

January 4, 2024

VIA HAND AND ELECTRONIC DELIVERY

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

CABLE TV DIVISION
DEPT OF COMMERCE AND
CONSUMER AFFAIRS
2024 JAN -4 A 10:36

Attn: Randy M. Leong, Cable Television Administrator

Re: Application of Hawaiian Telcom Services Company, Inc. for Issuance of a Cable Franchise for the Island of Kaua'i: HTSC's Responses to the Second 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 Second Set of Information Requests dated December 20, 2023.

The information submitted in the Confidential Response listed below contains 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-24

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-25

25. Following up on page 64, Section B.1.b. of your application and HTSC's response to IR #10 regarding the "substantial useful life" of 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.