

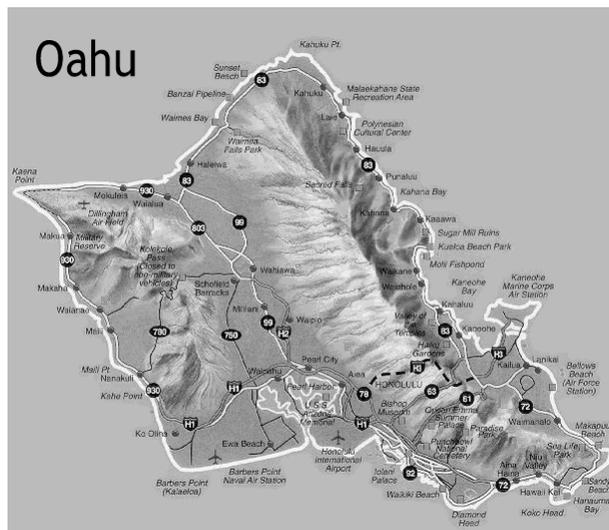
# COMMUNITY ASCERTAINMENT AND RELATED ACTIVITIES

SUMMARY FOR

## OCEANIC TIME WARNER CABLE FRANCHISE RENEWAL

OAHU, HAWAII

*RESULTS AS OF JANUARY 30, 2009*



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### GENERAL INTRODUCTION

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The State of Hawaii, Department of Commerce and Consumer Affairs, Cable Television Division, (DCCA) is in the process of considering a request from Oceanic Time Warner Cable (Oceanic) 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, as well as studies and reviews related to the ascertainment. The results of all of these activities are intended to form part of the basis for DCCA's anticipated negotiation of a possible new franchise with Oceanic. This report is presented as complete for the purpose of triggering the ability of the DCCA to request an application for franchise renewal from the cable operator under the procedures specified in Hawaii State law 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 formal process, and to finally conclude those activities at its own discretion, as provided for in the Act. The ascertainment has included the following principal elements, which are covered in the main sections of this report:

- A series of three open **public meetings**, consisting of public forums to gather public comment
- A written **community questionnaire**, made available to all members of the public through the public meetings, DCCA's website, and other means.
- A series of direct **stakeholder interviews** with individuals and groups in the governmental, educational and non-profit sectors having particularly strong knowledge, history or interest with respect to the use of the cable system for community purposes
- A written **customer satisfaction survey** made available to all members of the public through the public meetings, DCCA's website, and other means.
- The solicitation of **written comment**, through letters and emails to DCCA, resulting in hundreds of communications to the Department.

In addition, consistent with Cable Act guidelines DCCA has conducted the following background reviews related to the ascertainment activities:

- A **financial review** of Oceanic, to determine its financial capacity for carrying out future operations on Oahu

- An **engineering review** of the Oceanic cable system, focused on its current and future capacity for providing state-of-the-art services
- A **review of Oceanic's past compliance** with its obligations under the current franchise

To assist the State in these franchise renewal activities, DCCA is utilizing the services of the financial consulting firm Merina and Company, working with several subcontractors. This report represents the consultant's description of results of the principal ascertainment and related background study activities undertaken to date. The principal Merina and company agents involved in assisting DCCA in this work are John Merina, along with Merina and Company subcontractors Brian Nordlund of the engineering firm Sparling Communications, Stephen Jolin of MuniCom, and Jay C. Smith, cable television financial consultant.

## **PUBLIC MEETINGS**

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### **Introduction**

The franchise renewal ascertainment process included three open community ascertainment forums conducted by DCCA and its consultants. The forums were held at:

- McKinley High School – Honolulu, July 15, 2008 (4:00 pm-8:15 pm)
- Kapolei Middle School Cultural Center – Kapolei, September 9, 2008 (6:00 pm-8 pm)
- Windward Community College – Kaneohe, September 10, 2008 (6:00 pm-8 pm)

The forums were advertised in the local media, on the DCCA website, and on the PEG Access channels. At the McKinley High School event, 153 people attended the forum and signed the sign-in sheet, and 80 attendees gave oral testimony. The two additional events were held to provide a forum for interested parties unable to attend the McKinley forum. The Kapolei Middle School forum was attended by a small number of 'Ōlelo representatives ('Ōlelo is the current non-profit provider of Public, Education and Government [PEG] Access services for the Island of Oahu ), and a representative of PBS Hawaii (Hawaii Public Television Foundation, dba PBS Hawaii), with testimony provided in a discussion session; no members of the general public attended. At Windward Community College, a small number of 'Ōlelo representatives, a representative from PBS Hawaii, and 4 members of the general public attended, with 8 people giving testimony; in addition, attendees at Windward included an executive from Oceanic and an attorney representing the company. Many attendees at the forums, either during the forum or afterwards, completed written questionnaires on community needs and 'Ōlelo services, and on Oceanic customer service.

### ***Summary of Oral Comments***

The following outline summarizes the comments presented by members of the public at the community forums. Our intent is to capture the substance and breadth of what was said, not to record all comments verbatim.

The summary is a composite; many of the noted comments were made by only one or a few people, but others were made by multiple attendees. Comments that were made frequently (e.g., by five or more attendees) are noted with an asterisk. However, the summary is not necessarily intended to represent a "consensus" of those present; many of the attendees might agree on certain views but not on others. The views are those of the individuals who spoke, and not necessarily those of the majority of persons attending, the DCCA, or its consultants.

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## Common Themes

The comments are organized according to certain common themes, as follows:

- Perceptions of the value of PEG services to the community and of effectiveness of current public, education, and government access activities
- Other expressions of appreciation for current PEG facilities and services
- Comments on the sufficiency of resources provided for PEG through the current franchise and needs to be provided through the renewed franchise
- Opportunities for expanded training and education programs and/or expanded production of video programming
- Additional capabilities 'Ōlelo might offer
- Other community needs that can possibly be addressed in a renewed cable franchise
- Comments pertaining to the franchise renewal process
- Comments pertaining to cable franchise compliance and administrative matters
- Other comments

## Summary of Detail

Additional detail on the public comments related to each of these themes appears in the following outline.

Perceptions of the value of PEG services to the community and of the effectiveness of current public, education, and government access activities:

- The opportunity for free expression, especially for those without their own resources, is vital to a democratic community\*
  - PEG provides an important forum for political candidates
  - A forum exists through PEG for community groups who might otherwise lack the necessary resources
  - Public ("P) access is especially important
  - Hawaii is diverse; PEG is an outlet for diverse expression
  - PEG helps reach native speakers (multiple groups)
  - Oceanic programming is not sufficiently diverse; PEG is diverse
  - Non-commercial programming like PEG empowers and educates
  - Commercial TV sends the wrong messages
  - Viewership is less important than having a voice
  - PEG helps get global voices to the community
- 'Ōlelo programs benefit school children in their communities, including Wai'anae and Waipahu.\* For example, PEG activities:
  - Provide avenue for youth expression; develop communication skills
  - Develop self-esteem
  - Provide involvement with the technology that motivates youth; they gravitate to it well
  - Help kids do better in school

- Are part of giving values education
- Promote intra-family communication
- Help adults share with youth
- Help youth do better with various life issues
- Give otherwise at-risk youth a place to go and something constructive to do
- Teach youth about the cultural heritage of their families and communities
- Offer valuable internship experiences
- Access programming increases student interest in school by students who may consider dropping out
- Broader communities benefit from 'Ōlelo programs\*
  - The time and effort of public access producers helps build community
  - Improved community self-image
  - 'Ōlelo is doing a good job of community building
  - Opportunities should be extended to other communities

Other expressions of appreciation for current PEG facilities and services\*:

