

**Representative Sampling of Citizen Comments Re:
Bright House Customer Service
Post Hurricanes Charley, Frances and Jeanne**

Hurricane Charley (8/13/04)

“...I have had a terrible time getting through to Brighthouse...We have called repeatedly and when we don't get a busy signal, we hold forever and are then told that they cannot tell us when we will get cable service back.” (8/24/04)

“...have had cable problems due to the hurricane, HOWEVER, NO calls have been able to go through to Brighthouse...Not one truck has been seen in the College Park area...” (8/25/04)

“No one expected immediate service, but its customers were shut out by a voice mail service that hung up on you after saying “please try later.”” (8/26/04)

“...I made repeated calls to B/H with information and questions and never received any information in return...13 days from storm to restoration and 7 calls on my part.” (8/27/04)

“Service has been out for weeks now. No communication. First time I was told in a rude way that I was lucky to have power.” (9/1/04)

“...representatives claimed for 6 days that the local office was not accepting calls to customer service, nor to dispatch...Every person in the Syracuse office gave different information...and even claimed that they could only communicate one-way by sending the log of calls...and nothing more...” (9/15/04)

“I was surprised by the fact that all calls to the customer service numbers after hurricane Charley went straight to a recording asking to call back later.” (9/16/04)

Hurricane Frances (9/5-9/6)

“...I called Brighthouse earlier today (Sun), only to get an automated response that the call center would be closed until Tuesday!!!” (9/5/04)

“...they aren't taking any of their customer calls. Not very courteous, or helpful, or anything.” (9/8/04)

“...I've called almost daily...only to get vague answers, vague promises and, in some cases, outright fabrications about what's wrong with my service...” (9/9/04)

Hurricane Jeanne (9/25-26)

“Is Brighthouse open for business??!? I can't get an answer on the phone for days now. There is no answer of any kind at 407-291-2500. I also tried 877-892-3279. It rings for a while and then gives a busy signal.” (9/28/04)

“...can't get through to bright house.” (9/28/04)

“...tried to call bright house at least 200 times.” (10/4/04)