



1177 Bishop Street, Suite 44
Honolulu, HI 96813

May 14, 2026

VIA 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 Renewal of its O'ahu
Cable Franchise – Response to First Set of Information Requests

Dear Mr. Leong:

Hawaiian Telcom Services Company, Inc.'s ("HTSC" or "Applicant") hereby submits responses to the Department of Commerce and Consumer Affairs First Set of Information Requests received on April 30, 2026, relating to the renewal application for its O'ahu cable franchise.

Due to confidential, proprietary, and/or competitively sensitive information contained within the confidential responses below, the material is being provided under separate cover and may not be disclosed to third parties outside the Cable Television Division, Department of Commerce and Consumer Affairs, without the prior written consent of Hawaiian Telcom Services Company, Inc.

- | | |
|------------------------------------|------------------------------------|
| 1. Confidential Response DCCA-IR-2 | 4. Confidential Response DCCA-IR-6 |
| 2. Confidential Response DCCA-IR-3 | 5. Confidential Response DCCA-IR-7 |
| 3. Confidential Response DCCA-IR-4 | 6. Confidential Response DCCA-IR-9 |

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
Attachments

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

DCCA – IR-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?

Response:

Hawaiian Telcom has brought fiber connectivity to previously unserved and underserved rural areas throughout Oahu, including Hawaiian Home Lands subdivisions. The Company is awaiting the release of Broadband Equity Access and Deployment (“BEAD”) funding prior to completing the fiber build to unserved and underserved locations in communities such as Kunia Loa Ridge.

Additional information on the BEAD Program can be found at:

<https://www.hawaii.edu/broadband/final-proposal/>

DCCA – IR-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?

Response:

See Confidential response to IR-4.

DCCA – IR-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.

Response:

HTSC is seeking a renewal term of thirteen (13) years to better align the expiration date of the Oahu franchise with the expiration dates of its neighbor island franchises.

DCCA – IR-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.

Response:

Computers and networks that store and process subscriber information are protected with a set of baseline security controls to mitigate impacts from unauthorized or unintentional security incidents. Company security domains and networks are properly segmented and protected to reduce risks to the confidentiality, integrity and availability of data and infrastructure. The Company information security program is based on the NIST 800-53 standard (<https://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-53r5.pdf>) and supporting security frameworks, which outline processes and standards for effective information security management.

The Company has a plan for notifying potentially affected persons and other parties following a security breach, as may be required by the applicable policies, laws, regulations, Team Telecom obligations (U.S. Records) and customer contracts. This plan is a component of the Company's incident response program and is intended to address the notification requirements in the event of a security breach.

DCCA – IR-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.

Response:

“Substantial useful life” means the equipment can support current services and be upgraded as needed. The equipment is only replaced or upgraded when it’s defective or when higher network capacity upgrades are needed to meet expected increases in video and Internet subscriber and usage growth. The estimated timeframe is many years of “substantial useful life remaining”.

DCCA – IR-12

On page 54, Section XI.A., of the Application, HTSC refers to Confidential Exhibit VII. Please provide that exhibit.

Response:

Please ignore the reference to exhibit VII., which was inadvertently included in the application.

DCCA – IR-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

Response:

Hawaiian Telcom has contracts with approved vendors for technicians and customer service staffing, which allow for increased staffing on short notice when required including in the event of a natural disaster.