



Jimdenise18@aol.com
11/06/2013 08:01 AM

To cabletv@dccca.hawaii.gov
cc
bcc
Subject Time Warner Franchise Hearing

I am deeply troubled when I have asked for the last two years for a complete listing of our channels including the digital channels on our cable contract with Time Warner. The clerks at the Kahului have repeated stated that they have no idea what our channel lineup is. We live in Kihei at Kihei Alli Kai, 2387 S. Kihei Rd, Kihei, Hi.

It makes me wonder about their customer service commitment.

Sincerely,

James E. Goulart
2387 S. Kihei Rd C-401
Kihei Hi



Douglas Ward Mardfin
<mardfin@gmail.com>
11/05/2013 09:36 PM

To cabletv@dcca.hawaii.gov

cc

bcc

Subject Opposition to Oceanic Time Warner 20 year time extension application from Hana

1 attachment



Oceanic Cable franchise extension.doc

Dear DCCA-CATV,

Attached are my comments in opposition to a 20 year time extension for Oceanic. At most they should be given 5 years to ensure that they improve service to Hana.

Aloha, Douglas Ward Mardfin

If there are any questions, I can be reached at 808-248-4061

November 5, 2013

DCCA-CATV
P.O. Box 541
Honolulu, HI 96809
[email cabletv@dcca.hawaii.gov]

Dear CATV Division,

I am a resident of Hana, Maui and a subscriber to Oceanic Time Warner cable TV (and internet). I was unable to attend either the meeting on Nov. 1 in Hana or the Nov. 5 meeting in Kahului so I am submitting my comments via email.

I am OPPOSED to granting Oceanic a 20 year extension on their monopoly franchise. At the MOST they should be given a 5 (FIVE) year extension. In Hana, we get very sporadic and inferior reception. Within the past year they did improve the internet connection somewhat but it is still not up to the level of service available in Kahului and Wailuku. I understand they attempted to serve Hana with fiber-optic cable but they were unsuccessful in doing so. Until Hana gets such fiber-optic cable quality of service, I totally oppose giving Oceanic any more than five year extensions. We currently experience frequent loss of service – it was averaging one or two times a month of intermittent outages, sometimes a lot more frequently. Even when it is working, the signals (both video and audio) are often garbled.

If they were to be granted a 20 year extension, there would be no incentive on Oceanic's part to improve the service to Hana and this hinders our ability to conduct business. It also harms the ability for the students of Hana to have full use of the internet (this has somewhat improved since the past summer) but is still not at the level of reliability, speed and bandwidth that is available on other parts of Maui and on Oahu.

Oceanic is requesting a continuation of their monopoly. The public (including the public in Hana) at least deserve the highest quality available in exchange for these monopoly rights granted by the State of Hawaii.

Moreover the technology in this area changes rapidly so anything more than a 5 year extension is undeserved. There has to be an incentive for Oceanic to keep up with technological advances and a long time extension works against this. I would guess that Oceanic will argue that they need a long extension to justify capital improvement but we underserved people in Hana have yet to see such improvement without getting fiber-optic cable. A year or two ago Oceanic raised their prices and, in a letter to its subscribers, said it was justified by service improvement. For Hana, there was no improvement, and I wrote them (and the Better Business Bureau) complaining that if there was no service improvement for Hana, then there should be no price increase. Oceanic, in effect, told me tough – they would not have a differential price for Hana even if we did not share in the benefits of an upgrade.

In short, I recommend you deny Oceanic a 20 year extension at this time. A five year (or even better, a two year) extension should be sufficient until service in Hana is brought up to first world standards.

Sincerely,

Douglas Ward Mardfin

Douglas Ward Mardfin
4196 Hana Highway
PO Box 547
Hana, HI 96713

Cable Television /DCCA
Sent by: Sandra YE
Yonesaki/DCCA

11/06/2013 08:14 AM

To Lisa Darcy <Lisa@hoomoanafoundation.org>
cc
bcc
Subject Re: Letter of support for Akaku 

Thank you for your e-mail of November 5, 2013. Your comments in support of Akaku on Maui will be included as part of the record in this proceeding.

Mahalo,
Sandra Yonesaki

Lisa Darcy Lisa Darcy <Lisa@hoomoanafoundation.org> 11/05/2013 05:21:30 PM

Lisa Darcy
<Lisa@hoomoanafoundation.org>
11/05/2013 05:21 PM
To "cabletv@dcca.hawaii.gov" <cabletv@dcca.hawaii.gov>
cc
Subject Letter of support for Akaku

Attached please find a letter of support for Akaku on Maui.
Please confirm receipt.

Mahalo,
Lisa Darcy
Executive Director
Ho'omoana Foundation
808-877-7720
www.hoomoanafoundation.org
[attachment "Akaku support.pdf" deleted by Sandra YE Yonesaki/DCCA]



Lisa Darcy
<Lisa@hoomoanafoundation.org>
11/05/2013 05:21 PM

To "cabletv@dcca.hawaii.gov" <cabletv@dcca.hawaii.gov>
cc
bcc
Subject Letter of support for Akaku

1 attachment



Akaku support.pdf

Attached please find a letter of support for Akaku on Maui.
Please confirm receipt.

Mahalo,
Lisa Darcy
Executive Director
Ho`omoana Foundation
808-877-7720
www.hoomoanafoundation.org

Lisa A. Darcy
1334 W. Kuiaha Rd.
Haiku, HI 96708

To Whom It May Concern,

I wish to submit testimony reflecting the value in our community and in support of the following minimum requirements Oceanic Time Warner Cable should provide in exchange for use of Maui's valuable public rights of way:

1. Make cable TV and affordable, high speed internet available to every resident and business in Maui County.
2. Cablecast Akau channels with the same format and signal quality as local broadcast channels. Keep them easy to find and repeat them in HD.
3. Increase funding and capital support for Akaku with no restrictions on funds.
4. Help Akaku use all media and technology necessary to get video to and from every screen in your home, your backpack or your pocket and create media jobs for our keiki.
5. Free Wi-Fi in public parks, libraries and community centers.
6. Provide Akaku with 25 hours per month of video on demand.
7. Guarantee that Time Warner matches the best public benefits it provides to any other location in the nation.
8. Make Time Warner support for "net neutrality" a condition of franchise.

As someone who works with economically challenged individuals in our community, I understand the value this has and that interfering will have a negative and detrimental impact on a significant number of residents.

With appreciation,

Lisa Darcy



Sayble <sayble@akaku.org>
11/05/2013 10:25 AM

To cabletv@dcca.hawaii.gov
cc
bcc
Subject Written Testimony regarding Oceanic Time Warner's
Franchise Renewal

STATE OF HAWAII DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS

CABLE TELEVISION ADMINISTRATION

Maui County is the only county in the United States separated by water. Made up of four islands, Maui County has a significant concentration of Native Hawaiian population and some of the most rural and underserved areas in the nation when it comes to access to broadband and television media. Akaku is Maui County's only electronic public media resource. These important characteristics position Maui County as deserving of a comprehensive cable franchise agreement that fits its needs and guarantees a sustainable community media future for all its residents. Time Warner has collected more than \$68,000,000 in revenue from Maui County subscribers in 2012 and will collect billions more if it's franchise is renewed for another twenty years. I recommend that, at minimum, the following public media provisions be provided as a condition of franchise renewal, *as rent for the use of Maui County's public rights of way* :

1. Time Warner should be required to build out cable TV and broadband service to every home in Maui County.
2. Akaku's PEG channels must be carried in the same format and with the same signal quality as all local broadcast channels. This will require guaranteed channel placement on all service tiers, keep them easy to find and repeat them in HD.
3. There should be no diminishment of current dedicated PEG analog electronic spectrum without the full written consent of Akaku and the DCCA.
4. Funding for Akaku should be increased with no cable company restraints on Akaku's use of cable fees to provide content on cable TV, internet, digital devices or any other media platform currently in use or yet to be invented.
5. Oceanic Time Warner must provide PEG services to Akaku and Maui County that are the same or better than the PEG services it provides to any other jurisdiction for the duration of the franchise.
6. Time Warner needs to pay 5% of franchise fees from cable gross revenue and a reasonable capital contribution of no less than \$4.00 per subscriber per year with annual 4% increases for the duration of the franchise term. Funding should be contractual for the term of the franchise notwithstanding changes in state or federal legislation.
7. Oceanic Time Warner should be required to provide fast, affordable, broadband that will achieve minimum speeds of 1 gigabit symmetrical service by 2018 for all Maui County residents and business subscribers.
8. Oceanic must provide free broadband and/or WiFi in all county parks, recreational areas and community centers.
9. To support economic development and education, Oceanic Time Warner must provide live upstream transmission capability and high speed broadband service to designated Community Anchor Institutions, public and private schools, government buildings, hospitals, libraries, community centers, community media centers, non-profit agencies, Akaku and public parks at no charge.
10. Oceanic Time Warner must provide 25 hours per month of video on demand capability to

Akaku for the duration of the franchise with increased capacity to be negotiated during the franchise term.

