



Frankie Stapleton  
<frankiestapleton@gmail.com  
>

07/25/2014 02:53 PM

To cabletv@dcca.hawaii.gov,  
cc hawaii.puc@hawaii.gov, governor@hawaii.gov

bcc

Subject Public testimony re: OTWComcast merger

Aloha e Director Lopez,

Please consider this my public testimony in response to the merger of Oceanic Time Warner and Comcast in Hawaii. I feel this is the appropriate time to bring the unmet needs rural Hawaii to the attention of state officials heading the Dept. of Commerce and Consumer Affairs as well as the Public Utilities Commission. I strongly urge that no merger be allowed if the incoming cable company persists with OTW's 3-decade-long lack of installation of cable/fiberoptic broadband capabilities in rural Hawaii.

First, citing the DCCA's own page devoted to broadband coverage, I quote: "In addition to its regulatory oversight of the franchised cable industry, the Cable Television Division has been given the responsibility to implement activities to promote ubiquitous access to high speed broadband at affordable prices throughout the State.

"These activities include developing plans and recommending legislation to expand and accelerate deployment of broadband infrastructure; supporting public-private efforts to develop broadband infrastructure; and working with government agencies, broadband providers, and other stakeholders to advance the provision of broadband services to un-served and underserved areas in the State."

East Hawaii businesses and residents have been shut out of our state's advance into the IT-dependent 21st Century. In Puna, a district almost the size of the island of Oahu, has the fastest growing population in the state and is among the largest economically deprived groups of people in the state, including Native Hawaiians.

A situation exists here that Honolulu people wouldn't tolerate...lack of basic IT infrastructure. The eastern side of the Big Island has only recently attained such basic infrastructure and services (police station, fire station, swimming pool, high school gymnasium) that much of the state takes for granted.

I have lived in Puna since 1979, approximately 35 years. Luckily, I lived on one of the first streets here to be wired for cable services and was so excited when OTW upgraded to fiberoptic. However, OTW refused from the 1980s on to wire the major Puna subdivisions here beyond the few homes or businesses on the main highway, Hwy. 130. This includes the largest subdivision in the state, I believe, the 8,400 -lot Hawaiian Paradise Park, lower Nanawale (another 4,200 lots), just to give you an idea.

Meanwhile, Puna's population has nearly tripled in those years and IT developments have made it so that communities without IT capabilities are stuck in time. Add to this the lack of connectivity via roads, highways, etc. and you've got a population of approximately 50,000 dependent on a 2-lane highway that at its eastern-most side becomes a 30-mile long cul de sac. Oceanic Time Warner has kept much of Puna stuck in the 19th Century in many ways by refusing over the years to provide cable service to thousands in Puna subdivisions.

Well, we don't look to OTW to provide us a new highway but IT connection has become basically that....a highway to education, health services, home-based business opportunities, etc. that would do much to improve the lives of Puna's business owners and residents and present opportunities especially for the young people growing up here. Puna is the only district in the entire state that has no emergency room; even to get stitches for a cut means a visit to Hilo Hospital's emergency room an hour's distance from points in Puna. Telemedicine is part of the state's plan for rural medical service but not a reality here in Puna. Whereas students throughout the state often get homework assignments and their parents can communicate with teachers and other educators, most of Puna's households do not have that capability due to OTW's lack of connectivity here.

The federal government has a couple of heavily-funded programs to make sure rural America has access to IT services. Therefore I humbly ask you, Director Lopez, and other state powers to insist that Comcast connect rural Hawaii with the 21st Century through 2014 state-of-the-art technology as a basic requirement for approval of the OTWC merger. And please put enforcement teeth in the contract.

Please allow me to quote some outside sources for the validity of my request:

Tech policy expert Dr. Susan Crawford, former telecommunications advisor to President Obama on the National Economic Council and university professor, argues that the Internet has replaced traditional phone service as the most essential communications utility in the country, and is now as important as electricity was 100 years ago.

"Truly high-speed wired Internet access is as basic to innovation, economic growth, social communication, and the country's competitiveness as electricity was a century ago, but a limited number of Americans have access to it, many can't afford it, and the country has handed control of it over to Comcast and a few other companies," Time magazine quotes Dr. Crawford as stating in a Jan. 9, 2013 article.

In her book Captive Audience: The Telecom Industry and Monopoly in the New Gilded Age published by Yale University Press, Dr. Crawford cites the "digital divide," which refers to the fact that millions of people in the U.S., mostly in the poorest and most rural communities, don't have access to affordable broadband service. "We're depriving people of basic communications access," she says. Still, broadband and wireless services have become so important to our business and personal lives that most people are willing to pay up, even in the face of high prices driven in part by a lack of competition in the broadband and wireless markets."

Crawford's top target is Comcast, the nation's largest cable company, which in 2012 purchased a controlling stake in NBCUniversal, the iconic news and entertainment company. In completing that purchase, which was opposed by media reform advocates and heavily scrutinized by federal regulators, Comcast achieved what might be called the "holy grail" of telecommunications: ownership of a major content creation company, and control of a vast content distribution network.

Comcast's proposed 2014 merger with Time Warner Cable only adds to that control.

"Even as the Internet was becoming the world's general-purpose network, the merger would put Comcast in a prime position to be the unchallenged provider of everything — all data, all

information, all entertainment — flowing over the wires in its market areas,” writes Crawford, who is also an adjunct professor at the School of International Affairs at Columbia University. “Instead of electricity or water, Comcast was gaining dominion over the country’s latest utility infrastructure: high-speed Internet access.”

Re: Hawaii's OTW-Comcast merger, it was encouraging to read in the application that Comcast is "committed to closing the digital divide by spearheading an ambitious and comprehensive broadband adoption program" for low-income families by making services for reduced monthly fees. But that doesn't address the massive lack of wiring or cable connectivity (be it through Clouds, WiFi, or whatever comprises the latest IT technology) that exists here on much of the Big Island.