- The training 'Ōlelo provides for individual producers and organizations is important and helpful
- 'Ōlelo staff are supportive and patient
- 'Ōlelo is a model access organization, recognized nationally
- The 'Ōlelo partnership in youth programs are appreciated.
- Appreciation of 'Ōlelo support for coverage of a church conference
- Okinawa clubs have benefited
- The American Friends Service Committee appreciates the outlet for views offered by 'Ōlelo
- 'Ōlelo has supported youth video productions through Mutual Assistance Centers
- Appreciation from teachers for 'Ōlelo's support in training high school students
- 'Ōlelo has served environmental groups
- The presence of 'Ōlelo on certain school campuses is helpful
- Teacher's appreciation of student film festival
- 'Ōlelo programming has helped provide information to the Vietnamese community
- Programming on 'Ōlelo helped with sovereignty education
- 'Ōlelo has hired summer interns from community colleges
- College students appreciate the training received through 'Ōlelo
- 'Ōlelo maintains equipment well
- 'Ōlelo is good at using TV to teach practical things
- Mother saw positive influence of 'Ōlelo youth program on her daughter, who later became a media teacher
- Appreciate that community center staff are from the relevant local communities

- 
- Appreciation expressed for Community Media Centers (CMC) being spread throughout the island

Comments on the sufficiency of resources provided for PEG through the current franchise, or needs to be provided for through the renewed franchise:

- The financial resources provided for PEG should be maintained and increased \*
  - The financial support from the cable company is eroding; there should be no “giveaway”
  - ‘Ōlelo should not be required to spend down its financial reserve
  - Public (“P”) access especially needs an assured source of funding, because otherwise no resources for it
  - There is “never enough” for PEG
  - Increase funding. Current budget is zero to little dollars.
  - Desire to assess current technology more often and not just when the contract is due for renewal. Allow breathing room and increased frequency of assessments.
  - Oceanic should provide marketing support for PEG (outside the five percent fee cap)
  - Desire to make funds / resources more available to communities outside of school and government facilities
  - Increased funding for school education access is correlated to strong results for at-risk students
- The franchise fees should be increased to the allowable cap of five percent of gross revenue \*
  - Oceanic is using public rights of way
  - The cable company has a monopoly
  - Cable rates keep going up
- More bandwidth capacity for PEG is needed \*
  - Public access (“P”) especially needs more channels
  - More theme-dedicated channels; for example, a youth channel, a Hawaiian channel
  - More channels would mean more viewers
  - PEG channels should be among the low numbers in the channel line-up
  - Desire expressed to increase the number of channels and programming hours available
  - Need additional channel beyond Public, Education, and Government for Inspirational programming
- There is a need for facilities and equipment improvements\*
  - A larger CMC is desired in Waipahu.
  - Desire to have CMC in every school complex
  - Would like the ability to broadcast within an entire school complex; live feed access without restrictions for viewership. e.g., public could also view
  - Provide for development of equipment

- Need additional CMCs
- Desire expressed for increased technology for equipment HD equipment desired  
Desire expressed for the ability to put access programming on demand
- Desire expressed for additional CMCs and to upgrade the existing CMCs
- Desire expressed for provision to match technology increases as they occur
- Desire expressed to open facilities in rural areas
- Should provide support for adoption of new technology\*
  - US broadband speed is behind that of other countries; upgrades are needed to remain globally competitive
  - There should be a “most favored nation” clause in the franchise, to require state-of-the-art upgrades when the technology improves
  - Video-on-demand (VOD) capability would be helpful for PEG; people could watch when convenient
  - PEG productions should have an HDTV option
  - Desire expressed for PEG access to include internet access
  - There should be a resource “buffer” to allow PEG to keep up with technological change

Opportunities for expanded training and education programs and/or expanded production of video programming:

- Continued emphasis and expansion of ‘Ōlelo’s mission of community building/social capital development\*
- Expansion of ‘Ōlelo community centers to other areas and neighborhoods (e.g., center island, windward communities, and others)\*
  - There should be community equity
  - The price of gas makes travel increasingly expensive
- Extension of the hours of operation of ‘Ōlelo facilities
- Increase number of staff to match community needs
- Expansion of ‘Ōlelo presence to more schools
- More related programs offered through City parks and recreation
- More live (or “semi-live”) shows as stories break
- More transmissions on the Internet (e.g., community forums), with sufficient bandwidth made available

Additional capabilities ‘Ōlelo might offer:

- Equipment upgrades to keep up with the state-of-the-art
- Equipment for persons with special needs
- Underwater equipment
- Animation and motion software and training
- More outreach
- Improved summer access to centers at schools

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- Mobile vans at other community centers
  - Possible enhancements at Wai'anae; for example:•
    - Expand facility for more space (for community as well as youth)
    - Control room
    - Teleconferencing room
    - Cafeteria
    - More advanced laptop equipment
    - Improved restroom facilities
    - New programs; e.g., agriculture topics
  - Establishment of a youth position on the 'Ōlelo board
  - Establish a college scholarship program for participating youth
  - Establish advisory boards for community centers
  - More ESL programming
  - Desired increased youth interaction with PEG for after school activities: Once the government building is closed, the public has no access.
  - Develop video-conferencing capabilities
  - Increased outreach to the community regarding PEG possibilities

Other community needs that can possibly be addressed in a renewed cable franchise:

- PEG should be kept together and not separated\*
  - Concern expressed regarding quality of programming signal as broadcast to other areas
  - Costs could be increased if PEG was split up Emphasis expressed regarding not separating PEG
  - Separating PEG could possibly lead to a loss of shared resources and personal connections
- Connect PEG services state-wide.\*
  - Make equipment available state-wide and compatible with all CMCs
  - Increase training state-wide and standardize teaching programs so that students can transfer from one school complex to another and pick up where they left off
  - Obtain access to other island's channels
  - Arrange the ability for On Demand programming for statewide services such as education classes, government meetings, etc.
- Additional capabilities for Civil Defense applications, including upstream linkage to broadcast stations, for example
- Expanded bandwidth to City parks and recreation facilities to support youth programs
- Desire to assess current technology more often and not just when the contract is due for renewal. Allow breathing room and increased frequency of assessments.
- Capability to transmit live video upstream from community media centers

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- Capability to transmit recorded video upstream from community media centers and schools (to avoid driving recorded media to the Headend)
  - Signal quality, including audio, can be improved
  - More public use of the I-Net (e.g., conferencing among different population centers)
  - Ability to go live on PEG outside of the CMCs
  - Improved inter-island connections
  - Video conferencing linking public and private schools
  - Provide free cable drops to schools and public access buildings

Comments pertaining to the franchise renewal process:

- There should be more public meetings, convenient for people to attend
- The Oahu renewal is important to other islands as well; it will set the pattern
- DCCA should publish information on its website as the process progresses
- The testimony of the public should have an impact; the “State” and the “Public” are not the same thing

Comments pertaining to cable franchise compliance and administration matters:

- DCCA should audit Oceanic (financial and compliance)
- DCCA should encourage competition
- DCCA should regulate Oceanic, not ‘Ōlelo
- ‘Ōlelo should be exempt from a competitive RFP process
- Rules on the DCCA website are hard to interpret

Other comments:

- New franchise should not be for a long period (e.g., 15-20 years), but rather for a short period (e.g., 3-5 years)
- There should be more public input regarding University of Hawaii and Department of Education programming
- PBS is not public access
- Access programming should be shared across islands\*
- A bond with ‘Ōlelo can benefit Oceanic
- Oceanic is doing a good job supporting access
- Oceanic is offering the bare minimum to the community
- Not everyone is a producer, so the interests of the public are not uniform
- Hawaii is a leader in involving youth in video production; should sponsor a national or international conference
- Desire to assess current technology more often and not just when the contract is due for renewal. Allow breathing room and increased frequency of assessments
- Concern expressed regarding PEG being awarded to the lowest bidder vs. the best quality

