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Community Ascertainment  
and Related Activities  
Summary For  
Hawaiian Telcom Services Company, Inc.  
Oahu, Hawaii

*Results as of March 13, 2026*

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March 13, 2026

State of Hawai'i  
Department of Commerce and Consumer Affairs  
Cable Television Division  
335 Merchant St.  
Honolulu, HI 96813

We have completed our work related to the ascertainment of future cable-related community needs and interests for the Island of O'ahu, conducted in support of the State of Hawai'i Department of Commerce and Consumer Affairs' consideration of Hawaiian Telcom Services Company, Inc.'s request for renewal of its cable television franchise. This work was performed in accordance with the federal franchise renewal guidelines established under the Cable Communications Policy Act, as well as related requirements under Hawai'i Revised Statutes and the Hawai'i Administrative Rules.

The purpose of this ascertainment effort is to help the State evaluate how effectively Hawaiian Telcom Services Company, Inc. is currently serving O'ahu residents and stakeholders, and to identify the community's cable-related needs moving forward. The activities completed as part of this engagement included a digital Customer Satisfaction Survey, a stakeholder and community survey targeting key public, educational, and nonprofit organizations, related background review activities, and financial review. These findings are intended to support DCCA in its preparation for potential franchise renewal negotiations with Hawaiian Telcom Services Company, Inc.

This report details the methodology, results, and observations derived from these activities. It is being provided for the purpose of enabling DCCA to proceed with the next steps outlined in the Cable Act's formal franchise renewal procedures. As with all ascertainment processes, DCCA may determine that additional needs assessment activities are appropriate as it continues evaluating the franchise renewal request.

We appreciate the opportunity to support the State of Hawai'i in this important work. Please do not hesitate to contact us if additional analysis, clarification, or supplementary materials are needed.

Sincerely,

*Merina+Co*

Merina+Co

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## Introduction and Background

The State of Hawaii (State), Department of Commerce and Consumer Affairs, Cable Television Division (DCCA), is in the process of considering a request from Hawaiian Telcom Services Company, Inc. (Hawaiian Telcom) to renew the company's cable television franchise for the Island of Oahu. As part of the activities relative to this consideration, undertaken in accordance with federal franchise renewal guidelines set out in the Cable Communications Policy Act of 1984, as amended in 1992 and 1996 (the Cable Act), DCCA is conducting an ascertainment of future cable-related community needs and interests, along with certain studies and reviews related to the ascertainment. The results of these activities are intended to form part of the basis for DCCA's anticipated negotiation of a possible new franchise with Hawaiian Telcom. This report is presented as complete for the purpose of triggering the ability of DCCA to request an application for franchise renewal from the cable operator under the procedures specified in Hawaii State laws (i.e., the Hawaii Revised Statutes) and Hawaii Administrative Rules. However, this report is not intended to represent, necessarily, the conclusion of the assessment of community needs and interests relative to DCCA's rights and duties, as a local franchising authority, under the formal franchise renewal procedures described in the Cable Act. DCCA specifically reserves the right to conduct such additional needs assessment activities as it may deem appropriate, relative to the Cable Act's formal process, and to finally conclude those activities at its own discretion, as provided for in the Cable Act. The ascertainment has included the following principal elements, which are covered in the main sections of this report:

- A digital **customer survey** made available to all subscribers through emails, website links, and social media campaign
- A digital **stakeholder and community survey**, sent to 74 intentionally targeted key stakeholders and community members
- A **financial review** of Hawaiian Telcom, to determine its financial capacity for carrying out future operations in Oahu

To assist the State in these franchise renewal activities, DCCA is utilizing the services of the financial consulting firm Merina & Company, LLP (Merina+Co). This report represents the consultant's description of the results of the principal ascertainment and related background study activities undertaken to date.

## Customer Survey

In the summer of 2025, Merina+Co co-authored a Customer Satisfaction Survey in collaboration with the DCCA. The purpose of this survey is to fulfill the federally required activities for franchise renewal for Hawaiian Telcom. Specifically, it supports DCCA's obligation to assess the operator's performance across several areas, including service and product quality, responsiveness to customer issues or complaints, and the overall accessibility of customer support.

The virtual format of this survey allowed for a wider reach of relevant customers and improved ease of completion for the survey itself.

## Methodology

In order to fully understand the user experience, the Customer Satisfaction Survey contained multiple areas of focus. DCCA and its consultants elicited feedback regarding particular community needs that might be fulfilled by the franchise renewal process. The Survey items included the following topics:

- General Satisfaction
- Telephone Support

- Website & Email Support
- In-Home Service
- Billing
- Non-subscriber questions

There are 30 survey items in total, though only applicable questions were asked to each respondent. The average time for completion of this survey was 14.5 minutes.

DCCA used multiple marketing strategies to deploy the Customer Satisfaction Survey and encourage engagement. This included emails to customers, paid local advertisements, news segments, and a social media campaign. The primary audience for this survey was Hawaiian Telcom subscribers, but non-subscribers were also allowed to weigh in. Beyond length of subscription time, demographic characteristics were not requested nor tracked.

The survey was open from August 13<sup>th</sup>, 2025 through October 6<sup>th</sup>, 2025 through Qualtrics, a cloud-based software platform that helps collect and analyze experience survey data. The survey was made available both digitally and hard copy.

Once the response window closed, results were tabulated and analyzed utilizing both the automated analysis from the Qualtrics platform, and by Merina+Co consultants.

### General Results

In total, the Customer Satisfaction Survey generated 2,141 responses, 2,084 of which were Oahu Residents and 1,679 of which were Hawaiian Telcom subscribers. The figure below provides detail on the subscription history of respondents with the majority of respondents (78%) having been subscribers for over five years.

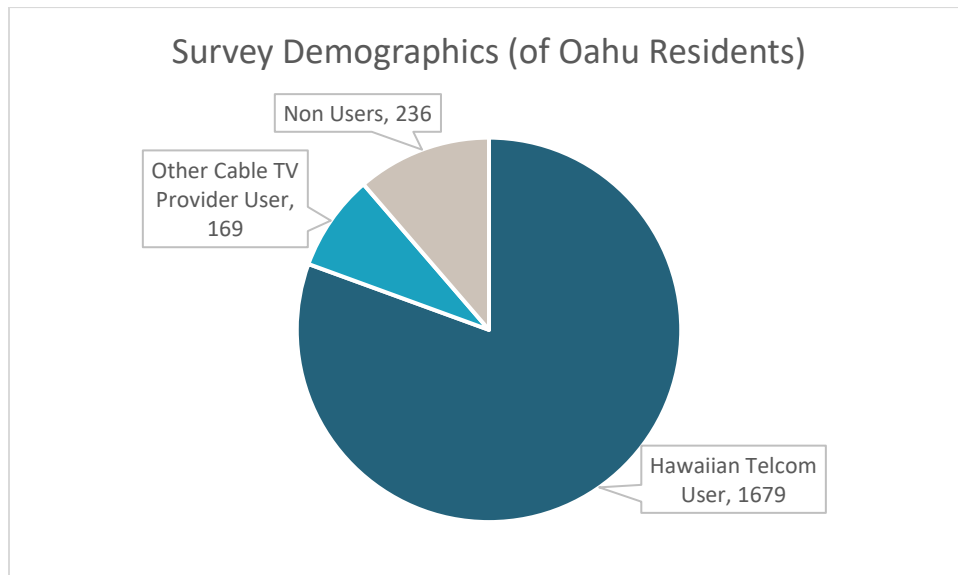


Figure 1: Pie Chart – Subscription Status

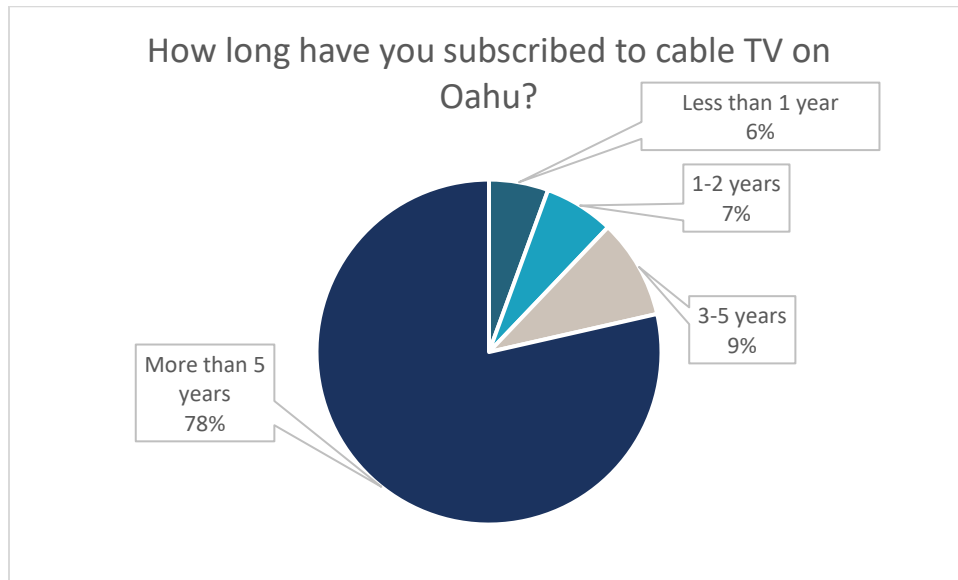


Figure 2: Pie Chart – Subscription Length

In general, based on the survey results, Merina+Co draws the following conclusions. We believe:

- Hawaiian Telcom’s overall performance is satisfactory.
- Customer Service is an area for improvement.
- Equipment and servicing meets customer needs.

A thorough analysis of each conclusion is detailed in the following report.

### **Overall Performance Satisfaction**

Of the 1,679 subscriber respondents, 71% were pleased overall with Hawaiian Telcom’s performance. A more detailed breakdown of this information is available in the charts below. This is above the CableTV.com average satisfaction rate of 67% when customers were asked “What is your overall satisfaction with your TV provider?” (CableTV.com, 2025). Additionally, 77% reported having “good” or “very good” reception. In the CableTV.com survey, consumers answered the questions “Are you satisfied with your TV provider’s reliability?” and “Are you satisfied with your cable TV streaming quality?” and reported satisfaction rates of 65% and 69% respectively (CableTV.com, 2025). Hawaiian Telcom’s reception rating is 8% and 12% higher in these categories. This data is depicted in the stacked bar graph on the next page.

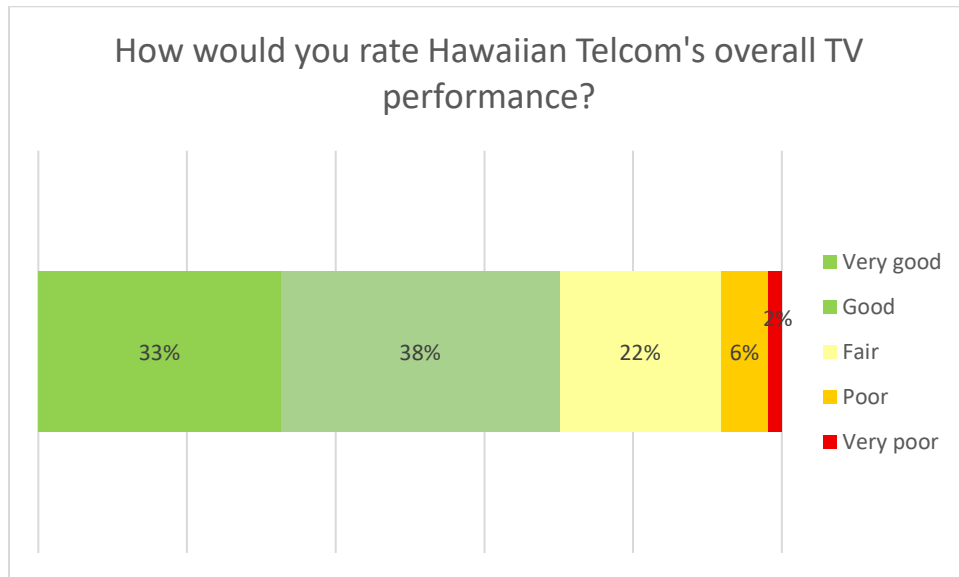


Figure 3: Stacked Bar Graph – Overall TV Performance

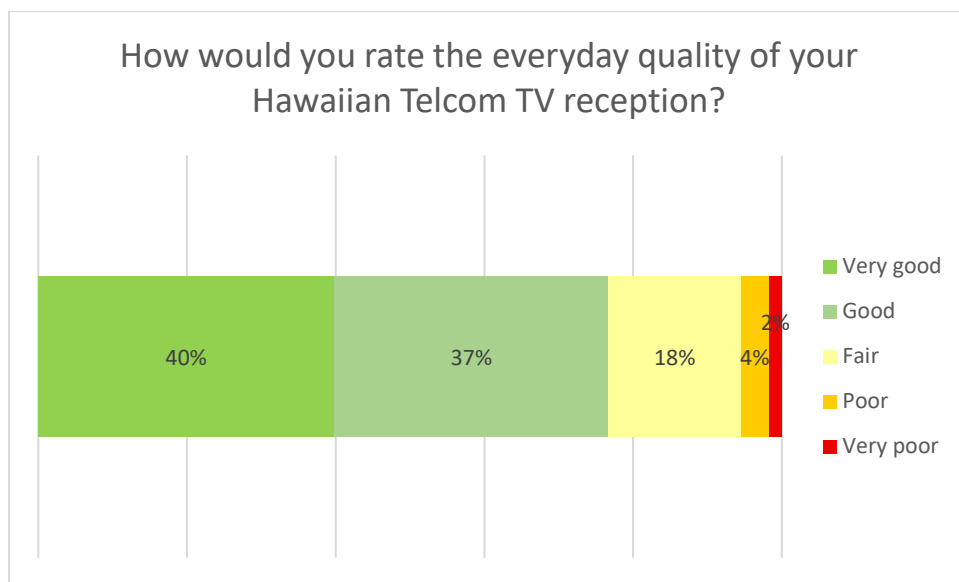


Figure 4: Stacked Bar Graph – Reception Quality

### Customer Support

Within the Customer Satisfaction Survey, respondents were asked a series of questions regarding Hawaiian Telcom’s customer support methods. Respondents answered questions about their experience with each type of customer support platform offered by Hawaiian Telcom: telephone support, website/email support, and in-home service. Additionally, subscribers were asked general questions about the demeanor of customer service representatives as well as the billing process. The survey was created to be adaptive, so only customers who had experience with each type of service were asked questions about that service.