Please, Director Lopez, include conditions in the Hawaii merger that will make up for this serious lack of 21st Century connectivity for the most isolated populated islands in the world (for that is what the experts tell us Hawaii is!).

I am a retired journalist (30 years in HNL and Hilo) and a former Hawaii DOE teacher (8 years). I would gladly volunteer my time and research abilities to do what I can to help make rural IT connectivity in Hawaii a reality.

Thank you for your attention to my testimony.

Malama pono,

Frances K. (Frankie) Stapleton  
PO Box 2094, Pahoa HI 96778  
14-803 Crystal Circle, Pahoa 96778  
Ph: (808) 965.8945



Violet Yates  
<violeyates2@gmail.com>  
07/09/2014 08:00 PM

To cabletv@dcca.hawaii.gov,  
cc  
bcc

Subject Comcast takeover of Oceanic Time Warner Cable

I am writing to say I don't think this merger should take place. Monopolies ought not to exist in our country- there are rules in place so that unfair practices don't happen, yet they do and we, the customers, always wind up paying the price as a result. It's bad enough that there are only two internet companies and one electric company in Hawaii County. I've heard so many bad things about Comcast. As it is, I have issues with my service at Oceanic Time Warner- interruptions in my internet on a weekly basis it seems, slow speeds when I pay for 'turbo,' etc. The mainland prices are so much cheaper and we pay a fortune because we're in Hawaii. Comcast will come and charge even more, you can bet on it. Don't let this happen. Thanks.

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Violet Yates  
808-430-6037

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"Neal"  
<NFHERBERT@TWC.COM>  
07/17/2014 09:47 AM

To <cabletv@dcca.hawaii.gov>,  
cc  
bcc  
Subject Comcast-Oceanic merger

Sorry I missed both meetings on Big Island.

My concerns are:

- 1) will service be improved with merger...it can take up to a week sometimes for a service call is made to correct problem due apparently to shortage of service crews. Will additional crews be added with merger?
- 2) making a customer care call is frustrating...wait time and difficulty talking with reps located in Philippines, who are reluctant to refer calls to their supervisors.
- 3) Cost of cable service goes up practically every year...are there no controls on this? They keep adding channels that we don't want and we can't select individual programs unless they are part of the package we subscribe to...we would be willing to pay for specific programs rather than for a package that we only use a fraction of the time.

Neal Herbert  
808-935-1946  
Hilo



Jesse Eiben  
<varanusmoss@msn.com>  
07/17/2014 10:18 AM

To "cabletv@dcca.hawaii.gov" <cabletv@dcca.hawaii.gov>,  
cc  
bcc  
Subject I do not support the merger of Comcast and Time Warner  
Cable

To Whom it May Concern,

I strongly oppose the merger of Time Warner Cable (TWC) and Comcast. I believe it is an outright falsehood to state that the merger will strengthen the services provided to Hawaii. An example of a predatory practices that Time Warner Cable currently engages in involved my attempt to cancel cable service after my television was stolen. TWC told me they must charge a disconnect fee to turn off the cable TV service to my home. How can it be legal to charge a fee to turn off a service? I did not sign a contract for a specified length of time at a specified price, therefore did not breach a contract.

This type of terrible service will only increase with even less competition in the Cable TV and internet market, since we residents of Hawaii will have no choice in alternative services for necessary internet service in today's society. We have been waiting for Hawaii Telcom to create internet service in our area for 5 years now, with no avail. Competition will only decrease in the future with an even larger cable conglomerate taking over the services in Hawaii.

Thank you for given my opinion careful review.

Jesse Eiben  
Hilo, HI

Sent from Windows Mail



Donna Tarsitano  
<datsgood\_04@yahoo.com>  
07/17/2014 08:52 PM

To cabletv@dcca.hawaii.gov,  
cc  
bcc

Subject Time Warner/Comcast

Aloha,

Please protect the consumers from monopoly control. We moved to HI in 2007 and our cable programing was limited by the selection of our AOA but we enjoyed watching WGN among other channels. Time Warner has discontinued WGN and we are disappointed but we understand things change from time to time. However the price of cable seems to be gradually increasing while the quality and number of channels are decreasing. The premium channels have some very worthwhile programs but not at the cost of \$10.00+ every month.

When cable was originally introduced to the public we were told that the initial price would decrease as more cable was laid in new areas and more people subscribed. I don't know that our parents actually believed that and obviously it hasn't and likely never will happen. Unfortunately more and more people are not able to afford cable services and it isn't possible to watch television without some kind of cable hook up.

Another worry is that there will be less hotspots for people who would be able to use their computers even if they can't afford internet service at home. Please don't allow the cable companies to stop free wi-fi in libraries and other community buildings. The West Maui Senior Center could certainly use free wi-fi since there is a great computer class there on Friday afternoons.

As much as the cable companies and other utility companies "cry broke" it seems that the CEO's and top administrators make pretty good money. The cable companies should make public access affordable because it is a service to the community. Of course expenses are increasing for everyone, even Time Warner; and infrastructure and equipment needs to be replaced, repaired and maintained. We are counting on your oversight to protect the public's interest and keep any merger or aquisition of Time Warner fair to all who are concerned.

Mahalo nui loa,

Donna Tarsitano



Erick <erickt@aol.com>  
07/21/2014 03:27 PM

To cabletv@dcca.hawaii.gov,  
cc  
bcc  
Subject Comcast

Aloha,

I am writing to you today to let you know of my concern regarding the possible merger/takeover of Time Warner by Comcast here on Maui. As you are aware, Time Warner currently operates under some rules that hold them accountable to the community that they serve. I would like to see that this continues if Comcast were to replace Time Warner in our market.

An area of specific concern is net neutrality. With Comcast taking a larger share of the country every day, we need assurances that they will offer open channels to the internet without throttling to slow services provided by others. High speed internet is becoming more of a necessity than a privilege. Our children need it for their education. Affordable, unrestricted internet is should be a priority nationwide if we are to compete in a global marketplace.