11. Oceanic Time Warner must provide 100 promotional spot inventory per month in run of schedule to be programmed by Akaku.
12. If the franchise agreement with the DCCA is superseded or replaced with federal and/or state broadband regulation and/or state video programming/broadband franchises, Time Warner must agree that equivalent fees or revenue from taxes on broadband revenue will be used to fund local access and programming (formerly PEG access channels), which will be program sources connected to the internet.
13. Oceanic Time Warner must bear cost of PEG conversion of NTSC signal to digital and the cost of connecting Akaku to other carriers as a condition of franchise.
14. Time Warner must provide PEG channels on digital tiers with closed captioning capability and all PEG channels must be recordable and able to work with DVR recording devices.
15. Since PEG access channels and services are "electronic public commons" with narrowcast and non-market based characteristics, ratings and viewership metrics must have lowest priority on evaluating community communications needs in order to establish channel expansion and/or increased public bandwidth requirements.
16. Net neutrality principles and bandwidth symmetry characteristics must be guaranteed for the duration of the franchise.
17. Oceanic Time Warner's franchise should be revocable for cause after notice and due process for failure to perform.

In conclusion, Oceanic Time Warner's franchise renewal application must be looked at in the context of a rapidly evolving video market so that the PEG access paradigm can continue to flourish with adequate technical support and funding, in exchange for use of public rights of way regardless of the technology.

Mahalo,

Sayble Bissen

Director of Production, Akaku Maui Community Television • 333 Dairy Road • Kahului, HI 96732 • (808) 871-5554



Shawn Michael
<shawn@akaku.org>
11/05/2013 10:24 AM

To cabletv@dcca.hawaii.gov
cc
bcc
Subject Testimony for Cable Franchise Renewal - DCCA-CATV

STATE OF HAWAII DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS
CABLE TELEVISION ADMINISTRATION

Maui County is the only county in the United States separated by water. Made up of four islands, Maui County has a significant concentration of Native Hawaiian population and some of the most rural and underserved areas in the nation when it comes to access to broadband and television media. Akaku is Maui County's only electronic public media resource. These important characteristics position Maui County as deserving of a comprehensive cable franchise agreement that fits its needs and guarantees a sustainable community media future for all its residents. Time Warner has collected more than \$68,000,000 in revenue from Maui County subscribers in 2012 and will collect billions more if its franchise is renewed for another twenty years. I recommend that, at minimum, the following public media provisions be provided as a condition of franchise renewal, *as rent for the use of Maui County's public rights of way* :

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2. Akaku's PEG channels must be carried in the same format and with the same signal quality as all local broadcast channels. This will require guaranteed channel placement on all service tiers, keep them easy to find and repeat them in HD.
3. There should be no diminishment of current dedicated PEG analog electronic spectrum without the full written consent of Akaku and the DCCA.
4. Funding for Akaku should be increased with no cable company restraints on Akaku's use of cable fees to provide content on cable TV, internet, digital devices or any other media platform currently in use or yet to be invented.
5. Oceanic Time Warner must provide PEG services to Akaku and Maui County that are the same or better than the PEG services it provides to any other jurisdiction for the duration of the franchise.
6. Time Warner needs to pay 5% of franchise fees from cable gross revenue and a reasonable capital contribution of no less than \$4.00 per subscriber per year with annual 4% increases for the duration of the franchise term. Funding should be contractual for the term of the franchise notwithstanding changes in state or federal legislation.
7. Oceanic Time Warner should be required to provide fast, affordable, broadband that will achieve minimum speeds of 1 gigabit symmetrical service by 2018 for all Maui County residents and business subscribers.
8. Oceanic must provide free broadband and/or WiFi in all county parks, recreational areas and community centers.
9. To support economic development and education, Oceanic Time Warner must provide live upstream transmission capability and high speed broadband service to designated Community Anchor Institutions, public and private schools, government buildings, hospitals, libraries, community centers, community media centers, non-profit agencies, Akaku and public parks at no charge.
10. Oceanic Time Warner must provide 25 hours per month of video on demand capability to Akaku for the duration of the franchise with increased capacity to be negotiated during

the franchise term.

11. Oceanic Time Warner must provide 100 promotional spot inventory per month in run of schedule to be programmed by Akaku.
12. If the franchise agreement with the DCCA is superseded or replaced with federal and/or state broadband regulation and/or state video programming/broadband franchises, Time Warner must agree that equivalent fees or revenue from taxes on broadband revenue will be used to fund local access and programming (formerly PEG access channels), which will be program sources connected to the internet.
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14. Time Warner must provide PEG channels on digital tiers with closed captioning capability and all PEG channels must be recordable and able to work with DVR recording devices.
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17. Oceanic Time Warner's franchise should be revocable for cause after notice and due process for failure to perform.

In conclusion, Oceanic Time Warner's franchise renewal application must be looked at in the context of a rapidly evolving video market so that the PEG access paradigm can continue to flourish with adequate technical support and funding, in exchange for use of public rights of way regardless of the technology.

Mahalo

--
Shawn Michael
Director of Programming
Akaku: Maui Community Television
333 Dairy Road
Kahului, HI 96732
(808) 871-5554
shawn@akaku.org



helga fiederer
<helgaonmaui@yahoo.com>
11/04/2013 09:17 PM
Please respond to
helga fiederer
<helgaonmaui@yahoo.com>

To "cabletv@dcca.hawaii.gov" <cabletv@dcca.hawaii.gov>
cc "kat@akaku.org" <kat@akaku.org>
bcc
Subject my son's testimony on Akaku and Internet speeds

History:

This message has been replied to.

Aloha

I am attaching my son's testimony of his experiences with Akaku and Internet/Broadband speeds here on Maui.

Thank you very much,
Helga Fiederer

Aloha

My name is Taona, I am 15 yrs old and today I would like to speak out in favor of Akaku, our Maui Community TV station.

When I was 8 yrs old my Mom signed my up for a summer camp with Akaku. Hector, the teacher, made us think up a story line and then we acted it out, filmed and edited it and added special effects. My team produced a film called "The Vengeance of the Vampire." It was a totally hilarious short film and I had the time of my life and from then on, I was hooked. I wanted to act, film and especially use the incredible high-tech Akaku Lab again and again. I started experimenting with my Mom's very simple camera and produced several epic Stop-Motion pieces with action figures. On the weekends I would organize sleep-overs with my friends and we filmed a movie and put it on YouTube. During school breaks I continued with the Akaku Camps and every time I learned something else, something new, I had never been exposed to. Every camp was challenging and sometimes difficult, or a lot of work, but little by little as I got older, the filming projects became more sophisticated, the equipment became much smaller (we just use iPods), and typically the projects now revolve around covering community events and more recently Live TV. Last year I officially became a Youth Reporter and twice now I have received stipends for Live TV work we did, reporting Third Friday in Kihei and just recently the Maui County Fair. I have taken my filming skills into my schools, got my friends interested and actually taught them some of these skills to use for their own projects! Right now I am in 10th grade at Kihei Charter School and for Projects Class I am working on a film on Mountain Biking on Maui using my GoPro camera to shoot and my Mac computer for editing.

You can say I have come a long ways. I feel the opportunities given to me and my friends by Akaku, through the Y-BEAM Program and others are priceless. The Camps offered to us were free, because of PEG funding, which made them possible for me to attend and for me specifically, they offered an opportunity I wouldn't have gotten anywhere else here on Maui. At Akaku we are being mentored by Kat Tracy to be successful and that's what makes Akaku and the staff there so awesome.

Now I would like to say something about Broadband and Internet Speeds. Uploading, downloading and sending film and music files can be very challenging here on Maui to say the least. I have been frustrated to tears trying to finish a film or any school project on time when the internet speed was fluctuating between not working and sometimes working. It's a miserable experience. I have lost important email communications thinking they went through to my teacher when really they never got to him. I have gotten in a lot of trouble about that. It's obvious that internet speeds vary quite a bit and do not meet FCC mandates. We know that. I will start with college courses next semester and know that I will have problems with that. I hope very much as a student and as a Youth Reporter that something will be done to improve internet and broadband speeds here on Maui.

Thank you very much for listening!



Robert Pollock
<ebbandflowarts2013@gmail.com>
11/04/2013 07:31 PM

To cabletv@dcca.hawaii.gov
cc
bcc
Subject 5spam:testimony

1. *Make cable TV and affordable high speed Internet available to EVERY resident and business in Maui County.*
2. *Cablecast Akakū channels with the same format and signal quality as local broadcast channels. Keep them easy to find and repeat them in HD.*
3. *Increase funding and capital support for Akakū with no restrictions on funds.*
4. *Help Akakū use all media and technology necessary to get community video to and from every screen in your home, your backpack or your pocket and create media jobs for our keiki.*
5. *Free Wi-Fi in public parks, libraries and community centers.*
6. *Provide Akakū with 25 hours per month of video on demand.*
7. *Guarantee that Time Warner matches the best public benefits it provides to any other location in the nation.*

AKAKU SERVES A VITAL COMMUNITY FUNCTION. AKAKU's staff are professional, friendly and effective.