Based on the survey data we believe Hawaiian Telcom customer support to be an area for improvement. While 79% of customers were pleased with the courtesy of Hawaiian Telcom employees, only 45% were pleased with the handling of issues with Hawaiian Telcom. Compiled industry benchmarking data suggests

the national average for customer satisfaction with cable TV customer support to be between 65-70%. This information is based on the CableTV.com survey questions: “Thinking about your recent interactions with your TV provider, how effectively did they meet your needs?” (68% of respondents answered positively), “How easy was it to work with your TV provider?” (70% of respondents answered positively), and “How enjoyable were your interactions with your TV provider??” (65% of respondents answered positively) (CableTV.com, 2025).

This data suggests that while Hawaiian Telcom is adequately courteous, focusing on resolving customer issues efficiently and effectively would improve customer satisfaction. It should also be noted that due to the adaptive nature of the survey, only respondents who had problems with their service which required a customer service representative were asked these satisfaction questions which may lead to self-selection bias and lower scores. According to the survey results, Hawaiian Telcom falls short on Hold Time, Email Response time, and Resolution time benchmarks, but it is important to keep in mind that this is based on user recollection as opposed to time stamp data. A more detailed depiction of satisfaction rates is catalogued in the following charts.

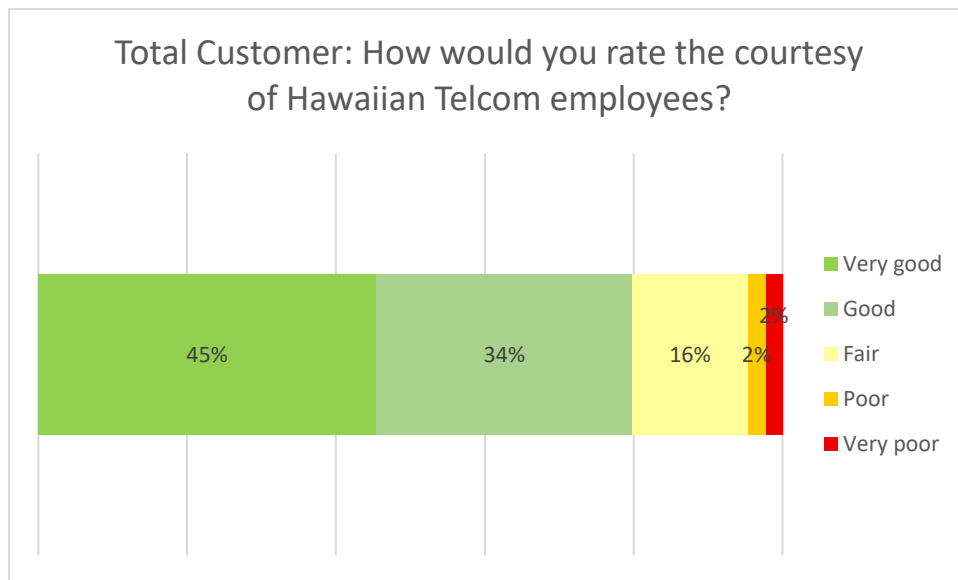


Figure 5: Stacked Bar Graph – Employee Courtesy

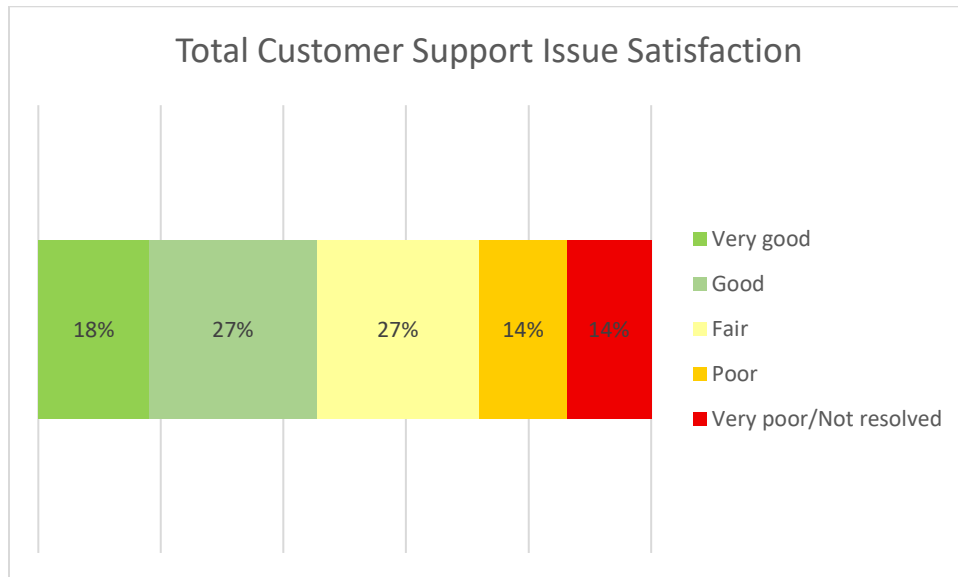


Figure 6: Stacked Bar Graph – Issue Resolution Satisfaction

All customers were asked about their preferred method of contact for customer support. As Figure 7 shows, the majority of customers (65%) stated that they preferred telephone contact. In-person support was the second highest response (13%). Email and website chat communication were preferred by 9% of respondents each, and 4% of respondents chose “other.”

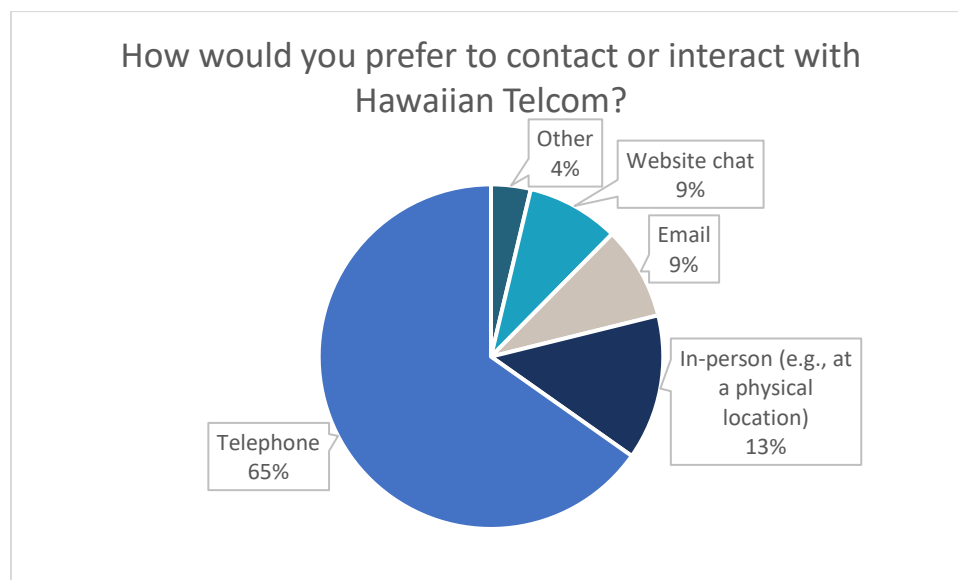


Figure 7: Pie Chart – Contact Method Preference

### Telephone Support

When specifically asked about Telephone Support, 77% of all customer respondents were contacted via telephone by Hawaiian Telcom in the last two years. Of those who were contacted, just over half (52%) cited they had *good* or *very good* service. An additional 25% experienced *fair* service. The remaining customers reported receiving *poor* or *very poor* service. This information is reflected in the pie chart and stacked bar graph on the next page.

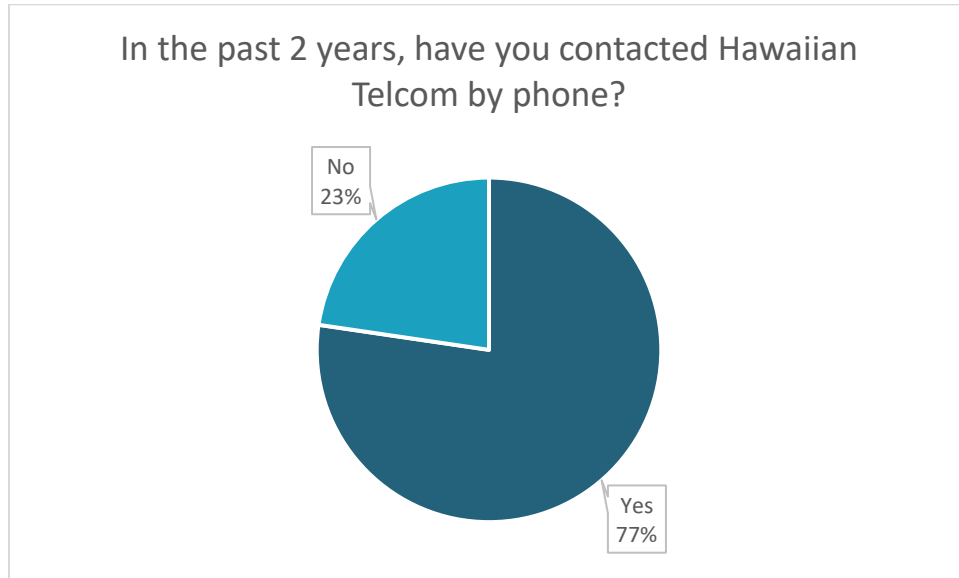


Figure 8: Pie Chart – Customers Receiving Telephone Support

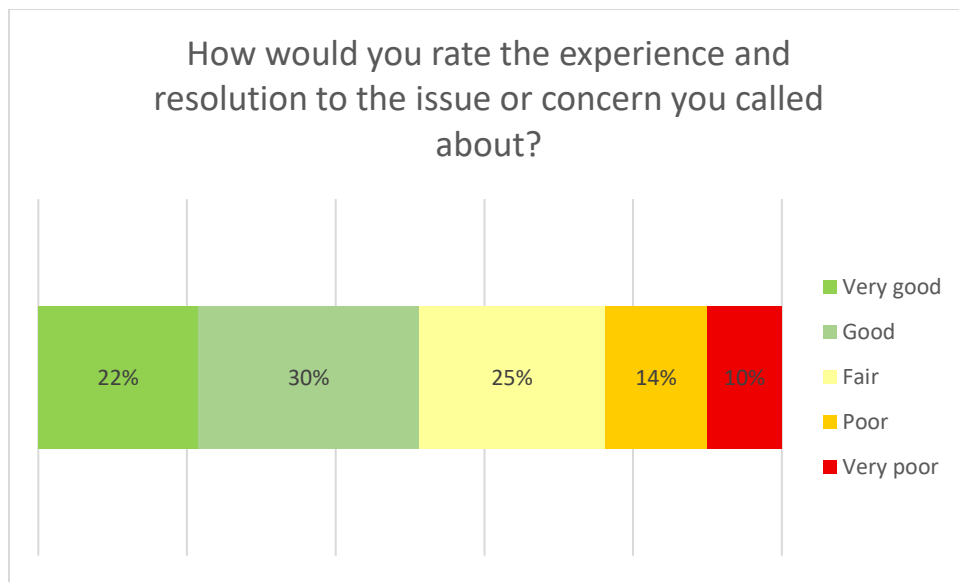


Figure 9: Stacked Bar Graph – Telephone Support Rating

The next set of survey questions asked customers, who received customer service via telephone communication, about their experience with Hawaiian Telcom’s automated system and continued service with a live customer service representative. The majority of respondents (84%) were eventually directed from the automated system to a live customer service representative. Nearly half (49%) of those who were directed to a live representative had to wait more than five minutes for the connection. These figures are detailed in the pie chart and stacked bar graph below. The most applicable benchmarking data available suggests a goal of less than two minutes of hold time for customer service calls. This article also states that average retail customer service hold times average less than two minutes, while average telecommunications customer service hold times are between two and four minutes (An, F. 2025).

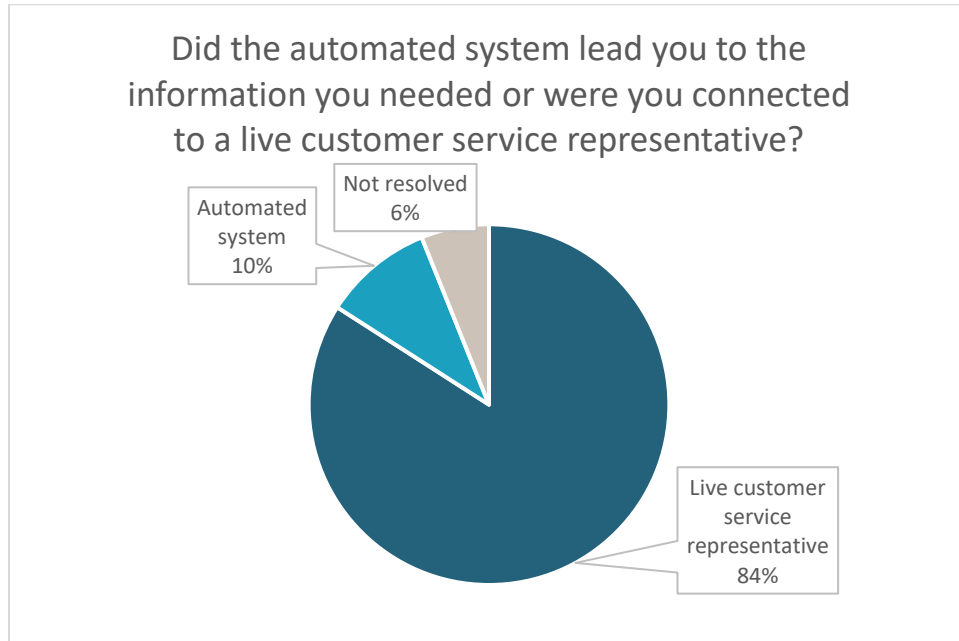


Figure 10: Pie Chart – Automated and Live Service Comparison

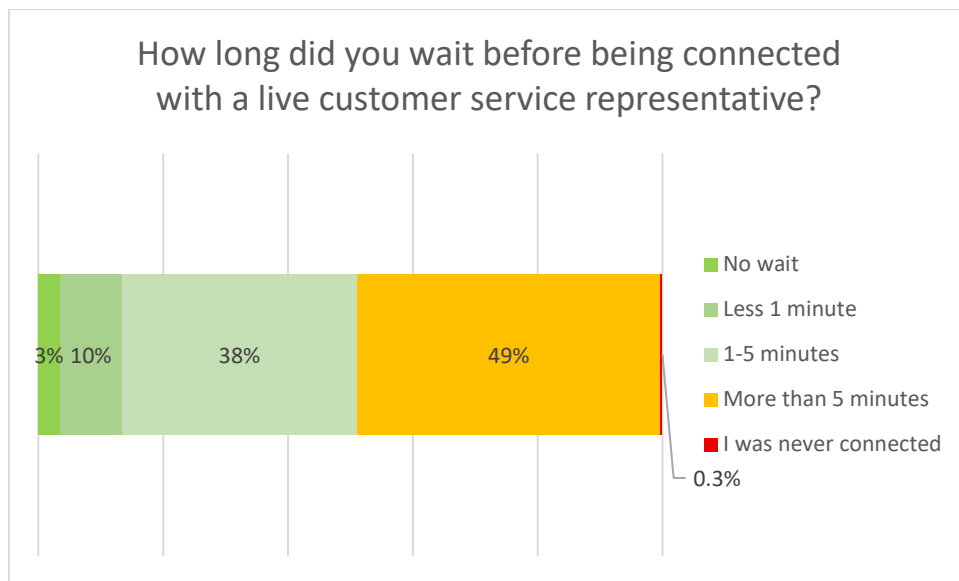


Figure 11: Stacked Bar Graph – Customer Representative Wait Time

Less than half (48%) of respondents who spoke with a live representative had their issue resolved in under ten minutes, and 11% of respondents stated that their issue was not resolved during the call. For those whose issues could be resolved through the automated system, only 28% of respondents cited that their issue was resolved in fewer than five minutes. The stacked bar graphs below provide additional details for this data. Available benchmarking data suggests that an average handle time for similar fields should be set at five to seven minutes (Zendesk, 2025).