Another area of concern is the continued support for Community Access TV, Akaku. As with the internet, Akaku keeps the community informed, in this case, informed of local politics, events and gives the public an opportunity to reach out to the community to share their opinion, concern or beauty of our aina. Comcast, should they be granted the opportunity to do business in Maui, should also be contractually obligated to continue support for Akaku and provide studios on Maui, Lanai and Molokai.

These are my main concerns. I know they are shared by many. I trust you, the DCCA, to continue to use your influence to retain the same guidelines that Time Warner has operated under and help address current issues such as net neutrality.

Mahalo Nui Loa,  
Erick Tjom  
245 Kapuahi Street  
Makawao, HI 96768  
erickt@aol.com .





Michael B  
<staged4you@gmail.com>  
07/22/2014 07:57 PM

To cabletv@dcca.hawaii.gov,  
cc  
bcc  
Subject 5pam:Fwd: Proposed Cable TV Merger NO

----- Forwarded message -----

From: **Michael B** <staged4you@gmail.com>  
Date: Thu, Jul 17, 2014 at 10:12 AM  
Subject: Proposed Cable TV Merger NO  
To: cabletv@dcca.hawaii.gov

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I live on Hawaii Island, where over 50% of the population does not have internet access available to others, since Hawaii Telcom, and other providers refuse to provide access to rural customers. This proposed merger should NOT be allowed until all residents are treated equally, and be offered the same connectivity.

Michael Bernard  
Pahoa, Hawaii



Jason Worchel  
<kapulena@gmail.com>  
07/23/2014 06:14 AM

To catv@dcca.hawaii.gov,  
cc  
bcc

Subject Comcast

I would like the following comments included in the hearings on Comcast/Time Warner sale. "The rural areas of Hawaii remain under served with inadequate internet service, cell phone and DSL availability. We live only two miles from Honokaa, Hi and yet our entire neighborhood has no access to internet or cell phone service even though we are able to get Helco and Hawaiian Telcom. As part of an agreement for Comcast to purchase Time Warner, there should be a requirement that all residents who are served by Helco and thus have the infrastructure to receive cable services should be provided cable internet services.

Jason Worchel MD  
PO Box 1373  
Honokaa, Hi 96727

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JW

RECEIVED: DATE 7/16/14  
TIME \_\_\_\_\_

COMCAST CORPORATION

Written Comments in Support of the Transfer Application Submitted by  
Time Warner Cable and Comcast Corporation for the  
Indirect Transfer of Control of Oceanic Time Warner Cable LLC  
Submitted July 16, 2014  
East Hawaii (Hilo) Franchise

**I. Introduction**

Director Lopez, ladies and gentlemen, Aloha. My name is Steve Holmes. I'm Vice President of Government Affairs with the West Division of Comcast. The West Division consists of twelve Western states where Comcast does business, from Kansas to California, with nearly 6 million subscribers in all.

Thank you for this opportunity to appear before you and the people of Hawaii Island to discuss the proposed transaction between Comcast and Time Warner Cable. The transaction will create a new world-class communications, media, and technology company, which will deliver real benefits to consumers, businesses, and public institutions in the State of Hawaii.

Through the transaction with Time Warner Cable, Comcast will significantly expand Oceanic Time Warner Cable's digital presence and investment in the State, making next-generation broadband, cable, and voice services available to thousands of Hawaii residents. As a recognized industry leader with the financial capabilities and technological expertise to provide high quality services, Comcast will deliver services that will improve the quality of life of Hawaii residents. We will also continue to work with the DCCA staff to help ensure that the transaction is seamless and that Hawaii customers receive better, more reliable services.

Tonight, I would like to briefly describe three items. First, since our company is new to the islands, I'd like to talk with you a bit about Comcast's history, and how we came to be among the country's largest video, voice and data providers. Second, I'd like to describe some

of the significant benefits that the transaction will deliver to Hawaii residential customers and businesses. Although I recognize that the DCCA's regulatory jurisdiction is over cable television or video matters, my testimony will also cover other significant benefits that this transaction will bring to the people in the State – including faster and more reliable broadband and Comcast's binding commitment to an open Internet. Finally, I want to talk about Comcast's history of community participation, and what our company's philosophy of local investment will mean here in Hawaii.

## **II. History, Products and Services, and Public Interest Commitments**

### ***A. History***

Time Magazine reported once that Comcast must be the only major media company that owes its start to beltless pants. Ralph Roberts, our founder, was running a belt-and-suspenders business when he saw something alarming: an ad for slacks that didn't need a belt to stay up. He very quickly decided to sell that business, and, along with two partners, Julian Brodsky and Dan Aaron, bought a cable franchise in Tupelo, Mississippi, in 1963. That franchise served approximately 1,200 customers.

From there, Comcast grew rather slowly and methodically over the next several decades, reaching 1.2 million subscribers in 1986 and 4.3 million subscribers in 1995. This growth was largely through acquisitions—it's important to know that Comcast traditionally has taken the long view in its cable holdings, and has mostly been a buyer, not a seller, of cable companies. We buy and invest, and use our platform and scale to provide new and exciting products.

For example, in 1996, concurrent with the regulatory relief provided by the 1996 Telecommunications Act, Comcast launched its first broadband product—a watershed moment

for the company. The following year, Bill Gates himself recognized the future of the cable platform for high speed Internet, and agreed to invest a billion dollars in Comcast.

And in 2002, Comcast completed its biggest merger to date—the 45 billion dollar merger with AT&T Broadband, combining systems to serve 21 million video customers in 28 states, including 3.3 million high speed data customers, and 1.3 million phone customers. It was that merger that created Comcast’s West Division, and brought Comcast to the Western half of the mainland.

Today, under the leadership of our CEO Brian Roberts, Ralph Roberts’ son, Comcast serves about 22 million residential and business customers with voice, video, data, homes security and other services. When the transaction is complete, we’ll grow to approximately 29 million customers, and have the opportunity to provide service in several new states, including the State of Hawaii.

