

FOR IMMEDIATE RELEASE

BendBroadband Experiences Power Outage at Headquarters Impacting Company Services in Central Oregon

April 8, 2010 Bend, Ore. – A power failure at BendBroadband’s primary technical facility temporarily affected services for nearly all of the company’s customers in Central Oregon earlier today.

The outage occurred at approximately 11:17 a.m. on Thursday, April 8 and was the result of an unspecified environmental power event in the area which is still under investigation. The root cause of the customer-impacting outage is being reviewed by company engineers and the redundant power vendor. The company’s backup generators were manually started by company personnel and most services were back online within 10 to 15 minutes.

“BendBroadband has multiple redundant power systems along with diesel generators that are designed to automatically handle any environmental power event. We run regular tests to ensure power recovery. In conjunction with our redundant power system vendor, we are reviewing to find the root cause of this event and why backup power was not automatically triggered.” said Frank Miller, BendBroadband’s Chief Technology Officer. “Reliability for our customers is a primary responsibility as a local provider. We understand the serious impact an event like this has on our customers. We are taking action to implement precautions to prevent a similar occurrence. The entire team at BendBroadband apologizes for the inconvenience and disruption.”

Customers that may be experiencing issues with their BendBroadband services, are encouraged to power cycle their devices. To do this, unplug the appropriate devices (this could include routers, modems, and cable boxes) for approximately ten seconds and then plug the device back in. If that process does not help to restart your services, please call BendBroadband’s Customer Care department at 541-382-5551.

A copy of this release will be posted at <http://bendbroadband.com/>. Customers can also contact BendBroadband at 541-382-5551.