

bright house

NETWORKS



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BRIGHT HOUSE NETWORKS SURPASSES 600,000 RESIDENTIAL DIGITAL PHONE CUSTOMERS IN LESS THAN 4 YEARS

RAPID SUBSCRIPTION TO SERVICE AFFIRMS RELIABILITY, VALUE OF SERVICE

INDIANAPOLIS (Monday, July 14, 2008) – Bright House Networks announced today that its digital phone customers throughout the nation grew more than 50 percent in the last year and has now surpassed 600,000 residential customers, a testament to the trust customers have in the company's digital phone product that connects family, friends, businesses and 911 emergency services.

With two consecutive J.D. Power and Associates awards for customer satisfaction, Bright House Networks has established itself as a reliable alternative to the 120-year-old, classic Bell telephone companies.

Bright House Networks' state-of-the-art, high availability network processes more than 200 million calls and more than 670 million subscriber minutes each month. Unlike an over-the-top, Internet-based phone service, Bright House Networks' digital phone service is a facilities-based service configured to reliably handle exponentially greater volume across all Bright House Networks service areas.

"If you live anywhere in our markets and are not a Bright House Networks phone customer, chances are good that you are speaking with a Bright House Networks digital phone customer at some point during the day," said Kevin Hyman, executive vice president of operations for Bright House Networks. "Our double-digit growth and J.D. Power and Associates awards are a testament to overall consumer satisfaction with our digital phone product."

Bright House Networks' digital phone service is one of the most feature-rich phone products on the market today. In addition to enjoying a crystal-clear phone connection, all digital phone customers get 10 popular calling features, including Caller ID, Call Waiting, Three-Way Calling, Call Forwarding, Call Return and more. The vast majority of Bright House Networks customers bundle their digital phone service with digital phone and data services, giving them additional benefits including Caller ID on TV, a popular new feature that enables viewers to see who is calling and determine whether to pause programming to answer a call.

In Indiana, Bright House Networks provides digital video, voice and high-speed Internet services in Marion, Hamilton, Hendricks and Grant counties throughout central Indiana.

“Digital phone continues to be well-received in our central Indiana market as noted by the 50 percent growth rate for the service throughout the Bright House Networks footprint,” said Bright House Networks Indiana President Buz Nesbit. “Digital phone is yet another example of what our Hybrid-Fiber Coaxial (HFC) Network, invented by cable television engineers, enables us to do.”

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In Indiana, Bright House Networks is one of central Indiana's leading providers of digital video, including Video On Demand, Subscription Video On Demand; digital phone; and high-speed data services. Managed by Advance / Newhouse Communications, Bright House Networks is a privately held company that has served the Indianapolis community for 25 years. Bright House Networks has more than 450 Indiana employees and provides services to more than 120,000 customers in Indianapolis, Carmel, Zionsville, Avon, Pittsboro, Lizton, Fortville, Marion, Gas City and Jonesboro. For more, visit www.indiana.mybrighthouse.com.

Nationally, Bright House Networks is the nation's sixth-largest MSO with 2.4 million customers in large markets including Indianapolis; Bakersfield, Calif.; Birmingham, Ala.; Detroit; and Orlando and Tampa Bay, Fla., along with several other smaller systems in Alabama and the Florida Panhandle. Exceptional customer service is the company's cornerstone of its business and top priority across all operating units. Bright House Networks' local customer service centers are available 24 hours a day seven days per week, including holidays. Public affairs, social responsibility and community involvement continue as major initiatives for Bright House Networks as an ongoing commitment to the families and communities the company serves, including long-term commitments to education and to what matters in the lives of Bright House Networks communities.