Press Release

J.D. Power Reports: Customer Satisfaction Is High among Internet Customers Who Upgrade to Premium Speed Offerings To Boost Performance

Verizon Ranks Highest in Customer Satisfaction in the East, West and South Regions, while WOW! (Wide Open West) Ranks Highest in the North Central Region

WESTLAKE VILLAGE, Calif.: 26 September 2013 — When customers upgrade their basic Internet service as their need for bandwidth increases, levels of both overall satisfaction and customer loyalty increase, according to the J.D. Power 2013 U.S. Residential Internet Service Provider Satisfaction StudySM released today.

KEY FINDINGS

- Overall customer satisfaction among Internet service customers is 683 on a 1,000-point scale.
- Customer satisfaction increases to 712 among customers who upgrade to premium speed package—41 points higher than among those who have not upgraded their Internet service (671).
- More than one-third (38%) of customers indicate upgrading to premium speed service packages.
- Performance and reliability is by far the most critical factor in driving overall satisfaction and meeting customer expectations.
- Customers who upgraded to premium speed packages make nearly twice as many positive recommendations to friends/family of their provider during the past year (23% vs. 14%).
- The average monthly bill for premium speed packages is $48, compared with $43 for basic Internet.

“As streaming video grows in popularity, supporting customer demand for bandwidth and download speeds presents many challenges for the industry,” said Kirk Parsons, senior director of telecommunications at J.D. Power. “Meeting these challenges increases customer satisfaction. Providing value-based bandwidth and download speed offerings are key for industry growth.”

The 2013 U.S. Residential Internet Service Provider Satisfaction Study is based on responses from 25,749 customers nationwide who evaluated their high-speed Internet service provider. The study was fielded in four waves: November 2012, January 2013, April 2013 and July 2013. Now in its 16th year, the study measures customer satisfaction with high-speed Internet service based on five factors: performance and reliability; cost of service; billing; communication; and customer service.

Media Relations Contacts
John Tews; Troy, Mich.; 248-680-6218; media.relations@jdpa.com
Syvetril Perryman; Westlake Village, Calif.; 805-418-8103; media.relations@jdpa.com

About J.D. Power and Advertising/Promotional Rules www.jdpower.com/corporate

Note: Four charts follow.
<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Customer Satisfaction Index</th>
</tr>
</thead>
<tbody>
<tr>
<td>Verizon</td>
<td>722</td>
</tr>
<tr>
<td>Optimum Online (Cablevision)</td>
<td>688</td>
</tr>
<tr>
<td>East Region Average</td>
<td>686</td>
</tr>
<tr>
<td>AT&amp;T</td>
<td>684</td>
</tr>
<tr>
<td>Cox Communications</td>
<td>682</td>
</tr>
<tr>
<td>XFINITY (Comcast)</td>
<td>678</td>
</tr>
<tr>
<td>Time Warner Cable</td>
<td>648</td>
</tr>
<tr>
<td>Frontier Communications</td>
<td>645</td>
</tr>
</tbody>
</table>

Source: J.D. Power 2013 U.S. Residential Internet Service Provider Satisfaction Study™

Charts and graphs extracted from this press release must be accompanied by a statement identifying J.D. Power as the publisher and the J.D. Power 2013 U.S. Residential Internet Service Provider Satisfaction Study™ as the source. Rankings are based on numerical scores, and not necessarily on statistical significance. JDPower.com Power Circle Ratings™ are derived from consumer ratings in J.D. Power studies. For more information on Power Circle Ratings, visit jdpower.com/faqs. No advertising or other promotional use can be made of the information in this release or J.D. Power survey results without the express prior written consent of J.D. Power.
J.D. Power
2013 U.S. Residential Internet Service Provider
Satisfaction Study

Customer Satisfaction Index Ranking
West Region
(Based on a 1,000-point scale)

<table>
<thead>
<tr>
<th>Service</th>
<th>Rank</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Verizon</td>
<td></td>
<td>714</td>
</tr>
<tr>
<td>AT&amp;T</td>
<td></td>
<td>689</td>
</tr>
<tr>
<td>Cox Communications</td>
<td></td>
<td>687</td>
</tr>
<tr>
<td>West Region Average</td>
<td></td>
<td>674</td>
</tr>
<tr>
<td>XFINITY (Comcast)</td>
<td></td>
<td>672</td>
</tr>
<tr>
<td>CenturyLink</td>
<td></td>
<td>664</td>
</tr>
<tr>
<td>Time Warner Cable</td>
<td></td>
<td>661</td>
</tr>
<tr>
<td>Charter Communications</td>
<td></td>
<td>648</td>
</tr>
<tr>
<td>Mediacom Communications</td>
<td></td>
<td>600</td>
</tr>
</tbody>
</table>

Source: J.D. Power 2013 U.S. Residential Internet Service Provider Satisfaction Study

Charts and graphs extracted from this press release must be accompanied by a statement identifying J.D. Power as the publisher and the J.D. Power 2013 U.S. Residential Internet Service Provider Satisfaction Study as the source. Rankings are based on numerical scores, and not necessarily on statistical significance. JDPower.com Power Circle Ratings are derived from consumer ratings in J.D. Power studies. For more information on Power Circle Ratings, visit jdpower.com/faqs. No advertising or other promotional use can be made of the information in this release or J.D. Power survey results without the express prior written consent of J.D. Power.
J.D. Power
2013 U.S. Residential Internet Service Provider Satisfaction Study℠

Customer Satisfaction Index Ranking

South Region
(Based on a 1,000-point scale)

Verizon 724
AT&T 711
Bright House Networks 708
Suddenlink 696
South Region Average 690
Cox Communications 689
XFINITY (Comcast) 674
Charter Communications 669
Time Warner Cable 666
Windstream 661
CenturyLink 659

JDPower.com Power Circle Ratings℠ for consumers:

Source: J.D. Power 2013 U.S. Residential Internet Service Provider Satisfaction Study℠

Charts and graphs extracted from this press release must be accompanied by a statement identifying J.D. Power as the publisher and the J.D. Power 2013 U.S. Residential Internet Service Provider Satisfaction Study℠ as the source. Rankings are based on numerical scores, and not necessarily on statistical significance. JDPower.com Power Circle Ratings℠ are derived from consumer ratings in J.D. Power studies. For more information on Power Circle Ratings, visit jdpower.com/faqs. No advertising or other promotional use can be made of the information in this release or J.D. Power survey results without the express prior written consent of J.D. Power.
Customer Satisfaction Index Ranking

North Central Region
(Based on a 1,000-point scale)

Source: J.D. Power 2013 U.S. Residential Internet Service Provider Satisfaction StudySM

Charts and graphs extracted from this press release must be accompanied by a statement identifying J.D. Power as the publisher and the J.D. Power 2013 U.S. Residential Internet Service Provider Satisfaction StudySM as the source. Rankings are based on numerical scores, and not necessarily on statistical significance. JDPower.com Power Circle Ratings™ are derived from consumer ratings in J.D. Power studies. For more information on Power Circle Ratings, visit jdpower.com/faqs. No advertising or other promotional use can be made of the information in this release or J.D. Power survey results without the express prior written consent of J.D. Power.