## ***B. Products and Services***

### ***a. Residential Customers***

What will the transaction mean for Hawaii cable subscribers? For residential customers, Comcast will invest heavily to upgrade Oceanic’s Hawaii systems and transition them to all-digital channels more quickly than Oceanic could do on its own. Comcast has already transitioned the overwhelming majority of its mainland systems to all-digital, and has the expertise and financial resources to do it here in Hawaii. All-digital systems will allow Comcast to deliver next-generation advanced video and voice services, more programming choices, faster Internet speeds, and significantly improved network performance, reliability, and security.

More specifically, the proposed transaction will improve customer experiences for Oceanic video subscribers. Comcast enjoys positive relationships with programmers. Neither

Comcast nor NBC Universal has been involved in a negotiation with a major cable network or major broadcaster that resulted in the loss of programming to consumers.

Comcast's revolutionary X1 operating platform is the next-generation of cable television, providing unmatched interactive TV functionality. Our live TV streaming feature allows X1 customers to stream practically their entire cable channel lineup, including must-carry stations and PEG channels, to computers and mobile devices throughout their homes.

Finally, our XFINITY On Demand product includes approximately 50,000 programming choices – more than double compared to Time Warner Cable – featuring most current TV shows and movies. These selections are accessible on multiple devices and over 80 percent are free of charge.

*b. Customer Service*

Comcast recognizes that improving customer service is another critical issue, not only in Hawaii, but everywhere that the combined company will serve. Comcast has invested billions of dollars in network infrastructure, greatly improving service reliability and reducing trouble calls.

Comcast is also deploying innovative products and features to make it easier and more convenient for customers to interact with us.

- We offer one to two hour appointment windows, including evenings and weekends. 97% of service calls are within these scheduled appointment windows.
- We offer more self-installation options so customers can install and activate services without a service call. In 2013, more than four out of every ten customers used these options – a 40% increase as compared to 2012.
- And we've made our billing practices more transparent, while providing better online and mobile options for customers to manage their accounts. More than

one-third of our customers managed their accounts online in 2013, a 42% increase over 2012.

Although there is still progress to be made, these efforts are making a positive difference:

- Repeat service visits for installations and service appointments are down approximately 20% since 2010.
- Since 2010, Comcast has improved its J.D. Power Overall Satisfaction score by nearly 100 points as a video provider, and close to 80 points in High Speed Data – more than any other provider during the same period.
- In a recent report on Comcast’s 2013 fourth quarter performance, well-regarded industry analyst Craig Moffett similarly noted that Comcast’s customer service has “*improved by light-years.*”

Comcast will bring this same commitment to improved customer service to consumers here in Hawaii.

***c. Business Customers***

For business customers, the combination of Comcast and Time Warner Cable will create a stronger, more cost-efficient services provider for Hawaii businesses of all sizes, including businesses with locations in various parts of the State. This can help bring greater competition to a market still mostly dominated by entrenched telephone companies, and help drive small and medium business growth and economic development throughout the State.

Where Comcast has made inroads into business markets in our current areas, this new competition has forced entrenched telephone companies to lower their prices and improve their services. We believe this could significantly enhance competition for business services in Hawaii and ultimately redound to the benefit of consumers.

*d. Broadband Services*

In addition to bringing improved performance and reliability for video and voice services, the transaction will significantly improve customer experiences for broadband services. In existing Comcast systems, we've increased Internet speeds 13 times in the last 12 years, offering residential broadband speeds of up to 105 Mbps downstream throughout most of the West Division.

Moreover, Comcast is the only ISP in the country that has agreed to be legally bound by the FCC's original Open Internet rules. Time Warner Cable is not currently bound by the Open Internet Rules. If the transaction is approved, Comcast will extend the protections afforded by the FCC's Open Internet Rules to all Time Warner Cable customers.

In short, approval of the transaction will bring improved, faster, more reliable Internet services to customers in Hawaii.

**II. Public Interest and Community Investment**

The transaction offers other important public benefits too. For example, Comcast will extend its industry leading diversity programs and unique external Joint Diversity Advisory Council to the acquired Time Warner Cable systems, bringing greater diversity in governance, employment, suppliers, programming, and community investment.

Comcast also has a proven commitment to local communities and organizations. Since 2001, Comcast has invested over \$3.2 billion in cash and in-kind contributions supporting local non-profit organizations and other charitable partners. Beyond financial gifts, Comcast shares its greatest resource – its people – in giving back to local communities. In 2013 alone, as part of



our annual “Comcast Cares Day” event, over 85,000 Comcast employees, families, friends, and local partners contributed more than half a million hours to improve schools, parks, senior centers, and other vital local community sites.

And I have to mention our highly-acclaimed Internet Essentials program. Through Internet Essentials, Comcast has made important progress in closing the broadband adoption gap, with a special focus on school age children. Internet Essentials provides low-income households with low-cost broadband, the option to purchase an Internet-ready computer for just under \$150, and multiple options for accessing free digital literacy training in print, online, and in person. Comcast has already connected over 1.2 million low-income Americans to the Internet, more than any other program of its kind. The transaction will expand that program to low-income students and families throughout the current Oceanic Time Warner Cable footprint.

Finally, our Comcast Leaders and Achievers Scholarship Program is now in its 13<sup>th</sup> year. Funded through the Comcast Foundation, the program recognizes high school seniors from Comcast communities for their commitment to community service, academics and demonstrated leadership. To acknowledge these accomplishments, Leaders and Achievers are awarded one-time scholarships, with a base award of \$1,000. Since 2001, Comcast has awarded close to \$20 million in scholarships to nearly 20,000 students. More than 950 scholarships awarded last year benefitted students from diverse backgrounds.

