



STATE OF HAWAII | KA MOKU'ĀINA 'O HAWAII'  
CABLE TELEVISION DIVISION  
DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS  
KA 'OIHANA PILI KĀLEPA

335 MERCHANT STREET, ROOM 101

P.O. BOX 541

HONOLULU, HAWAII 96809

Phone Number: 844-808-DCCA (3222)

Fax Number: 808-586-2625

cca.hawaii.gov/catv

NADINE Y. ANDO  
DIRECTOR | KA LUNA HO'OKELE

RANDY M. LEONG  
CABLE TELEVISION ADMINISTRATOR

JOSH GREEN, M.D.  
GOVERNOR | KE KIA'ĀINA

KEITH A. REGAN  
ACTING LIEUTENANT GOVERNOR | KA HOPE  
KIA'ĀINA

April 30, 2026

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

**via Email**

Re: Application of Hawaiian Telcom Services Company, Inc. for Renewal of its  
Oahu Cable Franchise – Information Requests

Dear Mr. Golden:

On April 17, 2026, Hawaiian Telcom Services Company, Inc. ("**Applicant**") submitted an application for renewal of its Oahu cable franchise ("**Application**") to the Department of Commerce and Consumer Affairs ("**DCCA**").

The DCCA requires certain additional information in order to proceed with the processing of the Application under Chapter 440G, Hawaii Revised Statutes. Accordingly, please provide the required information set forth in the attached First Set of Information Requests within fourteen (14) days from the date of this letter.

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

Mr. Steven P. Golden  
April 30, 2026  
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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

Attachment

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

**APPLICATION FOR RENEWAL OF OAHU CABLE TELEVISION  
FRANCHISE BY HAWAIIAN TELCOM SERVICES COMPANY, INC.**

**FIRST SET OF INFORMATION REQUESTS**

April 30, 2026

Each question should be answered separately, and copies of source documents should reference the question being answered. The certification provided by Hawaiian Telcom Services Company, Inc. (“**Applicant**” or “**HTSC**”) in the Application concerning the accuracy of the information is also applicable to the Applicant’s responses to these questions.

The Applicant shall answer each question fully and completely, and to the extent the question or any subpart thereof is not applicable, the Applicant should explain why it is not applicable. This is an ongoing request for 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.

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1. On page 4, Section II.D., the Application, as it relates to HTSC’s commitment to and investment in Hawaii, states that monumental investment ensures state-of-the-art fiber connectivity statewide, including underserved rural areas. Within HTSC’s Oahu franchise area, are there any rural underserved communities that will receive investment? If so, where are they located?
  2. According to page 4 and Exhibit B (the 2025 10-K for Cincinnati Bell Inc. (the “**2025 10-K**”)), of the Application, in 2026, HTSC’s affiliate, Hawaiian Telcom, Inc. (“**HTI**”), “will complete the build out of the network to single family homes across Oahu and the neighbor islands while also retiring legacy copper assets.”
    - a. Once the build out has been completed, how many housing units will the HTI fiber network cover in Oahu and how many housing units will remain without HTI fiber service available and where will these housing units be located?
    - b. Is there any scenario where a location with fiber service will not be able access HTSC’s video service?
  3. According to the 2025 10-K and previous 10-Ks, HTSC’s market penetration has remained fairly stable during the past five years, ranging from 34.1 to 37.8 thousand subscribers, with an upward trend during the past two (2) years.
    - a. To what do you attribute the recent upward trend in market penetration?
    - b. What is your market penetration forecast for the next ten (10) years and what factors do you anticipate will impact this trend?

4. On page 7, Section II.E. the application states that HTSC upgraded the video platform which delivers its Fioptics+ service over HTI's fiber network utilizing a TiVo Android based IPTV video service application platform.
  - a. Please confirm if all HTSC customers are currently using this system. If any customers still have copper-based HTSC connections, are they still able to use the TiVo Android based IPTV platform without a drop in performance?
  - b. If any customers still have copper-based HTSC connections, please address these questions:
    - i. Where are these copper-based connections located?
    - ii. Approximately how many HTSC customers have these copper-based connections?
    - iii. What are the plans to upgrade these copper-based connections?
5. For full migration to Fioptics+ powered by TiVo, specifically at MDU's or single family residences on Oahu, what is HTSC's timeframe for this to be fully in place?
6. HTSC's ability to contribute to the State's Institution Network ("INET") is an ongoing issue that needs clarification. Federal law requires that such contributions be made at the provider's marginal cost, [REDACTED]  
[REDACTED]  
[REDACTED]. Given this:
  - a. Page 12, Section J., of the Application, provide more details relating to proposed INET plans and costs.
  - b. Does HTSC agree to include INET contributions in its franchise renewal proposal that reflect [REDACTED] in providing such services?
  - c. What level of contribution would you propose to appropriately reflect HTSC's respective market penetration and growth trends as compared to the incumbent cable franchisee?
7. According to the 2025 10-K, the Hawaiian Telecom family of companies operate nine (9) retail stores to support its Cincinnati area operations and two (2) retail stores to support its Hawaii operations per page 36, Section D.1.a., of the Application. Granted, the Cincinnati operation, both by route miles and homes served, is nearly three (3) times the size of the Hawaii operation, but the Cincinnati operation lacks the geographic isolation resulting from the provision of service to multiple islands. Therefore, would HTSC agree to proportionally increase the number of retail stores that it maintains in Hawaii to three (3) statewide with at least one (1) location on a neighbor island?

8. On page 8, Section II.E., the application states that HTSC is seeking a franchise renewal term of thirteen (13) years. Please clarify why HTSC prefers this term length rather than fifteen (15) years.
9. On page 9, Section II.F., and on pages 36-37, Section IX.D, the application references HTSC's various customer service response methods and improvements through telephone, in-person, and online.
  - a. Please confirm whether Artificial Intelligence (AI) is used and if so, how it is incorporated into your customer service. In addition, please describe how HTSC determined the accuracy and efficiency of such AI functions, if used.
  - b. Provide an estimated timeline in which internal processes will be strengthened “to promote timely and effective resolution of service issues” and describe how coordination between customer service, technical, and field operations will be enhanced.
  - c. What efforts is HTSC currently undertaking to improve the clarity of billing statements and customer communications?
10. What is HTSC’s procedure to ensure that subscriber information is protected? Please explain HTSC’s protocol or investigative measures taken if an HTSC subscriber’s data is fraudulently taken and security is breached.
11. On page 34, Section IX.A.1.b., of the Application “substantial useful life remaining” is used to describe the MPLS network. Provide an estimated timeframe in days, months or years the “substantial useful life remaining” of the MPLS network.
12. On page 54, Section XI.A., of the Application, HTSC refers to Confidential Exhibit VII. Please provide that exhibit.
13. On page 54, Section XI.A., the application describes standards for customer service. Please provide clarification on whether technician and customer service staffing can be increased on short notice in the event of increasing frequency of natural disasters such as flooding, heavy rains, and other similar weather events that may impact HTSC's infrastructure.