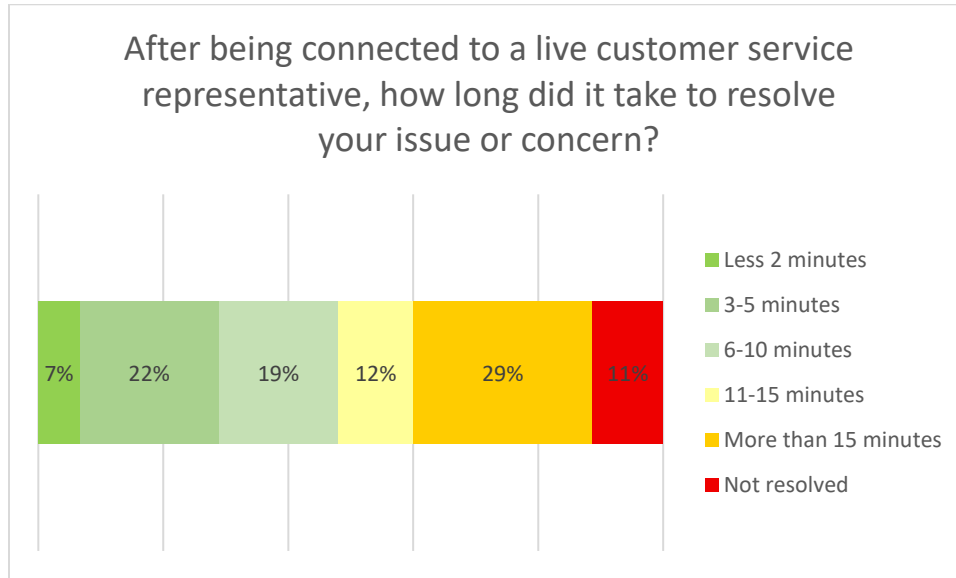


Figure 12: Stacked Bar Graph – Issue Resolution Time

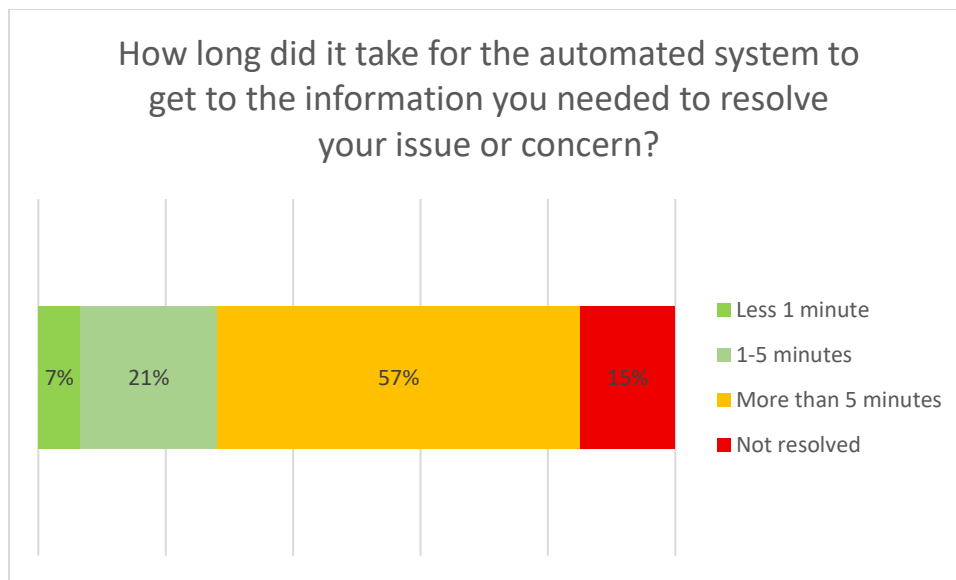


Figure 13: Stacked Bar Graph – Automated System Issue Resolution Time

### Virtual Service (Email & Website Chat)

When specifically asked about Virtual Support, 22% of all customer respondents utilized virtual service support such as email and website chat with Hawaiian Telcom in the last two years. Of those who were contacted, 47% rated the resolution of their issue as *good* or *very good*. An additional 23% experienced *fair* issue resolution service. The remaining customers reported receiving *poor* or *very poor* service. Customers were also asked about Hawaiian Telcom’s response time for virtual service. Of those who received virtual support for their issue, 32% had their issue resolved in less than one business day. Additionally, 20% of customers who reported on their experience contacting virtual support never received a reply. Industry average, based on available benchmarking research, is less than 12 hours for virtual assistance (Time to Reply, 2025). It should be noted that benchmarking data for this issue was difficult to find and may not be thoroughly vetted. This information is reflected in the pie chart and stacked

bar graph below.

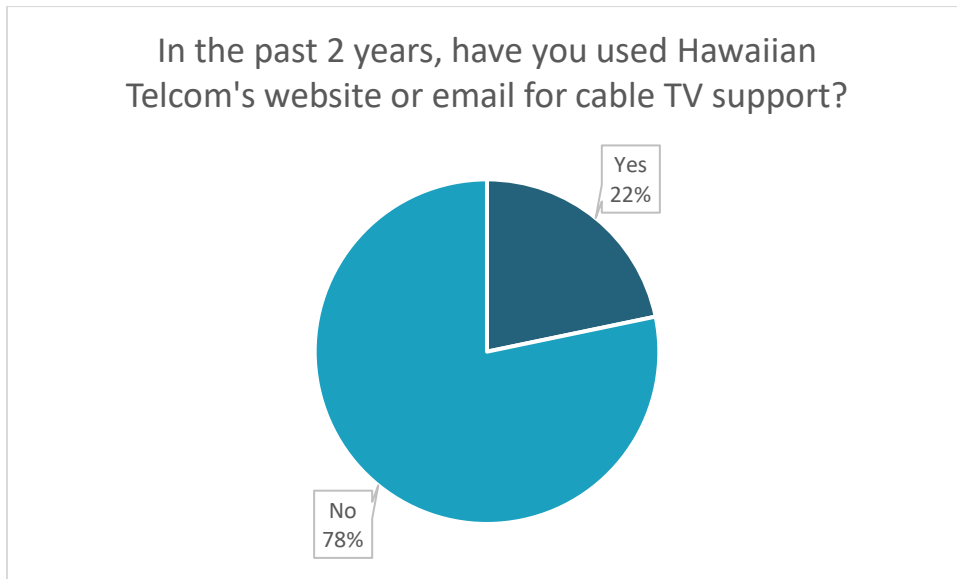


Figure 14: Pie Chart – Virtual Support Services Utilization

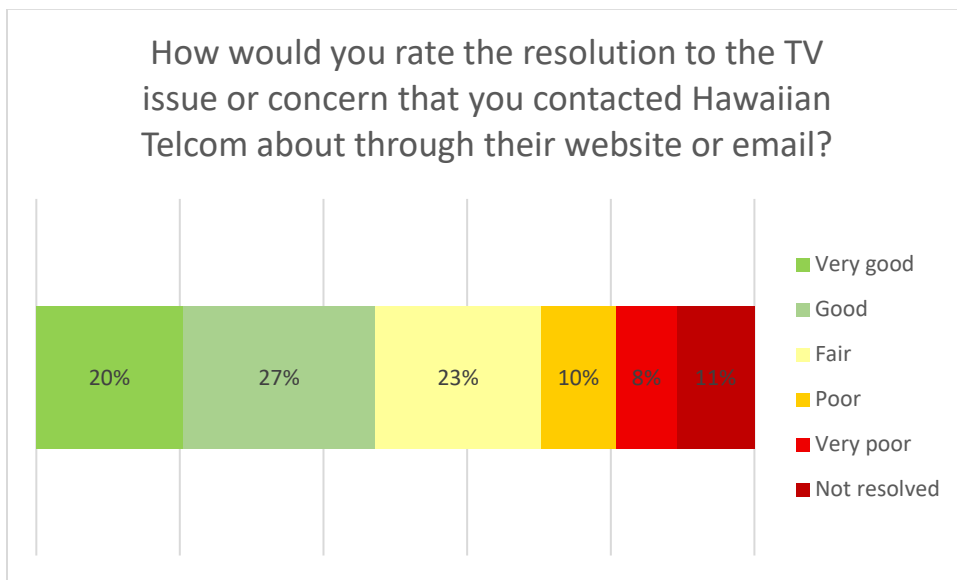


Figure 15: Stacked Bar Graph – Virtual Support Resolution Satisfaction

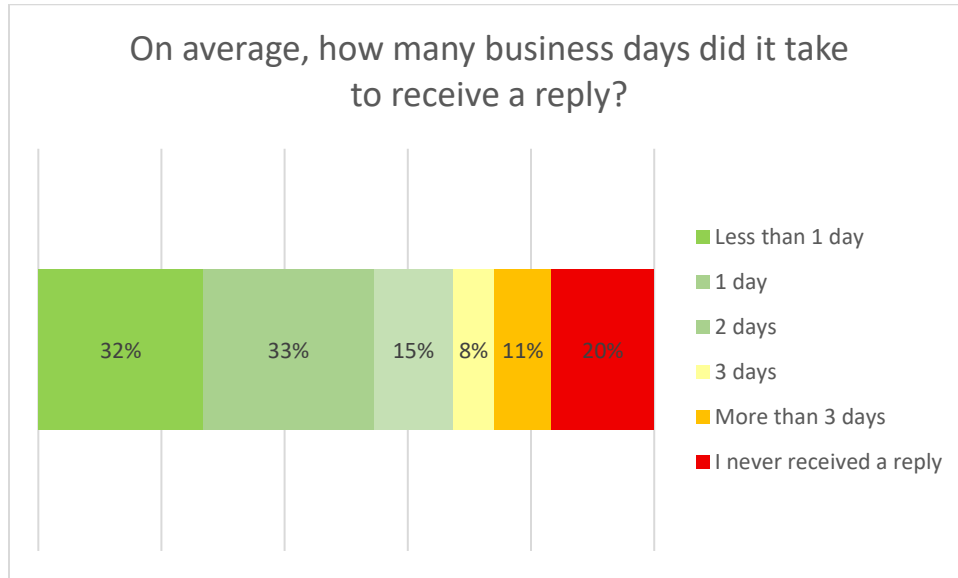


Figure 16: Stacked Bar Graph – Virtual Support Time

### Billing

Customers were also asked about billing clarity and response to billing issues in the Customer Satisfaction Survey. According to the survey, in the past two years, 29% of respondents have had a billing issue. Of those who experienced issues, only 27% stated that they felt Hawaiian Telcom’s handling of the issue was *very good* or *good*. Approximately one-third of respondents (34%) were neutral in their experience, and 39% of respondents who experienced an issue said it was handled *poorly*, *very poorly*, or was *unresolved*. This information is depicted in Figures 17 and 18 below.