In closing, I’d like to touch on a couple of final points. First, I want to mention PEG Access programming, because I understand that it is very important to communities here in Hawaii. Our Division works hard to maintain positive relationships with access centers and programmers in many of our major cities, including Denver, San Jose, St. Paul and Portland. The X1 Platform that I mentioned earlier supports local access channels in the same manner as

any other channel on our system. Per our commitments in the NBC Universal purchase, we have not migrated any PEG channels to digital delivery on any system that has not converted to all-digital distribution, and have not implemented changes in the method of delivery of PEG channels that resulted in a material degradation of signal quality or impairment of viewer reception. We will meet our franchise commitments regarding PEG channels and support in all of the communities we serve.

In addition, our company is very interested in ways that technology can enhance the distribution of access programming. For example, between February 2011 and January 2014, Comcast conducted VOD and online PEG trials in five pilot communities, including Fresno, California and Houston, Texas in the West Division. The VOD component of the pilot program consisted of dedicated content "folders" accessible to Comcast VOD customers in each of the pilot communities, while the online pilot program consisted of custom-built websites that were branded with the name and theme chosen by each pilot community. The websites serve as portals for the communities, traditional PEG programmers, and other partners to create and manage virtual "channels" where they can post video content, along with other local interest information.

The results showed strong support among content providers and consumers for the pilot platforms, particularly the websites. We would be very interested in sharing the results of our pilot programs with access managers and producers here in the islands.

Second, it's important to recognize that while the transaction promises many significant benefits for the people of Hawaii, it will have no adverse effect on competition. Because Oceanic, and in fact all of Time Warner Cable and Comcast serve separate and distinct geographic areas today, and do not compete for any services or customers, there will be no

reduction in competition or consumer choice in any local market. Instead, as recent announcements by AT&T, Google, and others demonstrate, the transaction will spur *increased* investment and competition in these markets.

#### **IV. Conclusion**

In closing, upon approval of this transaction, the people of Hawaii can expect to benefit from:

- Next-generation video technologies with more programming choices at home and on the go; enhanced competition for advanced business services; and faster, more reliable, and more secure Internet services.
- A commitment to greater broadband adoption, diversity, and investment in local communities.
- Comcast's extension of the protections afforded by the FCC's Open Internet rules to Oceanic's customers.
- And a laser-like focus on improving customer service.

As Comcast's record from prior transactions demonstrates, we are a company that not only keeps – but often *over-delivers* on – our promises. Thank you.

Steven Holmes  
Vice President of Government Affairs  
Comcast Cable  
15815 25<sup>th</sup> Avenue West  
Lynnwood, WA 98087  
Phone: (425) 741-5765  
Email: Steven\_Holmes@cable.comcast.com



Michael B  
<staged4you@gmail.com>

07/17/2014 10:20 AM

To cabletv@dcca.hawaii.gov,

cc

bcc

Subject 5pam:Fwd: Delivery Status Notification (Failure)

I live on Hawaii Island, where over 50% of the population does not have internet access available to others, since Hawaii Telcom, and other providers refuse to provide access to rural customers. This proposed merger should NOT be allowed until all residents are treated equally, and be offered the same connectivity.  
Michael Bernard  
Pahoa, Hawaii

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RECEIVED: DATE 7-14-14  
TIME \_\_\_\_\_

COMCAST CORPORATION

Written Comments in Support of the Transfer Application Submitted by  
Time Warner Cable and Comcast Corporation for the  
Indirect Transfer of Control of Oceanic Time Warner Cable LLC  
Submitted July 14, 2014  
West Hawaii (Kona) Franchise

**I. Introduction**

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## **II. History, Products and Services, and Public Interest Commitments**

### ***A. History***

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## ***B. Products and Services***

### ***a. Residential Customers***

What will the transaction mean for Hawaii cable subscribers? For residential customers, Comcast will invest heavily to upgrade Oceanic's Hawaii systems and transition them to all-digital channels more quickly than Oceanic could do on its own. Comcast has already transitioned the overwhelming majority of its mainland systems to all-digital, and has the expertise and financial resources to do it here in Hawaii. All-digital systems will allow Comcast to deliver next-generation advanced video and voice services, more programming choices, faster Internet speeds, and significantly improved network performance, reliability, and security.

More specifically, the proposed transaction will improve customer experiences for Oceanic video subscribers. Comcast enjoys positive relationships with programmers. Neither

Comcast nor NBC Universal has been involved in a negotiation with a major cable network or major broadcaster that resulted in the loss of programming to consumers.

Comcast's revolutionary X1 operating platform is the next-generation of cable television, providing unmatched interactive TV functionality. Our live TV streaming feature allows X1 customers to stream practically their entire cable channel lineup, including must-carry stations and PEG channels, to computers and mobile devices throughout their homes.

Finally, our XFINITY On Demand product includes approximately 50,000 programming choices – more than double compared to Time Warner Cable – featuring most current TV shows and movies. These selections are accessible on multiple devices and over 80 percent are free of charge.

*b. Customer Service*

Comcast recognizes that improving customer service is another critical issue, not only in Hawaii, but everywhere that the combined company will serve. Comcast has invested billions of dollars in network infrastructure, greatly improving service reliability and reducing trouble calls.

Comcast is also deploying innovative products and features to make it easier and more convenient for customers to interact with us.

- We offer one to two hour appointment windows, including evenings and weekends. 97% of service calls are within these scheduled appointment windows.
- We offer more self-installation options so customers can install and activate services without a service call. In 2013, more than four out of every ten customers used these options – a 40% increase as compared to 2012.
- And we've made our billing practices more transparent, while providing better online and mobile options for customers to manage their accounts. More than



one-third of our customers managed their accounts online in 2013, a 42% increase over 2012.

Although there is still progress to be made, these efforts are making a positive difference:

- Repeat service visits for installations and service appointments are down approximately 20% since 2010.
- Since 2010, Comcast has improved its J.D. Power Overall Satisfaction score by nearly 100 points as a video provider, and close to 80 points in High Speed Data – more than any other provider during the same period.
- In a recent report on Comcast’s 2013 fourth quarter performance, well-regarded industry analyst Craig Moffett similarly noted that Comcast’s customer service has “*improved by light-years.*”

Comcast will bring this same commitment to improved customer service to consumers here in Hawaii.