### ***Introduction and Summary of Findings***

#### **Introduction**

A Community Questionnaire was developed by DCCA and its consultants to elicit feedback regarding particular community needs, related to PEG Access, that might be fulfilled by the franchise renewal process, and to provide an opportunity for comment on the service provided by 'Ōlelo, the non-profit currently responsible for the delivery of PEG Access on Oahu. The questionnaire includes a number of multiple choice questions, and also several questions that invite written comment. It was distributed at each of the three Public Meetings held by DCCA on the franchise renewal process, was posted on the DCCA web site, was made available in the DCCA office, and was advertised on PEG channels. In all, 261 completed questionnaires were received by DCCA prior to the September 31 deadline. In this part of the report, we summarize and present in some detail results of the completed questionnaires.<sup>1</sup>

#### **Summary of Findings**

##### **PEG-Related Community Needs**

- 39% of respondents thought the current number of PEG channels (6) was about right, with 51% suggesting it needs to be increased.
- 61% of respondents thought funding for PEG needs to be increased, and 26% thought it was about right.
- 86% of comments suggest it is very important for PEG to keep up with commercial TV in new technologies, and another 11% thought it is somewhat important.
- 92% of respondents said the cable system's capability of transmitting PEG programming from remote sites is very important to meet community needs.
- 98% of respondents said the availability of PEG programs live and in archive via the Internet is very important to meet community needs.
- On a scale of 1-5 (with 5 indicating the highest rating) respondents on average rated the importance of all three types of programming—P, E, and G—between 4 and 4.4.
- 88% of respondents indicated an interest, for themselves or organizations they belong to, in making programs to show on a cable channel.

##### **Written Comments on PEG and 'Ōlelo**

Written comments submitted on the questionnaires, with respect to general PEG needs and 'Ōlelo's services, indicate prominently:

- Strong appreciation for PEG, and for 'Ōlelo's role in community building, especially among youth; as well as the quality of 'Ōlelo staff, facilities, equipment and services in

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<sup>1</sup> Respondents self-selected for this questionnaire, as part of their participation in ascertainment activities. Although survey results may reasonably be accepted as indicators for calling attention to issues and suggesting areas of special interest for respondents, no claims are made regarding the representativeness of the sample relative to the general population.

- providing a unique media resource for local programming and the encouragement of a diversity of voices with few other avenues of expression.
- A desire to see the channel capacity devoted to PEG keep pace with Oceanic’s system capacity in the digital environment, and to keep the PEG channels easy to find and access by viewers.
- A desire to see funding for PEG maintained and increased to support the continuing growth of PEG services.
- Strong interest in keeping PEG technology current and competitive with commercial sources of programming.
- A desire to expand the size and capabilities of existing Community Media Centers (CMCs), and to establish additional CMCs in areas of Oahu not currently served adequately
- Strong interest in keeping P, E, and G funded and managed under one roof, as is currently done, not separated for funding or management.
- An interest in state-wide PEG development, allowing for the sharing of programming on an inter-island basis.

Additional detail on the Questionnaire results is provided below.

**Residence:** Are you a resident of the City & County of Honolulu?

Yes	89%
No	2%

*236 persons responded to this question.<sup>2</sup>*

**Part A – Community Needs.** Select the response for each question that best represents your opinion.

1. The number of channels (4 for ‘Ōlelo, 1 for UH, 1 for DOE) currently used for programming about and by local schools, government agencies, community agencies and individuals by ‘Ōlelo is:

about the right number, given community needs	39%
insufficient; more channels are needed to meet community needs	51%
more than enough; less channels would meet community needs	2%
no opinion	5%

*256 persons responded to this question.*

<sup>2</sup> In all, 261 questionnaires were received. Not everyone responded to all questions. The percentages indicated for the response regarding “residence” are percentages of the total of all respondents. Percentages for responses to subsequent questions in the survey are percentages of the number of people responding to that question.

2. The financial support paid by cable subscribers for public, education, and government access facilities, equipment, and services is:

about the right amount, given community needs	26%
insufficient; more support is needed to meet community needs	61%
more than enough; a lesser amount would meet community needs	3%
no opinion	9%

**255 persons responded to this question.**

3. As cable service develops in the direction of digital and high definition transmission, how important is it that public, education, and government access ('Ōlelo's) programming is provided to viewers with convenience of access, signal quality, and other technical features comparable to those which are provided for broadcast stations (KHNL, KHON, KITV, KGMB, etc.) and other popular commercial programming?

very important	86%
somewhat important	11%
not important	0%
no opinion	2%

**259 persons responded to this question.**

4. The current capability of the cable system to transmit live or recorded video programming provided via the 'Ōlelo channels from various sites around Oahu is:

very important to meet community needs	92%
somewhat important to meet community needs	7%
not important to meet community needs	1%
no opinion	1%

**259 persons responded to this question.**

5. The availability of public, education, and government access programs via live or archived video streaming via the Internet (currently provided through 'Ōlelo at [www.olelo.org](http://www.olelo.org)) is:

very important to meet community needs	98%
somewhat important to meet community needs	0%
not important to meet community needs	0%
no opinion	2%

**228 persons responded to this question.**

6. On a scale of 1 to 5 (5 being the highest), what is your level of interest in having available for viewing the following types of local programs?

Local government meetings, legislative sessions, county council meetings, neighborhood board meetings, special events, schedules and information about various services	Average 4.14
Secondary or higher institutional educational programs (UH/DOE), classes, events, long distance learning and other instructional programs	Average 4.0
A variety of shows produced by local citizens and organizations on topics of their choice. For example, local hula recitals or performing arts programs; forums for local political candidates; video news coverage of community events; a bulletin board of community events; etc.	Average 4.36

**259 persons responded to this question.**

7. Do you, or organizations you belong to, find it of interest to have facilities, equipment and support available for producing television shows about your organization’s activities, to show on a local cable PEG access channel (e.g., channels 49, 52, 53, 54, 55, 56)?

Yes	88%
No	0%
Don’t Know	12%

**250 persons responded to this question.**

8. Are there any other matters that you believe should be addressed through the franchise renewal process to help assure that the Oceanic cable system meets community needs? If so, please comment below (use back of last page if necessary):<sup>3</sup>

Category	Percentage
Funding, coverage, management, and similar issues	24%
Suggestions for improvements in channel capacity, equipment, facilities	48%
Programming concerns	28%

Comments included those suggesting increased funding, not cutting back on services, and keeping PEG together. Most comments indicated the desire for updating equipment, facilities, and technologies, e.g., Internet, live streaming, and HD technologies. There is a strong desire to have PEG services connected among all the islands. Lastly, many respondents would like to see more channels with more programs on culture, live government meetings, education, music,

<sup>3</sup> Responses recorded and summarized for this question and questions in Parts B and C below, which invite written comment, reflect all occurrences of comments on particular themes within the respondents’ answers. Each respondent may have offered comments on several themes. Percentages indicated for each response are percentages of total comments offered within all answers to that question.

and others. Respondents would also like to see improvements in access to making programs, distribution of programs, and the advertising of programs on the 'Ōlelo channels.

**Part B – 'Ōlelo Services.** Public access services on Oahu are currently delivered by 'Ōlelo Community Television.

1. Are you or your organization an active user of 'Ōlelo services?

Yes	74%
No	18%
Don't Know	8%

*241 persons responded to this question.*

1a. If Yes, provide any comments you may have on what 'Ōlelo services are especially helpful to you and/or what 'Ōlelo might do to better assist your productions (use back of last page if necessary):

In addition to expressions of general appreciation for 'Ōlelo, three main categories emerged in responses to this question: First and most commonly mentioned, is training and usage of services, equipment, and staff; second, the importance and significance of community voice, community building, and involvement with organizations and youth, as well as education, culture, and other vehicles of the public interest; and lastly, suggestions to better assist individuals and organizations in improving their productions.