Sincerely,

*Robert Pollock
Kula*



Larry Shapiro
<lshapiro1010@yahoo.com>
11/04/2013 04:40 PM

To cabletv@dcca.hawaii.gov
cc
bcc
Subject Written Testimony re Time-Werner Monopoly Renewal on Maui

Dear Sir/madame,

Please accept this testimony in lieu of my public testimony regarding the renewal of Time Werener Oceanic Cable's (TWO) Maui franchise. (Can you please acknowledge receipt of this message so i know it will be considered.)

1. AKAKU. I, and my family, fully support Akaku and all that they do and this should continue, and be expanded if possible, at no cost to subscribers.

2. OLD AND OUTDATED EQUIPMENT. Time-Werner Oceanic Cable has provided substandard equipment to customers for the last 6-7 years I have been a subscriber. They simply refuse to purchase new, up-to-date equipment, to boost profits without concern for its powerless customers. We as customers can't do anything about it to make them more customer focused.

For example, I have had to replace my DVR on SEVERAL occasions after they broke for various reasons. This is a huge hassle and many carefully recorded programs were lost in the process. This is in addition to the tremendous aggravation, hassles and wasted time getting the boxes replaced.

I was told by an agent in the Maui office when I complained about all of the old DVR's that have, that they have not bought new gear in "years". They keep recycling old, outdated gear. For example, I had to replace my DVR about 1 year or so ago. My "new" box's label says it was made on September 12, 2007.

I have friends on the Mainland who get new, top quality gear from their cable supplier. But not us.

This disrespect for customers has to stop. We, of course, have few options whatsoever to get our own compatible equipment. Yet we pay a FORTUNE every month. This is an inexcusable situation that only the government can remedy when renewing TWO's franchise.

Now is the time to do something about it by requiring TWO to replace its aged and decrepit supplies of DVRs. If they are not willing to do so immediately and on a regular basis for the life of their monopoly contract, TWO should be replaced.

3. NO PROGRAMMING UPDATES EVER GIVEN. TWO refuses to supply customers with up-to-date station guides. They constantly change the station lineup, yet refuse to give customers an updated station guide. I have spoken to several TWO representatives and asked why they don't tell people what the new lineups are. The response I get: 1) go look online yourself and or, 2) It's too expensive to stuff an insert with the lineup into the bills. Wait a minute, I pay a huge amount of money every year and get such bad service. What's that about?

This is inexcusable. They refuse to take even simple efforts to keep customers informed about the service they are or are no longer providing, despite easy and VERY inexpensive solutions. I propose that:

- A. TWO be REQUIRED to send an email (to all customers who opt in and respond to an invitation on their bills or online) and include a downloadable program guide every month if changes are made, and
- B. At least one time per calendar year, TWO inserts a new program station lineup in customer's bills.

4. INTERNET SPEED NEEDS DRASTIC IMPROVEMENT. TWO should be required to upgrade its internet service and speed to customers at NO ADDED COST. The technology has improved and costs reduced to such an extent there is no excuse for providing the current level of service. TWO should be required to upgrade it's standard internet service. Without such requirements in the renewal contract, we customers will get lousy service.

None of my three proposals should be allowed to be charged to customers. This is a minor cost of doing business that is related to having a monopoly franchise. Thank you for taking the time to review my comments. I do hope you will focus entirely on protecting the public's interest, especially when it comes to renewing a monopoly contract.

if you have any questions, please feel free to contact me.

Sincerely,

Larry Shapiro
Kihei, Maui



<riorie@hawaiiantel.net>
11/04/2013 04:29 PM

To <cabletv@dcca.hawaii.gov>
cc
bcc
Subject MAUI'S FAMILY NEEDS...

ALOHA TIME WARNER!...

WE WANT YOU TO BE KAMAINA BY LOVING US AND WE WILL LOVE YOU BACK, ALL WE LIKE IS A LITTLE LOVE FROM YOU FOR THE NEXT 20 YEARS!... just like we were a big family?... which we are!

Here are our needs or your contributions to the loving paradise island of Maui!... and we all love each other for at list 20 more years of harmony!...

Thank You all!...

- 1. Make cable TV and affordable, high speed internet available to EVERY resident and business in Maui County.***
- 2. Cablecast Akaku channels with the same format and signal quality as local broadcast channels. Keep them easy to find and repeat them in HD.***
- 3. Increase funding and capital support for Akaku with no restrictions on funds***
- 4. Help Akaku use all media and technology necessary to get video to and from every screen in your home, your backpack or your pocket and create media jobs for our keiki.***
- 5. Free Wi-Fi in public parks, libraries and community centers.***
- 6. Provide Akaku with 25 hours per month of video on demand.***

7. *Guarantee that Time Warner matches the best public benefits it provides to any other location in the nation.*
8. *Make Time Warner support for "net neutrality" a condition of franchise*



Courtney Turner
<makena42@gmail.com>
11/04/2013 02:49 PM

To cabletv@dccca.hawaii.gov
cc
bcc
Subject 5pm:Oceanic Cable

Aloha,

Oceanic Cable has a monopoly on Maui, and I'd prefer some competition, but if they have to continue their monopoly, I'd like them to give back more to the community. They can afford to do so. (And it'll be good overall for the economy in the long run.)

Also, I do support Akaku.

Here are provisions I also request:

1. *Make cable TV and affordable, high speed internet available to EVERY resident and business in Maui County.*
2. *Cablecast Akaku channels with the same format and signal quality as local broadcast channels. Keep them easy to find and repeat them in HD.*
3. *Increase funding and capital support for Akaku with no restrictions on funds*
4. *Help Akaku use all media and technology necessary to get video to and from every screen in your home, your backpack or your pocket and create media jobs for our keiki.*
5. *Free Wi-Fi in public parks, libraries and community centers.*
6. *Provide Akaku with 25 hours per month of video on demand.*
7. *Guarantee that Time Warner matches the best public benefits it provides to any other location in the nation.*
8. *Make Time Warner support for "net neutrality" a condition of franchise*

Mahalo,

Courtney Turner



Jennifer Bonadio
<jenniferbonadio1@gmail.com>
11/04/2013 11:56 AM

To cabletv@dcca.hawaii.gov
cc
bcc
Subject Oceanic Contract

Good morning. My name is Jennifer Bonadio and I have been a customer of Oceanic Time Warner. I reside at 957 Waiono Place in Kihei, Maui, and at 1120 Kaupakalua Road in Haiku, Maui.

I am asking that these requirements be written into any new contract that would be granted to Oceanic Time Warner:

- 1. Make cable TV and affordable, high speed internet available to EVERY resident and business in Maui County.*
- 2. Cablecast Akaku channels with the same format and signal quality as local broadcast channels. Keep them easy to find and repeat them in HD.*
- 3. Increase funding and capital support for Akaku with no restrictions on funds*
- 4. Help Akaku use all media and technology necessary to get video to and from every screen in your home, your backpack or your pocket and create media jobs for our keiki.*
- 5. Free Wi-Fi in public parks, libraries and community centers.*
- 6. Provide Akaku with 25 hours per month of video on demand.*
- 7. Guarantee that Time Warner matches the best public benefits it provides to any other location in the nation.*
- 8. Make Time Warner support for "net neutrality" a condition of franchise*

Thank you for your further consideration of the residents of Maui County...

Aloha



bonnie morgan
<artsyoceanic@yahoo.com>
11/04/2013 11:24 AM
Please respond to
bonnie morgan
<artsyoceanic@yahoo.com>

To "cabletv@dcca.hawaii.gov" <cabletv@dcca.hawaii.gov>
cc
bcc
Subject time warner cable contract renewal from Bonnie Morgan

Time Warner cable is applying for renewal in Maui and I would like to see these minimum requirements go into effect for them to use our right of way

- 1. Make cable TV and affordable, high speed internet available to EVERY resident and business in Maui County.*
- 2. Cablecast Akaku channels with the same format and signal quality as local broadcast channels. Keep them easy to find and repeat them in HD.*
- 3. Increase funding and capital support for Akaku with no restrictions on funds*
- 4. Help Akaku use all media and technology necessary to get video to and from every screen in your home, your backpack or your pocket and create media jobs for our keiki.*
- 5. Free Wi-Fi in public parks, libraries and community centers.*
- 6. Provide Akaku with 25 hours per month of video on demand.*
- 7. Guarantee that Time Warner matches the best public benefits it provides to any other location in the nation.*
- 8. Make Time Warner support for "net neutrality" a condition of franchise..*

Its bad enough that Maui electric is gouging us to the max and I would like to see time warner helping to support our local economy instead of draining our pockets with the money going to a big corp off island

Their customer service has been very good and I have had no problems with them ..

thank you , Bonnie Morgan

*4436 lower Honoapiilani rd #226
Lahaina Hi 96761 808 669 1612*

Bonnie Om Maui



Aloha Spirit
<alohaspiritt@aol.com>
11/04/2013 11:04 AM

To cabletv@dcca.hawaii.gov
cc
bcc
Subject Oceanic Time Warner Renewal

History:

✉ This message has been forwarded.

