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

In the Matter of the Investigation of
T.V. SYSTEMS, INCORPORATED
Quality and Quantity of Subscriber's
Services.

DOCKET NO. 17-82-01
ORDER NO. 90

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.


STATE OF HAWAII

[Signature]

MARY D. 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
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