House Networks customer satisfaction scores in the South Region were highest for all five factors that comprise Customer Satisfaction: Customer Service; Performance and Reliability; Cost of Service, Billing, and Offerings and Promotions.

Bright House Networks was notified that it would be named for the fourth time in a row, the highest ranking U.S. telephone service provider in the South Region. In 2006, 2007 and 2008, Bright House Networks ranked highest among customers surveyed for Residential Phone Service.

“We are so pleased to be recognized for providing excellent customer satisfaction with our Home Phone service for four years in a row,” said Mike Robertson, President, Tampa Division - Bright House Networks. “Bright House Networks is committed to bringing the best in all of our services through Interactive TV, Home Phone and High Speed Internet. I am very proud of our hundreds of employees who uphold our customer promise of great service on a daily basis.”

¹ In 2006 and 2007, BHN ranked highest in the Southeast region and this year and in 2008 in the South region.

J.D. Power and Associates reported that the 2009 study marks the second consecutive year that cable television providers have achieved the highest-ranking positions across all regions examined in the study.

Since 2003, Bright House Networks has operated with the promise to put customers in control and to help make their lives easier. 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 including features like Start Over and Caller ID on PC.

The 2009 Residential Telephone Customer Satisfaction Study is based on responses collected in January, April, and July 2009 from more than 13,600 customers nationwide who receive their local and long distance telephone service from one provider.

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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. Bright House Networks corporate offices are located in Syracuse, New York and Orlando, Florida.