

Hawaiian Telcom Services Company, Inc.  
Application for Issuance of A Cable Franchise for the County of Maui

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 Maui, filed on December 8, 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 in the County of Maui with Fioptrics internet. 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. When is the working service agreement with HP Communications Inc. (HP) up for renewal and what percentage of the construction work will HP perform on Maui? See Application, page 56, Section VIII.A.1.
5. [CONFIDENTIAL IR]

6. On page 65, 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.
7. How does Applicant provide customer service and support, and face-to-face interaction with its current customer base in the County of Maui?
8. 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 70, Section IX.G.1.e.
9. 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, pages 70-71, Section IX.G.1.f.
10. Provide the location(s) and address(es) in the County of Maui where Applicant will maintain a physical copy of the application for public viewing.