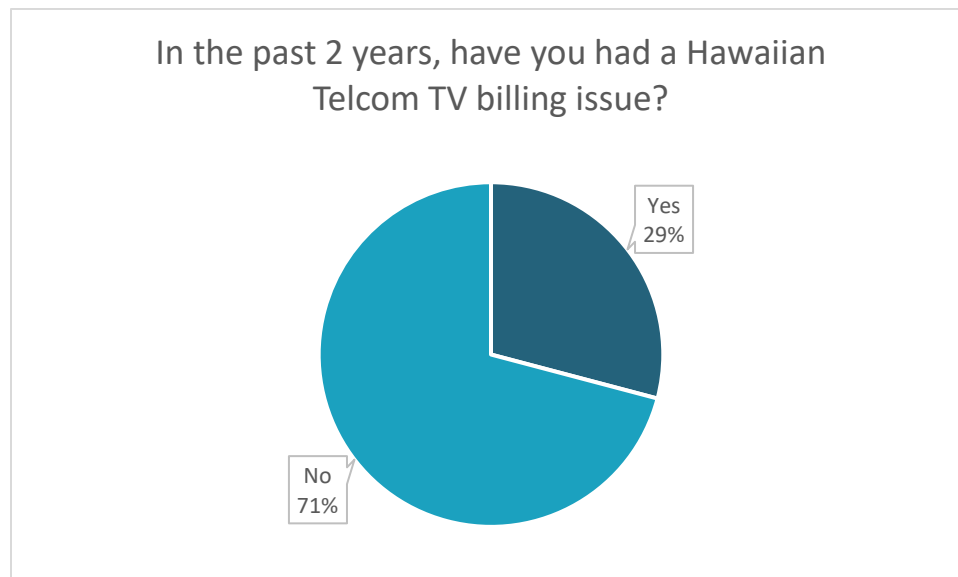


Figure 17: Pie Chart – Customers with Billing Issues

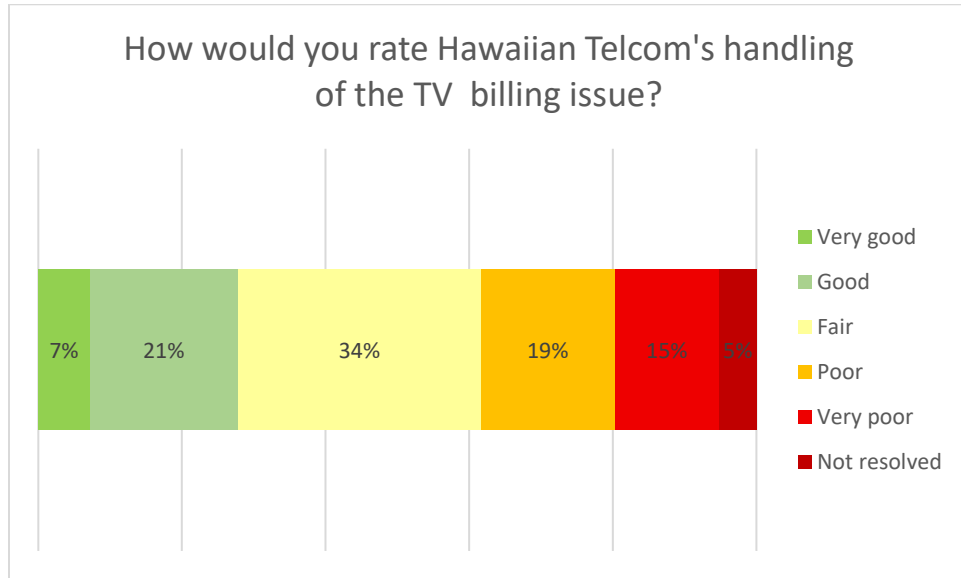


Figure 18: Stacked Bar Graph – Handling of Billing Issues

Among respondents who experienced billing issues, the most commonly reported concern was a lack of clarity around fees and surcharges, followed by overcharges. With nearly one-quarter of respondents (24%) reporting that they do not find the charges on their invoices to be clear or easy to understand. Fewer respondents cited other issues or inaccurate billing. Shown in figures 19 and 20.

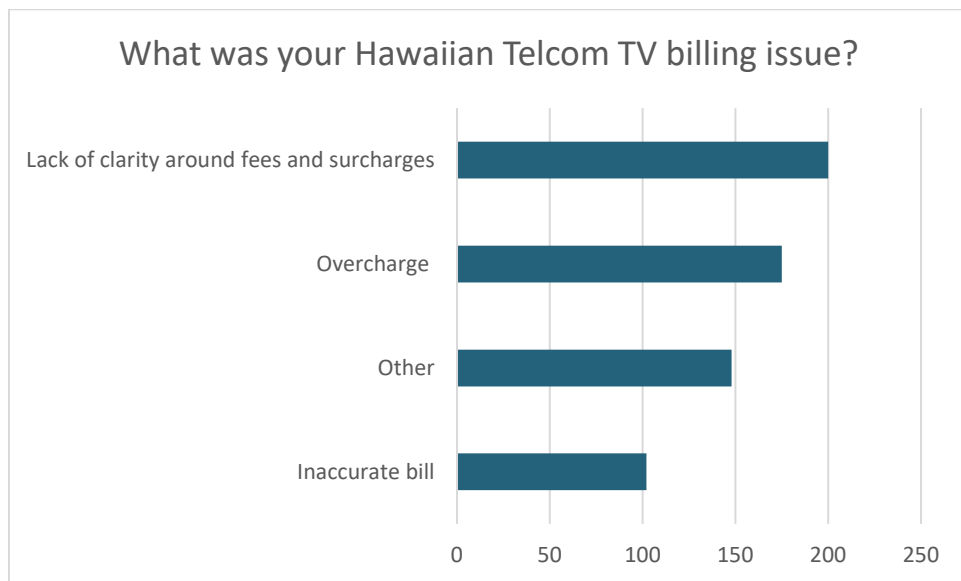


Figure 19: Bar Graph – Billing Issues

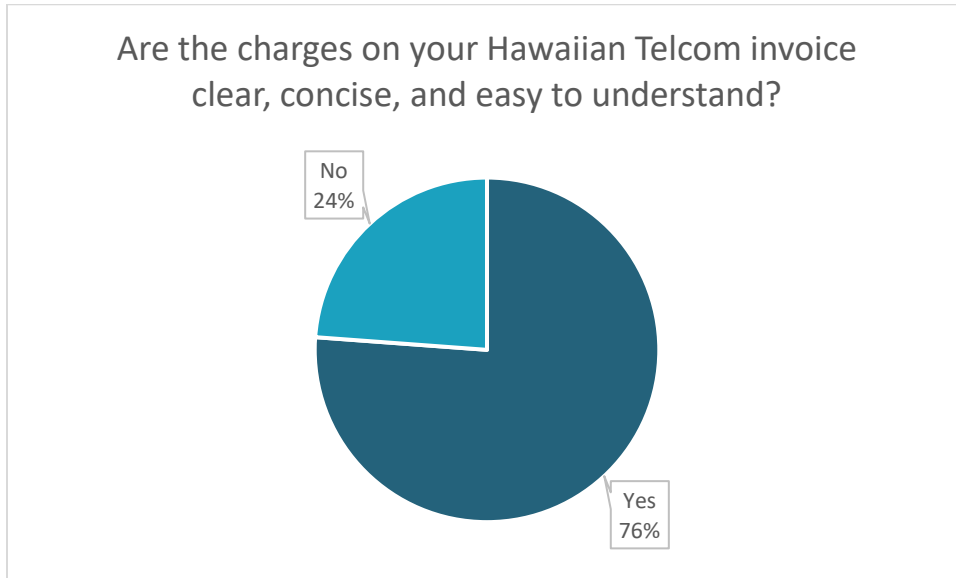


Figure 20: Pie Chart – Invoice Charge Clarity

### Equipment and Servicing

During the customer satisfaction survey, respondents were asked about their experience with Hawaiian Telcom’s servicing to physical equipment. Questions ranged in topic from service appointments, issue resolution rates, to repeat equipment returns. Overall, Hawaiian Telcom’s ratings in equipment and servicing are satisfactory and exceed related industry standard according to available benchmarking data, as detailed below.

#### In-Home Service

When specifically asked about In-Home Support, 53% of all customer respondents received in-home support from Hawaiian Telcom in the last two years. Of those who received an in-home visit, 76% cited their issue was resolved in one visit. An additional 15% required a follow-up visit, and the remaining customers reported needing three or more visits to resolve the issue. While available benchmarking data is scarce, one article found reports that a First Contact Resolution rate of 65%-75% is an industry standard target for Telecommunications, the closest relatable industry with information available (Kontes, 2025).

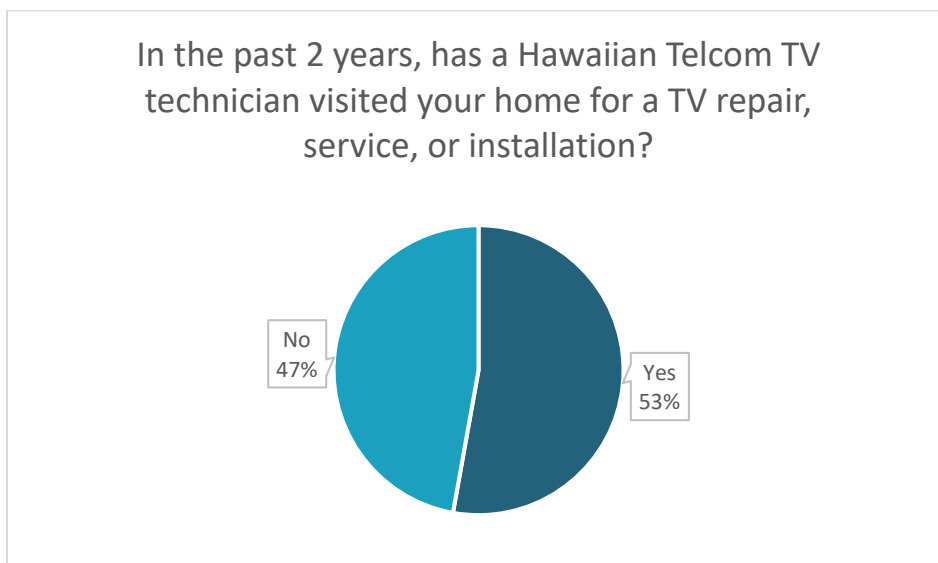


Figure 21: Pie Chart – Customers Receiving In-Home Service

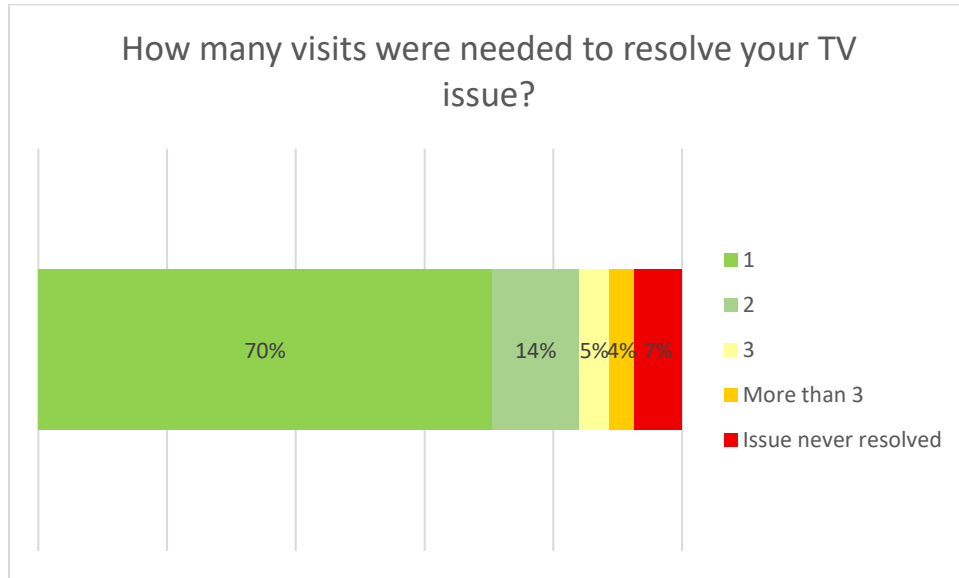


Figure 22: Stacked Bar Graph – Number of Visits Required

Customers were also asked about Hawaiian Telcom’s timeliness in adhering to appointments. The vast majority of customers receiving in-home service (93%) reported that their technician arrived within the scheduled appointment window. Most often, appointments were scheduled in four-hour windows (65%), with the bulk of service appointments scheduled for installation of equipment. This information is reflected in the pie charts and bar graph below.

