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## **WOW! IS HIGHEST IN CUSTOMER SATISFACTION IN THE J.D. POWER AND ASSOCIATES 2007 RESIDENTIAL TELEPHONE CUSTOMER SATISFACTION STUDY FOR THE NORTH CENTRAL REGION**

**Colorado Springs, CO – July 11, 2007** – WOW! Internet, Cable and Phone announced today that it received the award for highest customer satisfaction in the J.D. Power and Associates 2007 Residential Regional Telephone Customer Satisfaction Study<sup>SM</sup> for the North Central Region.

This marks the first time that WOW! has been measured and ranked in this particular J.D. Power and Associates study. WOW! was rated highest in all of the six factors in the North Central Region driving customer satisfaction: Customer Service, Performance and Reliability, Cost of Service, Offerings and Promotions, Image and Billing. The study showed that WOW! customers reported high scores in courteous customer service representatives; knowledge of customer service representatives; fairness of prices paid; ability to resolve problems with one contact; ease of using automated response system/unit; reception clarity; ability to keep outages to a minimum; variety of methods to pay your bill; and clarity of payments/credits on your bill.

"The WOW! team is devoted to making modern life easy by delivering our customers an exceptional phone service offered at a tremendous value", said Mike Furst, WOW! Senior Vice President of Customer Care. "We are honored by the level of customer appreciation expressed through the J.D. Power and Associates study and remain committed to maintaining that level of satisfaction day in and day out."

In late 2005, WOW! added residential telephone service to its highly successful Internet and Cable bundles. WOW! 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. WOW! has been previously recognized by J.D. Power and Associates Award for highest customer satisfaction in Residential Cable/Satellite Television in both 2005 and 2006, as well as for Residential high-speed Internet in 2006.

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.