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WOW! PHONE IS HIGHEST IN CUSTOMER SATISFACTION IN THE J.D. POWER AND ASSOCIATES 2009 RESIDENTIAL TELEPHONE CUSTOMER SATISFACTION STUDY FOR THE NORTH CENTRAL REGION

Colorado Springs, CO – September 16, 2009 – WOW! Internet, Cable and Phone announced today that it received the award for highest telephone customer satisfaction in the J.D. Power and Associates 2009 Residential Telephone Customer Satisfaction StudySM for the North Central Region.

This is the third year in a row that WOW! has ranked highest in this particular J.D. Power and Associates study. In the 2009 study, WOW! Phone ranks highest in four of the five factors in the North Central Region driving customer satisfaction: Customer Service, Cost of Service, Offerings and Promotions, and Billing. The study surveyed over 5,240 customers in Illinois, Indiana, Michigan, Ohio and Wisconsin and included eleven providers. WOW! scored 90 points higher than the North Central average for overall satisfaction.

"We're honored that our customers continue to acknowledge WOW! Phone to be an excellent service that meets their needs for quality and value," said Mike Furst, Senior Vice President of Customer Care. "At WOW! Internet, Cable and Phone, we've demonstrated that it is possible for customers to receive value without compromising their satisfaction with the experience."

WOW! offers phone service as part of a bundle with its cable and high-speed Internet services. WOW! Phone customers enjoy unlimited local and long distance calling along with a wide variety of popular features on one simple bill. Customers can keep their current home phone number or obtain a new number.

As a provider of bundled services, WOW! is committed to delivering the best possible customer experience. WOW! Cable has been previously recognized by the J.D. Power and Associates Award for highest customer satisfaction in Residential Cable/Satellite Television in 2005, 2006 and 2007. Additionally, WOW! Internet ranked highest in customer satisfaction for Residential high-speed Internet in 2006 and 2008.

"Each of our team members is dedicated to providing the best possible customer experience," said Furst. "We understand that it's not 'what' we do, but 'how' we do it. This is the third year in a row that WOW! Phone has ranked highest in overall customer satisfaction. That consistency underscores how our team understands and has personalized the importance of the customer experience."

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.

About WOW!

WOW! is a competitive provider of cable television, high-speed Internet service, and telephone services. WOW! Cable features Basic Cable, Digital Cable, and advanced services such as Video On Demand, HDTV Cable and DVRs. WOW! Internet provides customers with a choice of high-speed connections from 2Mbps all the way to 15Mbps. WOW! Phone offers the convenience of unlimited local, long distance, and local toll calling in the United States. Customers can bundle any two or all three services together at a great value, while benefiting from the convenience of dealing with just one company for all their entertainment and telecommunications needs.

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, 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.