Category	Percentage
Training and usage of services, equipment, and staff.	40%
The importance and significance of community voice, community building, and involvement with organizations and youth. (e.g., education, culture, and serving public interest)	34%
Ideas for production assistance.	21%
General appreciation for 'Ōlelo (e.g., it is important, vital to the community, etc.)	5%

*270 comments were offered in response to this question.*

More specifically, respondents expressed appreciation for the quality of training and staff as keys to the success of 'Ōlelo. Being able to use the media centers and be trained on equipment was seen as giving people and organizations an opportunity to get out messages that otherwise would not be heard. 'Ōlelo's focus on the community (e.g., local events, board meetings), local cultures (e.g., Hawaiian, Korean, Samoa, etc), and youth involvement, was seen by users as promoting a stronger sense of community and unity. Many of the youth who responded mentioned how they believe they can carry lessons they have learned at 'Ōlelo throughout life. Many respondents had suggestions as to what could facilitate the PEG access work they do. Examples included more and/or updated equipment, more training, more advertising of when and what programs will be on, more hours of having facilities open, and more staff on hand for assistance.

1b. If No, what services or products would ‘Ōlelo have to provide for you to consider utilizing their facilities?

18% of all respondents said they were not active users of ‘Ōlelo services. Of those, a few commented on what ‘Ōlelo could provide in order for them to utilize their facilities. In summary, these include: bigger facilities, more room for groups; advertising for programs and schedules of programming; more media centers, more services for children and low income families, e.g., daycare. It should be noted that a few respondents who indicated that they are active users commented in both 1a and 1b.

2. What types of current ‘Ōlelo programming (or names of specific programs), if any, do you value most (use back of last page if necessary)?

Program Type (Category)	Percentage
Community events and stories (e.g., living histories, inspirational, sports) not otherwise seen on regular TV; community issues and promoting involvement; youth/school events; PSA; community bulletin board; promote community voice	15%
Education (non-commercial); documentary; distance learning; University courses	12%
Government hearings; neighborhood board and city council meetings	12%
Cultural and cultural events; ethnic diversity; language	10%
Local issues and news; social/political (not presented in mainstream media)	9%
Religious/spiritual	9%
Student/youth created programming; youth focused programs	7%
All, most, wide-range	7%
Hawaiian culture, issues, language, history	5%
Arts, music, and dance	4%
General; misc (only listed and counted if mentioned more than once): Health, Channel 53 specifically, environmental, history, programs for seniors, family strengthening, crafts, talk shows, etc.	10%

*277 comments were offered in response to this question.*

Specific Programs Respondents Most Valued	
OA in Paradise	My Hold Land peace specials on the International Affairs realm
Start T4	Today's Kupuna
Bravo Hawaii	Hawaii Okinawa Today
Samoa mo Samoa - 3	Talent Hawaii
Olaaa o Samoa	Shattered Dreams
Voice of Christ	Making Waves
Art Made Easy	Capitol Commentary
Power to the People	Kapuua with Percy Itara
Anti Blindfold	Private Journalism
Fresh Manner	Loose Change (911)
Discovering Truth	Hawaiian Sovereignty
Proper Force	GMO Controversy
Tuff Talk	Oahu Speaks!
Country Talk Story	Inside Honolulu Hale
808 Scene - 2	FAPE
Fighters Club TV	First Friday
Hawaii Sportsman TV	Farrakhan Speaks
Big TV	Prison Planet
Refreshment Center	Citizen Patrol
Today's Kapeena	Hula
Kupuna Connections	Kulaiwi!
Community Out Cry	Kahuku Fair
Deutche Welle	Hawaii Mission
First Friday	Academy Xmas Show
A'o Pohaku	JAH TV
Mo'Ōlelo	Brown Bags to Stardom
Stage Production	Searider News
Real Estate Investing	Nanakuli High and Inter. News
Financial Freedom	His Highest Praise Ministries
Democracy Now! - 4	
Island Connections	

*All responses are listed here.*

3. Are there other services or programming you would like 'Ōlelo to offer to better address community needs (use back of last page if necessary)?

The responses for this question varied greatly. As between comments regarding services and those regarding programming that 'Ōlelo could offer to better address community needs, we see almost a 50-50 split. Within each category there is a wide range of suggestions.

Services	43%
Programming	57%

***138 comments were offered in response to this question.***

In the service category, there were several comments indicating a desire for more equipment and updated technologies. This includes live streaming, the ability to submit programs on the Internet, and HDTV capabilities. Some respondents suggested the need for more and longer rentals of equipment, and music archiving. 'Ōlelo users would also like to have more media centers. Other suggestions include: all island access to programs, closed captioning, advertisement of programs and their schedules in local media, more channels such as a youth channel, an Hawaiian channel, and a Waianae channel, more 'Ōlelo outreach to community groups and organizations such as info on how to access 'Ōlelo and community resources.

The programming suggestions fell into four different groups.

The most popular group consisted of comments related to youth, schools, and education. A desire was expressed for 'Ōlelo to have a presence in all schools. Some would like to see more youth programming and/or programs made by youth. A separate youth channel was suggested by several respondents. Respondents would also like to see the coverage of more school events, such as high school sports and student presentations.

The second group of comments includes suggestions for live, interactive public meetings and hearings and for having all neighborhood meetings available to view. It was also suggested that there is a need for more political issues programs as well as new updates and international news.

Comments for the third group focused on cultural diversity and education. In particular, an interest was shown in having more programs about Hawaiian language and culture. There were suggestions for establishing a Hawaiian channel.

Lastly are suggestions related to general programming such as comedy, economics, cooking, parenting, family, senior issues, church services, 12-step programs, and locally produced and directed films.

4. Provide any other comments you may have on how current 'Ōlelo services do or do not help to meet community needs (use back of last page if necessary).

Respondents offered many expressions of appreciation for 'Ōlelo, as well as suggestions for improvement.

Positive Feedback	58%
Suggestions/Improvement	42%

***100 comments were offered in response to this question.***

More than half of the comments from respondents expressed approval and praise for ‘Ōlelo and its services, affirming its value to the community and its success in serving the community’s needs. Appreciation was expressed for ‘Ōlelo’s efforts at strengthening the community through promoting community awareness (e.g., through programming on cultural, community issues and events); and for giving voice to people’s different points-of-view and perspectives, allowing voices to be heard that otherwise would not be heard in the mainstream media. ‘Ōlelo services were seen as giving youth an opportunity to learn valuable skills and to participate in the community. ‘Ōlelo was seen as helping to empower youth with self-confidence through self-expression.

In addition to the expressions of appreciation, nearly half the comments from respondents were suggestions for how ‘Ōlelo could better meet the community’s needs. The most comments affirmed a need for more media centers, as well as bigger facilities for the more heavily used current locations. Respondents would like to have more equipment and updated technology, e.g., internet access to programs, podcasts, live streaming. Many also commented that more funding, with no cap and less regulation, would be necessary to achieve essential upgrades. More staff is desired for more assistance, and more hours of operation for greater accessibility. Some would like to see more outreach to the community, teachers, and students, and an increase in the number of programs in the schools. A few suggested more advertising about ‘Ōlelo services and publicity indicating when programs will be playing. A desire for the capability of viewing programs on an inter-island basis was also expressed by several respondents.

**Part C – Other Comments.** If you have any additional comments not addressed above regarding community needs that you believe should be addressed in the franchise renewal process please note them in the space below (use back of last page if necessary):

In this final opportunity for open comments offered by the questionnaire, many comments were devoted to repeated expressions of appreciation for ‘Ōlelo and its services, and an equal number to suggestions for future improvements. The need for adequate funding was often expressed, as was the desire to continue to have P, E, and G managed as a single PEG entity, as is currently done.

Appreciation for PEG and ‘Ōlelo	33%
Suggestions/improvements	32%
Funding	19%
Keeping P, E, and G together	16%

***118 comments were offered in response to this question.***

Specifically, for example, respondents’ praised ‘Ōlelo for providing unique communications opportunities and a voice for people and views otherwise unheard, while helping build and strengthen the community in many ways, especially including its youth. ‘Ōlelo staff is frequently specifically praised for their work.

