

## **BRIGHT HOUSE NETWORKS BROADBAND CUSTOMERS TO RECEIVE A JUMP IN SPEED**

### **Bright House Networks Enhancements Will Enable Customers to Take Full Advantage of the Web's Increasingly Media-Rich Content at No Additional Cost**

#### **Video Mail Service to Launch on Road Runner**

**January 31, 2005** BAKERSFIELD—Bright House Networks today announced it has increased the maximum download speed of its high speed Internet service to 5 mega-bits per second (Mbps) from 3Mbps. Residential customers of Road Runner, Bright House Networks flagship high speed Internet service, and customers using other ISPs provided by Bright House Networks, will now enjoy even greater value as this speed enhancement will be delivered **at no additional cost** to consumers and will be available in all Bright House Networks in Kern County, effective immediately.

Bright House Networks residential Road Runner customers receive Video Mail powered by Vibe Solutions Group, a new feature offered **at no extra charge**. Bright House Networks Road Runner Video Mail allows customers with a web cam to easily use video to make their email communications even more meaningful and personal. No special ordering is necessary for this new service. Customers simply log on to [www.rr.com](http://www.rr.com) and download the Video Mail application from the site. A wizard will walk customers through the installation process.

“We are always looking for ways to improve our residential high speed data service for customers,” said Joe Schoenstein, Division President of Bright House Networks Bakersfield. “These two enhancements further support our commitment to meeting the needs of our customers and to providing the best possible value.”

Bright House Networks is currently reviewing plans to also add enhancements to its business class Internet service. Details will be rolled out at a later date as plans become finalized. Road Runner Business Class provides commercial grade products and services to businesses of all sizes.

Bright House Networks continued investment in its fiber-rich network makes possible these latest enhancements. The hybrid fiber-coax (HFC) network permits the rapid, seamless deployment of services that benefit customers and provide for immediate access to the latest in entertainment and information offerings. This same HFC network will allow Bright House Networks to launch a premium level of Internet service with increased download speed of 8mbps; details of which will be announced at a later date.

“Our hybrid network is the basis for both our technological advances and our system reliability,” adds Mr. Schoenstein. “Through extensive research, we’ve found that customers consistently say they are extremely pleased with Bright House Networks dependable service and with Road Runner. We believe the upgrades announced today will further increase those levels of customer satisfaction.”

Road Runner received the 2004 PC Magazine Readers’ Choice award for ISP user satisfaction for the fourth year in a row. This recognition is based on customer experience with their ISP, including its speed, reliability and technical support.

### **About Bright House Networks**

Advance/Newhouse Communications provides day-to-day management of Bright House Networks cable systems pursuant to its partnership with Time Warner Entertainment. Bright House Networks serves more than two million customers in several large markets that include Tampa Bay and Central Florida (Orlando), Indianapolis, Birmingham, Bakersfield and Detroit, along with several other smaller systems in Alabama and the Florida Panhandle.

Nearly 100% of Bright House Networks customers have high-speed data (HSD), Video-on-Demand (VOD) and Subscription Video-on-Demand (SVOD) available to them. Bright House Networks also makes available Digital Video Recorders (DVR) that have become immensely popular with customers.

The company's Florida operations were among the first in the country to offer High Definition Television signals (HDTV). Since its introduction, HDTV has achieved impressive acceptance with Bright House Networks customers who are equipped to receive the signals. Bright House Networks also offers HSD customers a choice of Multiple Internet Service Providers (MISP).

Exceptional customer service is the company's cornerstone of its business and top priority across all operating units. Public affairs, social responsibility and community involvement continue as major initiatives for the company as an ongoing commitment to the families and communities Bright House Networks serves. This includes long-term commitments to education and to what matters in the lives of the Bright House Networks customers.

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