

Hawaiian Telcom and Cincinnati Bell Transaction
Joint Application for Transfer of Control of the Cable Television Franchise
Held by Hawaiian Telcom Services Company, Inc.

Information Requests Issued on September 12, 2017

These Information Requests (“**IRs**”) are being issued pursuant to Hawai`i Administrative Rules § 16-133-12. Each response should be made separately, and copies of source documents should specifically reference the IR being answered. The certification provided by Hawaiian Telcom Holdco, Inc. (“**Holdco**”) and Cincinnati Bell Inc. (“**Cincinnati Bell**”) (collectively, with Hawaiian Telcom Services Company, Inc. (“**HTSC**”), “**Applicants**”, as applicable) in the State of Hawaii Application for Transfer of Cable Television Franchise, filed on August 11, 2017 (“**Application**”), concerning the accuracy of the information is also applicable to Applicants’ responses to these IRs.

Each of the responses should be as complete and detailed as possible, and to the extent that an IR or any subpart thereof may not be applicable, Applicants must state why the IR or subpart is not applicable. In addition, for any IR that requires follow-up, the required information must be submitted immediately upon receipt of that information.

1. Both HTSC and Cincinnati Bell have conveyed the importance of developing the cable infrastructure system and fiber network; if the proposed transaction is approved and effectuated, will Cincinnati Bell invest in the build-out of the cable infrastructure system and fiber network located in areas that are within and beyond where HTSC currently operates?
 - (a) How much will be invested in Hawai`i?
 - (b) How much of the investment will be allocated for the cable infrastructure system and fiber network?
 - (c) How will Hawai`i benefit from this investment?
 - (d) What goals or plans does Cincinnati Bell have regarding the development of HTSC’s cable infrastructure system and fiber network in Hawai`i?
 - (e) Where is Cincinnati Bell/HTSC’s fiber network density on Oahu?

2. Cincinnati Bell has committed to preserving a Hawai`i-based presence at HTSC under the proposed transaction.
 - (a) Describe how the proposed transaction, if approved and effectuated, will impact HTSC’s overall workforce? How will HTSC’s local management team and operations be impacted?

- (b) Will new jobs be created in Hawai'i?
 - (c) How many new jobs are projected to be created in Hawai'i?
 - (d) What types of jobs will be created in Hawai'i?
 - (e) Will any call centers or customer service offices be closed in Hawai'i? Will there be any changes to the number of customer service staff utilized?
3. Ensuring that everyone in Hawai'i, especially low-income consumers, has access to affordable broadband Internet service is a great concern.
- (a) If the proposed transaction is approved and effectuated, will Cincinnati Bell implement a broadband Internet program for low-income consumers in Hawai'i?
 - (b) If such a program is implemented in Hawai'i, will Cincinnati Bell voluntarily commit to providing the Department of Commerce and Consumer Affairs and the public at least six (6) months' notice regarding the offering of the service, eligibility requirements, and the pricing?
 - (c) If such a program is implemented in Hawai'i, will Cincinnati Bell voluntarily commit to setting the price for the service that is consistent or in alignment with mainland United States affordable broadband programs or the program offered by Spectrum in Hawai'i?
4. During prior merger proceedings, Hawai'i consumers have expressed concerns over rate increases in their cable and broadband Internet service once the transaction is completed.
- (a) Will Cincinnati Bell reduce or maintain HTSC's rates for cable and broadband Internet service at current levels if the proposed transaction is approved and effectuated?
 - (b) If Cincinnati Bell is unable to make any commitments that its rates for Hawai'i cable subscribers will not increase if the proposed transaction is approved and effectuated, please explain why.
 - (c) If the proposed transaction is approved and effectuated, how will rates for cable and broadband service charged to Hawai'i subscribers compare with prices charged for such services by Cincinnati Bell in the mainland

United States? Will Cincinnati Bell commit that rates for cable and broadband service charged to Hawai'i subscribers will be no higher than prices it charges for such services in the mainland United States? To the extent that rates for cable and broadband service charged to Hawai'i subscribers will be higher than prices charged for such services by Cincinnati Bell in the mainland United States, please provide an explanation of the justification for this practice.