Many suggestions for improvements focused on the need for regularly updating PEG technologies. Respondents want to be able to use the Internet more fully in making and

distributing their productions. Video on demand for PEG is greatly desired, along with podcasting, increased broadband speed, and greater computer capabilities at the centers. Other suggestions include a need to expand existing CMC facilities, create more CMCs, increase staff, and provide more channels, advertising and outreach. The suggestion was made to have a young adult (age 18-25) on the 'Ōlelo Board. There were also comments suggesting that 'Ōlelo could be more successful if there were less regulation of its operations from the State, and more cooperation from Oceanic Time Warner.

Funding issues were addressed by many respondents. The sense of most comments is that continued and increased funding is crucial for the continued success, expansion, and regular updating of 'Ōlelo facilities and services. It was requested many times by respondents that there not be funding reductions or caps on funding.

Finally, many respondents indicated a strong desire to have PEG be funded and managed as a single entity, not split up into separate P, E, and G functions. Comments also suggested the desire to have the P in PEG remain community-driven and in the hands of a non-profit, where it was seen as best able to serve as an alternative source of media access and free speech.

### **Introduction**

As part of the franchise renewal ascertainment effort, DCCA arranged July meetings for its staff and consultants with key government, education and non-profit stakeholders in the renewal process—entities currently heavily involved in the use of cable resources, with a strong interest in the future direction of cable-related services. These included:

- City and County of Honolulu City Council
- City and County of Honolulu – Mayor’s Media Team
- Legislative Public Access
- Institutional Network (I-Net) Partners
- Public Broadcasting Service (PBS Hawaii)
- Hawaii Educational Networking Consortium (HENC)
- ‘Ōlelo
- State Senators and Representatives

Below are summaries of the results of the meetings.

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### **Interview Summaries**

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#### **City and County of Honolulu Council**

**A. Participants:** Nestor Garcia – Council Member; Clayton B.K. Wong; Mark Segami; Gail Meyers.

**B. Date:** July 9, 2008

**C. Current use of the cable system:**

Telecasting of meetings, budget hearings, and other city council events.

**D. Anticipated needs and interests in the new franchise period:**

Council member Garcia noted that he was speaking for himself, and that the Chair speaks for the Council as a whole. He would like either direct funding to the City for government programming or free coverage by ‘Ōlelo so that the Council need not pay separately for production out of its own budget. He would like to expand coverage of City Council issues and events. For example, he suggested that individual council members could do video news releases (VNRs) if more support were available.

**E. Estimated financial value of the services provided through the cable system:**

Currently the Council spends about \$260,000 annually out of its own budget for production. The equipment is mostly provided by ‘Ōlelo. The Council receives no direct funds from the cable franchise, nor from ‘Ōlelo.

**F. Current services that would not be practically feasible without the support and resources of the cable system:**

Council news and events are covered by the broadcast media, but not to the extent of the events shown on access channels.

***G. Importance to the organization to have the support of the cable company and its resources to carry out plans over the period of the new franchise:***

Council Member Garcia expressed his opinion that the cablecasting of government meetings and other matters pertaining to local and state government issues is highly important, especially in Hawaii.

***H. Relevant documentation available:***

Meeting attendees indicated that they would submit written commentary, including from the office of the Council Chair.

***I. Other comments relevant to ascertaining community needs pertaining to the cable television franchise renewal:***

- Perception that there is some loss in signal quality between the point of origin at City facilities and the viewers at home
- Interest in possible separation of responsibility for public, educational, and government access
- Interest in Council representation on the Cable Advisory Committee
- Interest in Video on Demand (VOD) for Council coverage in the future
- Interest in possibility of two G channels: one for State, one for City/County

### **City and County of Honolulu – Mayor’s Media Team**

***A. Participants:*** Mayor Mufi Hannemann; Greg Hirata; Keith Rollman; Bob Pritchard; Bill Brennan; Marcus Owen; other team members.

***B. Date:*** July 11, 2008

***C. Current use of the cable system:***

“Mayor’s Report” shows are produced weekly and cablecast. Other productions include, for example, community events, explanations of the budget process, and recycling education. City departments may also contract their own programming. Neighborhood boards may arrange on their own for ‘Ōlelo production

***D. Anticipated needs and interests in the new franchise period:***

The group indicated it would submit a list of anticipated needs, including those of particular City departments. Comments during the meeting included expression of the following needs and interests:

- Direct funding provided to the City for cable programming.
- Possibility of splitting PEG into separate P, E, and G management.
- More programming, to be supported by more funding
- Need to improve the signal quality, overcoming the degradation between points of City origination and home viewers

- I-net or comparable connection between City facilities and the Federal Building
- Direct fiber connection from City facilities to Oceanic Headend
- Gavel to gavel coverage of Neighborhood Boards
- HDTV for City and other PEG programs
- Emergency override capabilities
- Internet streaming of City programming
- A separate City government channel

***E. Estimated financial value of the services provided through the cable system:***

The Mayor's Office pays for its own executive producer. The Mayor's Office receives no direct funding under the current cable franchise, but can receive grants from 'Ōlelo (e.g., \$42,000 for staff, tape, supplies, etc., in addition to services).

***F. Current services that would not be practically feasible without the support and resources of the cable system:***

Council news and events are covered by the broadcast media, but not to the extent of the events shown on access channels.

***G. Importance to the organization to have the support of the cable company and its resources to carry out plans over the period of the new franchise:***

Government Access capability is critical to achieve current and future communication with the public beyond what is provided by broadcast media.

***H. Relevant documentation available:***

Greg Hirata indicated he would submit a more detailed list of perceived needs, including those of particular City agencies.

***I. Other comments relevant to ascertaining community needs pertaining to the cable television franchise renewal:***

None.

## **Legislative Public Access**

**A. Participants:** Suzanne Marinelli – Public Access Coordinator

**B. Date:** July 10, 2008

***C. Current use of the cable system:***

About 250 hours per year of legislative hearings are cablecast, plus a few general sessions of the Legislature and a few series with smaller groups.

***D. Anticipated needs and interests in the new franchise period:***

- Ability to record and cablecast multiple simultaneous hearings (two can be done currently)
- Video Internet streaming of Legislative meetings

**E. Estimated financial value of the services provided through the cable system:**

Each chamber has a contract for \$87,500 for production, out of the Legislature's budget. 'Ōlelo provides the equipment. The Legislature does not currently receive direct funding under the cable franchise.

**F. Current services that would not be practically feasible without the support and resources of the cable system:**

The cablecasting of legislative business is uniquely dependent on government access cable resources.

**G. Importance to the organization to have the support of the cable company and its resources to carry out plans over the period of the new franchise:**

The Public Access Coordinator believes that the cablecasting of Legislative business is highly important for open democratic government: "five-plus on a scale of 1-5, for the people of Hawaii."

**H. Relevant documentation available:**

List of public access statistics – none are specific to cablecasting, but many are indicative of citizen interest in Legislative information. For example, in 2006-2007 over 12,000 filings of e-mail testimony were submitted.

**I. Other comments relevant to ascertaining community needs pertaining to the cable television franchise renewal:**

The relationships with the contractor who does the production of the legislature programming, and with 'Ōlelo, have been good.

**Institutional Network (I-Net) Partners (UH, ICSD, DOE, DCCA)**

**A. Participants:** David Fujimoto – State Information and Communications Services Division; Gwen Nakahara – State Information and Communications Services Division; Garret Yoshimi – University of Hawaii Information Technology Services; Galen Onoe - Department of Education.

**B. Date:** July 9, 2008

**C. Current use of the cable system:**

The State's I-NET is the principal network that provides for two-way broadband telecommunications capabilities among State government and educational institutions across all islands.

**D. Anticipated needs and interests in the new franchise period:**

- Preserve and maintain the existing network
- Expand the network to a backlog of facilities not currently served (e.g., certain schools), and to higher bandwidth for intra- and inter-island transmission
- Replace and upgrade plant as it ages, more critical now with aging fiber
- Achieve timely response to requests to Oceanic for new connections (delays may be attributable to delays in obtaining pole attachment permits)
- Receive continued financial support for at least some connections "free" to the user agencies

**E. Estimated financial value of the services provided through the cable system:**

The cost of replacing these services by means other than the I-Net would be very high—tens of millions. (DCCA estimates \$40M-\$50M).