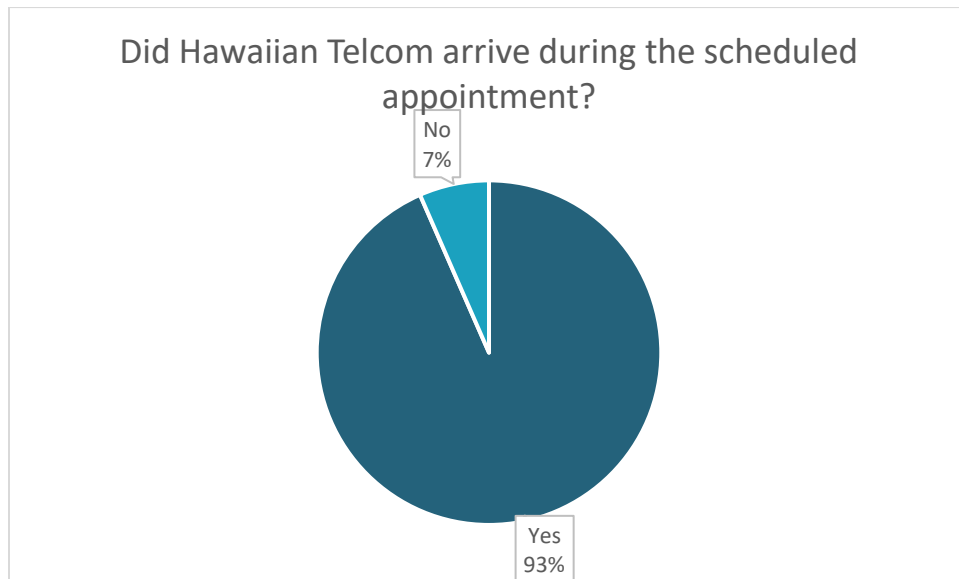


Figure 23: Pie Chart – Appointment Time

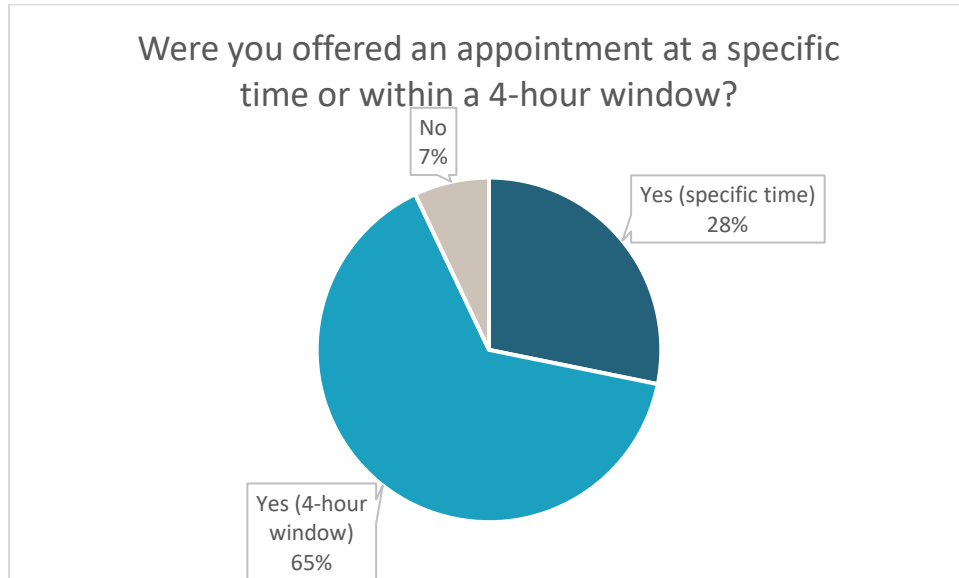


Figure 24: Pie Chart – 4-Hour Window or Specific Time

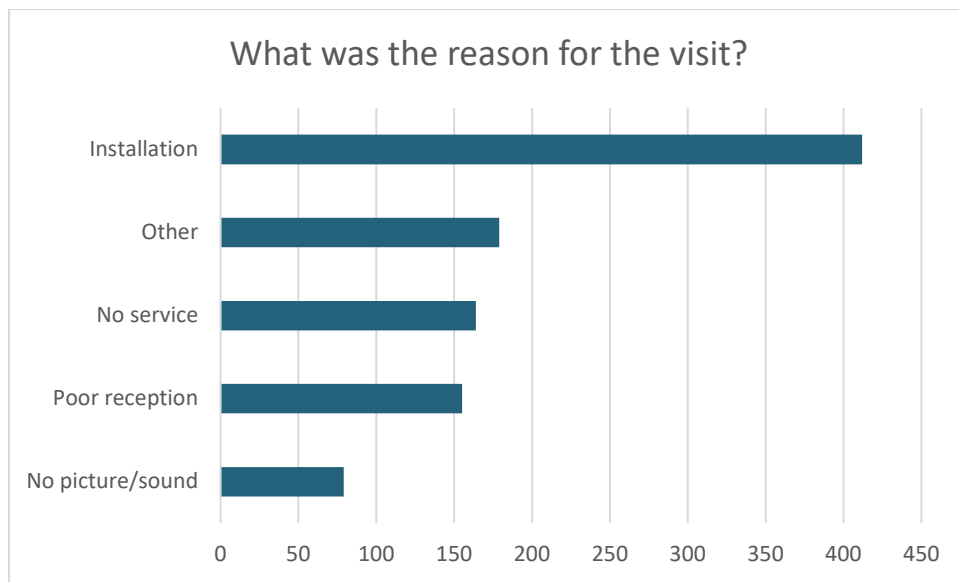


Figure 25: Bar Graph – Reason for Visit

### Equipment

In the Customer Satisfaction Survey, customers were asked about the service they received when they required new equipment. Specifically, customers were asked if they had to receive or send back Hawaiian Telcom TV equipment in the last two years, and if so, how they would rate their experience with the exchange. Of the 42% of customers who had to exchange equipment, 65% rated their experience *very good* or *good*, 22% rated their experience as *fair*, and the remaining 14% rated their experience as *poor* or *very poor*. This information is detailed in the pie chart and stacked bar graph below.

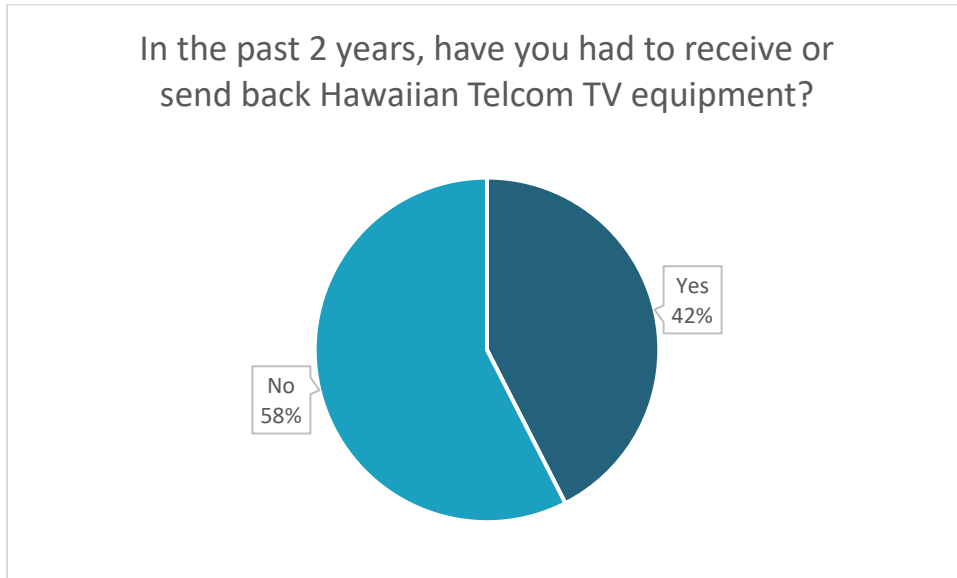


Figure 26: Pie Chart – Customers Exchanging Equipment

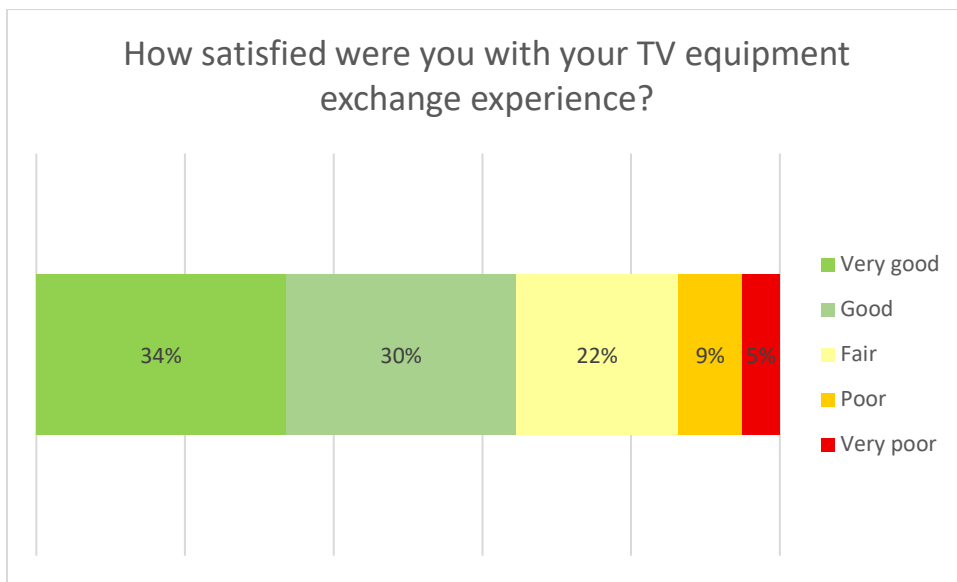


Figure 27: Stacked Bar Graph – Customer Satisfaction with Equipment Exchange

### Other Feedback

Within the Customer Satisfaction Survey, respondents were given the option to leave free-form comments in response to the question “Do you have any additional comments about your experience with Hawaiian Telcom TV service quality?” Roughly 700 customers responded. Their feedback on Hawaiian Telcom service quality was mixed. The themes present in those short answers are summarized in the list below and then organized in a table by count.

- **Positive aspects:**

- Reliable TV service and better quality compared to Spectrum.
- Technicians are generally courteous, knowledgeable, and professional.

- Customer Quote: “Service techs are always friendly, and will make sure everything works and my questions are answered before leaving.”
  - Fioptics upgrade improved picture quality for many customers.
- **Negative aspects:**
  - **Customer service frustrations:** Outsourced call centers, language barriers, long wait times, and scripted responses. Strong demand for local representatives.
    - Customer Quote: “Almost all calls and chats are off island, very frustrating, time consuming and not helpful.”
    - Customer Quote: “Overseas customer support often leads to frustration due to language barrier issues.”
  - **Technical issues:** Frequent pixelation, freezing, buffering, and intermittent outages even after equipment changes.
    - Customer Quote: “Lack of bandwidth causes periodic freeze of TV on some channels.”
  - **Pricing concerns:** High and rising costs, unclear billing, and loss of channels without rate adjustments.
    - “Paying for a premium package that keeps losing channels, but costing more money makes no sense!”
  - **Equipment and usability:** Complaints about TiVo interface, remote functionality, and outdated hardware.
    - Customer Quote: “I wish they provided a brochure to explain the Fioptics remote.”
  - **Communication gaps:** Poor outage notifications and lack of proactive updates.

Theme (specific + evaluative)	Count	% of Responses
Pricing — High/increasing prices; poor value (negative)	82	10.6%
Customer Support — Phone access, clarity, and resolution challenges (needs improvement)	76	9.8%
Performance — Pixelation/freezing/buffering/pauses (negative)	68	8.8%
Competitors/Alternatives — Prefer Spectrum or streaming for price/content (mixed)	68	8.8%
Customer Service — Helpful/pleasant reps & technicians; professional and responsive (positive)	53	6.9%
Equipment/Interface — DVR/TiVo/EVO/remote usability issues or learning curve (mixed)	44	5.7%
Billing — Overcharges/inaccurate bill/fees; unclear promotions or surcharges (negative)	41	5.3%

Figure 28: Table – Summary of Customer Comment Themes by Number of Responses

### Non-User Feedback

Non-subscribers were also given an opportunity to respond to the survey to help Hawaiian Telcom better understand what drives consumers to or from their platform. The majority of respondents cited use of streaming services and the high cost of cable television as the primary reasons for not subscribing to Hawaiian Telcom TV service. When asked what could persuade non-subscribers to start a subscription, the highest response was lower rates. This information is detailed in the bar graphs below.

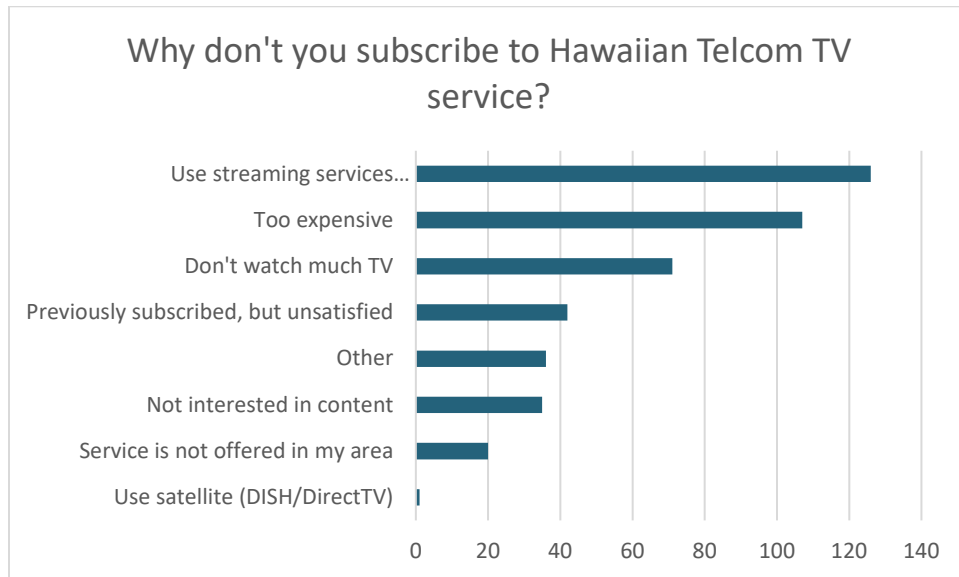


Figure 29: Bar Graph – Reason for Not Subscribing

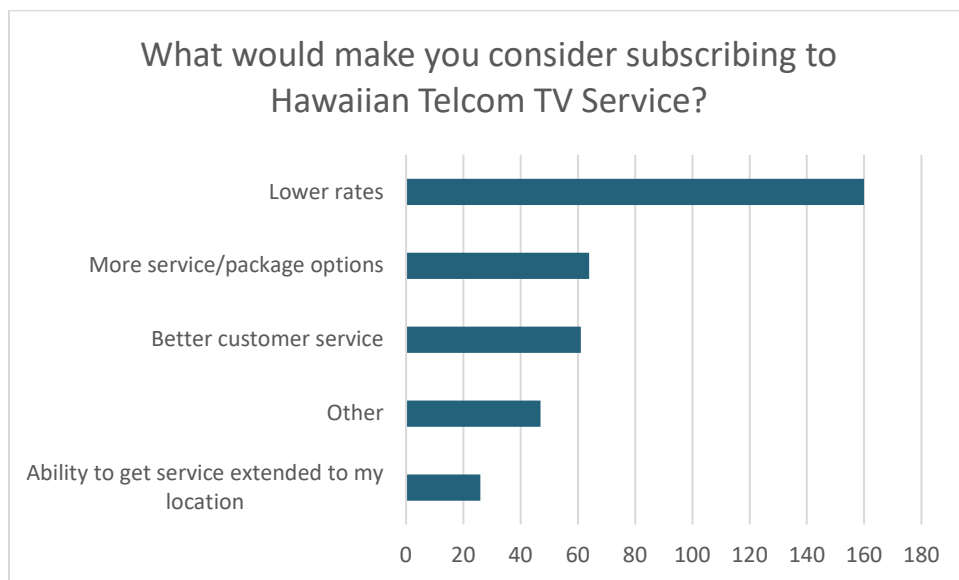


Figure 30: Bar Graph – Factors for Considering Subscribing

Previous, but non-current customers also had an opportunity to respond to the survey. Their reported dissatisfaction with Hawaiian Telcom was markedly similar to the negative comments listed from current customers above. Dissatisfaction was primarily due to service reliability, poor customer support, and high costs. While technical service was sometimes acceptable, systemic issues in billing and support led to frustration and churn. A list of themes from these responses is shown below.

- **Slow and unreliable service:** Frequent buffering, outages, and not achieving promised speeds.
- **Customer service challenges:** Long wait times, outsourced support, lack of local reps, and poor issue resolution.

- **Billing and pricing issues:** Price hikes without clear justification, lack of transparency, and better competitor offers.
- **Limited content access:** Missing local sports channels and OC16.
- **Operational inefficiencies:** Delays in tech visits (up to 3 days), disconnected departments, and failed service transfers.
- **Equipment and reliability problems:** Fiber issues, equipment failures, and inconsistent reception.

