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WOW! RECOGNIZED AS A J.D. POWER 2011 CUSTOMER SERVICE CHAMPION
One of only 40 companies to receive this distinction in the U.S.

Englewood, CO – February 24, 2011 – WOW!, a national provider of high-speed Internet, cable TV and phone, was recognized at the J.D. Power and Associates Customer Service Roundtable in Las Vegas as a J.D. Power 2011 Customer Service Champion—one of only 40 companies to have earned this distinction this year. To qualify for inclusion on this elite list, companies must not only excel within their own industries, but also must stand out among leading brands in 20 major industries evaluated by J.D. Power. Five key customer “touch points” were measured, including people, presentation, process, product, and price.

To identify the J.D. Power 2011 Customer Service Champions, J.D. Power evaluated more than 800 brands. Companies were identified based on customer feedback, opinions, and perceptions gathered primarily from J.D. Power’s syndicated research as well as additional, supplemental research. This group of 40 represents the highest-performing companies that deliver service excellence to U.S. customers—both within their respective industries and across all industries measured.

“We make it our goal every day to provide the best possible experience to our customers and are extremely gratified and humbled by their ongoing support of WOW!,” said Colleen Abdoulah, WOW!’s Chief Executive Officer. “We are honored to receive this distinction and be included in this elite group of companies that focus on customer service excellence.”

The company is committed to delivering the best possible customer experience and has been previously recognized by J.D. Power and Associates for highest customer satisfaction a total twelve times. WOW! received the J.D. Power and Associates Award for Highest Customer Satisfaction in Residential Cable/Satellite Television in 2005, 2006, 2007 and 2009. Recently, WOW! Phone was awarded highest in customer satisfaction for the 2010 Residential Telephone study for the fourth year in a row. Additionally, WOW! Internet ranked highest in customer satisfaction for Residential high-speed Internet in 2006, 2008, 2009 and 2010.

About WOW!

WOW! Is one of the nation’s leading providers of high-speed Internet, phone, and cable TV serving communities in Illinois, Michigan, Indiana, and Ohio since 1996. They are dedicated to delighting their customers with friendly, quality service at affordable prices. WOW! Is privately owned by Avista Capital Partners.

WOW! received the highest numerical score among Internet Service Providers in the North Central Region in the proprietary J.D. Power and Associates 2008-2010 Internet Service Provider Residential Customer Satisfaction Studies(SM) ;2007-2010 Residential Telephone Customer Satisfaction StudiesSM; and 2005 -2007 and 2009 Residential Television Service Satisfaction Studies(SM). Proprietary study results are based on experiences and perceptions of consumers surveyed in January-July. Your experiences may vary. Visit jdpower.com.