Date: November 4, 2013
To: cabletv@dcca.hawaii.gov
From: J. Janco
RE: Oceanic Time Warner Renewal

To Whom It May Concern:

**Since we are unable to attend the Public Hearing, We are emailing our views.
We are happy with the service.**

I would like these options added to our service:

- • To be able to record more than two programs at a time.
- • To be able to have Netflix with your service.
- • Make cable TV and affordable, high speed internet available to EVERY resident and business in Maui County
- • Non exclusive rights.
- • Maui customer service phone center or train people to know Maui.



David Johnston
<hawaiidhr@yahoo.com>

11/04/2013 10:32 AM

Please respond to
David Johnston
<hawaiidhr@yahoo.com>

To "cabletv@dcca.hawaii.gov" <cabletv@dcca.hawaii.gov>

cc

bcc

Subject Testimony to Support Akaku

History:

↳ This message has been forwarded.

Aloha,

I'd like to say that I support Akaku. Please support them in all ways that you do. I have taken all of their media courses offered to the community to improve my skills and experience with media production. They also offer courses for youth, which I'm pleased this is available to the next generation.
Please support Akaku.

Thank you,
David Johnston

See my vizify bio!



Maren Sirine
<marensirine@yahoo.com>
11/04/2013 10:12 AM

To cabletv@dcca.hawaii.gov
cc
bcc

Subject Oceanic Time Warner Cable rate increases!!

History: This message has been forwarded.

I am a senior citizen. I never paid for TV most of my life. No "free" Boxes were available when the digital transition happened here in Maui, right before Pres. Obama's inauguration!!

So I got the cheapest plan from TWC: \$9.95 month. That rate has increases every year with no warning to \$19.95.

They had the sound very loud for commercials too...now its a bit better.

Hate all the graphic violence and nasty images any time of day...just who likes that gruesome stuff???

Do not need: 24/7 Maui visitor guide, though better than grim killing shows!!! Shopping channel-no thanks! All the drug adds...

Thank goodness for PBS and comedy, food and travel channels Signed,
Maren Sirine, Maui



Sylvia
<sylvia@kolealea.com>
11/04/2013 09:03 AM

To cabletv@dcca.hawaii.gov
cc
bcc

Subject Proposed renewal of Oceanic Time Warner's contract

History:

This message has been forwarded.

Good morning. My name is Sylvia Cenzano and I have been a customer of Oceanic Time Warner. I reside at 957 Waiono Place in Kihei, Maui, and at 1120 Kaupakalua Road in Haiku, Maui.

I am asking that these requirements be written into any new contract that would be granted to Oceanic Time Warner:

- 1. Make cable TV and affordable, high speed internet available to EVERY resident and business in Maui County.*
- 2. Cablecast Akaku channels with the same format and signal quality as local broadcast channels. Keep them easy to find and repeat them in HD.*
- 3. Increase funding and capital support for Akaku with no restrictions on funds*
- 4. Help Akaku use all media and technology necessary to get video to and from every screen in your home, your backpack or your pocket and create media jobs for our keiki.*
- 5. Free Wi-Fi in public parks, libraries and community centers.*
- 6. Provide Akaku with 25 hours per month of video on demand.*
- 7. Guarantee that Time Warner matches the best public benefits it provides to any other location in the nation.*
- 8. Make Time Warner support for "net neutrality" a condition of franchise*

Thank you for your further consideration of the residents of Maui County...

Sylvia Cenzano



William Church
<hanakauhi@msn.com>
11/02/2013 09:23 AM

To "cabletv@dcca.hawaii.gov" <cabletv@dcca.hawaii.gov>
cc
bcc
Subject: License renewal for Time Warner

Aloha,

I am a long time resident of Hana, (since 1975), serving the community of Hana until I retired in 2003 as the Hana District Representative for Maui Electric Co. I have been involved in most of the service installations of power for the entire community as it changed and grew. Our community was so fortunate to have gotten the first cable tv service on Maui, due to insight by the responsible parties, to include Hana in the client pool the cable tv service had to serve.

Weather permitting we were able to enjoy analog video service with some pay per view choices. Then we were given a very basic, but usable internet service twenty years ago. As the internet grew it became possible to do so much of the business and entertainment parts of our lives through this media. Living in as remote an area as Hana, this was a godsend for my family. But in today's times with total dependency to pay bills online and other business needs provided through the internet, not to mention the connectivity with distant family members thru Skype, we need a more dependable service to our community.

Using a microwave link in this service has been the main problem. Outages of internet and digital services have reached abysmal proportions. With trouble service only available once a week, one might wait upwards of three weeks for an interruption to be addressed. The best download speed we can get is 10mbps with an upload of 1mbps through the microwave system. It's obvious we need to get an upgrade from this system to a fiber optic system. Recently, government monies were available to string a fiber optic cable from Haiku to Hana, for a 40mbps connection at our public school, but opposition from some landholders prevented the project from going forward. They should try again to string this cable as it would not only benefit our school but our town and possibly all the communities along the way. Local government should step in to negotiate with any land ownership issues as there is a power transmission line that feeds all the communities from Kailua to Hana whose electric pole construction has room to string a fiber optic line below the power lines using the same land easement.

Oceanic and I have a long running relationship, I file complaints at least once a month and sometimes twice a week for interruptions in service. In conversations with various operators who handle my service complaint calls, I have been reminded that their internet and cable television service are deemed an entertainment service and not a public utility, and as such do not have to respond to interruptions of service in as soon as possible mindset. I disagree, with internet services becoming more mainstream as the media to conduct business transactions, access knowledge, education, phone service and entertainment, we need a more reliable system. As outages in service are a daily fact, my connection to the outer world can be reduced to US mail service which has been minimized by budget cuts and land line telephone. I need more reliability.

There should be some regulation of Oceanic Time Warner , as it stands now, they have no reason to respond in a more responsible manner. To collect monies from us customers and provide a non-reliable service, while providing a more reliable service to the majority of its customers is biased, probably prejudiced in favor of the profitable market versus the loss market, which Hana is. But with a monopoly, we must restrict its powers by regulation. The overall picture for Oceanic is probably very profitable, but for Hana its not so rosy, so the company is unwilling to spend on upgrades to our service , thus the numerous outages, once weekly visits by service personnel, and long wait times during interruptions. I believe adding this company under the jurisdiction of the Public Utilities Commission would be in the public 's good interest.

Granting a twenty year extension to Oceanic's license should be given with some strings attached.

1 The company must be required to respond to service complaints in a timely manner .

2 More transparency about ongoing problems with the customer

3 Pricing of services should be pro-rated on the actual quality of service and not on a set value . For instance when you buy a certain speed rating for your internet connection , it will say up to 10 mbs of internet download speed, but the actual speed is only 4.5 mbs, then the cost of this service should be prorated to a lower price, not having one customer pay the same rate as another if he or she is not getting the same service .

4 Removal of the mindset that Oceanic Time Warner is an entertainment service , but in fact is a multifaceted utility, that provides critical communication services for many of its customers .

5 The company must serve all its customers equally , ensuring that the quality of its services are uniform to all.

6 Require the company to upgrade its service to Hana with a fiber optic system to ensure reliability.

Without the connectivity Oceanic Time Warner has given my community and myself we would all still be relying on the communication system placed here in the 1960's. I am grateful they are here servicing our community, but with the right encouragement, the company could do a better job in the future .

Thank you,

William H. Church



Karen Chun
<Karen@MauiPaddle.com>
11/01/2013 02:03 PM

To cabletv@dcca.hawaii.gov
cc
bcc
Subject Testimony re Oceanic Time Warner Cable Franchise renewal

1. Make Cable TV and affordable. Oceanic charges too much for both TV and for internet and the lower priced internet plans feature slow throughput and intolerable drops and lag times at certain times of day. The low priced plan which is horribly expensive should have decent throughput and be less than half of what they charge now.

2. Make sure high speed internet is available to EVERY resident and business in Maui County no matter where they live.

3. Cablecast Akaku channels with the same format and signal quality as local broadcast channels, keep them easy to find at the same locations on the dial and repeat them in HD. Time Warner has been switching channels around so often, we can't find ANY of our favorites. TELL THEM TO STOP.

4. Increase funding and capital support for Akaku with no restrictions on funds

5. Help Akaku use any and all media and technology necessary to get your video to and from every screen in your home, your backpack or your pocket and create media jobs for our keiki.

6. Make Oceanic provide free Wi-Fi in public parks, libraries and community centers

7. Provide Akaku with 25 hours per month of video on demand

8. Provide Maui County all public benefits Time Warner provides to any other franchise in the nation.

9. Let us opt out of receiving Fox news on the basic plan. I do not want to support that rightwing blather.

Karen Chun
87 Lae St.
Paia HI 96779



Susan Douglas
<sd3@hawaii.rr.com>
11/01/2013 08:28 AM

To <cabletv@dcca.hawaii.gov>
cc
bcc
Subject My testimony re Akaku to Time Warner

Aloha, I can't make the public meeting but here's my testimony:

Please make minimum the following requirements Oceanic Time Warner should provide in exchange for use of Maui's valuable public rights of way.

