

FOR IMMEDIATE RELEASE

For more information contact:

Anthony Starkey

303.961.4883

astarkey@mentisbroadband.com

**WOW! Internet and Cable Implements Mentis
Work Order Response Center for Mobile Workforce Management**

**Mentis Mobile Workforce Solution Allows WOW!'s Field Technicians to
Complete 1,000's of Additional Work Orders per Month**

GREENWOOD VILLAGE, Colo. (December/03/2003) Mentis Broadband Solutions (Mentis), a leading provider of legacy billing integration and service delivery software for the broadband cable industry, today announced that WOW! Internet and Cable Service has successfully deployed the Mentis Work Order Response Center (WORC) solution to automate its service fulfillment operations. Built on the Mentis Real-Time Response platform (RTR), the WORC solution has removed significant monthly field operations expenses from WOW!'s P&L, raised service levels in the Dispatch Center and Network Operations Center to over 90%, and reduced calls to the Dispatch Center and Network Operations Center by over 20% and 30% respectively.

By directly connecting the integrated workforce module with the core mainframe billing system, WORC preserves all information about the customer in a single location and ensures that dispatchers, call center representatives and technicians have a complete view of the customer. The WORC Solution pushes a full range of work order management functions from the billing system, in real-time, to WOW!'s dispatchers and field technicians. WORC enables field

technicians, through wireless devices, to open, close and re-schedule work orders, manage equipment inventory, and provision devices from a handheld wireless device. With full order management capabilities made available to the technician, WORC reduces the technician/dispatcher interaction over the phone while raising the efficiency of the technician's administrative activities.

"We are pleased with both the performance of the Mentis WORC solution and Mentis' expertise in solving critical integration issues surrounding our legacy billing system," stated Manny Miera, Vice President of Operations Support at WOW! Internet and Cable. "Mentis understands both workforce management and cable billing systems, both of which are critical to helping us achieve our business objectives."

The WORC solution leverages the real-time integration capabilities of the Mentis RTR platform, the most widely deployed billing mediation infrastructure supporting the broadband cable and satellite industries. The Mentis RTR Platform is a single point of integration for enterprise applications, presenting a common XML interface of transactions for the integration of solutions such as Mentis WORC and other third-party enterprise applications such as OSS provisioning agents, CRM packages, affiliate applications such as CableLabs Go2Broadband, and instant activation applications for the cable set top box.

"We are excited that WOW has selected Mentis to support its enterprise workforce management initiatives," said Rich Schoenmaker, CEO at Mentis Broadband Solutions. "WOW! can take advantage of our disciplined approach to billing system integration with solutions like WORC that improve their operations and strengthen their competitive position."

About Mentis

Mentis Broadband Solutions provides the cable industry with integrated solutions focused on automated customer management, flow-through provisioning, mobile workforce management and service activation for voice, video and data services. The Mentis Real-Time Response System (RTR) delivers mission-critical functionality that can help speed the delivery and marketing of new solution and service offerings, facilitate new revenue generating opportunities, improve customer service, and reduce operating costs associated with customer acquisition and management. Since 1998, Mentis has worked with many broadband industry leaders, including AT&T Broadband, AOL Time Warner, Charter Communications, EchoStar Communications, and WOW! Internet and Cable Services. For more information, visit www.mentisbroadband.com.

About WOW! Cable and Internet Service

WOW!, a leading broadband services provider, builds and operates state-of-the-art fiber optic networks that offer high-speed connections to the Internet and digital cable television services to residential and small business customers in select markets across the United States. WOW!'s executive team includes proven leaders with broad experience in the Internet, cable, and telecommunications industries. For more information, visit: wowway.com