



Press Release

J.D. Power and Associates Reports: Overall Customer Satisfaction with Residential Telephone Service Increases Considerably

Bright House Networks, Cox Communications and WideOpenWest Each Rank Highest in Residential Telephone Customer Satisfaction in Their Respective Regions

WESTLAKE VILLAGE, Calif.: 16 September 2009 — Customer satisfaction with residential telephone service has increased notably in 2009, according to the J.D. Power and Associates 2009 Residential Telephone Customer Satisfaction StudySM released today.

Overall satisfaction averages 653 on a 1,000-point scale, an increase of 18 index points from 2008. Service providers continue to make incremental improvements to their service offerings in an ongoing effort to attract new customers and retain current customers. For instance, the time spent on hold to resolve a customer's most recent problem or issue averaged 8.8 minutes, down from 9.5 minutes in 2008. Despite improvements in service, the number of customers who left their provider increased to 10 percent from 9 percent in 2008.

“Competition in the industry is at an all-time high, as providers are offering a variety of technologies to vie for increasingly savvy customers,” said Frank Perazzini, director of telecommunications at J.D. Power and Associates. “This has resulted in stronger product performance than in the recent past, which is supported by more efficient service—making customers the big winners.”

The study finds that improvements in residential telephone service have driven an increase in recommendation rates among customers. Nearly 70 percent of customers say they “probably will” or “definitely will” recommend their service provider, an increase from 64 percent in 2008.

The 2009 study marks the third consecutive year that traditional cable television providers have achieved the highest rankings in all regions included in the study.

The study measures [customer satisfaction with both local and long distance telephone service](#) in four regions throughout the United States. Five factors are examined in determining overall satisfaction. In order of importance, they are customer service; performance and reliability; cost of service; billing; and offerings and promotions.

Provider results by region are:

East Region: Cox Communications ranks highest in the region, performing particularly well in customer service and performance and reliability.

South Region: Bright House Networks ranks highest in the region and performs well across all five factors.

North Central Region: WideOpenWest (WOW!) ranks highest in the region, performing well across all five factors.

West Region: Cox Communications ranks highest in the region and performs well in performance and reliability; customer service; cost of service; and billing.

The 2009 Residential Telephone Customer Satisfaction Study is based on responses from more than 21,480 customers nationwide who receive their local and long distance telephone service from one provider. The study was fielded in January, April and July 2009.

About J.D. Power and Associates

Headquartered in Westlake Village, Calif., J.D. Power and Associates is a global marketing information services company operating in key business sectors including market research, forecasting, performance improvement, Web intelligence and customer satisfaction. The company's quality and satisfaction measurements are based on responses from millions of consumers annually. For more information on [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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NOTE: Four charts follow.

