



STATE OF HAWAII | KA MOKU'ĀINA 'O HAWAI'I
CABLE TELEVISION DIVISION
DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS
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RANDY M. LEONG
CABLE TELEVISION ADMINISTRATOR

May 29, 2026

VIA EMAIL

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

Re: Application of Hawaiian Telcom Services Company, Inc. for Renewal of a Cable Franchise for Oahu: Second Set of Information Requests

Dear Mr. Golden:

Attached is the Second Set of Information Requests (“**IRs**”) regarding the application for renewal of a cable franchise for Oahu. These IRs are based on Hawaiian Telcom Services Company, Inc.’s (“**Applicant**”) application and responses to the first set of IRs that were filed on May 14, 2026.

The Department of Commerce and Consumer Affairs (“**Department**”) has created the Second Set of IRs as two (2) separate documents, one with confidential IRs and one with non-confidential IRs. This measure was taken because the Applicant asserts that certain information is confidential, proprietary and/or competitively sensitive. However, the Department has made no assessment to date regarding whether the information labeled as confidential is appropriate for treatment as confidential under State law.

Please provide the required information set forth in the attached Second Set of Information Requests within 10 days from the date of this letter.

As you are aware, the Department may request additional information throughout the application process. Although the Department has not yet accepted the Application

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for filing, the Department will make a decision once the requested information is received and considered.

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

Attachments:
Confidential IRs
Non-Confidential IRs

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

Hawaiian Telcom Services Company, Inc.
Application for Renewal of a Cable Television Franchise on Oahu

Second 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 Hawaii Application for Transfer of Cable Television Franchise, filed on April 17, 2026, (“**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.

14. Following up on HTSC’s response to IR #4.b.i., HTSC identified communities with copper-based subscribers. Can HTSC provide more specificity as to the neighborhoods or sub-divisions that its IR #4.b.i. response references.
15. [CONFIDENTIAL]
16. [CONFIDENTIAL]
17. Following up on HTSC’s response to IR #9.b., describe any customer service improvement initiatives that are in progress or will be implemented within the next twelve (12) months.