



## P R E S S   R E L E A S E

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### **BRIGHT HOUSE NETWORKS (BHN) SURPASSES 600,000 RESIDENTIAL PHONE CUSTOMERS in less than four years**

#### ***Rapid Adoption Affirms Reliability and Value of Bright House Digital Phone Service***

**Orlando, Florida** – Bright House Networks announced that total Digital Phone customers grew over 50% percent in the past year and has now surpassed 600,000 Digital Phone residential customers. This achievement is a testament to the trust customers have come to place on Bright House Networks Digital Phone for connecting to family, friends, businesses and 911 emergency services. With two consecutive J.D. Power 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 over 200 million calls per month consisting of over 670 million subscriber minutes. And, unlike over-the-top, Internet-based phone services, Bright House Networks Digital Phone is a facilities-based service that is configured to reliably handle exponentially greater volume across all of the Bright House Networks service areas.

“If you live anywhere in our markets and are not a Bright House phone customer, chances are good that you are speaking with one on their BHN phone service at some point over the course of your days. Our double-digit growth and JD Power’s awards are a testament to overall consumer satisfaction with this product,” Kevin Hyman, executive vice president of operations for Bright House Networks said.

“Digital Phone has been well-received by the Tampa Bay market, as evidenced by the fact that we have doubled our phone customers in the past year. Digital Phone is yet another example of what our Hybrid-Fiber Coaxial (HFC) Network, invented by cable television engineers, enables us to do,” Mike Robertson, president of the BHN Tampa Bay division said.

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 eight popular calling features including caller ID, call waiting, three-way calling, call forwarding, call return and more. Nearly all Digital Phone customers have a bundle of other Bright House video and/or data services, giving these customers the additional benefits of Caller ID on TV (with Digital video) and online access to their phone voicemail.

“A popular new feature is our Caller-ID on Cable TV. This enables the viewer to “see” who is calling and determine whether to pause their program. This feature will ultimately be available across all of the communities in which we serve. It is another example of our ability to seamlessly add features across our product lines,” Hyman said.

### **About Bright House Networks**

Bright House Networks is the nation’s 6<sup>th</sup> largest multiple cable system operator (MSO) with 2.4 million customers in several large markets including Bakersfield, California; Birmingham, Alabama; Detroit, Michigan; Indianapolis, Indiana; Orlando, Florida (Central Florida Division) and Tampa Bay, Florida along with several other smaller systems in Alabama and the Florida Panhandle. The high-growth Tampa/Central Florida markets are contiguous and form one of the country’s largest cable clusters. Bright House Networks corporate locations are in Syracuse, New York and Orlando, Florida.