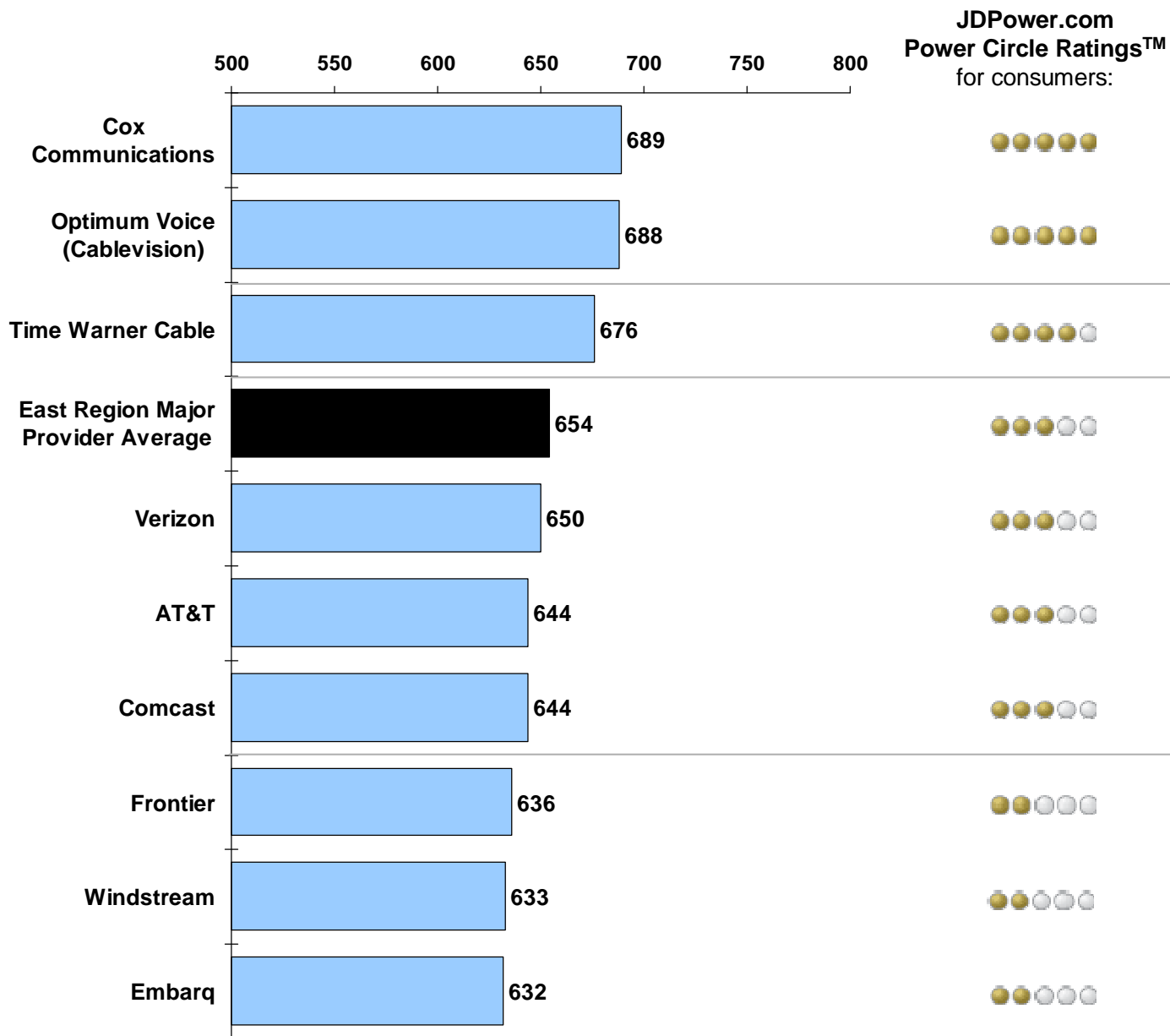
J.D. Power and Associates

2009 Residential Telephone Customer Satisfaction StudySM

Customer Satisfaction Index Ranking

East Region

(Based on a 1,000-point scale)



Source: J.D. Power and Associates 2009 Residential Telephone Customer Satisfaction StudySM

Power Circle Ratings Legend

- Among the best
- Better than most
- About average
- The rest

Charts and graphs extracted from this press release must be accompanied by a statement identifying J.D. Power and Associates as the publisher and the J.D. Power and Associates 2009 Residential Telephone Customer Satisfaction StudySM as the source. Rankings are based on numerical scores, and not necessarily on statistical significance. JDPower.com Power Circle RatingsTM are derived from consumer ratings in J.D. Power studies. For more information on Power Circle Ratings, visit jdpower.com/faqs. No advertising or other promotional use can be made of the information in this release or J.D. Power and Associates survey results without the express prior written consent of J.D. Power and Associates.