*c. Business Customers*

For business customers, the combination of Comcast and Time Warner Cable will create a stronger, more cost-efficient services provider for Hawaii businesses of all sizes, including businesses with locations in various parts of the State. This can help bring greater competition to a market still mostly dominated by entrenched telephone companies, and help drive small and medium business growth and economic development throughout the State.

Where Comcast has made inroads into business markets in our current areas, this new competition has forced entrenched telephone companies to lower their prices and improve their services. We believe this could significantly enhance competition for business services in Hawaii and ultimately redound to the benefit of consumers.

*d. Broadband Services*

In addition to bringing improved performance and reliability for video and voice services, the transaction will significantly improve customer experiences for broadband services. In existing Comcast systems, we've increased Internet speeds 13 times in the last 12 years, offering residential broadband speeds of up to 105 Mbps downstream throughout most of the West Division.

Moreover, Comcast is the only ISP in the country that has agreed to be legally bound by the FCC's original Open Internet rules. Time Warner Cable is not currently bound by the Open Internet Rules. If the transaction is approved, Comcast will extend the protections afforded by the FCC's Open Internet Rules to all Time Warner Cable customers.

In short, approval of the transaction will bring improved, faster, more reliable Internet services to customers in Hawaii.

**II. Public Interest and Community Investment**

The transaction offers other important public benefits too. For example, Comcast will extend its industry leading diversity programs and unique external Joint Diversity Advisory Council to the acquired Time Warner Cable systems, bringing greater diversity in governance, employment, suppliers, programming, and community investment.

Comcast also has a proven commitment to local communities and organizations. Since 2001, Comcast has invested over \$3.2 billion in cash and in-kind contributions supporting local non-profit organizations and other charitable partners. Beyond financial gifts, Comcast shares its greatest resource – its people – in giving back to local communities. In 2013 alone, as part of

our annual “Comcast Cares Day” event, over 85,000 Comcast employees, families, friends, and local partners contributed more than half a million hours to improve schools, parks, senior centers, and other vital local community sites.

And I have to mention our highly-acclaimed Internet Essentials program. Through Internet Essentials, Comcast has made important progress in closing the broadband adoption gap, with a special focus on school age children. Internet Essentials provides low-income households with low-cost broadband, the option to purchase an Internet-ready computer for just under \$150, and multiple options for accessing free digital literacy training in print, online, and in person. Comcast has already connected over 1.2 million low-income Americans to the Internet, more than any other program of its kind. The transaction will expand that program to low-income students and families throughout the current Oceanic Time Warner Cable footprint.

Finally, our Comcast Leaders and Achievers Scholarship Program is now in its 13<sup>th</sup> year. Funded through the Comcast Foundation, the program recognizes high school seniors from Comcast communities for their commitment to community service, academics and demonstrated leadership. To acknowledge these accomplishments, Leaders and Achievers are awarded one-time scholarships, with a base award of \$1,000. Since 2001, Comcast has awarded close to \$20 million in scholarships to nearly 20,000 students. More than 950 scholarships awarded last year benefitted students from diverse backgrounds.

In closing, I’d like to touch on a couple of final points. First, I want to mention PEG Access programming, because I understand that it is very important to communities here in Hawaii. Our Division works hard to maintain positive relationships with access centers and programmers in many of our major cities, including Denver, San Jose, St. Paul and Portland. The X1 Platform that I mentioned earlier supports local access channels in the same manner as

any other channel on our system. Per our commitments in the NBC Universal purchase, we have not migrated any PEG channels to digital delivery on any system that has not converted to all-digital distribution, and have not implemented changes in the method of delivery of PEG channels that resulted in a material degradation of signal quality or impairment of viewer reception. We will meet our franchise commitments regarding PEG channels and support in all of the communities we serve.

In addition, our company is very interested in ways that technology can enhance the distribution of access programming. For example, between February 2011 and January 2014, Comcast conducted VOD and online PEG trials in five pilot communities, including Fresno, California and Houston, Texas in the West Division. The VOD component of the pilot program consisted of dedicated content "folders" accessible to Comcast VOD customers in each of the pilot communities, while the online pilot program consisted of custom-built websites that were branded with the name and theme chosen by each pilot community. The websites serve as portals for the communities, traditional PEG programmers, and other partners to create and manage virtual "channels" where they can post video content, along with other local interest information.

The results showed strong support among content providers and consumers for the pilot platforms, particularly the websites. We would be very interested in sharing the results of our pilot programs with access managers and producers here in the islands.

Second, it's important to recognize that while the transaction promises many significant benefits for the people of Hawaii, it will have no adverse effect on competition. Because Oceanic, and in fact all of Time Warner Cable and Comcast serve separate and distinct geographic areas today, and do not compete for any services or customers, there will be no

reduction in competition or consumer choice in any local market. Instead, as recent announcements by AT&T, Google, and others demonstrate, the transaction will spur *increased* investment and competition in these markets.

#### **IV. Conclusion**

In closing, upon approval of this transaction, the people of Hawaii can expect to benefit from:

- Next-generation video technologies with more programming choices at home and on the go; enhanced competition for advanced business services; and faster, more reliable, and more secure Internet services.
- A commitment to greater broadband adoption, diversity, and investment in local communities.
- Comcast's extension of the protections afforded by the FCC's Open Internet rules to Oceanic's customers.
- And a laser-like focus on improving customer service.

As Comcast's record from prior transactions demonstrates, we are a company that not only keeps – but often *over-delivers* on – our promises. Thank you.

