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## **WOW! IS #1 IN OVERALL CUSTOMER SATISFACTION IN THE J.D. POWER AND ASSOCIATES 2005 RESIDENTIAL CABLE/SATELLITE TELEVISION STUDY**

**Englewood, CO – August 17, 2005** – WideOpenWest, LLC, a competitive provider of cable TV, high-speed Internet and telephone services, announced today that it has received the award for highest overall satisfaction in the J.D. Power and Associates 2005 Residential Cable/Satellite Television Satisfaction Study.SM

Operating under the brand name "WOW!", WideOpenWest was ranked highest in three of the six factors driving customer satisfaction: Customer Service, Performance and Reliability, and Billing. The study showed that WOW! customers reported high scores in courteous customer service reps; ability to resolve problems with one contact; ease of using automated response system/unit; ability to keep outages to a minimum; variety of methods to pay your bill; and clarity of payments/credits on your bill.

"We're honored to have been recognized by our customers, through the J.D. Power and Associates study, for providing them with high quality services," said Colleen Abdoulah, WOW! CEO and President. "At WOW!, we listen to our customers and constantly measure our service levels and performance, continually raising the bar on expectations. Our customers experience value with our bundle of services and our team of employees will continue to work hard to earn their business."

WOW! is headquartered in Englewood, Colorado and operates a Customer Care Center in Colorado Springs, Colorado. WOW! serves customers in the greater metropolitan areas of Chicago, Illinois; Detroit, Michigan; Columbus and Cleveland, Ohio. The company offers a variety of cable television services including Basic Cable, Digital Cable, High Definition Television, and Digital Video Recorders. In addition, WOW! customers are able to bundle their cable television services together with high-speed Internet and telephone service, and enjoy the benefits and savings of receiving all their services from one provider.