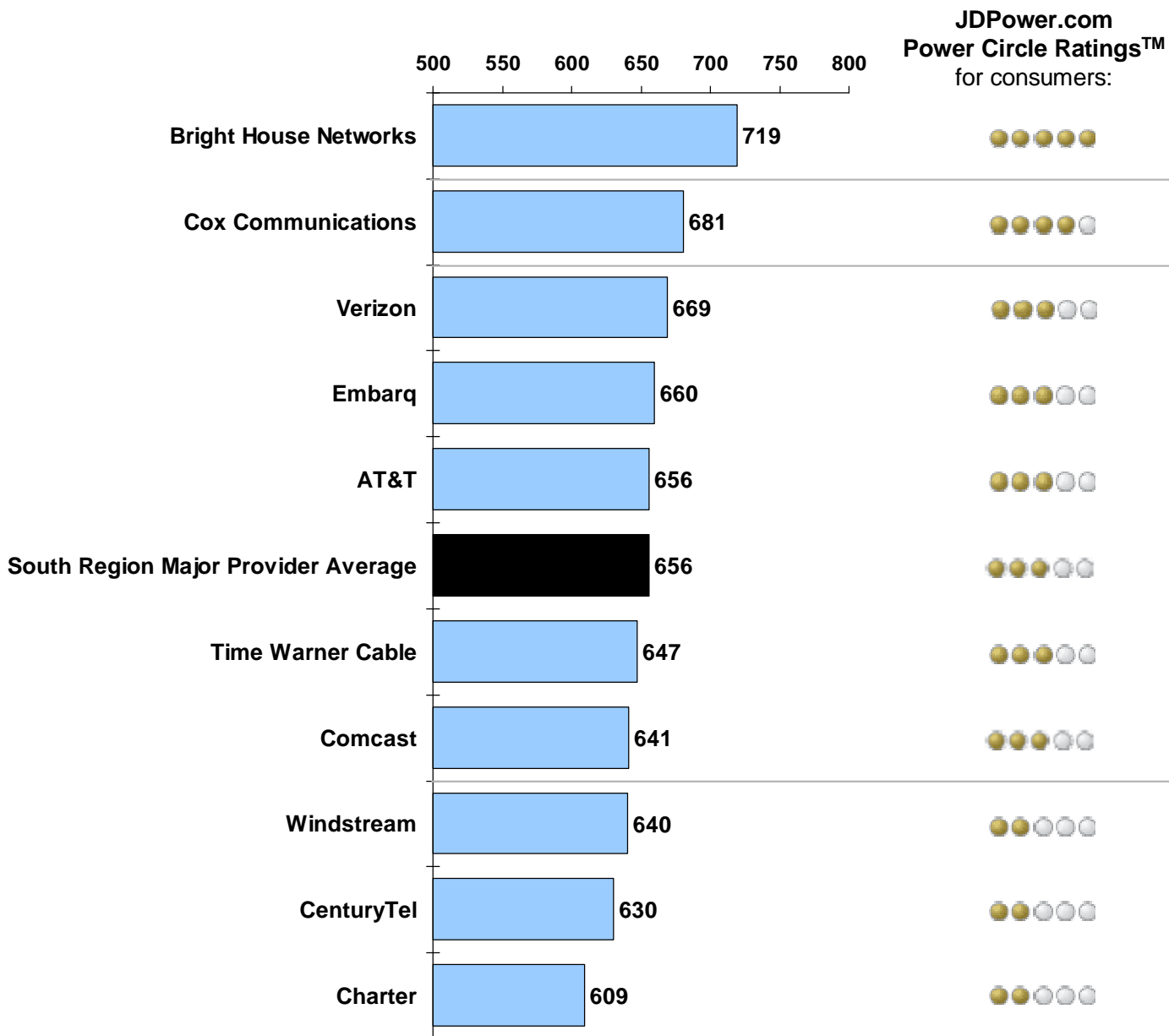
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2009 Residential Telephone Customer Satisfaction StudySM

Customer Satisfaction Index Ranking

South Region

(Based on a 1,000-point scale)



Power Circle Ratings Legend

- Among the best
- Better than most
- About average
- The rest

Source: J.D. Power and Associates 2009 Residential Telephone Customer Satisfaction StudySM