**F. Current services that would not be practically feasible without the support and resources of the cable system:**

Significant portions of activity—involving classes, back-office systems, access to the Internet, etc.—in both higher education and K-12 education, would simply cease without the I-Net.

**G. Importance to the organization to have the support of the cable company and its resources to carry out plans over the period of the new franchise:**

The continued support of the cable company for the I-Net is “mission-critical” for the user organizations. Presently, many of the basic functions of these institutions could not be carried on without it.

**H. Relevant documentation available:**

- Estimate of the costs of using alternatives to the I-Net (Gwen)
- Backlog list of facilities awaiting connection to the I-Net

**I. Other comments relevant to ascertaining community needs pertaining to the cable television franchise renewal:**

The I-Net does not currently serve the judicial branch or the State hospital, but could do so.

**Public Broadcasting Service (PBS Hawaii)**

**A. Participants:** Leslie Wilcox—CEO; Robbie Alm; Neil Hannahs—Board Member

**B. Date:** July 11, 2008

**C. Current use of the cable system:**

As a local broadcaster HPBS is a must-carry service on the cable system.

**D. Anticipated needs and interests in the new franchise period:**

- HPBS seeks continued financial support through the cable TV franchise, generally to be spent on infrastructure, operations, and equipment.
- Additional resources for digital transition

**E. Estimated financial value of the services provided through the cable system:**

HPBS currently receives one percent of cable TV gross revenue. There is no separate funding for capital.

**F. Current services that would not be practically feasible without the support and resources of the cable system:**

About 40 percent of HPBS revenue comes from the cable TV fee (all islands). All services depend on cable franchise revenue support.

**G. Importance to the organization to have the support of the cable company and its resources to carry out plans over the period of the new franchise:**

HPBS considers this source of funding to be critical to sustain its basic operations, a “matter of life or death” to its services.

**H. Relevant documentation available:**

HPBS viewership statistics

**I. Other comments relevant to ascertaining community needs pertaining to the cable television franchise renewal:**

The receipt of cable TV funding helped to restore HPBS to a sustainable footing when other revenue sources dissipated in the early 1990s.

Future projects include online video streaming of programs, Video on Demand capability for HPBS

**Hawaii Educational Networking Consortium (HENC)**

**A. Participants:** David Lassner – University of Hawaii Information Technology Services; Robert Witt – Hawaii Independent Schools; Galen Onoe - Department of Education; Marlon Wedemeyer – HENC Program Director; Gwen Nakahara – State Information and Communication Services Division; Geriann Hong – Department of Education; Representative - University of Hawaii; Garret Yoshimi – University of Hawaii Information Technology Services; Arnold Kishi

**B. Date:** July 10, 2008

**C. Current use of the cable system:**

The University of Hawaii programs one channel for higher education and the Department of Education programs one channel for K-12. Independent schools submit programming for both channels. The programming includes credit courses, workforce development training, in-service training for school staff, and other educational offerings.

**D. Anticipated needs and interests in the new franchise period:** List provided by Marlon Wedemeyer (July 11, 2008 e-mail)

- Separation of the Educational Access (EA) portion of PEG from Public and Government access, with responsibility assigned to HENC
- Direct assignment of two analogue cable channels to EA. These should have consistent numbering on all islands and would ideally be in lower numbers, consistent with the placement of religious channels.
- Direct assignment of a fixed percentage of access funding to support EA programming by accredited education in Hawaii. Ideally this would be a minimum of one-third of total PEG access revenues.
- Direct physical connection from UH and DOE Headends to Oceanic for EA program origination
- Allocation of Oahu access capital funding to EA to maintain and expand studio, Headend and playback capabilities
- Replacement of the existing PEG-Net distribution system, which was specified and deployed by Oceanic in the early 1990s
- Deployment of Digital Voice Recorder (DVR) set-top boxes to K-12 school classrooms

- Allocation of a minimum of two digital channels to EA to demonstrate and roll-out educational video on demand (VOD) capabilities to the community
- Provision of promotional spots for Education on non-Access cable TV channels to build value and viewership for EZ channels
- Provision on a regular basis of data on viewership of EA channels and programming

***E. Estimated financial value of the services provided through the cable system:***

- HENC now receives 25 percent of PEG funds (25% of 'Ōlelo's 3% access of PEG funds) through an agreement with 'Ōlelo. HENC distributes these funds to constituent partners.
- Higher education receives about 25 percent (estimated) of its video budget from HENC. The DOE receives about 33 percent (estimated) of its video budget from HENC.
- HENC currently receives no cable TV funds for capital expenditures.

***F. Current services that would not be practically feasible without the support and resources of the cable system:***

The cable system is perceived to be the best practical means to make educational video accessible to the majority of Hawaii residents. Expense and signal quality issues limit the feasibility of broadcast TV as an alternative. Presently, the video quality would be inferior on the Internet.

***G. Importance to the organization to have the support of the cable company and its resources to carry out plans over the period of the new franchise:***

See response to F above.

***H. Relevant documentation available:***

- 1988-89 needs assessment
- 2007 needs assessment (available on HENC web site)

***I. Other comments relevant to ascertaining community needs pertaining to the cable television franchise renewal:***

- HENC believes video-on-demand channels would serve educational needs well, but the value is presently constrained by the fact that currently only about 50 percent of cable subscribers have digital capability.
- HENC believes that their educational programming is not currently marketed well on other channels of the cable system

## **'Ōlelo Community Television**

**A. Participants:** Keali'i Lopez (July 14 and 16); Gerry Silva (July 14); Dawne DePonte (July 14); Staff at Community Media Centers (July 14)

**B. Date:** July 14 and 16, 2008

***C. Current use of the cable system:***

'Ōlelo is responsible for public, educational and government access on the cable system on Oahu and currently programs six channels. Two of these are currently committed to education. 'Ōlelo currently operates six Community Media Centers around Oahu where members of the

public or organizations can receive training and assistance in producing video programming. The public may use equipment provided through these community facilities.

**D. Anticipated needs and interests in the new franchise period:**

‘Ōlelo will provide a written statement. (See **Appendix A**)

**E. Estimated financial value of the services provided through the cable system:**

- ‘Ōlelo receives three percent of the gross subscriber revenue of the cable TV system, with 25 percent of this amount currently, by contract, passed through to HENC, the educational consortium. ‘Ōlelo ended 2007 with a cash reserve of \$5.52m, and received \$4.50m from franchise fees in 2008. The three percent amount is currently modified by a “cap” formula.
- ‘Ōlelo currently receives an annual contribution from Oceanic for capital (about \$823,000 in 2008).

**F. Current services that would not be practically feasible without the support and resources of the cable system:**

‘Ōlelo would likely not exist without the support provided through the cable TV franchise.

**G. Importance to the organization to have the support of the cable company and its resources to carry out plans over the period of the new franchise:**

See response to F above.