## Stakeholder and Community Survey

As part of the franchise renewal ascertainment effort Merina+Co co-authored a Stakeholder and Community Survey in collaboration with the DCCA. A survey meant for representatives of key government, education, and non-profit organizations—stakeholders currently heavily involved in the use of cable resources, or for other reasons having a strong interest in the future direction of cable-related services on Oahu. This survey was done virtually to involve more organizations and improved ease of access for submitting input.

### Methodology

The survey consisted of a mix of multiple-choice and open-ended questions designed to capture both quantitative and qualitative input from stakeholders. Questions focused on understanding the scope and nature of each stakeholder organization's relationship with cable system resources, as well as gauging overall satisfaction with Hawaiian Telcom and its services. Open-ended questions provided respondents with the opportunity to elaborate on their experiences and offer specific feedback.

The survey distributed by MCO via to a list of over 70 key stakeholders from government, education, and non-profit organizations provided by DCCA. The survey was open from October 8, 2025 through December 10th, 2025 through Qualtrics.

Once the response window closed, results were tabulated and analyzed utilizing both the automated analysis from the Qualtrics platform, and by Merina+Co consultants.

### Results

Overall, stakeholder sentiment toward cable services and Hawaiian Telcom was positive, with respondents expressing satisfaction with the services and no indications of dissatisfaction. While not all organizations interact directly with Hawaiian Telcom on a regular basis, those able to assess their experience largely reported favorable perception. Infrastructure continuity and expansion emerged as the primary concern. Open-ended responses emphasized fiber availability, public access carriage, and INET connectivity as critical services to maintain or strengthen during the next franchise period. The survey received a total of 13 submitted responses representing a good variety of organizations, from the following stakeholders:

#### Government & Public Administration Organizations:

- Hawai'i House of Representatives (Districts 23, 24, 35 and 37)
- City and County of Honolulu
- Honolulu City Council
- Office of Enterprise Technology Services (ETS)

**Education & Academic Organizations:**

- University of Hawai'i
- Hawai'i Department of Education
- Hawai'i Association of Independent Schools
- Hawai'i Educational Networking Consortium (HENC)

**Media, Broadcasting & Public Access Organizations:**

- Public Broadcasting Service Hawai'i
- 'Ōlelo Community Media

Stakeholders were asked an open-ended question about how satisfied they are with the services they receive from Hawaiian Telcom. Responses were reviewed and coded into satisfaction categories for analysis. Overall, the coded responses reflected a generally positive level of satisfaction, with five responses categorized as Very Satisfied and five as Satisfied. Three responses were coded as N/A, indicating that respondents either did not provide enough information to assess satisfaction or reported limited interaction with Hawaiian Telcom's services. No responses were coded as dissatisfied, suggesting favorable perceptions among stakeholders.

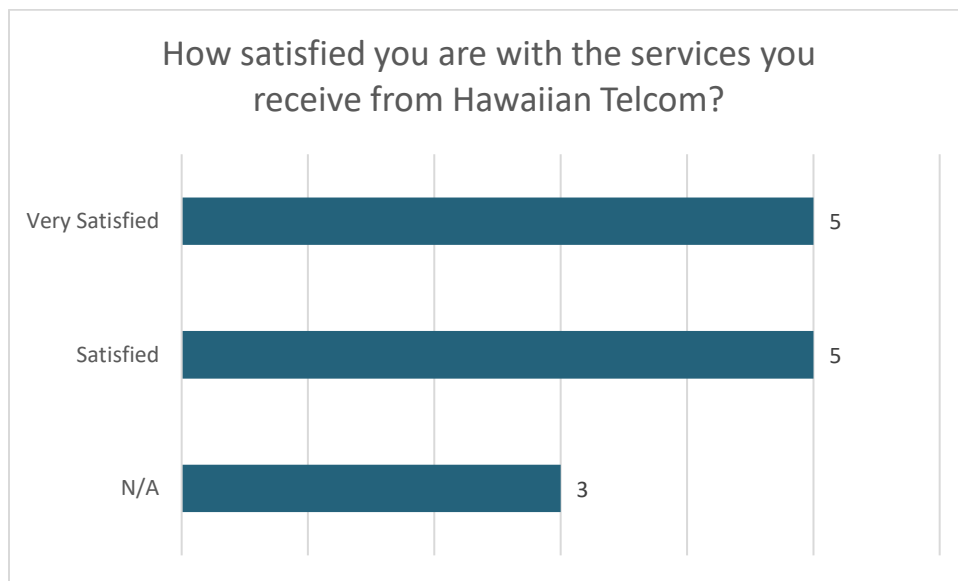


Figure 31: Bar Graph – Stakeholder Satisfaction

Stakeholders were asked a series of questions to better understand the scope and nature of each organization's relationship with cable system resources. Responses indicate that many stakeholders rely heavily on these resources, with five respondents describing cable system resources as mission-critical to fulfilling their organization's mission and an additional four indicating they are very dependent. A majority of respondents reported that their organization does not currently produce or air programming on cable access channels (7 responses), while 6 indicated that they do. Among organizations that do produce or air programming, engagement tends to be frequent, with most reporting daily production or airing, and fewer indicating weekly or occasional use. Most respondents reported that they do not receive direct funding or grants through a cable provider, though some organizations reported receiving support from providers such as Spectrum, 'Ōlelo, or Hawaiian Telcom. Finally, nearly all respondents indicated that their organization uses other methods in addition to cable television to air programming, suggesting that cable

access functions as one component within a broader media and distribution strategy for many stakeholders.

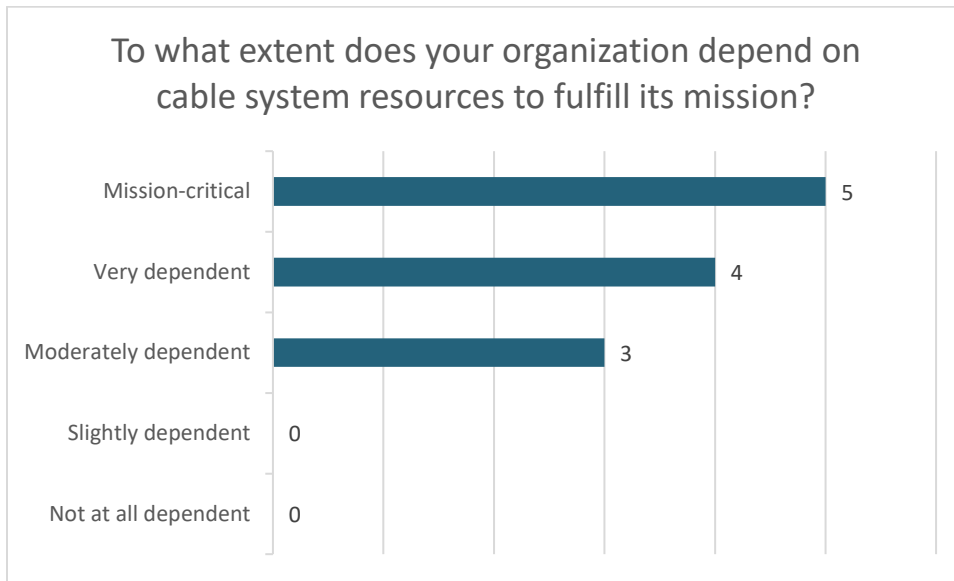


Figure 32: Bar Graph – Stakeholder Cable System Dependency

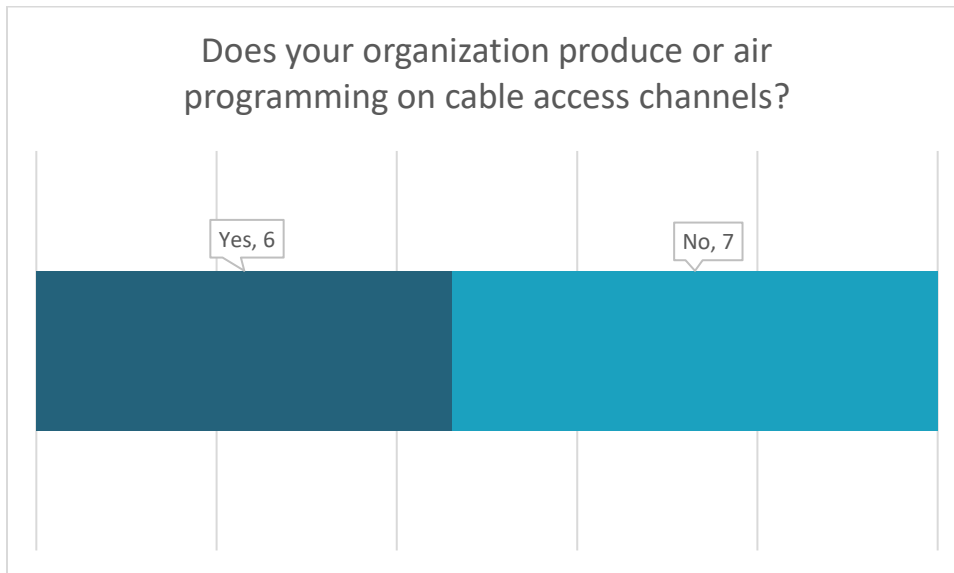


Figure 33: Stacked Bar Graph – Stakeholder Cable Programming Production

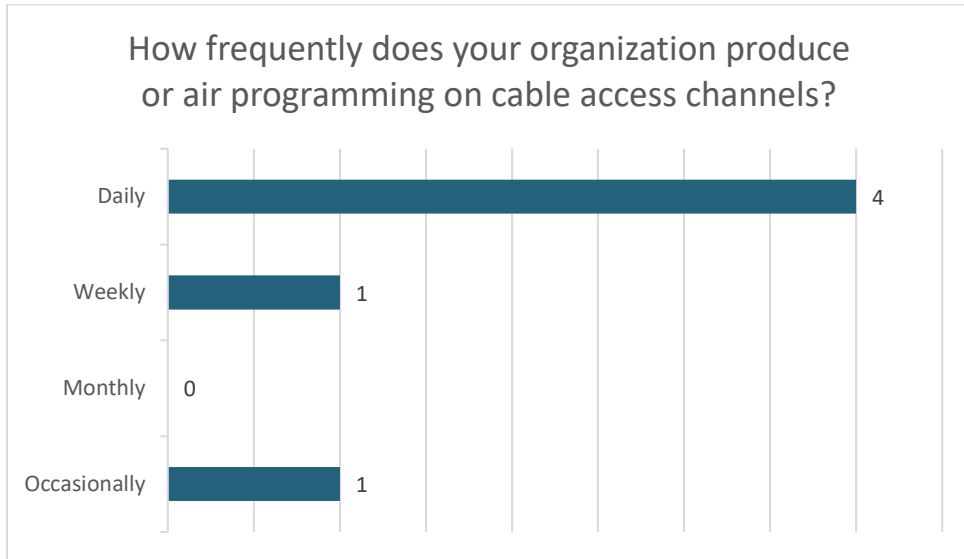


Figure 34: Bar Graph – Stakeholder Cable Programming Airing Frequency

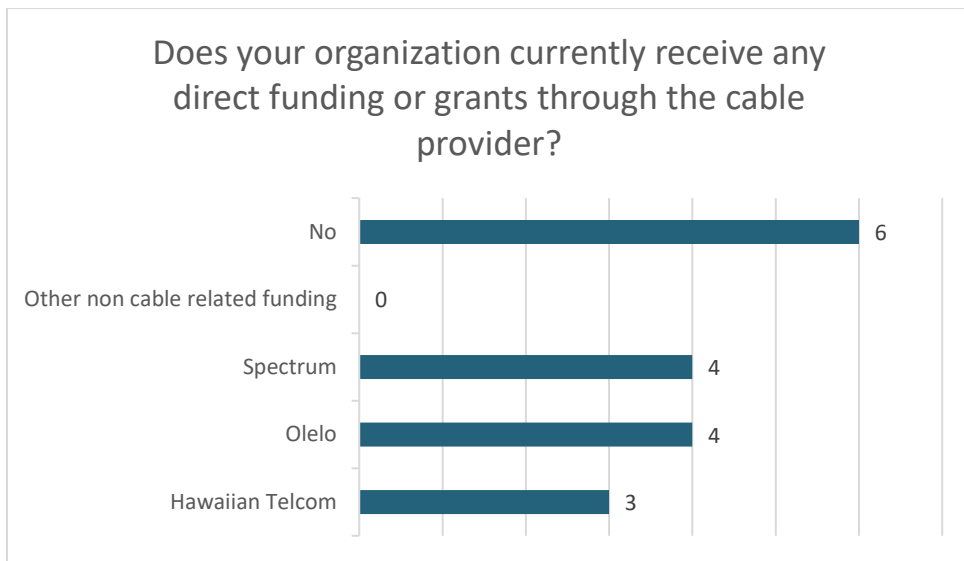


Figure 35: Bar Graph – Stakeholder Funding From Cable Providers

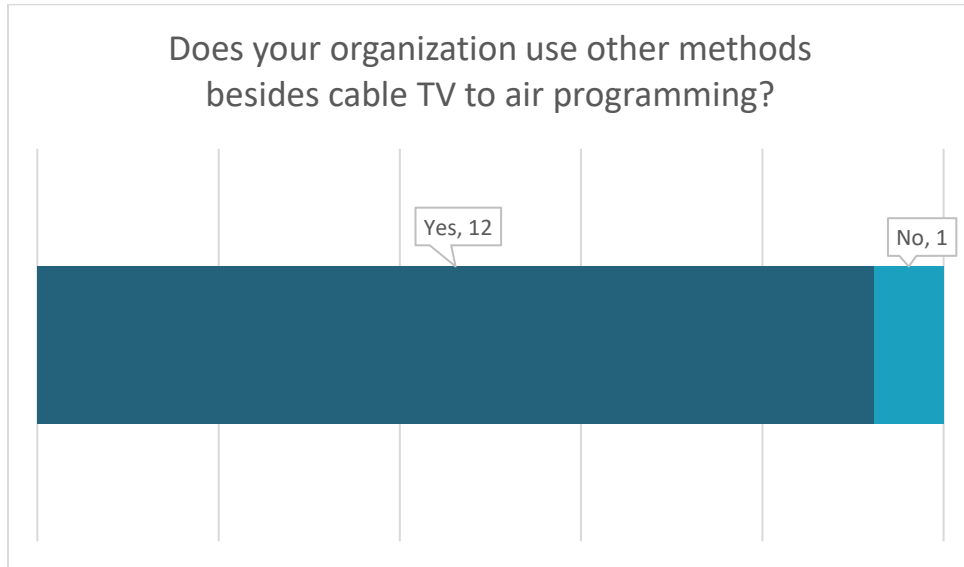


Figure 36: Stacked Bar Graph – Stakeholder Other Programming Besides Cable

### Government and Public Administration Organizations

This section shows the survey answers of the following stakeholders:

- Hawaii House of Representatives (Districts 23, 24, 35 and 37)
- City and County of Honolulu
- Honolulu City Council
- Office of Enterprise Technology Services (ETS), State of Hawaii

### Hawaii House of Representatives

Survey Submitted by the following State Representative:

- Ikaika Olds, District 23
- Adrian Tam, District 24
- Cory Chun, District 35
- Trish La Chica, District 37

### Does your organization produce or air programming on cable access channels?

- No

### What new or expanded services do you anticipate needing or requesting in the next franchise period from Hawaiian Telcom?