Steven Holmes  
Vice President of Government Affairs  
Comcast Cable  
15815 25<sup>th</sup> Avenue West  
Lynnwood, WA 98087  
Phone: (425) 741-5765  
Email: Steven\_Holmes@cable.comcast.com



"Joy Ray"  
<joy\_ray\_2000@yahoo.com>  
07/03/2014 10:26 AM

To <cabletv@dcca.hawaii.gov>,  
cc  
bcc

Subject Say NO to Comcast / Time Warner Merger

Aloha,

As a resident of the Big Island, I am **strongly opposed** to the proposed Comcast Time Warner merger. This is a **bad idea** for several reasons, including:

- 1. Comcast has been voted the 3<sup>rd</sup> worst company in the US**  
<http://consumerist.com/2013/04/09/congrats-comcast-youre-only-the-third-worst-company-in-america-this-year/>
- 2. Even Comcast knows the merger will not result in cost savings to subscribers**  
<http://arstechnica.com/tech-policy/2014/02/comcast-no-promise-that-prices-will-go-down-or-even-increase-less-rapidly/>
- 3. Comcast will launch data caps and will charge based on usage - in next 5 years**  
<http://arstechnica.com/business/2014/05/comcast-plans-data-caps-for-all-customers-in-5-years-could-be-500gb/>

Here in Hawaii we are absolutely dependent on internet and cable services, **please protect us from this bad idea and say NO to the merger.**

Mahalo,

Joy Ray  
76-6297 Haku Place  
Kailua Kona, HI 96740



Dorothy Malinski  
<dorothy.malinski@gmail.com>  
m>

07/03/2014 10:02 AM

To CABLETV@DCCA.HAWAII.GOV,

cc

bcc

Subject Testimony re: Oceanic Comcast merger

I have been a customer of both cable companies and found service to be very good from both within the areas of coverage. If this merger goes through, I would encourage them to find a way to bring service to the many potential customers currently unable to subscribe, ie., Hawaiian Paradise Park on the roads closer to the ocean. I like having cable so much that I specifically would not even look at houses to buy two years ago that were not in a "cable area."

Thank you,  
Dorothy Malinski  
15-2704 Kumu St  
Pahoa  
238-0274

---



Michele  
<mlbaker4051@gmail.com>  
07/03/2014 08:01 AM

To "cabletv@dcca.hawaii.gov" <cabletv@dcca.hawaii.gov>,  
cc  
bcc

Subject 5pam:Comcast / Time Warner Merger

I strongly object to this merger because it just creates a total monopoly for cable TV and Internet. Oceanic Time Warner in Kailua Kona has been impossible to deal with. I had interrupted Cable service from June 2013 until May 2014. Three different supervisors promised to get back to me with a credit on my bill. I have never heard back from any of them and never received a credit. I finally switched to Dish TV. The company (OTW) is already too big and powerful. They make it impossible for any other companies to compete in this market. The merger here won't improve service and rates will continue to go up. Please do not let this happen in Hawaii. Thank you.

---

A hui hou,  
Michele





Kalar and Brett Holland  
<hollandbk88@gmail.com>  
07/03/2014 08:22 AM

To cabletv@dcca.hawaii.gov,  
cc  
bcc

Subject Oceania/Comcast merger

We have just called around to get cable for Big Island....what a crazy experience...long term contracts when we all know that the technology is mutating even as we speak and will not cost so much, nor will it be necessary two years from now.

On Oceanic...we saw \$99 is all you pay for three services, but when you put in our address that went up to \$138. Isn't that false advertising?

Then there was an ad for a free Dell pad. So we said we wanted one. Fine print...we had to show our cancellation of another cable company to get it or be a full time student. This is capitalism at its worst. Isn't it good enough that for our first time having cable IN USA we chose that company. Shouldn't we get rewarded for that. What a cut throat industry.

Then the free installation was free, but fine print...for up to three devices....we are in an upstairs house and there needs to be a home phone, internet and there are two TVs..another \$20 charge. Want to watch sports...have to pay extra above and beyond \$138....or movies or anything other than the standard rubbish...

300 channels...with very little great quality content. and that which is on is completely inundated with ads. Cable used to be what you paid for so you did not get ads.

On top of that....great Comcast deal, but we are in Waikoloa...they can not do. Hawaiian Tel, can not do....why they are just 30 minutes down the road.

It is beginning to feel like Big Island is a large pie and percentages are divided up depending on who buys the market.....

The cable industry is too expensive and is not service related. In searching for providers I looked all over the web...and most Oceania got one star...so many people saying they could hardly ever get themselves out of a contract. This is life, people change...

and At first when you move in and realize they are charging \$138 a month, you think you can't live without and then you have to come up with that on a low wage. Ridiculous.

As well, there are so many multiunit dwellings like the condo we live in....50 people...how can a cable company justify charging again and again for installation, when the unit has already been installed...and how can they charge so much when so many people get the same thing. In the older days, wire service needed more things, but all is digital...

Like most systems on this earth, The cable system needs to be reworked. Comcast and Oceanic Time Warner is a financially profitable merger for them..they will monopolize the industry and it will be even more cutthroat and bleeding the common person for the right to access to the internet and to telephone and to entertainment.

Those companies can no longer say how expensive it is for them to have an industry in Hawaii...those costs have been recouped so many times already...after the initial set up for business which is a tax right off anyway, they should LOWER prices...it is absurd.

Only grant this if they propose TO LOWER the prices and to stop bludgeoning the market with false advertisements and then read off 10 additional charges. It is crazy

Kalar Holland  
PO Box 782  
Kamuela, HI 96743

Creating a better world with you  
[hollandbk88@gmail.com](mailto:hollandbk88@gmail.com)

---



Donna Hallock  
<dhallock53@gmail.com>  
07/15/2014 08:07 AM

To cabletv@dcca.hawaii.gov,  
cc  
bcc  
Subject 5pam:NO COMCAST!

Aloha, I live in Na'alehu. The Kau district has VERY limited choices for internet access. Even the local broadband (Aloha Broadband) runs via Road Runner. I have Road Runner cable only for internet. We do not watch TV but we do stream online movies from Netflix and Amazon. If I am forced to have my internet service provided be Comcast, my husband and I will loose our ability to watch movies the way we currently do.  
PLEASE do not allow Comcast to take over our lives!!!!

