

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

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

DOCKET NO. 17-82-01

ORDER NO. 99

ORDER

On December 9, 1982, Order No. 90 initiated an investigation to determine whether "the corrective actions completed by T.V. Systems are providing its subscribers with the quality and quantity of cable communication services that they should receive."

Duly noticed public hearings were held March 14, 15, 17, and 18, 1983 whereupon oral testimonies from 59 persons were heard by a designated hearings officer.

Based upon the oral testimonies submitted at the public hearings and the numerous complaints expressed by T.V. Systems, Inc.'s (TVSI's) subscribers to the Cable Television Division, the Department of the Attorney General conducted a technical investigation, through an independent consultant, of the quality of cable services provided by TVSI.


On May 6, 1983, the consultant completed his technical investigation.

On June 7, 1983, TVSI submitted a document entitled "Master Plan for Expansion and Improvement of Services" (Master Plan), which details TVSI's plan for the expansion and improvement of services.

On August 5, 1983, the Department of the Attorney General and TVSI, through its counsel, stipulated to suspend the present investigation pending complete implementation of TVSI's plan to expand and improve its services.

Upon review and consideration of the consultant's investigation report, TVSI's Master Plan and a "Stipulation to Suspend Investigation Pending Implementation of Master Plan" dated August 5, 1983, the investigation initiated pursuant to Order No. 90 shall hereby be suspended until such time as TVSI has completed implementation of the Master Plan, at which time the investigation will be closed, or until the Cable Television Division determines that TVSI has failed to use its best efforts to carry out the Master Plan in accordance with the time schedule set forth in said plan, at which time the investigation will be reopened and the Cable Television Division will take such action as it deems justified.

Dated: Honolulu, Hawaii, August 18, 1983.



MARY G. F. BITTERMAN
Director of Commerce and Consumer Affairs
State of Hawaii

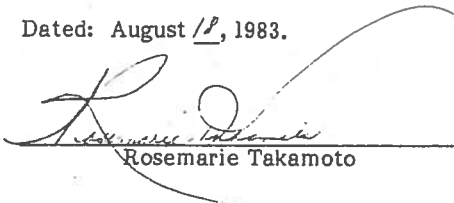
CERTIFICATE OF SERVICE

I hereby certify that I have this date served copies upon the following parties, by causing copies thereof to be mailed, postage prepaid, properly addressed, or delivered, to the following:

T.V. Systems, Inc.
Box 3618
Honolulu, Hawaii 96811

Thomas P. Huber, Esq.
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Dated: August 12, 1983.



Rosemarie Takamoto