1. Make cable TV and affordable, high speed internet available to EVERY resident and business in Maui County.
2. Cablecast Akaku channels with the same format and signal quality as local broadcast channels. Keep them easy to find and repeat them in HD.
3. Increase funding and capital support for Akaku with no restrictions on funds.
4. Help Akaku use all media and technology necessary to get video to and from every screen in your home, your backpack or your pocket and create media jobs for our keiki.
5. Free Wi-Fi in public parks, libraries and community centers.
6. Provide Akaku with 25 hours per month of video on demand.
7. Guarantee that Time Warner matches the best public benefits it provides to any other location in the nation.
8. Make support for "net neutrality" a condition of franchise.

Warmest Mahalo and Aloha!

Susan Douglas
Founder, Maui Clean Air Coaliton, MCAC
Kihei, Maui, HI 96753
sd3@hawaii.rr.com
808 879 1112 (24/7)



Joseph todd
<toddsautotech@gmail.com>
10/27/2013 02:41 PM

To cabletv@dcca.hawaii.gov
cc
bcc
Subject About renewal of oceanic

Please renewal, but lower the price . joetodd 446 5992



Jen Fordyce
<jen_fordyce@hotmail.com>
10/25/2013 03:22 PM

To "cabletv@dcca.hawaii.gov" <cabletv@dcca.hawaii.gov>
cc
bcc
Subject Oceanic Time Warner application

Aloha,

I read in the Maui Time today that Oceanic Time Warner is applying to extend their ability to operate as a monopoly on Maui for the next 20 years. I would like to voice a few reasons as to why this is a problem. I live on a rural road in Waikapu, about 100 yards from the highway. I have been trying for months to get cable and internet service at our house , to no avail. While the staff at Oceanic Time Warner have been very friendly and have tried to find a solution , the company simply does not do business at our address. They do serve the house next door.

Because I am a high school teacher and we have a child who attends elementary school , the Internet is not merely a recreational option for us . We need it to complete school work (both my grading and his assignments) on our own time. Since there is not a traditional service available, we have to pay for Verizon Wireless data plan that tends to cost around \$500 a month. For a working class family on this island, the expense is prohibitive.

I believe the reason our current cable company will not operate on our road is that that it is not profitable enough, and they don't have to. If other companies had the option to provide competitive service, it could provide substantial yearly savings for our family...possibly enough that we could save up to buy the house that we live in . I'm sure we are not the only family in this situation, given the rural areas that are still intact around the island . Please consider allowing other companies to compete and provide services that we need .

Mahalo,
Jen Fordyce
Waikapu, HI



Tamara Paltin
<tampaltin@gmail.com>
10/22/2013 03:08 PM

To cabletv@dcca.hawaii.gov
cc
bcc
Subject 5pm:testimony for cable

- 1. Make cable TV and affordable, high speed Internet available to *EVERY* resident and business in Maui County.**
- 2. Cablecast Akakū channels with the same format and signal quality as local broadcast channels. Keep them easy to find and repeat them in HD.**
- 3. Increase funding and capital support for Akakū with no restrictions on funds.**
- 4. Help Akakū use all media and technology necessary to get community video to and from every screen in your home, your backpack or your pocket and create media jobs for our keiki.**
- 5. Free Wi-Fi in public parks, libraries and community centers.**
- 6. Provide Akakū with 25 hours per month of video on demand.**
- 7. Guarantee that Time Warner matches the best public benefits it provides to any other location in the nation.**



judith eagle
<eaglaw2@gmail.com>
10/21/2013 10:23 PM

To cabletv@dccca.hawaii.gov
cc
bcc
Subject Comments on Application of Oceanic Time Warner Cable

Dear DCCA,

The outstanding Oceanic Time Warner Cable thoroughly deserves another 20 years of help to Maui County.

Service is extraordinary. Service is amazingly courteous, patient, high level and prompt.

J. Eagle



"Darlene"
<dje@wave.hicv.net>
10/21/2013 05:41 PM

To <cabletv@dcca.hawaii.gov>
cc
bcc
Subject Concerned Lana'i Resident

Aloha,

Unfortunately I was unable to attend your meeting on Lana'i last week. I have not heard anything of the discussion.

We have been excellent customers for many years. I would appreciate answers of my concerns below.

- 1) Why is it we cannot get consistent cable service?
- 2) Why is it we cannot get good/new cable boxes?
- 3) Why is the attitude of your "one" person "Max" on island never been addressed?
- 4) When will Lana'i service/s be upgraded?

Your answers will determine if we will remain with your cable service. I have already taken the first step of alternative internet services.

Mahalo,
Darlene

Darlene J. Endrina
Career & Image Consultant
Seminars by Darlene
Cell 808-559-0471
dje@wave.hicv.net
www.seminarsbydarlene.com



<clark@maui.net>
10/21/2013 08:41 AM

To <cabletv@dcca.hawaii.gov>
cc
bcc
Subject 5spam:DO NOT ALLOW A MONOPOLY TO OCEANIC TIME
WARNER IN MAUI COUNTY

What happened to fair competition among cable providers? We are very upset that there are no other choices for cable, and broadband service. Let the free market economy dictate the services that may be offered to us the consumers. Why are we so backward that we are not allowed choices?

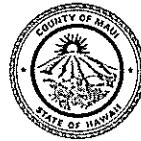
Please do not allow Oceanic Time Warner to be the sole cable tv provider.

Thank you,
Steve Clark
Makawao, Maui

Council Chair
Danny A. Mateo

Vice-Chair
Joseph Pontanilla

Council Members
Gladys C. Baisa
Robert Carroll
Elle Cochran
Donald G. Couch, Jr.
G. Riki Hokama
Michael P. Victorino
Mike White



Director of Council Services
Ken Fukuoka

CABLE DIVISION
COMMERCE AND
CONSUMER AFFAIRS

2013 OCT 23 A 8:36

A/C P/S C Aku

FILE

COUNTY COUNCIL
COUNTY OF MAUI
200 S. HIGH STREET
WAILUKU, MAUI, HAWAII 96793
www.maucounty.gov/council

October 21, 2013

Keali'i Lopez, Director
Department of Commerce and Consumer Affairs
P.O. Box 541
Honolulu, HI 96809

Dear Director Lopez:

SUBJECT: COMMENTS REGARDING OCEANIC TIME WARNER
CABLE'S MAUI COUNTY AND LAHAINA/WEST MAUI
CABLE TELEVISION FRANCHISE RENEWAL

I am writing to express my strong support for Akaku: Maui Community Television and their recommended conditions of franchise renewal. As Maui County's only Public, Education, and Government Access (PEG) provider, Akaku is the most qualified entity to understand what resources are required to meet Maui County's public media needs. As our tenants, Oceanic Time Warner Cable seeks to obtain what would essentially be a new lease agreement for the use of our public rights of way. We, the landlords of our public rights of way, require sufficient rent from our tenants to ensure our public media needs will be met for the next twenty years. Sufficient rent would be briefly summarized by the following stipulations:

- EQUAL RIGHTS FOR COMMUNITY MEDIA
- SUSTAINABLE FUNDING FOR THE FUTURE
- NO DIGITAL DIVIDE – BROADBAND AND INTERNET SERVICE FOR ALL

Maui County is one of kind. We are the only county in the United States made up of four islands. Maui County is home to some of the most rural and underserved areas in the nation, many with significant native Hawaiian population. These unique characteristics present challenges that are specific to Maui County and cannot be found anywhere else. Despite these challenges and the exiguous level of support from the cable company, Akaku does exemplary work to provide the highest and best quality of service possible. However, highest and best quality does not translate into our needs being met nor does it guarantee a sustainable future for community media.

Akaku has worked diligently to compile recommended conditions for the franchise renewal agreement. Maui County as a whole has always been supportive of our PEG provider

October 21, 2013

Page 2

and in my experience, Akaku has always held the public's best interest in high regards. As such, I am of the position that each and every one of Akaku's recommended conditions listed hereafter are critical to the enhancement and continue success of Maui's community media future.

1. PEG channels must be carried in the same format and with the same signal quality as local "must carry" commercial channels. Language about technical feasibility must not be used to diminish public access programming by providing services of less than commercial quality.
2. A minimum of 10% of all electromagnetic spectrum should be set aside for public interest use and use by community anchor institutions, including: PEG access organizations, public and private schools, government, hospitals, libraries, community media centers, community centers and public parks. Applications for public and community use include: public safety, telemedicine, telework, telepresence, emergency alerts, electric grid management, energy management, wireless communication and other applications in the public interest.
3. No diminishment of existing analog spectrum available to Akaku in the migration from analog to digital. The PEG access transition from analog to digital should not result in reduced bandwidth, reduced accessibility, reduced quality or reduced features during or after transition, relative to any other previously broadcast analog cable and/or IPTV channels.
4. Akaku must remain on the most accessible tiers available to all subscribers. PEG channels must be duplicated on additional tiers in the manner of local "must carry" channels and must not be involuntarily moved from easy access (analog "basic" tier) to "digital" tiers requiring special equipment or fees. PEG channels must not reach fewer viewers or be difficult to find, load or view. PEG channels must also be available on HD and enhanced TV.
5. Oceanic Time Warner must provide 25 hours per month of video on demand capability to Akaku for the duration of the franchise with increased capacity to be negotiated during the franchise term.
6. Oceanic Time Warner must provide 100 promotional spot inventory per month in run of schedule to be programmed by Akaku.
7. If the franchise agreement with the DCCA is superseded or replaced with federal and/or state broadband regulation and/or state video programming/broadband franchises, equivalent fees or revenue from taxes on broadband revenue will be used to fund local access and programming (formerly PEG access channels), which will be program sources connected to the internet.