- District 37: More Fiber in our district

### Does your organization currently receive any direct funding or grants through the cable provider?

- No

### To what extent does your organization depend on cable system resources to fulfill its mission?

- Ikaika Olds, District 23: 3 - Moderately dependent (helpful and used regularly, but the organization could still function without them, though with some difficulty)
- Adrian Tam, District 24: 5 – Mission-critical (organization cannot fulfill its mission without cable)

system resources)

- Cory Chun, District 35: 5 – Mission-critical (organization cannot fulfill its mission without cable system resources)
- Trish La Chica, District 37: 4 - Very dependent (important and used heavily, losing them would significantly impact operations)

**Does your organization use other methods besides cable TV to air programming?**

- Yes

**How satisfied you are with the services you receive from Hawaiian Telcom?**

- District 23, 35 and 37: Very Satisfied
- District 24: Satisfied

## City and County of Honolulu

Survey Submitted by: Ian Scheuring, Deputy Communications Director

**What cable-related services do you or does your organization currently use from Hawaiian Telcom?**

- Some of our City departments might have individual needs that are serviced through contracts with Hawaiian Telcom, but the Office of the Mayor does not currently have any.

**Does your organization produce or air programming on cable access channels?**

- No

**What new or expanded services do you anticipate needing or requesting in the next franchise period from Hawaiian Telcom?**

- We anticipate needing Hawaiian Telcom to continue to carry Olelo and any other public access providers (preferably in high definition) who carry community programming on their platforms.

**Does your organization currently receive any direct funding or grants through the cable provider?**

- No

**To what extent does your organization depend on cable system resources to fulfill its mission?**

- 3 - Moderately dependent (helpful and used regularly, but the organization could still function without them, though with some difficulty)

**Does your organization use other methods besides cable TV to air programming?**

- Yes

**How satisfied you are with the services you receive from Hawaiian Telcom?**

- We do not receive any services directly from Hawaiian Telcom right now, outside of them broadcasting City events via Olelo and other public broadcast channels.

## Honolulu City Council

Survey Submitted by: Tyler Dos Santos-Tam, City Council member

**Does your organization produce or air programming on cable access channels?**

- Yes

**How frequently does your organization produce or air programming on cable access channels?**

- Weekly

**What types of programming does your organization typically produce for cablecasting?**

- Council meetings, occasionally PSAs.

**Does your organization currently receive any direct funding or grants through the cable provider?**

- No

**To what extent does your organization depend on cable system resources to fulfill its mission?**

- 4 - Very dependent (important and used heavily, losing them would significantly impact operations)

**Does your organization use other methods besides cable TV to air programming?**

- Yes

**How satisfied you are with the services you receive from Hawaiian Telcom?**

- Fairly satisfied

## Office of Enterprise Technology Services

Survey Submitted by: Vincent Hoang, Chief Information Security Officer

**What cable-related services do you or does your organization currently use from Hawaiian Telcom?**

- INET

**Does your organization produce or air programming on cable access channels?**

- No

**What new or expanded services do you anticipate needing or requesting in the next franchise period from Hawaiian Telcom?**

- Continued support of INET available to state agencies.

**Does your organization currently receive any direct funding or grants through the cable provider?**

- No

**To what extent does your organization depend on cable system resources to fulfill its mission?**

- 5 – Mission-critical (organization cannot fulfill its mission without cable system resources)

**Does your organization use other methods besides cable TV to air programming?**

- Yes

**How satisfied you are with the services you receive from Hawaiian Telcom?**

- The limited INET concessions from HT have been valuable.

**Do you have additional comments or recommendations relevant to the proposed renewal of the Hawaiian Telcom cable franchise?**

- Please keep pushing for INET concessions to service all state agencies that depend on INET connectivity.

### ***Education and Academic Organizations***

This section shows the survey answers of the following stakeholders:

- University of Hawai'i
- Hawai'i Department of Education
- Hawai'i Association of Independent Schools
- Hawai'i Educational Networking Consortium (HENC)

### **University of Hawai'i**

Survey Submitted by: Garret T Yoshimi

**What cable-related services do you or does your organization currently use from Hawaiian Telcom?**

- UH receives network services from Hawaiian Telcom as part of its Institutional Network (INET) franchise provisions. Hawaiian Telcom provides broadcast of Educational Access content per the terms of the franchise agreement.

**Does your organization produce or air programming on cable access channels?**

- Yes

**How frequently does your organization produce or air programming on cable access channels?**

- Daily

**What types of programming does your organization typically produce for cablecasting?**

- Educational content

**What new or expanded services do you anticipate needing or requesting in the next franchise period from Hawaiian Telcom?**

- Maintain existing services, to include any expansion to statewide capacity.

**Does your organization currently receive any direct funding or grants through the cable provider**

- Spectrum

**Estimate what percentage of your organization's total programming or communications budget is funded by cable-related sources?**

- Less than 5%
- The 'Ōlelo/Charter-Spectrum funded elements reflect a small percentage of the total UH programming. Approximately \$800,000 per year is allocated for those purposes from the 'Ōlelo/Charter-Spectrum funds received. Hawaiian Telcom provides access to services (we have not determined the equivalent commercial value of those services). INET delivered network services provide the majority of inter-campus and intra-state connectivity used by UH (we have not determined the equivalent value of in-kind network services under the INET provisions of the franchise agreements).

**To what extent does your organization depend on cable system resources to fulfill its mission?**

- 5 – Mission-critical (organization cannot fulfill its mission without cable system resources)

**Does your organization use other methods besides cable TV to air programming?**

- Yes

**How satisfied you are with the services you receive from Hawaiian Telcom?**

- Yes

**Do you have additional comments or recommendations relevant to the proposed renewal of the Hawaiian Telcom cable franchise?**

- Respectfully request that the INET provisions are maintained through the renewal process, and in particular kept on par with those of Charter-Spectrum if the franchise area is statewide coverage.

### Hawai'i Department of Education

Survey Submitted by: Amy Peckinpaugh (on behalf of Superintendent Keith Hayashi), Assistant Superintendent & CIO

**What cable-related services do you or does your organization currently use from Hawaiian Telcom?**

- None

**Does your organization produce or air programming on cable access channels?**

- No

**What new or expanded services do you anticipate needing or requesting in the next franchise period from Hawaiian Telcom?**

- Services to connect the DOE's network to DRFortress and Hana.

**Does your organization currently receive any direct funding or grants through the cable provider?**  
'Ōlelo

**To what extent does your organization depend on cable system resources to fulfill its mission?**

- 5 – Mission-critical (organization cannot fulfill its mission without cable system resources)

**Does your organization use other methods besides cable TV to air programming?**

- Yes

**How satisfied you are with the services you receive from Hawaiian Telcom?**

- (No Answer Given)

### Hawai'i Association of Independent Schools

Survey Submitted by: Deanna D'Olier, Executive Director

**What cable-related services do you or does your organization currently use from Hawaiian Telcom?**

- Internet

**Does your organization produce or air programming on cable access channels?**

- Yes

**How frequently does your organization produce or air programming on cable access channels?**

- Occasionally

**What types of programming does your organization typically produce for cablecasting?**

- Educational Programming as part of The Hawai'i Educational Networking Consortium (HENC)

**What new or expanded services do you anticipate needing or requesting in the next franchise period from Hawaiian Telcom?**

- None

**Does your organization currently receive any direct funding or grants through the cable provider?**

- Hawaiian Telcom
- 'ŌleloSpectrum

**Estimate what percentage of your organization's total programming or communications budget is funded by cable-related sources?**

- 5%

**To what extent does your organization depend on cable system resources to fulfill its mission?**

- 3 - Moderately dependent (helpful and used regularly, but the organization could still function without them, though with some difficulty)

**Does your organization use other methods besides cable TV to air programming?**

- No

**Is your organization considering moving toward these various platforms other than cable TV in the future?**

- No

**How satisfied you are with the services you receive from Hawaiian Telcom?**

- Satisfied

### **Hawai'i Educational Networking Consortium (HENC)**

Survey Submitted by: Philip J. Bossert, HENC Program Coordinator

**What cable-related services do you or does your organization currently use from Hawaiian Telcom?**

- Hawaii education programming channels for Hawaii Dept. of Education and University of Hawai'i.

**Does your organization produce or air programming on cable access channels?**

- Yes

**How frequently does your organization produce or air programming on cable access channels?**

- Daily

**What types of programming does your organization typically produce for cablecasting?**

- K-12 education related programming for public and private schools and postsecondary education related programming for university students.

**What new or expanded services do you anticipate needing or requesting in the next franchise period from Hawaiian Telcom?**

- We do expect to need any additional or expanded services during the next franchise period education channels already allocated to the Hawaii Educational Networking Consortium (HENC)

**Does your organization currently receive any direct funding or grants through the cable provider?**

- 'Ōlelo

**Estimate what percentage of your organization's total programming or communications budget is funded by cable-related sources?**

- The Olelo pass-through funding from Hawaiian Telcom constitutes 100% of HENC's budget which is then distributed to UH, HDOE and Hawaii Assn. of Independent Schools (HAIS). Cable-related funding makes up perhaps 5% to 10% of the online programming budgets of these three organizations.

**To what extent does your organization depend on cable system resources to fulfill its mission?**

- 4 - Very dependent (important and used heavily, losing them would significantly impact operations)

**Does your organization use other methods besides cable TV to air programming?**

- Yes

**How satisfied you are with the services you receive from Hawaiian Telcom?**

- Very satisfied from HENC's standpoint but cannot speak for HDOE, UH and HAIS.

***Media, Broadcasting, and Public Access Organizations***

This section shows the survey answers of the following stakeholders:

- Public Broadcasting Service Hawai'i
- 'Ōlelo Community Media

**Public Broadcasting Service Hawai'i**

Survey Submitted by: Ron Mizutani, President & CEO

**Does your organization produce or air programming on cable access channels?**

- Yes

**How frequently does your organization produce or air programming on cable access channels?**

- Daily

**What types of programming does your organization typically produce for cablecasting?**

- Educational, entertainment, civic engagement, local and national PBS programming

**What new or expanded services do you anticipate needing or requesting in the next franchise period from Hawaiian Telcom?**

- Continued support

**Does your organization currently receive any direct funding or grants through the cable provider?**

- Hawaiian Telcom
- Spectrum

**To what extent does your organization depend on cable system resources to fulfill its mission?**

- (No Answer Given)

**Does your organization use other methods besides cable TV to air programming?**

- Yes

**How satisfied you are with the services you receive from Hawaiian Telcom?**

- Very Satisfied

## ‘Ōlelo Community Media

Survey Submitted by: Roger McKeague, President & CEO

**What cable-related services do you or does your organization currently use from Hawaiian Telcom?**

- Fiber Internet connectivity

**Does your organization produce or air programming on cable access channels?**

- Yes

**How frequently does your organization produce or air programming on cable access channels?**

- Daily

**What types of programming does your organization typically produce for cablecasting?**

- Government, Community, and Educational

**What new or expanded services do you anticipate needing or requesting in the next franchise period from Hawaiian Telcom?**

- Expanded Fiber connectivity to more locations

**Does your organization currently receive any direct funding or grants through the cable provider?**

- Hawaiian Telcom
- Spectrum

**Estimate what percentage of your organization’s total programming or communications budget is funded by cable-related sources?**

- 100%

**To what extent does your organization depend on cable system resources to fulfill its mission?**

- 4 - Very dependent (important and used heavily, losing them would significantly impact

operations)

**Does your organization use other methods besides cable TV to air programming?**

- Yes

**How satisfied you are with the services you receive from Hawaiian Telcom?**

- Satisfied

**Do you have additional comments or recommendations relevant to the proposed renewal of the Hawaiian Telcom cable franchise?**

- Renewal of the franchise and use of the public space that allows the provision of fiber and internet services should include additional fees to the state and PEG channels for use of the public right of ways.

## Financial Review

Hawaiian Telcom is a subsidiary of Cincinnati Bell Inc., as it was acquired in July 2018. Cincinnati Bell Inc.’s Form 10-K includes aggregated information for the Hawai’i Operating Territory, however, detailed information pertaining solely to Oahu is confidential and is not publicly available. Hawai’i Operating Territory includes Oahu and neighboring islands.

### Subscriber Information

Year-over-year revenues and subscribers for Hawai’i is outlined in the table below.

	<u>2024</u>	<u>2023</u>	<u>2022</u>
Strategic Revenue (in millions)*	\$149.7	\$130.9	\$110.4
Subscribers (in thousands)			
Internet	105.5	87.4	70.6
Video	35.0	34.1	36.0
Voice	126.2	137.0	150.7

\*Strategic revenues include internet, video, and voice

Average revenue per month per subscriber information is outlined in the table below.

