

CABLE TV DIVISION
DEPT OF COMMERCE AND
CONSUMER AFFAIRS

January 10, 2024

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VIA HAND AND ELECTRONIC DELIVERY

Nadine Y. Ando, Director
Department of Commerce and Consumer Affairs
335 Merchant Street, 1st Floor
Honolulu, Hawaii 96813

Attn: Randy M. Leong, Cable Television Administrator

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

Dear Mr. Leong:

Hawaiian Telcom Services Company, Inc. ("HTSC" or "Applicant") hereby submits an original and three (3) copies of its responses to the Department of Commerce and Consumer Affairs First Set of Information Requests dated December 29, 2023.

The information submitted in the Confidential Responses listed below contain information Applicant considers to be confidential, proprietary, and/or highly competitive, and should not be disclosed to third parties without Applicant's prior written consent.

- Confidential Response DCCA-IR-2
- Confidential Response DCCA-IR-3.b
- Confidential Response DCCA-IR-4

Thank you for your consideration of this application. If you have any questions, please contact me at steven.golden@hawaiiantel.com or 808-546-3877.

Sincerely,

/s/ Steven P. Golden

Steven P. Golden
Vice President, External Affairs

SPG:rc
Enclosures

DCCA-IR-1

1. On page 10, Section 111.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.

Response:

Intuitive collection is a recommendation based on a subscriber's viewing habits related to frequently watched channels and program names on a viewing device. Applicant would like to clarify that no identifying customer proprietary network information (CPNI) is collected from subscribers.

Subscriber data collected is related to channels and programs frequently watched on a device and are presented to the customer as recommendations upon turning on the device or pressing the main menu button so the customer can view the channels, airtimes times and apps for quicker selection.

Aggregated Viewership data is provided to content providers and TiVo as the platform provider, such as the total number of hours viewed on a channel, number of subscribers at any given time, and apps and games that are used.

Within six months of launching video services on Hawai'i Island, Hawaiian Telcom is required by TiVo to allow video subscribers to "Opt-Out" of any Clickstream data collection through their HT My Account.

Application for Issuance of a Cable Franchise For The County Of Hawai'i
Name Of Applicant: Hawaiian Telcom Services Company, Inc.
Responses to DCCA First information Request for Clarification/Supplemental Information
DCCA-IR-3.a
January 10, 2024

DCCA-IR-3.a

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. [See CONFIDENTIAL IR]

Response 3.a:

<u>Tract</u>	<u>Central Office</u>	<u>Neighborhood</u>	<u>Reason</u>
215.04	Kona	Kealakehe (DHHL)	Lack of access to Sandwich Isles Communications conduits. See PUC Docket No. 2022-0218.
219.02	Honoka'a	Waipi'o Valley	Limited access to the road serving the valley.
212.03	Nā'ālehu	Hawaiian Ocean View Estates	There is no existing pole line in certain areas.
211.01	Pāhoa	Kapoho	Surrounded by 2018 lava flow and only limited number of homes intact.

DCCA-IR-5

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.

Response:

The MPLS network is anticipated to surpass the 15-year franchise duration in operational service. Hawaiian Telcom proactively manages the network lifecycle through routine maintenance activities. Additionally, Hawaiian Telcom strategically replaces and upgrades essential components as recommended by equipment vendor(s), which effectively prolongs the MPLS network's longevity and performance.

DCCA-IR-6

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?

Response:

Hawaiian Telcom offers an experienced customer service and support structure, including its customer service call centers, installation/repair technicians; all with established service standards.

- Hawai'i Island installation and repair technicians provide the face-to-face support as required to address customer service installations and repairs.
- Call Centers with trained sales and service agents now operate 24 hours a day / 7 days a week offering customers to contact Hawaiian Telcom at their convenience for new installation requests, billing inquiries, change/discontinuance of service requests and/or assistance on service-related issues on all consumer products.
- "Chat with an Agent" and Self-Service Options, including online support articles/videos are available for customers. The Self-Service feature offers customers the option to submit a service ticket without the need to contact the Customer Service Call Center.