October 21, 2013

Page 3

8. Prevent any reduction in fees due to a change in franchise fee definition or evaluation by Oceanic Time Warner. Raise franchise fees to 5% or a higher amount as allowed by law.
9. Capital contributions to PEG entities which have not increased in a number of years must be increased from the current rate of \$3.00 per subscriber and should include annual negotiated step up contributions of at least 4% per year for each year of the franchise term.
10. The transition to digital may result in increased expenses for Akaku, including internet connection and equipment costs, upgrades for high definition and enhanced services, and additional studio, staff and operating costs. The franchise agreement must include the ability to assess additional funds for these purposes.
11. Oceanic Time Warner must bear cost of PEG conversion of NTSC signal to digital and the cost of connecting Akaku to other carriers as a condition of franchise.
12. Free internet connections and service for designated public facilities should be mandated. Akaku must have access to minimum specified symmetrical upload and download speeds. INET and public fiber should be installed alongside commercial fiber.
13. Oceanic Time Warner must provide a minimum of 15 megabit symmetrical broadband service to Maui County subscribers by June 2014, increasing to 50 megabit symmetrical broadband in 2016 and a minimum of 1 gigabit symmetrical broadband service by 2018.
14. Free WiFi must be offered in all county parks and recreational facilities.
15. PEG channel numbers and placement should be stipulated in the franchise document, and permission to migrate or re-assign must be obtained from DCCA and Akaku.
16. No PEG "channel slamming" or the arbitrary relocation of PEG channels or aggregating PEG channels under a single channel (i.e. 99). No separate application requiring additional clicks to get to PEG content or making PEG inaccessible to channel surfing.
17. PEG channels on digital tiers must have closed captioning capability.
18. PEG channels must remain in the main traffic pattern of remote control and not be banished to "cable Siberia" where viewers have difficulty locating them.

19. Terms like "efficiency" and "video on demand" methodologies should not be unilaterally used by Oceanic Time Warner to diminish delivery of programming. The definition and implementation of those terms and methods of delivery should be at the discretion, direction and under independent control of Akaku.
20. PEG channels must not be subject to channel latency. In some markets, it can take nearly two minutes for PEG content to appear once the correct channel has been selected.
21. PEG channels must be recordable and able to work with DVR recording devices.
22. Oceanic Time Warner must not infringe upon Akaku's ability to develop and deliver local and hyper-local content and/or programming by any media necessary, including cable TV, internet, community broadband, mobile devices, digital devices or any media platform yet to be invented and must support delivery of fully local PEG access services of interest to diverse communities and groups.
23. Since PEG access channels and services are "electronic public commons" with narrowcast and non-market based characteristics, ratings and viewership metrics must have lowest priority on evaluating community communications needs in order to establish channel expansion and/or increased public bandwidth requirements.
24. Net neutrality principles and bandwidth symmetry characteristics must be guaranteed for the duration of the franchise.
25. As reported by the Community Ascertainment Study conducted in Oahu by Merina & Company at DCCA's behest, a "most favored nation" clause should be included in the franchise agreement, which would require Oceanic Time Warner to provide any public benefit service provided by Time Warner Cable in any of its markets, at the request of Akaku, the Cable Advisory Committee or the DCCA if the DCCA determines the service to be in the best interest of the public.
26. Support for PEG access services must be increased, and under no circumstances may PEG access technology, support and funding be reduced from levels currently provided in the existing franchise agreement.
27. Oceanic Time Warner's franchise should be revocable for cause after notice and due process for failure to perform.

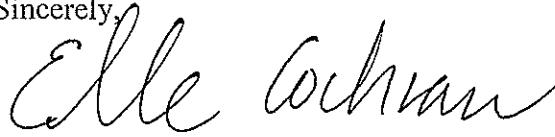
October 21, 2013

Page 5

In closing, I would like to thank the DCCA-CATV for its attention to my comments and urge that all the above conditions be included within the Community Ascertainment Report. DCCA-CATV has the opportunity negotiate a revolutionary cable franchise agreement that will provide Maui County with world-class community media and broadband capabilities. Akaku is Maui County's only television media. We rely on Akaku to help us talk to one another and it deserves increased funding and full support. I can only hope that our state agencies are of a progressive disposition so that Maui County is not left in the digital dark age without access to community media.

If there are any questions or concerns, please contact my office at (808) 270-5504.

Sincerely,



ELLE COCHRAN
Council Member

cc:



Chad Aquinde
<snstcruise@yahoo.com>

10/19/2013 09:42 PM

Please respond to
Chad Aquinde
<snstcruise@yahoo.com>

To "cabletv@dcca.hawaii.gov" <cabletv@dcca.hawaii.gov>

cc

bcc

Subject relicense Oceanic Cable

Please don't permit Oceanic Cable for the next couple decades here unless they agree to always credit their customers for lost of service. My Cable service including phone and internet from them always get's interrupted and the modem must be reset or a technician needs to come out for service. A couple times I've had to take in the cable box to exchange because the current one went bad. Not one of these occasions did Oceanic Cable offer to credit my account for lost of service inconvenience. The service goes bad at least once per month. Mahalo



antonia
<wholisticchoices@yahoo.com>

10/18/2013 12:20 PM

Please respond to
wholisticchoices@yahoo.com

To "cabletv@dcca.hawaii.gov" <cabletv@dcca.hawaii.gov>

cc

bcc

Subject: 5spam:Comments regarding Time Warner cable franchise renewal

My comments are as follows:

1. Allow competition with other cable providers. 20 years is a long time when it applies to technology. New will emerge. One company shouldnt be allowed the monopoly.
2. Require TWC to offer more selection of packages. Landline phones are disappearing but the best deals are Require them to break up services. If you dont they wont ever.
3. Limit their price increases. New customers get discount for 1 year or few months. After that sky's the limit.
4. Require TWC to contact those subscribing customers directly when they shut down channels during contract ended. When they were negotiating with CBS, showtime was removed. When it came back on, there was no r
5. Require they allow 1 account under 1 name for 1 property owner, regardless of number of residential units detached ohana, I should be allowed to provide cable to that ohana without having to have a second account. I them saying must be separate account, so they pocket more money. I want to provide cable but not if I have to

Thank you for the opportunity to comment.

Antonia Debevec

Sent from Yahoo! Mail on Android



Tess Cartwright
<tess@mewe-creations.com>
10/18/2013 09:13 AM

To cabletv@dccca.hawaii.gov
cc jay@akaku.org
bcc
Subject I support Maui Community Television - Akaku

To Whom It May Concern:

Sorry, I am unable to attend the hearings due to other engagements. This is my Voice in support of Akaku keeping our community connected.

- 1. Make cable TV and affordable, high speed Internet available to EVERY resident and business in Maui County.**
- 2. Cablecast Akakū channels with the same format and signal quality as local broadcast channels. Keep them easy to find and repeat them in HD.**
- 3. Increase funding and capital support for Akakū with no restrictions on funds.**
- 4. Help Akakū use all media and technology necessary to get community video to and from every screen in your home, your backpack or your pocket and create media jobs for our keiki.**
- 5. Free Wi-Fi in public parks, libraries and community centers.**
- 6. Provide Akakū with 25 hours per month of video on demand.**
- 7. Guarantee that Time Warner matches the best public benefits it provides to any other location in the nation.**

Thank you for all that you do to help us BE all that we are!

Respectfully,

Tess Cartwright
Maui Resident Since 1983
235 S. Church Street
Wailuku, Hawaii 96761



Tom Blackburn-Rodriguez
<tominmaui@icloud.com>
10/17/2013 06:43 PM

To cabletv@dcca.hawaii.gov
cc
bcc
Subject Testimony concerning Oceanic Time Warner Application to
Renew its Franchise to Deliver Cable Service to Maui

Aloha,

My name is Tom Blackburn-Rodriguez. I live at 85 Manino Circle, Apt. 202, Kihei, HI 96753. I am writing concerning the application by Oceanic Time Warner to renew its franchise to deliver cable service to Maui for the next 20 years.

In my view there are several aspects of that renewal that I strongly recommend be included as requirements that Oceanic Time Warner should provide in exchange for the privilege of using of Maui's valuable public rights of way.

