



STATE OF HAWAII | KA MOKU'ĀINA 'O HAWAI'I
CABLE TELEVISION DIVISION
DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS
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NADINE Y. ANDO
DIRECTOR | KA LUNA HO'OKELE

RANDY M. LEONG
CABLE TELEVISION ADMINISTRATOR

VIA U.S. MAIL & EMAIL

December 29, 2023

Steven P. Golden
Vice President, External Affairs
Hawaiian Telcom Services Company, Inc.
1177 Bishop Street, Suite 17
Honolulu, Hawaii 96813
Steven.Golden@hawaiiantel.com

Re: Application of Hawaiian Telcom Services Company, Inc. for Issuance of a Cable Franchise for the County of Hawai'i – First Set of Information Requests

Dear Mr. Golden:

On December 1, 2023, Hawaiian Telcom Services Company, Inc. ("**Applicant**") submitted an application for a cable franchise for the County of Hawai'i ("**Application**") to the Department of Commerce and Consumer Affairs ("**DCCA**" or "**Department**").

The Department requires certain additional information in order to proceed with the processing of the Application under Chapter 440G, Hawaii Revised Statutes. This will be transmitted as two separate documents, one with confidential information requests ("**IRs**") and one with non-confidential IRs. This measure was taken because the Applicant asserts that certain information is confidential, proprietary and/or competitively sensitive. However, DCCA has made no assessment to date regarding whether the information labeled as confidential is appropriate for treatment as confidential under State law.


Mr. Steven P. Golden
December 29, 2023
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Accordingly, pursuant to HAR §16-133-10, please provide the required information set forth in the attached First Set of Information Requests within fifteen (15) days from the date of this letter.

As you are aware, the Department may request additional information throughout the application process. Although the Department has not yet accepted the Application for filing, the Department will make a decision once the requested information is received and considered.

Thank you for your cooperation and attention to this matter. If you have any questions, please feel free to call me.

Sincerely,



Randy M. Leong
Cable Television Administrator

Attachments:
Confidential IRs
Non-Confidential IRs

c: Nadine Y. Ando, Director DCCA (via email)
Department of the Attorney General (via email)

Hawaiian Telcom Services Company, Inc.
Application for Issuance of a Cable Franchise for the County of Hawai'i

First Set of Information Requests

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 Services Company, Inc. (“**HTSC**” or “**Applicant**”, as applicable) in the State of Hawai'i Application for Issuance of a Cable Franchise for the County of Hawai'i, filed on December 1, 2023, (“**Application**”), concerning the accuracy of the information is also applicable to Applicant' 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, Applicant must state why the IR or subpart is not applicable. This is an ongoing request for information. In addition, for any IR that requires follow-up, the required information must be submitted immediately upon receipt of that information. If any of the requested documents are executed or finalized or updated and amended after the date Applicant submits its response and during the franchise application process, then Applicant shall provide these documents immediately to the Department.

1. On page 10, Section III.E., the application states that the IPTV system will offer “Intuitive TV recommendations based on viewing habits.” Please provide an explanation on whether viewers have the option to “opt-out” of such data collection process.
2. [CONFIDENTIAL IR]
3. Application, page 41 and Confidential Exhibits VI.A. and VI.C.3.
 - a. HTSC's cable system is projected to be present in each of the census tract areas on Hawai'i island. Identify the specific neighborhoods or locations in the franchise area that HTSC anticipates will be difficult to serve and explain why.
 - b. [CONFIDENTIAL IR]
4. [CONFIDENTIAL IR]
5. On page 64, Section B.1.b. of your application, the term “substantial useful life” is used to describe the new MPLS network. Is there a specific or estimated time frame of life that can be provided (e.g., X years, X months)? If not, explain why.

6. How does Applicant provide customer service and support, and face-to-face interaction with its current customer base on the island of Hawai`i?
7. With no physical subscriber service location proposed in the application, provide information on any fees or charges subscribers may incur for using the customer/subscriber service resources described in the application (e.g., fee for paying bills over the phone, etc.). See Application, page 69, Section IX.G.1.e.
8. With the Applicant's plan to employ the "Drop Ship" process to send equipment to subscribers, describe when the billing cycle for a subscriber will begin after the service is requested. See Application, page 70, Section IX.G.1.f.
9. Provide the location(s) and address(es) on the island of Hawai`i where Applicant will maintain a physical copy of the application for public viewing.