Residential Customer Service and Billing Inquiries:

808-643-3456 / Toll-Free 877-482-2211
Available 24 Hours a day, (7) days a week

Technical Support:

808-643-6111
Available 24 Hours a day, (7) days a week

Chat Support (Chat online with an Agent)

Monday – Friday
8:00 am – 7:00 pm (HST)

Via Email through the Web – Submit Support Requests:

<https://www.hawaiiantel.com/Residential/Support/Submit-Support-Request>

- Billing
- Products
- Technical
- Moving
- Other Assistance

DCCA-IR-7

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.

Response:

There are no service fees or charges for subscribers for using the following Hawaiian Telcom resources and self-service options:

- Via phone or email to the Customer Service and Billing Inquiry Center
- Via phone or email for technical support
- Chat with an Agent Support (On-line with an Agent)
- Online support through articles/videos
- Self-Service feature with option to make changes and/or submit a service ticket

Hawaiian Telcom's bill payment methods and fees are published on page two of its invoice (see below).

Service fees for **one-time** bill payments are:

- Online - \$1.95 Residential customers, \$3.95 Business customers
- By phone - \$1.95 Residential customers, \$3.95 Business customers
- By phone, agent assisted, there is an additional \$5.00 fee (this is not on page 2 since this is optional)
- Pay-in-Person at First Hawaiian Bank branches; the bank charges a processing fee of \$1.00 per transaction.

For returned payments, Hawaiian Telcom may charge a \$20.00 returned item fee.

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DCCA-IR-7
January 10, 2024

How To Pay Your Bill

AutoPay: Offers convenient monthly payments using a bank or credit card account. Sign up online at hawaiiantel.com.

Mail: Send a check or money order using the enclosed return envelope. Include your remittance slip and 15-digit account number on your check or money order to ensure proper credit to your account. Mail to: Hawaiian Telcom, P.O. Box 30770, Honolulu, HI 96820.

Bill Pay Service (set up with your bank): Refer to your bank as fees may apply. Set up Hawaiian Telcom as a payee with the address "P.O. Box 30770, Honolulu, HI 96820" and reference your 15-digit account number.

Online: Visit hawaiiantel.com/myaccount to make one-time payments from a credit card or checking account. A service fee will apply; \$1.95 residential, \$3.95 business.

By Phone: Call (855) 844-1222, enter your 15-digit account number and 5-digit billing zip code. A service fee will apply; \$1.95 residential, \$3.95 business.

Pay in Person at any First Hawaiian Bank Branch. Bring your remittance slip and pay by cash or check. A \$1.00 service fee will apply.

Previous Payments

If a payment was made, but is not reflected on your current statement, please deduct the amount and pay the difference.

Returned Payments

A fee of \$20.00 may be charged for each payment that cannot be processed. If your check payment is returned by your bank, Hawaiian Telcom may resubmit your payment electronically to your bank for processing.

Late Payment Fees

A late payment fee of \$15.95 or 1.5% per month, whichever is higher (provided the late payment fee will not exceed the maximum amount permitted by law) will be applied to any outstanding balance more than 60 days past the invoice date. Overdue balances of less than \$10.00 will have the late payment fee waived. Late payment fees will not be assessed on taxes or unpaid late fees.

Service Suspended for Non-Payment

New Charges must be paid by the Bill Due Date. If not, based on the state regulatory and notice requirements, once your account has a Past Due/Balance Forward amount, some or all of your service may be suspended. Charges may apply to suspend and reconnect service. A deposit to re-establish your service may also be required.

Equipment Return/Charges

Equipment must be returned to Hawaiian Telcom. Failure to do so will result in unreturned equipment charges. Visit hawaiiantel.com/return for complete details.

DCCA-IR-8

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.

Response:

For new Hawaiian Telcom customers, the bill cycle date is assigned as close as possible to the new install/activation date. For existing Hawaiian Telcom customers, their billing cycle does not change and billing for video service will begin when the video service is installed/activated.

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DCCA-IR-9
January 10, 2024

DCCA-IR-9

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.

Response:

A physical copy of the application is available for public viewing Monday-Friday from 7:45 AM to 4:30 PM, except on State and most Federal holidays at the following locations on Hawai'i Island:

East Hawai'i / Hilo:

Regulated Industries Complaints Office
Department of Commerce and Consumer Affairs
120 Pauahi Street, Suite 212
Hilo, Hawaii 96720

West Hawai'i / Kona

Regulated Industries Complaints Office
Department of Commerce and Consumer Affairs
Hualalai Center, Room C-309
75-170 Hualalai Road
Kailua-Kona, Hawaii 96740