1. Make cable TV and affordable, high speed Internet available to EVERY resident and business in Maui County.
2. Cablecast Akakū channels with the same format and signal quality as local broadcast channels. Keep them easy to find and repeat them in HD.
3. Increase funding and capital support for Akakū with no restrictions on funds.
4. Help Akakū use all media and technology necessary to get community video to and from every screen in your home, your backpack or your pocket and create media jobs for our keiki.
5. Free Wi-Fi in public parks, libraries and community centers.
6. Provide Akakū with 25 hours per month of video on demand.
7. Guarantee that Time Warner matches the best public benefits it provides to any other location in the nation.

Akakū is a necessary and critical community resource for all islands in Maui County and it must be assured that Oceanic Time Warner will be a strong resource. Making certain that all of us, especially including our youth, have access to a strong and economically secure community television station.

Please include my testimony in the public record.

Respectfully,

Tom Blackburn-Rodriguez
808-283-4570
tominmaui@icloud.com



"shanti@akaku.org"
<shanti@akaku.org>
10/15/2013 11:10 AM

To cabletv@dcca.hawaii.gov
cc
bcc
Subject: New submission from 'Submit Written Comments to DCCA Cable Division'!

These are my written comments RE: The consolidated application for renewal of the Maui County and Lahaina cable television franchise application submitted by Oceanic Time Warner Cable.

Shanti
Berg
96708
shanti@akaku.org

STATE OF HAWAII DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS

CABLE TELEVISION ADMINISTRATION

Maui County is the only county in the United States separated by water. Made up of four islands, Maui County has a significant concentration of Native Hawaiian population and some of the most rural and underserved areas in the nation when it comes to access to broadband and television media. Akaku is Maui County's only electronic public media resource. These important characteristics position Maui County as deserving of a comprehensive cable franchise agreement that fits its needs and guarantees a sustainable community media future for all its residents. Time Warner has collected more than \$68,000,000 in revenue from Maui County subscribers in 2012 and will collect billions more if it's franchise is renewed for another twenty years. I recommend that, at minimum, the following public media provisions be provided as a condition of franchise renewal, ***as rent for the use of Maui County's public rights of way :***

1. Time Warner should be required to build out cable TV and broadband service to every home in Maui County.
2. Akaku's PEG channels must be carried in the same format and with the same signal quality as all local broadcast channels. This will require guaranteed channel placement on

all service tiers, keep them easy to find and repeat them in HD.

3. There should be no diminishment of current dedicated PEG analog electronic spectrum without the full written consent of Akaku and the DCCA.
4. Funding for Akaku should be increased with no cable company restraints on Akaku's use of cable fees to provide content on cable TV, internet, digital devices or any other media platform currently in use or yet to be invented.
5. Oceanic Time Warner must provide PEG services to Akaku and Maui County that are the same or better than the PEG services it provides to any other jurisdiction for the duration of the franchise.
6. Time Warner needs to pay 5% of franchise fees from cable gross revenue and a reasonable capital contribution of no less than \$4.00 per subscriber per year with annual 4% increases for the duration of the franchise term. Funding should be contractual for the term of the franchise notwithstanding changes in state or federal legislation.
7. Oceanic Time Warner should be required to provide fast, affordable, broadband that will achieve minimum speeds of 1 gigabit symmetrical service by 2018 for all Maui County residents and business subscribers.
8. Oceanic must provide free broadband and/or WiFi in all county parks, recreational areas and community centers.
9. To support economic development and education, Oceanic Time Warner must provide live upstream transmission capability and high speed broadband service to designated Community Anchor Institutions, public and private schools, government buildings, hospitals, libraries, community centers, community media centers, non-profit agencies, Akaku and public parks at no charge.
10. Oceanic Time Warner must provide 25 hours per month of video on demand capability to Akaku for the duration of the franchise with increased capacity to be negotiated during the franchise term.
11. Oceanic Time Warner must provide 100 promotional spot

inventory per month in run of schedule to be programmed by Akaku.

12. If the franchise agreement with the DCCA is superseded or replaced with federal and/or state broadband regulation and/or state video programming/broadband franchises, Time Warner must agree that equivalent fees or revenue from taxes on broadband revenue will be used to fund local access and programming (formerly PEG access channels), which will be program sources connected to the internet.
13. Oceanic Time Warner must bear cost of PEG conversion of NTSC signal to digital and the cost of connecting Akaku to other carriers as a condition of franchise.
14. Time Warner must provide PEG channels on digital tiers with closed captioning capability and all PEG channels must be recordable and able to work with DVR recording devices.
15. Since PEG access channels and services are "electronic public commons" with narrowcast and non-market based characteristics, ratings and viewership metrics must have lowest priority on evaluating community communications needs in order to establish channel expansion and/or increased public bandwidth requirements.
16. Net neutrality principles and bandwidth symmetry characteristics must be guaranteed for the duration of the franchise.
17. Oceanic Time Warner's franchise should be revocable for cause after notice and due process for failure to perform.

In conclusion, Oceanic Time Warner's franchise renewal application must be looked at in the context of a rapidly evolving video market so that the PEG access paradigm can continue to flourish with adequate technical support and funding, in exchange for use of public rights of way regardless of the technology.

FILE COPY



Ed Felien
<edfelien@southsidepride.co
m>
10/14/2013 11:19 AM

To cabletv@dcca.hawaii.gov
cc
bcc
Subject 5spam:Comment on Franchis Renewal

Attention Cable Television Administrator:

According to Keali'i S. Lopez, the Director of the Department of Commerce and Consumer Affairs, "The DCCA is here to promote a strong and healthy business environment while protecting the community from unfair and deceptive business practices."

In their application for a renewal of their franchise agreement with Hawaii, Oceanic Time Warner acknowledges they were granted a monopoly status as a cable provider: "As a consequence of the FCC requirement that telephone companies divest their interests from the cable business, the State of Hawaii enacted a law enabling cable operators to use public-rights-of-ways to install cable plant." Only Oceanic Time Warner enjoys this public right of way.

They say, "Oceanic has also taken its obligation to be a good corporate citizen very seriously. Over the course of its history in Hawaii, Oceanic has made available substantial amounts of funding for various non-profit entities in the State.

"Oceanic's history of service and commitment to the State of Hawaii as a whole amply demonstrates that Oceanic has not only been a good corporate citizen, but has also been an industry-leading, innovative provider of cable communications services to its subscribers throughout Hawaii."

This sounds very good but without concrete examples and data it is not possible for the citizens of Hawaii and their governmental institutions to verify Oceanic's commitment to being a good corporate citizen.

Further, and even more important, without information about the profit and loss statements from Oceanic Time Warner in Maui, it is not possible to verify that the Department of Commerce and Consumer Affairs is "protecting the community from unfair and deceptive business practices."

In the interests of transparency and accountability, the DCCA must insist that Oceanic Time Warner provide an accounting of their contributions to the community and a current profit and loss statement detailing the profitability of their operations in Maui.

Sincerely,

Ed Felien
61 Ponana St.
Kihei, HI 96753



Paul Ehman
<ehman@maui.net>
10/11/2013 06:47 AM

To "cabletv@dcca.hawaii.gov" <cabletv@dcca.hawaii.gov>
cc
bcc
Subject 5spam:Cable tv

Aloha,

In considering Time Warner's renewal application to provide cable service, please consider the following:

1. Require cable TV and affordable, high speed Internet are available to EVERY resident and business in Maui County.
2. Cablecast Akakū channels with the same format and signal quality as local broadcast channels. Keep them easy to find and repeat them in HD.
3. Increase funding and capital support for Akakū and other public access options with no restrictions on funds.
4. Help Akakū use all media and technology necessary to get community video to and from every screen in your home, your backpack or your pocket and create media jobs for our keiki.
5. Provide free Wi-Fi in public parks, libraries and community centers.
6. Provide Public Access stations with 25 hours per month of video on demand.
7. Guarantee that Time Warner matches the best public benefits it provides to any other location in the nation.

Aloha,

Paul Ehman
ehman@maui.net
808-870-4732



John Byrne
<jbyrne@mauigolfreview.com>
10/10/2013 03:04 PM

To cabletv@dcca.hawaii.gov
cc "Akaku: Maui Community Television" <info@akaku.org>
bcc
Subject Regarding your 20-year extension

Aloha,

I am writing with respect to your application to renew your franchise for the next 20 years. It is a bit of a long-term contract. Where is the incentive for anyone to compete and keep you from imposing monopolistic policies?

As an Akaku producer, I thought I'd share some ideas on what to do to make a win/win situation that ensures your franchise investment in Hawaii is worthy of its renewal—now and onward:

1. Loosen up on those rates. Offer more options by breaking your products down into more category choices and price points... you'd have happier customers and fewer dishes littering our landscape.
2. Expand access for cable and web to everyone. Invest more of your own capital to reach more people sooner and you'll get the ugly work out of the way, and pave the way to earning more return on capital sooner.
3. Allow Akaku access to HDTV formats and best-in-class signal quality and you will win the hearts of your customers.
4. Better fund Akaku and be a good corporate citizen by stop the limits and growing the awareness that you are a friend of the community, not a burden or encumberance.
5. Give Akaku the tools to help citizens deliver their content across all platforms. Help tourism, learning, and more with a few mouse clicks of the mouse by your management, saying 'yes'!
6. How about adding your own branded wi-fi to public parks, libraries, and community centers? Talk about smart PR: the small cost for the wireless set-ups as compared to the service your are providing us is how you get the franchise renewals and keep them coming.
7. Why not provide not 25, but 50 hours a month of on-demand video for Akaku? Won't you look good in doing it? Exceeding even their requests isn't hard to do and you'll be heroes.
8. Make Hawaii your gold standard. Think how visible your actions are from a national PR point of view: Hawaii gets more people from more corners of the earth... it is a hotbed for expanding awareness of your technical savvy. Show it off by making Hawaii the lead place for innovation. The opposite has proven to do little for you. Why not try something new?