<b>Hawai’i Operating Territory</b>	<u>2024</u>	<u>2023</u>	<u>2022</u>
Video revenue (in millions)	\$28.5	\$30.5	\$32.1
Total video subscribers (in thousands)	35.0	34.1	36.0
Average monthly video subscriber revenue	\$67	\$75	\$74
<b>Cincinnati Bell Inc.</b>			
Video revenue (in millions)	\$178.5	\$180.8	\$179.4
Total video subscribers (in thousands)	147.8	155.6	159.1
Average monthly video subscriber revenue	\$101	\$97	\$94

The average monthly video subscriber revenue declined in 2024 in the Hawai’i Operating Territory, while Cincinnati Bell Inc. has seen steady increases. Hawai’i generally serves a higher proportion of bulk accounts which are significantly discounted and tend to lower its overall average monthly subscriber revenue compared to company-wide averages. In addition, Hawaiian Telcom expanded cable service to the

neighboring islands in 2024, they offered introductory and promotional rates for new customers, particularly for bundled services. This may have contributed to the average monthly video subscriber revenue decreasing from \$75 in 2023 to \$67 in 2024.

In 2024, Hawaiian Telcom expanded its fiber-to-the-premise (FTTP) footprint by passing an additional 61,800 addresses, bringing the total footprint to 400,800 FTTP addresses in Oahu and the neighbor islands. Units passed FTTP in Hawaii include:

<b>Hawai'i Operating Territory</b>	<u>2024</u>	<u>2023</u>	<u>2022</u>
Units passed fiber-to-the-premise (FTTP) (in thousands)	400.8	339.0	268.0
Total video subscribers (in thousands)	35.0	34.1	36.0
Penetration	8.7%	10.1%	13.4%

The declining penetration reflects the fact that Hawai'i Operating Territory is expanding fiber-to-the-premise faster than it is adding new video subscribers, causing the denominator (addresses passed) to grow more rapidly than the subscriber base. This expansion is consistent with Cincinnati Bell Inc.'s broader fiber-build initiatives and ongoing network transformation efforts noted in investor materials.

### **Financial Information**

Cincinnati Bell Inc.'s financial statements for the most recent 3 years were analyzed to provide a gauge as to the company's financial position and the results of its operations. The statements have been audited and included in the company's Form 10-K. This is the most current financial data available as of the date of this report. All financial data in this analysis is taken from Cincinnati Bell Inc.'s Form 10-K: Annual Report for the fiscal years ended December 31, 2024, 2023, and 2022 (Cincinnati Bell Inc., 2025, 2024, 2023), except where sources are specifically referenced.

<b>Consolidated Balance Sheet (in millions)</b>			
<b>Assets</b>	<u>2024</u>	<u>2023</u>	<u>2022</u>
<b>Current assets</b>			
Cash and cash equivalents	\$ 460.7	\$ 7.8	\$ 9.4
Receivables, less allowances of \$15.0 and \$14.8	96.4	94.1	447.8
Inventory, materials and supplies	82.3	88.6	103.4
Prepaid expenses	23.1	25.7	45.7
Other current assets	10.3	20.7	25.7
Current assets held for sale from discontinued operations	-	460.0	-
Total current assets	<u>672.8</u>	<u>696.9</u>	<u>632.0</u>
Property, plant and equipment, net	2,625.3	2,385.7	2,116.8
Operating lease right-of-use assets	77.4	63.9	73.1
Goodwill	566.7	566.7	723.5
Intangible assets, net	353.4	415.7	829.1
Deferred income tax assets	0.1	3.5	2.2
Other noncurrent assets	166.7	52.9	58.9
Noncurrent assets held for sale from discontinued operations	-	570.2	-
Total assets	<u>\$4,462.4</u>	<u>\$4,755.5</u>	<u>\$4,435.6</u>
<b>Liabilities and Shareowners' Equity</b>			
<b>Current liabilities</b>			
Current portion of long-term debt	\$ 45.6	\$ 20.4	\$ 45.0
Accounts payable	174.8	188.9	492.5
Unearned revenue and customer deposits	50.6	46.7	81.6
Accrued taxes	10.2	8.9	14.5
Accrued interest	0.9	3.6	2.0
Accrued payroll and benefits	36.4	35.0	52.5
Accrued restructuring	40.4	10.2	-
Other current liabilities	26.8	31.8	47.8
Current liabilities held for sale from discontinued operations	-	338.5	-
Total current liabilities	<u>385.7</u>	<u>684.0</u>	<u>735.9</u>
Long-term debt, less current portion	1,720.2	1,830.1	1,656.0
Operating lease liabilities	77.5	60.2	66.1
Pension and postretirement benefit obligations	111.3	127.9	138.9
Pole license agreement obligation	37.8	40.8	43.6
Deferred income tax liabilities	20.4	5.4	98.2
Other noncurrent liabilities	238.5	127.9	119.4
Noncurrent liabilities held for sale from discontinued operations	-	85.7	-
Total liabilities	<u>2,591.4</u>	<u>2,962.0</u>	<u>2,858.1</u>
Shareowners' equity	<u>1,871.0</u>	<u>1,793.5</u>	<u>1,577.5</u>
Total liabilities and shareowners' equity	<u>\$4,462.4</u>	<u>\$4,755.5</u>	<u>\$4,435.6</u>

Consolidated Statements of Operations (in millions)	2024	2023	2022
<b>Revenue</b>	\$1,096.3	\$1,100.1	\$1,091.5
<b>Costs and expenses</b>			
Cost of services and products, excluding items below	530.8	533.7	518.2
Selling, general and administrative, excluding items below	263.7	266.8	244.3
Depreciation and amortization	338.9	369.5	408.8
Restructuring and severance related charges	60.5	10.8	-
Transaction and integration costs	4.0	0.4	3.6
Impairment of assets	3.1	-	2.7
Total operating costs and expenses	1,201.0	1,181.2	1,177.6
<b>Operating loss</b>	(104.7)	(81.1)	(86.1)
Interest expense	(175.5)	(160.2)	(89.5)
Other components of pension and postretirement benefit plans benefit (expense)	5.5	(0.7)	7.8
Other income, net	37.2	17.9	11.5
Loss from continuing operations before income taxes	(237.5)	(224.1)	(156.3)
Income tax benefit	13.9	16.4	8.0
<b>Loss from continuing operations</b>	(223.6)	(207.7)	(148.3)
Income from discontinued operations (net of tax)	94.3	15.0	17.4
<b>Net loss</b>	\$(129.3)	\$(192.7)	\$(130.9)

Consolidated Statement of Cash Flows (in millions)	2024	2023	2022
Net cash provided by operating activities	\$236.8	\$106.0	\$322.0
Net cash provided by (used in) investing activities	124.3	(654.2)	(553.7)
Net cash provided by financing activities	92.1	547.8	238.6
Effect of exchange rate changes on cash, cash equivalents and restricted cash	0.1	-	(0.1)
Net increase (decrease) in cash, cash equivalents and restricted cash	453.3	(0.4)	6.8
Cash, cash equivalents and restricted cash at beginning of period	12.5	12.9	6.1
Cash, cash equivalents and restricted cash at end of period	\$465.8	\$12.5	\$12.9

Total assets in 2022 and 2024 are relatively consistent, while 2023 was higher due to assets held for sale related to discontinued operations. Current liabilities decreased in 2024 primarily because the 2023 balance included liabilities held for sale related to discontinued operations. In 2024, those discontinued operations were sold, generating \$94.3 million of income.

Cincinnati Bell Inc.'s consolidated financial information shows that revenue has remained relatively flat over the three year period, ranging from \$1.09 billion to \$1.10 billion. Despite stable revenue, the company continues to report operating losses, which range from \$81 million to \$105 million during this period. Net loss were \$129.3 million in 2024, \$192.7 million in 2023, and \$130.9 million in 2022. A significant contributor to these losses in depreciation and amortization expense totaling \$338.9 million in 2024, \$369.5 million in 2023, and \$408.8 million in 2022, which is a noncash item.

The consolidated statement of cash flows shows significant year-over-year fluctuations, driven by changes in operating performance and investing activity. Cash provided by operating activities decreased from

\$322.0 million in 2022 to \$106.0 million in 2023, before increasing again to \$236.8 million in 2024. Investing cash flows reflect large outflows of \$553.7 million in 2022 and \$654.2 million in 2023, which was reversed in 2024 with an inflow of \$124.3 million due in part from sale of discontinued operations. Financing activities have also fluctuated year-over-year. Overall the companies ending cash balance increased substantially in 2024 to \$465.8 million, compared to \$12.5 million in 2023 and \$12.9 million in 2022.

There are also a number of ratios available which can provide insight into the financial condition and results of operations. While these are not a guarantee of future performance they do enable us to make conclusions about the management of Cincinnati Bell Inc.

Cincinnati Bell Inc.	<u>2024</u>	<u>2023</u>	<u>2022</u>
Net profit margin	-11.8%	-17.5%	-12.0%
Asset turnover	24x	24x	25x
Return on assets	-2.8%	-4.2%	-3.0%
Current ratio	1.74	1.02	0.86
Cash ratio	1.19	0.01	0.01
Debt to equity ratio	0.94	1.03	1.08

Average Communications Industry Financial Ratios (ReadyRatios)	<u>2024</u>	<u>2023</u>	<u>2022</u>
Net profit margin	-2.6%	-2.1%	0.8%
Asset turnover	39x	40x	39x
Return on assets	-1.5%	-1.3%	0.3%
Current ratio	1.40	1.33	1.34
Cash ratio	0.37	0.32	0.40
Debt to equity ratio	2.00	1.89	1.45

**Net profit margin** is calculated by dividing net income by total revenues. This ratio reflect the company's bottom-line profitability after accounting for all operating and non-operating items. Cincinnati Bell Inc. has generated consistent net losses over the last three years, with margins of -11.8% in 2024, -17.5% in 2023, and -12.0% in 2022. These are significantly below the communications industry averages, which were -2.6% in 2024, -2.1% in 2023, and 0.8 in 2022. The weaker performance is largely attributable to high depreciation and amortization charges, interest expenses, and restructuring costs that continue to impact the company's bottom line.

**Asset turnover** measures how efficiently a company uses its assets to generate revenue. It is calculated by dividing annual revenue by average total assets. Cincinnati Bell Inc.'s asset turnover has remained low but stable at approximately 0.24x in 2024 and 2023 and 0.25x in 2022, meaning the company generates roughly 24-25 cents of revenue for each dollar invested in assets. Industry averages, however, are materially higher at 0.39x to 0.40x over the same period. The lower turnover for Cincinnati Bell likely reflects its large base of telecommunications infrastructure assets, including network equipment and intangible assets, which are substantial relative to its revenue levels.

**Return on assets** evaluates how effectively management is using the company's asset base to generate earnings. It is calculated by dividing net income by average total assets. Because return on assets is

mathematically the product of both asset turnover and net profit margin, Cincinnati Bell Inc.'s negative margins combined with low turnover result in negative returns of -2.8% in 2024, -4.2% in 2023, and -3.0% in 2022. Industry rate of return averages, while modest, show -1.5% in 2024, -1.3% in 2023, and 0.3% in 2022, indicating that Cincinnati Bell Inc. underperforms peer norms in this area as well. The gap is largely driven by the company's substantial non-cash expenses and relatively low revenue generation per asset dollar.

**Current ratio** compares current assets to current liabilities and measures a company's short-term liquidity position. Cincinnati Bell Inc.'s current ratio improved significantly in 2024 to 1.74, up from 1.02 in 2023 and 0.86 in 2022. This improvement was largely due to a substantial increase in cash following the sale of discontinued operations. The company's 2024 current ratio exceeds the industry average of 1.40 for that year, indicating a stronger near-term liquidity position than typical Communications sector firms. The higher liquidity in 2024 demonstrates the company's improved ability to meet short-term obligations

**Cash ratio** is the most conservative liquidity measure, evaluating whether cash alone can cover current liabilities. Cincinnati Bell Inc.'s cash ratio rose sharply to 1.19 in 2024 due to the increase in cash, compared to just 0.01 in both 2023 and 2022. Industry averages for 2024 and 2023 were 0.37 and 0.32, respectively. Cincinnati Bell Inc.'s 2024 result indicates an exceptionally strong cash position relative to peers and prior years.

**Debt to equity ratio** measures financial leverage by comparing total debt obligations to shareholders' equity. Cincinnati Bell Inc.'s debt to equity ratio has steadily improved, declining from 1.08 in 2022 to 1.03 in 2023 and 0.94 in 2024. This is favorable relative to the industry average of 2.00 in 2024 and 1.89 in 2023, suggesting that Cincinnati Bell Inc. is materially less leveraged than many peer companies. Much of the industry's higher leverage reflects the capital-intensive nature of telecom operations and the use of debt to finance acquisitions and infrastructure deployment.

Overall, Hawai'i Operating Territory shows mixed performance, reflecting both market dynamics and Hawaiian Telcom's ongoing network expansion. Video subscribers remained relatively stable from 2022 to 2024, but the average monthly video revenue declined from \$75 in 2023 to \$67 in 2024. While the company significantly grew its fiber to the premise (FTTP) footprint, passing 400,800 addresses in 2024 compared to 339,000 in 2023, video penetration fell, not because of loss of subscribers but because of expansion faster than subscriber additions in Hawai'i. Financial ratios have begun to show improvement, with stronger liquidity and lower leverage contributing to a more stable financial position.

## Summary

The ascertainment activities summarized in this report provide a consolidated view of community and stakeholder perspectives regarding Hawaiian Telcom's cable television services and the role of cable system resources on O'ahu. Overall, survey results indicate that customers generally view Hawaiian Telcom's TV service performance and equipment/servicing as satisfactory, with performance and reception ratings that compare favorably to available industry benchmarks. At the same time, the findings identify clear opportunities for improvement, particularly related to customer support responsiveness, issue resolution, and billing transparency. Stakeholder feedback similarly reflected generally positive

sentiment toward Hawaiian Telcom and cable-related services, while emphasizing that cable system resources function as essential infrastructure for public purposes. Financial trends indicate Hawaiian Telcom has demonstrated a solid and strengthening financial position, supported by improved liquidity, reduced leverage, and continued investment in long-term infrastructure growth, which has shown to surpass cable revenue metrics and should strengthen future competitiveness and subscriber potential. The company's financial ratios show clear year-over-year improvement, highlighted by a substantial increase in cash reserves, a significant strengthening of its current and cash ratios, and a declining debt-to-equity ratio indicating greater operational resilience and a more conservative, stable capital structure. Overall, Hawaiian Telcom's financial indicators reflect a stable and increasingly robust financial foundation that is well-positioned to support its cable operations throughout the next franchise term.

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