



Hundreds of WOW! Technicians Build New, State-of-the-Art Network to Restore Services for Bay County Residents by End of November

Panama City, FL. – November 2, 2018 – [WOW! Internet, Cable & Phone](#) (NYSE: WOW), a leading broadband and communications service provider, today announced it is working to accelerate the rebuilding of a state-of-the-art network to replace the network lost to Hurricane Michael. The company expects to restore services for most homes and businesses in Bay County by the end of the month.

WOW! technicians and engineers are continuing to work around the clock to build its fiber and coaxial network from the ground up, in order to bring service back to all remaining communities affected by Hurricane Michael. Several hundred technicians are currently hard at work, while WOW! continues to bring in additional technicians from surrounding communities, in order to accelerate the restoration process.

“Significant planning ahead of the storm kept our headend running and ensured we had fuel, vehicles and personnel ready at a moment’s notice,” according to Ed Sesi, vice president of operations for WOW!. “But I don’t think anyone could have fully prepared for the severe impact of this unprecedented and deadly storm. Thankfully all WOW! employees were safe and employees from nearby staging areas were able to mobilize quickly to start rebuilding the network.”

WOW! [recently announced](#) full restoration of service to Panama Beach and Inlet Beach and expects to bring additional customers back online each day in the communities east of Hathaway Bridge between now and the end of November when most customers are expected to be up and operational.

“WOW! is deeply committed to supporting residents of Panama City and surrounding communities as they continue to recover from Hurricane Michael,” said Teresa Elder, CEO at WOW!. “We’re proud of the resiliency shown by the WOW! team, some of whom have lost their homes, as they work diligently to ensure all WOW! customers have access to reliable phone, cable and Internet services that we know play a critical role in their professional and personal lives. We continue to stand in support of this community and the WOW! employees who have put their hearts and souls into the recovery effort for our customers.”

WOW! has continued to suspend billing and late fee notices to customers who are without WOW! services. Customers will not be billed until their service is restored.

The best way for customers to contact WOW! for more information, or to report an outage, is to visit www.wowway.com/hurricane or to call 1-855-4-WOW-WAY for recorded real-time updates. The company is also providing updates on Twitter and Facebook.

About WOW! Internet, Cable & Phone

WOW! is one of the nation's leading broadband providers, with a service area that passes over three million residential, business and wholesale consumers. WOW! provides service in 19 markets, primarily in the Midwest and Southeast, including Illinois, Michigan, Indiana, Ohio, Maryland, Alabama, Tennessee, South Carolina, Florida and Georgia. With an expansive portfolio of advanced services including high-speed Internet services, cable TV, phone, business data, voice, and cloud services, the company is dedicated to providing outstanding service at affordable prices. Visit wowway.com for more information.

WOW! Media Contact

Name: Debra Havins

Phone: 720-527-8214

Email: debra.havins@wowinc.com