**H. Relevant documentation available:**

- Telephone surveys of viewers (three years)<sup>4</sup>
- Telephone surveys to ascertain community needs
- Focus group results (two years ago)
- ‘Ōlelo community forum results ((June 30 – July 2, 2008)
- ‘Ōlelo future planning document(s)

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<sup>4</sup> The consultants were able to examine these surveys, which were conducted by Ward Research. The results were summarized in a draft report to ‘Ōlelo by the Buske Group, *Summary Analysis of Activities and Research Regarding ‘Ōlelo Community Television*, which was submitted to DCCA. Among other findings, the report of statistics included the following:

*Two telephone surveys have been conducted in the past year. The results of these surveys reveal a number of all-time high percentages of respondents that indicated interest in and viewership of PEG Access programs:*

- *The percentage of survey respondents that said they had watched the ‘Ōlelo PEG Access channels increased substantially, from about 40% in telephone surveys conducted in 2000, 2004 and 2006 to 61% in 2008.*
- *When asked to indicate how valuable PEG Access programs are, an average of about 80% of the cable subscribers in the 2000, 2004 and 2006 telephone surveys said they are “very” or “somewhat” valuable. This percentage increased to 88% in the 2008 telephone survey.*
- *In an August 2007 survey, at least three-fourths of the cable viewers from East Honolulu (75%), Kalihi (77%), Waipahu (77%) and Wahiawa (83%) said that a PEG Access training facility would be a “very” or “somewhat” valuable addition to their community.*
- *In an August 2007 survey, nearly half of the respondents from Kalihi (48%), Wahiawa (46%) and Waipahu (45%) said that they would be “very” or “somewhat” likely to sign up for training in video production at an ‘Ōlelo satellite facility if one was located in their community.*

- Projected capital budget
- Relevant statistics (number of persons trained, hours of first-run and repeat programming, hours produced locally, etc.)

***I. Other comments relevant to ascertaining community needs pertaining to the cable television franchise renewal:***

- 'Ōlelo perceives its mission to include community building and empowerment, with technology serving as an important tool.
- 'Ōlelo would like to add Community Media Centers in other neighborhoods around Oahu that are not currently as well served.

### ***State Senators and Representatives***

The results of interviews with these statewide political stakeholders, who vote on State budgets affecting all cable regulation, are presented in the same format as those above. However several of the categories in the format are marked N/A to indicate that the information is either not feasibly available or applicable, or that it is represented in the information already provided by interviewees previously listed.

#### **State Senators**

**A. Participants:** State Senators Carol Fukunaga, Will Espero, Les Ihara, Clarence Nishihara

**B. Date:** July 16, 2008

***C. Current use of the cable system:***

About 250 hours per year of legislative hearings are cablecast, plus a few general sessions of the Legislature and a few series with smaller groups. However, the Senators politically represent the larger State-wide interest in the cable franchise, and expressed particular interest in and support for the current cable benefits to the state such as the I-Net infrastructure, PEG Access services, Hawaii Public Broadcasting, and the work of 'Ōlelo to develop Community Media Centers and work with Hawaii's youth.

***D. Anticipated needs and interests in the new franchise period:***

- Heed the recommendations of the Hawaii Broadband Task Force regarding the early wide deployment of high-speed broadband and digital services for residents, as well as for government, education and health care applications.
- Support PEG Access in the transition to digital transmission and high definition television requirements.
- Provide for system upgrade requirements.
- Expand number and use of Community Media Centers co-located at schools.
- Continue to support Hawaii Public Television.

***E. Estimated financial value of the services provided through the cable system:***

N/A

***F. Current services that would not be practically feasible without the support and resources of the cable system:***

N/A

***G. Importance to the organization to have the support of the cable company and its resources to carry out plans over the period of the new franchise:***

N/A

***H. Relevant documentation available:***

Please see letter provided by the Senators, included in the Appendices to this report.

***I. Other comments relevant to ascertaining community needs pertaining to the cable television franchise renewal:***

Additional interests expressed in the meeting included:

- Video-on-demand applications to help deliver State services (e.g., home health care)
- Web-casting of Senate events
- A dedicated statewide channel

## **State Representative Glenn Wakai**

***A. Participants:*** State Representative Glenn Wakai

***B. Date:*** July 11, 2008

***C. Current use of the cable system:***

About 250 hours per year of legislative hearings are cablecast, plus a few general sessions of the Legislature and a few series with smaller groups. However, Representative Wakai politically represents the larger State-wide interest in the cable franchise, and expressed particular interest in modifying the level of support and accountability for PEG Access services.

***D. Anticipated needs and interests in the new franchise period:***

- Look into tying the level of PEG Access support to the level of viewership
- Consider reducing the number of Access channels
- Consider omitting foreign programming from PEG Access
- Generally attempt to provide for a leaner PEG Access operation.

***E. Estimated financial value of the services provided through the cable system:***

N/A

***F. Current services that would not be practically feasible without the support and resources of the cable system:***

N/A

***G. Importance to the organization to have the support of the cable company and its resources to carry out plans over the period of the new franchise:***

N/A

**H. Relevant documentation available:**

Please see Representative Wakai's letter, included in the Appendices to this report.

**I. Other comments relevant to ascertaining community needs pertaining to the cable television franchise renewal:**

Representative Wakai expressed support for PEG Access as an important service in Hawaii, but wished to see it made leaner.

**State Representative Kyle Yamashita**

**A. Participants:** State Senator Kyle Yamashita

**B. Date:** July 9, 2008

**C. Current use of the cable system:**

About 250 hours per year of legislative hearings are cablecast, plus a few general sessions of the Legislature and a few series with smaller groups. However, Representative Yamashita represents the larger State-wide interest in the cable franchise, and expressed particular interest in ensuring the effectiveness of PEG Access services.

**D. Anticipated needs and interests in the new franchise period:**

- Ensure that 'Ōlelo's performance is effective by comparison with other PEG operations in the nation.
- Consider possibility of trading other new forms of PEG support from Oceanic as an alternative to maintaining the 6<sup>th</sup> Access Channel as currently provided.
- Ensure that there are accurate means of identifying 'Ōlelo's viewership.

**E. Estimated financial value of the services provided through the cable system:**

N/A

**F. Current services that would not be practically feasible without the support and resources of the cable system:**

N/A

**G. Importance to the organization to have the support of the cable company and its resources to carry out plans over the period of the new franchise:**

N/A

**H. Relevant documentation available:**

N/A

**I. Other comments relevant to ascertaining community needs pertaining to the cable television franchise renewal:**

N/A

### ***Introduction and Summary of Findings***

DCCA solicited written comments from the public as part of its effort to ascertain community needs and interests relative to the franchise renewal process. Requests were made for written feedback at the community forums, stakeholder interviews, on the DCCA website, and in other communications. 'Ōlelo and PBS made efforts of their own to publicize the opportunity for feedback to the renewal process. More than 150 letters and emails were received at DCCA by the deadline of September 30, 2008. We have summarized the content of all the letters received, and the summaries are included in the appendices to this report. Also included are complete copies of letters from official representatives of entities interviewed as stakeholders by DCCA. We particularly refer the reader to this appendix, as much care was spent in composing many of the letters. They include a great number from the general public, as well as others from representatives of the State Senate, the State House of Representatives, the Department of Education, HENC, the University of Hawaii, 'Ōlelo, Hawaii Public Broadcasting System, Association of Hawaii Independent Schools, Honolulu Mayor's Office, the Office of Hawaiian Affairs, the Neighborhood Commission, and other Oahu entities with much at stake in the franchise renewal process.

The letters received fell into four categories, involving reference to the following issues or entities. We highlight below some of the principle ideas in the letters from each:

- **Educational use of the cable system, the role of HENC**

Letters generally voiced appreciation for the support provided for educational programming and the I-Net, and expressing the need for it to continue. Suggestions were made to change the funding, technical and management arrangements by which PEG is delivered, so that HENC would directly manage Educational Access channels, there would be direct transmission of educational programming to the Oceanic Headend, and funding for Educational Access would go directly to HENC. Other suggestions called for putting DVRs in K-12 classrooms, and other programming technology and distribution.

- **PEG access and 'Ōlelo**

Many letters were received whose content comported generally with the results of the community forums and the community questionnaire results. Thus there were many expressions of appreciation for 'Ōlelo's service to the community, and its community building role, especially among youth. There are also some criticisms (including one letter suggesting that 'Ōlelo funding and channel capacity be significantly reduced and that the organization's accountability be strengthened), as well as suggestions for improvement in accessibility to the public, relationship to E and G, technology, facilities, equipment, channel capacity, inter-island programming capability, etc. The need for stable and increased funding was a consistent theme ('Ōlelo management proposed specific alternatives for stable future funding), and technology improvements), as was the need for additional Community Media Centers, and the desire not to split up PEG access into components (e.g., into P, E, and G), but to continue the funding and management of PEG access as a single entity.

