



## **WOW! IS HIGHEST IN CUSTOMER SATISFACTION IN THE J.D. POWER AND ASSOCIATES 2008 RESIDENTIAL HIGH SPEED INTERNET CUSTOMER SATISFACTION STUDYSM FOR THE NORTH CENTRAL REGION**

**Colorado Springs, CO – October 31, 2008** – WOW! Internet, Cable and Phone announced today that it received the award for highest customer satisfaction in the J.D. Power and Associates 2008 Internet Service Provider Residential Customer Satisfaction StudySM for the North Central Region.

WOW! also ranked highest in this particular J.D. Power and Associates study in 2006. In the 2008 study, WOW! ranks highest in all of the five factors in the North Central Region driving customer satisfaction: Customer Service, Performance and Reliability, Cost of Service, Offerings and Promotions, and Billing.

WOW! offers customers a choice of high-speed Internet connections that can be bundled with its cable and phone services. Earlier this month, WOW! increased Internet speeds for all customers and now offers Xcite (2Mbps downstream/1Mbps upstream); Xpress (8Mbps downstream/1Mbps upstream); Xtreme (15Mbps downstream/1Mbps upstream) and Xtreme Turbo (15Mbps downstream/2Mbps upstream) Internet services.

"When we introduced WOW! Internet in 2002, we recognized that customers had different online needs and so we offered a choice of speed packages. As use of the Internet continuously evolves, we are continuing to adapt our service to meet customers' changing needs," said Mike Furst, WOW! Senior Vice President of Customer Care. "What never changes is our relentless focus to deliver an experience that lives up to our name. We are honored that our customers continue to acknowledge our efforts to provide a dependable, high quality Internet service at a good value.

WOW! was previously recognized by the J.D. Power and Associates Award for highest customer satisfaction in Residential Cable/Satellite Television in the North Central region in 2005, 2006, and 2007. Last month, J.D. Power and Associates once again ranked WOW! highest in customer satisfaction for Residential Regional Telephone Service in the North Central region for the second year in a row.

WOW! serves customers in the greater metropolitan areas of Detroit, Michigan; Chicago, Illinois; Evansville, Indiana; Columbus and Cleveland, Ohio. The company offers a variety of cable television, high-speed Internet, and telephone services that are bundled together to provide customers with simplicity and value.