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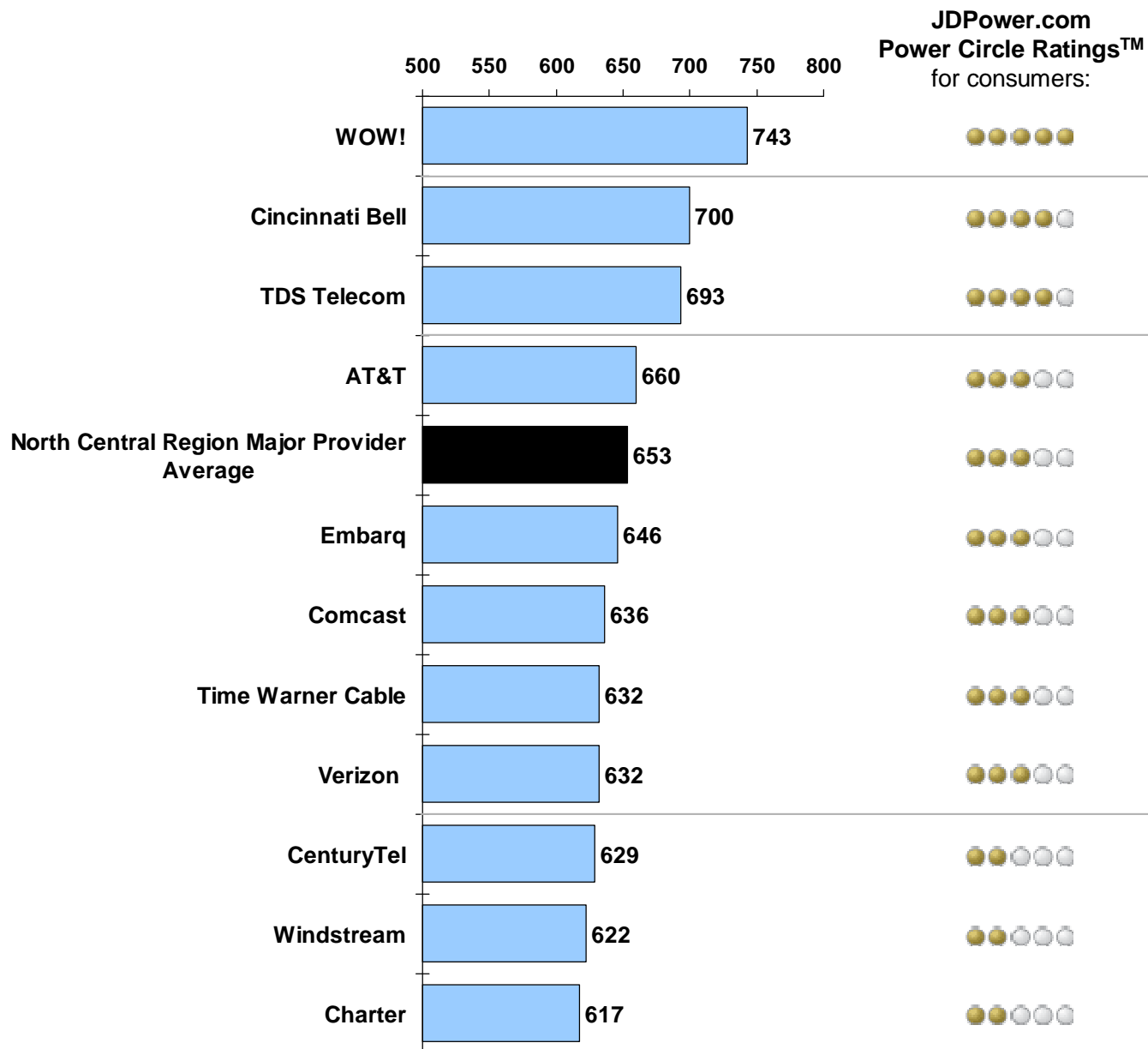
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2009 Residential Telephone Customer Satisfaction StudySM

Customer Satisfaction Index Ranking

North Central Region

(Based on a 1,000-point scale)



Power Circle Ratings Legend

- Among the best
- Better than most
- About average
- The rest

Source: J.D. Power and Associates 2009 Residential Telephone Customer Satisfaction StudySM

