

**bright house**

NETWORKS



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**Indianapolis service technician wins Bright House Networks' national Crystal House Award for extraordinary community commitment**

INDIANAPOLIS (Monday, Feb. 16, 2009) – A Bright House Networks employee and long-time Big Brothers Big Sisters volunteer has received a national honor for his dedication to youth as a mentor and compassion for making a difference in the lives of inner-city youth.

James Burton of Indianapolis, who has worked as a service technician at Bright House Networks for five years, was recently honored with a Crystal House Award from the company at its annual Crystal House Award gala in Daytona Beach, Fla. The award is a national Bright House Networks employee recognition honor that puts the spotlight on employees who exemplify extraordinary commitment to their community and exhibit a strong sense of philanthropy and social responsibility.

Burton is a mentor at Big Brothers Big Sisters program in Indianapolis. For nearly 10 years, he has been a big brother to an impressionable Indianapolis boy, one of the longest-running active relationships the organization has on its records.

“James prides himself in exceeding the suggested monthly time commitment that the Big Brothers Big Sisters organization recommends because he knows he is making a difference in a young life,” said Bright House Networks Indiana president Buz Nesbit. “Being a Big Brother requires a firm commitment, flexibility and a deep passion for the cause, all personality traits that James practices every day as a Big Brother and as a Bright House Networks service technician to provide the best customer service possible for our Indianapolis customers.”

The Crystal House Award committee that selected Burton as a winner recognized “the commitment that James has made to spend time as a big brother to someone who needs him not for the short run but for the long haul. Ten years in itself is an impact to a young person. For James to give his personal time to a child who needs someone like him in his life when no one else cares speaks to his character.”

A black belt in karate, Burton also volunteers his time to give free karate lessons to inner city youth.

The Crystal Heart Award carries a cash prize of \$3,000 that will be donated on Burton's behalf to the Big Brothers Big Sisters organization. Burton plans to help utilize the funds to raise awareness about the importance of mentors for inner-city youth.

This year, Burton and seven other Bright House Networks employees from across the nation were awarded a Crystal Heart Award from Bright House Networks.

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In Indiana, Bright House Networks is one of central Indiana's leading providers of digital video, including Video On Demand, Subscription Video On Demand; digital phone; and high-speed data services. Managed by Advance / Newhouse Communications, Bright House Networks is a privately held company that has served the Indianapolis community for 25 years. Bright House Networks has more than 450 Indiana employees and provides services to more than 120,000 customers in Indianapolis, Carmel, Zionsville, Avon, Pittsboro, Lizton, Fortville, Marion, Gas City and Jonesboro. For more, visit [indiana.mybriighthouse.com](http://indiana.mybriighthouse.com).

Nationally, Bright House Networks is the nation's sixth-largest MSO with 2.4 million customers in large markets including Indianapolis; Bakersfield, Calif.; Birmingham, Ala.; Detroit; and Orlando and Tampa Bay, Fla., along with several other smaller systems in Alabama and the Florida Panhandle. Exceptional customer service is the company's cornerstone of its business and top priority across all operating units. Bright House Networks' local customer service centers are available 24 hours a day seven days per week, including holidays. Public affairs, social responsibility and community involvement continue as major initiatives for Bright House Networks as an ongoing commitment to the families and communities the company serves, including long-term commitments to education and to what matters in the lives of Bright House Networks communities.

