

## **WOW! Names Don Schena to Executive Management Team as Chief Customer Experience Officer**

*Schena responsible for driving best-in-class customer service for WOW! residential and business customers*

**Englewood, Colo. – August 29, 2018 – [WOW! Internet, Cable & Phone](#)** (NYSE: WOW) today announced the appointment of Don Schena to WOW!'s executive team as chief customer experience officer. Schena will manage WOW!'s customer-facing departments, overseeing the customer care, field tech and dispatch teams to continue delivering WOW!'s best-in-class customer service.

Schena's appointment affirms WOW!'s commitment to treating customers like neighbors, not numbers, ensuring each customer receives personalized attention throughout their WOW! experience.

"We have a passion for delighting our customers and living up to the WOW! name in everything we do, no matter how great or small," said Teresa Elder, CEO of WOW!. "Adding Don to the WOW! team exemplifies our ongoing commitment to providing excellent service and reliable, easy and pleasantly surprising experiences for our customers."

Assuming the role of chief customer experience officer, Schena brings more than 20 years of senior-level experience in the telecommunications industry. Schena previously served as senior vice president at Clearwire, Comcast, AT&T and MediaOne. In addition, Schena served as chief operating officer at Simple Star where he led strategy execution and managed finance, human resources, customer care, business development and partner management functions. Schena brings an impressive track record of building and managing customer relationships and delivering advanced products and services to customers in his previous roles.

"WOW! genuinely cares for their employees and their customers and showcases their commitment differently than other telecom companies," said Schena. "I'm eager to continue WOW!'s legacy of treating customers with respect, integrity and accountability and look forward to taking a personalized approach to fostering relationships with each of the communities we serve."

For more information on WOW!'s management team, visit <http://www.wowway.com/experience/management-team>.

### **About WOW! Internet, Cable & Phone**

WOW! is one of the nation's leading broadband providers, with a service area that passes over three million residential, business and wholesale consumers. WOW! provides service in 19 markets, primarily

in the Midwest and Southeast, including Illinois, Michigan, Indiana, Ohio, Maryland, Alabama, Tennessee, South Carolina, Florida and Georgia. With an expansive portfolio of advanced services including high-speed Internet services, cable TV, phone, business data, voice, and cloud services, the company is dedicated to providing outstanding service at affordable prices. Visit [wowway.com](http://wowway.com) for more information.

**About WOW! Business**

WOW! Business provides data, Internet, voice and cloud services to business and wholesale customers in Illinois, Michigan, Indiana, Ohio, Maryland and the Southeast. The company is dedicated to delighting customers with friendly service and providing reliable, easy and pleasantly surprising quality products and services at affordable prices. For more information, please visit [www.wowforbusiness.com](http://www.wowforbusiness.com).

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