5. On page 7 of the Application, Cincinnati Bell stated that one of its key initiatives is to develop its fiber network.
 - (a) While developing its fiber network in Hawai'i, will Cincinnati Bell increase minimum broadband Internet speeds for Hawai'i customers?
 - (b) State the minimum broadband Internet speed Cincinnati Bell will offer in Hawai'i.
 - (c) If such an undertaking is implemented in Hawai'i, how will customers receive advance notification? Will subscribers be required to switch their cable modems and/or other broadband Internet equipment? Will it be at no-charge to the subscriber? If not, what will the charge be?
 - (d) Will Cincinnati Bell voluntarily commit to pricing that will not unduly harm the Hawai'i public and be consistent or in alignment with the price structure set for its broadband service on the mainland United States?

6. Cincinnati Bell states that it has been recognized for its commitment to technology and innovation. In its other franchise areas, Cincinnati Bell has rolled out innovative products such as Fioptics and the MyTV Skinny Bundle.
 - (a) What "new" products and services will Cincinnati Bell roll out in Hawai'i?
 - (b) How will Hawai'i customers be notified in advance of these innovations? Will subscribers be required to switch and/or upgrade any of their existing video equipment?
 - (c) If changing video equipment is required for subscribers to utilize these innovations, how will customers be notified that changes need to take place?
 - (d) If subscribers need to change their equipment, will they need to purchase the equipment or will it be provided without cost?

7. On page 5 of the Application, Applicants states that the merger will allow HTSC to "be better positioned to deliver a broader suite of services" and strengthen competition "in terms of pricing, content, value, customer service and innovative products and offerings." Provide details on Cincinnati Bell's broader suite of products and services. Are these broader products and services being offered in all of Cincinnati Bell's franchise areas? What are Cincinnati Bell's plans to offer these products to Hawai'i subscribers?
8. Currently, HTSC offers a stand-alone Internet service at a rate of \$9.95. Will Cincinnati Bell commit to maintain this stand-alone rate for Internet service, if the proposed transaction is approved and effectuated? If so, for how long a period is Cincinnati Bell prepared to commit? If not, what is the maximum rate to which Cincinnati Bell is prepared to commit during the first three (3) years after the transfer is effectuated, if approved?
9. Currently, HTSC offers its customers the ability to lock in a \$49.00/month rate for TV, DVD, and 300 Mbps Internet with WiFi Plus, will this offer, or other "lock in" offers, be honored if the proposed transaction is approved and effectuated?
10. In the past, Hawai'i consumers have mentioned the need for symmetry between download and upload speeds in broadband service. Is Cincinnati Bell prepared to provide broadband Internet with symmetrical upload and download speeds? Please describe any specific service Cincinnati Bell proposes to offer, including the speed and price.
11. Please describe Cincinnati Bell's experiences with, and its policies, if any, regarding Public, Educational and Governmental ("PEG") access organizations and the services provided in its franchise areas in the mainland United States.
12. Summarize the plans for PEG access support by HTSC (under Cincinnati Bell's control). At minimum, describe whether any changes will be proposed regarding the level of support for Oahu's PEG access organization, equipment deployed for PEG use, transmitting PEG programming via HD format, and channel line-up for PEG services.

13. Please provide a detailed explanation of the commitment of HTSC (under Cincinnati Bell's control) to keep abreast with changing technological developments and how it intends to incorporate such developments into its cable systems and other services such as broadband, if the proposed transaction is approved and effectuated.
14. Summarize and describe any plans for future capital spending to expand and upgrade the cable system and communications infrastructure currently controlled by Holdco in Hawai'i.
15. On page 3 of the Application, Cincinnati Bell mentions its experience and resources developing fiber networks. Where does Cincinnati Bell/HTSC plan to expand its Next Generation fiber network in urban and non-urban areas in Hawai'i? Are there any current plans to expand Cincinnati Bell/HTSC's cable service to other islands in the State of Hawai'i?
16. On page 3 of the Application, Cincinnati Bell states that it is studying the possibility of merging Holdco and Hawaiian Telecom Communications, Inc. into the parent corporation, can Cincinnati Bell provide an update on this matter? Describe the benefits this merger would provide.
17. On page 22 of the Application, Cincinnati Bell states that, pursuant to favorable conditions, it intends to issue unsecured senior notes, with the net proceeds used to reduce the amount of senior secured term loan debt.
 - (a) Is this process of issuing unsecured senior notes ongoing?
 - (b) Does Cincinnati Bell have other options to reduce debt should it not pursue the issuing of unsecured senior notes?
 - (c) Does Cincinnati Bell have any updates on this matter that it can share?
18. Please provide a copy of the Public Interest Statement related to this matter filed with the Federal Communications Commission.