Well, I thank you for reading this. Hopefully, something here will be of help to you and us :-)

Mahalos, John

John B. Byrne
Maui Golf Review
P.O. Box 1228
Makawao, HI 96768
O 808/572-7100 | M 808/250-1007
jbyrne@mauigolfreview.com



michael gilbert
<gilbert1@me.com>
10/10/2013 02:45 PM

To cabletv@dcca.hawaii.gov
cc
bcc
Subject AKAKU MAUI

Aloha

A lot of us here in Maui have been disgusted with the way AKAKU has been showing Anti Semitic films and has refused to pull them off the site. They keep saying they have the right to show anything they want with no restrictions in any form

Jay April keeps saying there is no censorship and they will show anything. Now I'm all in favor of free speech but he has shown blatant anti semitic films that have resulted in incidences in our local high schools, This is not a joke and I'm not a crazy fringe person but we need to be real and the people at AKAKU are not. Their personal comment to me was if i do not like what they show to sue them and take legal action On top of that in a phone call with one of their employees he told me to go FO. Not the way to be professional.

Not sure what you can do with this comment but these people do not deserve any more money and what they show is of no interest to most folks anyways. I do think their educational part of what they do is a good thing.

Thanks for taking the time to read this letter and hear my thoughts,

Michael Gilbert MA.CR
Curator of Corporate Collections
Waldorf Astoria
Grand Wailea Maui Hawaii
808-298-6988

LATE TESTIMONY



Debasis Bhattacharya
<debasisb@hawaii.edu>
11/18/2013 03:21 PM

To cabletv@dccca.hawaii.gov
cc Brian Moto <bmoto@hawaii.edu>
bcc

Subject Letter of Testimony - UH Maui College

1 attachment



DCCA Testimony Nov 2013 - DebasisB.pdf

Hello - My name is Debasis Bhattacharya, and I currently serve as the Interim Vice Chancellor for Information Technology at the University of Hawai'i Maui College (UHMC). Attached is my testimony, on behalf of the University of Hawaii Maui College, to support cable programming in higher education. Thanks.

--

Regards,
Debasis Bhattacharya
UH Maui College
808.984.3619
[@UHMCIT](#)



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MAUI COLLEGE

Office of the Vice Chancellor of Information Technology

BY E-MAIL

cabletv@dcca.hawaii.gov

November 14, 2013

Administrator
DCCA-CATV
P.O. Box 541
Honolulu, HI 96809
Re: Comments for Community Ascertainment Report

Dear Sir/Madam:

My name is Debasis Bhattacharya, and I currently serve as the Interim Vice Chancellor for Information Technology at the University of Hawai'i Maui College (UHMC). As the only institution of higher education on the islands of Maui, Lāna'i and Molokai, UHMC is charged with providing distance education to remote locations without compromising quality, effectiveness, and strength of the educational content.

Our partnership with Oceanic Time Warner (OTW) and our PEG colleagues goes back many years and we would like to extend and enhance this partnership for the next decade. Specifically, as the leader of high technology within UHMC, I recommend the following:

1. OTW provides UHMC with two (and eventually more) digital channels that can provide enhanced digital content to our digital ready consumers;
2. OTW continues to provide UHMC educational content to those subscribers who are not ready for digital cable reception;
3. OTW collaborates with UHMC to provide educational access to remote sections of Maui County and disadvantaged sections of the population;
4. OTW works with UHMC on new and emerging digital and broadcast technologies that transform educational content to handheld devices by securing \$150,000 in financial or in-kind support for equipment, training and software costs; and
5. OTW shares its experience and success in North American markets to translate success to the citizens of Maui County.

I thank the DCCA for allowing UHMC to provide testimony and look forward to working with Oceanic Time Warner. UHMC looks forward to working with AKAKU and other partners in community television.

Sincerely,

Debasis Bhattacharya, JD, DBA
Interim Vice Chancellor for Information Technology
808.984.3619
debasisb@hawaii.edu



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Fax: 808 244-0481
Website: www.maui.hawaii.edu

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LATE TESTIMONY



LLoyd Fischel
<lloyd@fragrantorchids.com>

11/16/2013 11:41 AM

To cabletv@dcca.hawaii.gov
cc
bcc
Subject The Future of Cable testimony

Note: A power outage stopped this from sending yesterday, Nov. 15th by 4:30pm.

Thank you for supporting public broadcasting. We are in an age where corporate agendas dominate so much of our lives through economics, and for most this is not a choice but a necessity and a responsibility. We are also in dark times of turmoil where fear and distrust dominate much of daily life. While the technology is better than ever, the lack of humanistic and holistic values has brought a plethora of problems as unfavorable unintended consequences flood almost every area of our society.

It is in times like these that the bright light of human hope is grown by hope. It is fair to say that most of us living in Hawaii have at least one experience where the public airwaves provided some media

that encouraged us, made us think, or sparked a conversation. This is what is the basis of culture that must be preserved. Supporting the public rights of way though cable TV will bring our society dividends that are beyond mere calculation of expenses.

Mr. Jay April has provided a report that has immense value. Please consider the damage to our society if our children who live in a global economy do not have access to high speed internet. Adding internet accessibility to libraries and community centers will help take the load off other stakeholders who have an interest in growing children.

From a technological standpoint, if our public cable stations do not have the same format and signal quality as local broadcast channels, we can not expect optimum up-take by our citizens.

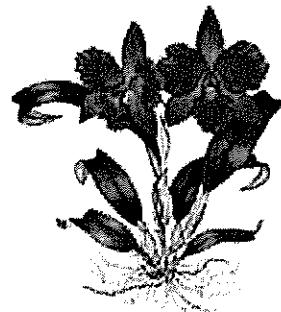
Public participation in creating programing can be a fuel for education and public participation of great value. We see this in the wonderful success of Hiki-no programming. Providing Akaku with ample time for video on demand will spawn two generations of young people with skills in journalism, media know-how, and eduction in numerous departments in letters and sciences.

We support "net neutrality" as we support our U.S. Constitution. It's part of the 1st amendment in a digital age.

Thank you for doing your best to protect and further our uniquely free and relatively healthy culture.

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"Michael Sean Schindler "
<whiskeymike25@hotmail.co
m>

11/15/2013 05:30 PM

To <catv@dccca.hawaii.gov>

cc

bcc

Subject Oeani Time Warnwr

LATE TESTIMONY

Aloha; I am a Maui Resident, and Cable TV Customer.

I do not believe that we should give a predatory in nature, multi billion dollar for profit only a twenty year license, My idea is more like a 3-5 on probation limited license, that allows for competitive cable company's to thrive on Maui. Even the (DCCA) board members must be aware of mostly non-existent phone, online or in home "free" service calls.

At this very moment Friday 11/15/13- 4:46 pm- I have been waiting all day for a scheduled on Sunday- 11/10/13 "free" service call. I have had no picture on my TV since last Sunday- 11/10/13 and have been waiting 6 days and since I woke up at 7 am(10 hours plus) for a "scheduled" on 11/10/13 service repair person to arrive on site. As arranged per phone conversation with to Oceanic Time Warner on 6 occasions. At which time the service person was going to phone call ahead I hour before arriving.

Each of the 6 times the Oceanic Time Warner phone operators from outside the United States all centers assured me that a service technician would arrive some time on 11/15/13- Friday. As of now no service call on site, no call ahead as arranged by Oceanic Time Warner. This lack of basic service is unacceptable. We pay way to much in money, time lost waiting online, on phone and on site waiting and tax breaks to allow Time Warner to continue operating in Hawaii.

The bulk of the jobs are outsourced outside the United States and the way to few service technicians are way underpaid and way overworked and way under skilled. Time Warner is a huge predatory multi billion dollar corporation that cares little for Hawaii Nei Community and People. Just enough of a public relations campaign to get a twenty year license. Then not deliver bad to no service, slower and slower online speed, job out sourcing, low surviving pay wages.

Just this very moment after a ten plus hour wait the Oceanic Time Warner service technician called to say he was "running" late and canceled, So I have been without TV picture for six days and counting. I do not pay for premium service so that the Oceanic Time Warner service repair technician could call to cancel/re-schedule- this very moment 5:18 pm, Friday, 11/15/13 after a six day 10 hour wait. Truly arrogant and unacceptable. I hope even the (DCCA) would agree.

Mahalo

Michael S. Schindler

PO Box 532589, Kihei, Hawaii 96753- residence/ no mail at 220 Hau`oli Street,
Wailuke- Maalaea 96793

808-298-7382