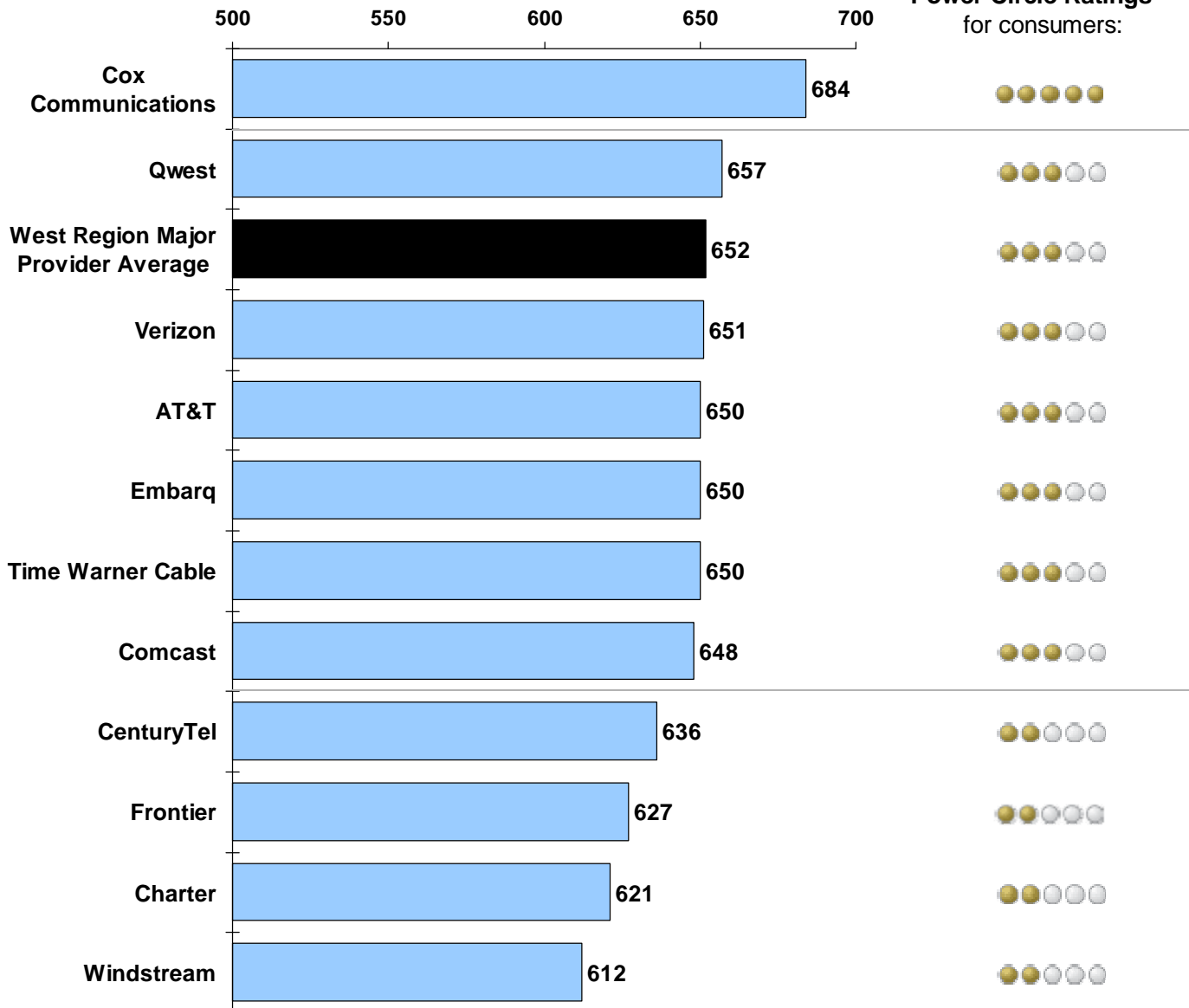
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J.D. Power and Associates 2009 Residential Telephone Customer Satisfaction StudySM

Customer Satisfaction Index Ranking

West Region
(Based on a 1,000-point scale)

JDPower.com
Power Circle RatingsTM
for consumers:



Power Circle Ratings Legend

- Among the best
- Better than most
- About average
- The rest

Source: J.D. Power and Associates 2009 Residential Telephone Customer Satisfaction StudySM

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