---



"Rodger Wessling"  
<wessling@hawaii.rr.com>  
07/15/2014 12:38 PM

To <cabletv@dcca.hawaii.gov>,  
cc  
bcc

Subject Comcast - Time Warner Cable Merger Concerns

1 attachment



AnalogChannelLine-up\_BigIsland.pdf

My first concern is Comcast will force Time Warner Cable customers to get cable boxes for each television they have thereby rendering existing television and video recorder tuners useless. Televisions will simply become monitors with no tuning ability and video recorders will only be able to record the channel the cable box is displaying. Our existing Time Warner Cable Standard Service package allows us to program our hard drive digital recorders to record multiple shows on different channels while we are viewing other channels. This will no longer be possible without paying additional fees to rent proprietary video recorders from Comcast.

The second concern I have is we will have to pay extra for the network high definition channels which are currently included with the Time Warner Cable Standard Service package (see attachment for digital televisions without cable boxes).

The third concern I have is we will lose the ability to skip over and/or block channels we don't want to see. Comcast forces their customers to see every channel they have, even if the customer doesn't subscribe to it, when using the channel forward and backward buttons on the remote control. This may seem trivial but Comcast has hundreds of channels and it takes several minutes to scan through all of them if you're just channel surfing.

The fourth concern I have is Comcast has lied in the past to Washington state residents regarding the mandatory use of cable boxes for each television. When they took over service in Washington state they initially promised cable boxes would not be required, but then months later they renege and forced all their customers to get a cable box for each television. Comcast cannot be trusted to keep their promises.

I don't see any benefits having Comcast takeover Time Warner Cable. We will have less control over our televisions and will pay higher fees to get some of the same features we have now. Other desirable features will be lost forever.

Thank you,  
Rodger Wessling  
83-5654 Middle Keei Rd  
Captain Cook, HI 96704  
808-328-1017



## Oceanic Analog Channel Lineup - Big Island

### Standard Service (By Channel Number)

2	QVC	36	TV Land
3	KHON-2 (FOX)	37	Syfy
4	KITV-4 (ABC)	38	MSNBC
5	KFVE-5 (myNetwork TV)	39	Spike TV
6	KLEI-6 (West Hawaii Only)	40	Bravo
7	KGMB-9 (CBS)	41	FX
8	KHNL-13 (NBC)	42	AMC
10	KHET11 (PBS)	43	TNT
11	KWHH	44	Turner Classic Movies
12	OC16	53	Na Leo: Educational
13	Headline News	54	Na Leo: Public 1
14	CNN	55	Na Leo: Government
15	Fox News Channel	56	Program Guide Channel
16	OCSports	57	Home Shopping Network
17	MTV	58	Travel Channel
18	VH1	59	Home & Garden TV
19	NBCSN	60	Food Network
20	Fox Sports West	61	E! Entertainment
21	ESPN2	62	Comedy Central
22	ESPN	63	Hallmark Channel
23	Time Warner Cable SportsNet	64	LMN
27	Revenue Frontier / Leased Access	65	Discovery Fit & Health
28	TBS	67	Oprah Winfrey Network
29	USA Network	68	Lifetime
30	The Golf Channel	69	Discovery Channel
31	Prime Ticket	70	Animal Planet
32	Nickelodeon	71	The Learning Channel
33	Disney Channel	72	The History Channel
34	ABC Family	73	National Geographic Channel
35	Cartoon Network	74	A&E

### Digital TVs Without A Cable Box

46.3	KHON HD
46.55	UHTV355
46.56	Teach 356
471	KHET
47.25	KALO
47.27	KPXO
47.3	KHON
47.5	KFVE
47.7	KGMB
47.8	KHNL
48.1	KGMB HD
48.4	KIKU
48.5	KBFD
48.6	KITV
48.9	KITV HD
491	KFVE HD
4912	KHET HD
49.3	KHNL HD
51.1	OC Sports HD
51.3	CNBC
79.1	PBSK
82.1	OC Sports
122.8	CSPAN2
134.8	CSPAN

• Basic Service ■ Value Service  
Channel lineup subject to change.



Frederick Herrmann  
<frederickherrmann@yahoo.com>

07/16/2014 12:56 AM

Please respond to  
Frederick Herrmann  
<frederickherrmann@yahoo.com>

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

cc

bcc

Subject Comments on Comcast hearing

Dear Sirs,

I spoke Monday evening at the West Hawaii Civic Center and I write in response to the request to put my comments writing.

I teach film at Makua Lani Christian Academy. In the past I have brought my class to Na Leo O Hawaii to use the public access facilities.

My students have gone through the Na Leo O program: learning the various legalities, receiving instruction on Above Premiere in the editing bays, and using the camera equipment to film PSAs. My students have received Producer certifications from Na Leo O (and the T-shirts!).

One of my students produced a very popular PSA which is still in use by Na Leo O. That student has gone on to study film. We have also produced a number of programs at the public access station.

As my students and I have matured, we have also done our own independent work at Na Leo O.

I have also found the professional advice and instruction from their staff to be invaluable. I am grateful as they have helped me to develop our film/photography program at Makua Lani.

Finally, I am excited about the prospect of Na Leo O building a studio. The edit bays are nice, the blue screen is fine, but a studio would take it to a much, much higher level.

Please continue to support Na Leo O Hawaii.

Thank you!

Frederick Herrmann



"Barry D. Neal"  
<bdneal@bdneal.com>

07/15/2014 07:50 PM

Please respond to  
<bdneal@bdneal.com>

To <cabletv@dcca.hawaii.gov>,

cc

bcc

Subject merger

If the proposed merger will help to bring cable TV and Internet to the people in rural and semi-rural areas of the state, then I support it. If not, then I am against it. We live in Kona just outside of town, and cable TV and Internet services are not available. TWC has promised for years to extend the cable to our neighborhood, but has continued to delay.

---

Barry D. Neal  
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Atmospheric Research & Technology, LLC  
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USA

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