

BEFORE THE DIRECTOR OF COMMERCE AND CONSUMER AFFAIRS  
OF THE STATE OF HAWAII

In the Matter of the Investigation of )	
T.V. SYSTEMS, INCORPORATED )	DOCKET NO. 17-82-01
Quality and Quantity of Subscriber's )	
Services. )	ORDER NO. 90

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ORDER OF INVESTIGATION

WHEREAS, under the provisions of Section 440-G-12 of the Hawaii Cable Television Systems Law (Chapter 440-G, H.R.S.) the Director of Commerce and Consumer Affairs ("Director" herein) has the power and jurisdiction to supervise and regulate every CATV company operating within the State of Hawaii; and

WHEREAS, under the provisions of Section 440-G-12(e) the Director has the power and the authority to institute all proceedings and investigations, hear all complaints, issue all process and orders, render all decisions necessary to enforce the Hawaii Cable Television Systems Law, regulations, and orders adopted thereunder; and

WHEREAS, the Director in Order No. 87 (Docket No. 17-81-02) found that T.V. Systems, Incorporated had failed to:

1. provide its subscribers with continuous signals of an acceptable quality and quantity;
2. construct cable facilities to all potential subscribers within the time limits prescribed by its cable permit;
3. provide acceptable consumer services; and
4. provide access facilities.

WHEREAS, T.V. Systems, in its exceptions to the Hearing Officer's Recommended Decision and Order in Docket No. 17-81-02, indicated its willingness to undertake corrective action to alleviate its above-mentioned deficiencies; and

WHEREAS, it is approximately one year since the issuance of Order No. 87 and the finding of deficiencies in the quality and quantity of services provided by T.V. Systems to its subscribers; and

WHEREAS, upon the completion of various programs of action, T.V. Systems has indicated to the Director the correction of the deficiencies above mentioned; and

WHEREAS, the Director continues to receive complaints from T.V. Systems subscribers relative to the quality and quantity of services provided by the cable company.

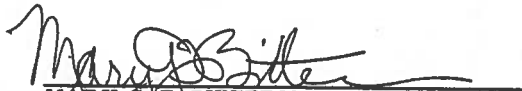
ACCORDINGLY, IT IS ORDERED THAT:

1. An investigation be initiated and public hearings held to determine whether the corrective actions completed by T.V. Systems is providing its subscribers with the quality and quantity of cable communication services that they should receive;
2. T.V. Systems be made a party to this investigation; and
3. All interested parties shall be notified of a prehearing conference to be called to establish the specific issues and the procedural schedule for this investigation.

IT IS FURTHER ORDERED, that the effective date of this Order shall be upon service.

DATED: Honolulu, Hawaii, December 9, 1982.

STATE OF HAWAII

  
MARY G. E. BITTERMAN  
Director

**CERTIFICATE OF SERVICE**

I hereby certify that copies of the foregoing Order of Investigation were served upon the following by mailing the same, postage prepaid, on the 10th day of December, 1982:

TV Systems, Incorporated  
P. O. Box 3618  
Honolulu, Hawaii 96811

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