



NEWS RELEASE

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**COX HIGH SPEED INTERNET RECEIVES HIGHEST HONOR IN CUSTOMER SATISFACTION
AMONG RESIDENTIAL HIGH-SPEED INTERNET SERVICE PROVIDERS IN THE WEST FROM
J.D. POWER AND ASSOCIATES**

Cable is a leader in customer satisfaction among broadband providers

ATLANTA – [Cox Communications](#) today announced that it received the highest ranking in the Western region among Internet service providers in the [J.D. Power and Associates'](#) 2008 Internet Service Provider Residential Customer Satisfaction StudySM. The study measures customer satisfaction among 12 providers in the West.

“Customers clearly prefer the speeds, features and reliability of [Cox High Speed Internet](#) over that of the competition,” said David Pugliese, senior vice president of product marketing for Cox. “With speed enhancements each of the last five years, the introduction of new technology like PowerBoost and the safety of the Cox Security Suite powered by McAfee, we’re helping customers get more out of what they’re into.”

J.D. Power and Associates surveyed nearly 17,000 dial-up, DSL and cable Internet customers nationwide who answered questions about their service provider's performance and reliability, cost of service, billing, customer service and offers and promotions. In the high-speed Internet segment, Cox received the top scores in the West for performance and reliability, billing and highest ranking in customer satisfaction overall. Cox scored 25 points higher than the West average for overall satisfaction.

“Cox has a long history of excellent customer service, and our employees strive to continually earn our customers’ trust,” said Pugliese. “This latest recognition demonstrates that we’re listening to what our customers have to say and are providing them the high-quality Internet service they expect in today’s highly competitive marketplace.”

Cox's high-speed Internet service also ranked the highest in overall customer satisfaction in 2005. Cox ranked highest in customer satisfaction with residential telephone service in the West (2003-2008), the Northeast (2006-2007), and the Southwest (2006-2007). Cox also ranked highest in customer satisfaction with cable/satellite service in the West in 2006, and for business customer satisfaction for small/midsize business data service providers in 2008 and 2006.

Cox first launched Cox High Speed Internet in 1996. Since then, the company has expanded its Internet services to reach 18 markets, serving more than 3.9 million high-speed Internet customers.

About Cox Communications:

Cox Communications is a multi-service broadband communications and entertainment company with more than 6.2 million total residential and commercial customers. The third-largest cable television company in the United States, Cox offers an array of advanced digital video, high-speed Internet and telephony services over its own nationwide IP network, as well as integrated wireless services. Cox Business is a full-service, facilities-based provider of communications solutions for commercial customers, providing high-speed Internet, voice and long distance services, as well as data and video transport services for small to large-sized businesses. Cox Media

offers national and local cable advertising in traditional spot and new media formats, along with promotional opportunities and production services. Cox Communications wholly owns and operates the Travel Channel. More information about the services of Cox Communications, a wholly owned subsidiary of Cox Enterprises, is available at www.cox.com, www.coxbusiness.com, and www.coxmedia.com.

About J.D. Power and Associates

Headquartered in Westlake Village, Calif., J.D. Power and Associates is a global marketing information services company operating in key business sectors including market research, forecasting, performance improvement, training and customer satisfaction. The company's quality and satisfaction measurements are based on responses from millions of consumers annually. For more information on [car reviews and ratings](#), [car insurance](#), [health insurance](#), [cell phone ratings](#), and more, please visit JDPower.com. J.D. Power and Associates is a business unit of The McGraw-Hill Companies.

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