- **Support for Hawaii Public Broadcasting System**

Many, many very brief letters were received from viewers of PBS, expressing strong appreciation for its work, and encouraging the State to continue or increase PBS funding for the future. PBS management and Board members and others also wrote with more specific outlines of the particular benefits of PBS, including its non-commercial nature, its independence, its quality of programming, its technical excellence, its established large viewership.

- **General franchise renewal issues**

Several letters were received addressing a broad range of needs to be attended to in the franchise renewal process. Issues addressed included: support of I-Net; PEG access and 'Ōlelo funding, programming, channels, etc; stable funding for Hawaii Public Broadcasting; 'Ōlelo satellites located in education facilities; accelerating transition to cable digital, including for govt., education, health care; digital capability, HDTV for PEG access; and system upgrade requirements.

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## **CUSTOMER SURVEY**

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### ***Introduction and Summary of Findings***

As part of the ascertainment of community needs and interests involved in the franchise renewal process, DCCA conducted a brief written survey of customer opinion on various topics related to services provided by Oceanic. The survey was distributed at each of the three Public Meetings placed in the DCCA web site, made available at DCCA's office. Forty-six completed surveys were collected by DCCA through September 30, 2008. Of these, 36 were from Oceanic cable subscribers. Written surveys like this one involve self-selected respondents, and thus typically make no claim to statistical validity. However, they can be of considerable help in identifying the nature of the concerns that have prompted a survey response.

The survey, with some of its results, is included among the appendices to this report. It includes questions regarding TV reception, telephone response; web and email customer service; repair service; billing; courtesy; and comparison with phone and electric service.

## COMPLIANCE REVIEW

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In accordance with federal Cable Act guidelines, a compliance review has been undertaken on behalf of DCCA, examining the cable company's past adherence to the principal requirements set forth in the several documents which govern Oceanic's franchise obligations to the State. Among other documents we examined for this effort are the following:

- Provisions of Hawaii Revised Statutes
- Hawaii Administrative Rules
- D&O's of the DCCA, including 320, 310, 261, 243, 158, 156, 154, and 135.
- An 8/11/2000 DCCA Letter Order to Oceanic
- FCC regulations governing cable system technical standards
- DCCA's tracking system for cable company reporting requirements

In addition we interviewed DCCA staff, 'Ōlelo staff, UH staff, DOE staff, I-Net management, and Oceanic staff. We also made use of the engineering review completed by Brian Nordlund, which is part of this report.

A detailed outline of our findings is represented in the chart below. In brief, the cable company is in full or substantial compliance on all the requirements we examined; however some required reports were submitted late, and so noted.

**COUNTY OF OAHU  
OCEANIC CABLE COMPLIANCE CHART**

REQUIREMENT	SOURCE DOCUMENT(s)	COMPLY	NOTE
Annual Customer Satisfaction Survey	8/11/00 Letter (Ltr) Order	<b>Yes</b>	2006, 2007 (with time extension) completed. 2008 due 12/31.
FCC CLI Test Results, 30 days from test	SS16-131-47, Hawaii Administrative Rules (HAR)	<b>Yes</b>	Regularly provided
Feasibility of Cable Service to Unserved Communities Report, annually	D&O 261	<b>Yes</b>	2006, 2007 completed, 2008 due 12/31.
Access Operating Fee to 'Ōlelo	D&O 154, Sec. 5	<b>Yes</b>	Paid 1/31 of 2006, 2007, 2008. Amounts verified in periodic franchise fee reviews by Merina & Co.
Access Capital Funds Payment to PEG (\$823k/yr thru 1/31/2009)	D&O 310 (amends D&O 154, sec. 5)	<b>Yes</b>	Paid 1/31 of 2006, 2007, 2008
Report on Ownership- 1 or more %	SS16-131-43, HAR	<b>Yes (Late)</b>	Provided 2-5 months past due in years 2006-2008.
Report on Financial Condition	SS16-131-44, HAR	<b>Yes</b>	Provided on time in years 2006-2008
Report on Construction Annually	SS16-131-45, HAR	<b>Yes (Late)</b>	Provided on time in 2006, approximately 2 months late in 2007, 2008
Report on Complaints	SS16-131-46, HAR	<b>Yes (Late)</b>	Provided approximately 1-2 months late in years 2006-2008
Report on Proof-of-performance testing	SS16-131-47, HAR	<b>Yes (Late)</b>	Provided approximately 1-2 months late in years 2006-2008
Report on Production & Programming Activities	SS16-131-48, HAR	<b>Yes</b>	Provided on time in years 2006-2008
Written Verified Statement of the Reserve Account Even if Zero Balance	D&O 261, sec. 5	<b>Yes (Late)</b>	Provided on time in 2007, but approximately 2-5 months late in 2006 and 2008.
Quarterly Progress Reports for Local Help Desk Support Internet Access	8/11/00 Ltr Order	<b>Yes (Late)</b>	Provided on time in 2007 and 2008, but 1 month Late in 2006

Quarterly Reports-Sub act, revenues, personnel, service , etc.	SS16-131-50, HAR	<b>Yes (Late)</b>	Provided on time in 2007 and 2008, but 1 month late in 2006
Report on Financial Condition	SS16-131-44, HAR	<b>Yes</b>	Provided on time or within a few days of on time in years 2006-2008
Monthly Customer Service Performance Report (FOR ALL SYSTEMS)	8/11/00 Letter Order	<b>Yes (Late)</b>	Provided, but up to 5 months late in years 2006-2008
Report on Construction Monthly	SS16-131-45, HAR	<b>Yes</b>	Provided on time, or within a few days of on time in years 2006-2008
Report on Interruptions-Major System Faults	SS16-131-49, HAR	<b>Yes</b>	Provided substantially on time in years 2006-2008
Provide 5 access channels	D&O 320 (amnd. 154, sec. 5; D&O 261	<b>Yes</b>	
Provide 6 <sup>th</sup> channel for one year, notify DCCA when channel is ready for programming	D&O 320, sec. IV,A	<b>Yes</b>	
Implement revised Late Fee (Administrative Fee) procedure by 11/1/2000	8/11/00 Ltr Order	<b>Yes</b>	
Calculate franchise fee as % of subscriber monthly subscription, starting 1/1/2001	8/11/00 Ltr Order	<b>Yes</b>	
Do not pass on costs of 750 MHz upgrade to customers	8/11/00 Ltr Order	<b>Yes</b>	Was not included in subsequent rate requests
Provide 10 additional I-Net sites, at request of Director, at no charge	8/11/00 Ltr Order (cf. D&O 243)	<b>Yes</b>	
Provide discount for senior citizens in bulk MDUs from 10/1/2000	8/11/00 Ltr Order	<b>Yes</b>	No outstanding compliance issues. Discounts are available from Oceanic for bulk customers serving senior citizens.
Pay HPBA 1% of gross revenues annually, from 4/1/1993	D&O 261 (Amends 154)	<b>Yes</b>	Amounts verified in periodic franchise fee reviews by Merina & Company, LLC.

Deposit any positive difference between access operating fee and 3% of gross revenues into fund for I-Net	D&O 261 (Amend 154)	<b>Yes</b>	Verified in annual reports from company
Connect UH/HCC facility at Barber's Point, and UH West Oahu campus, w/in 6 months of Director's request	D&O 243, HRS 440-G, sec. 8.2	<b>Yes</b>	No outstanding issues discovered; West Oahu campus has not been built; Barber's Point has been requested, and should be done pending access to physical path.
Interconnect all schools and libraries to system, Provide cable drop and basic service, w/in 6 months of Director's request	D&O 243, HRS 440-G, sec. 8.2	<b>Yes</b>	Every facility is either connected, or has declined.
Upgrade system to 750 MHz, minimum 80 channels, by 12/31/1997	D&O 158	<b>Yes</b>	
Establish Development Fund II, w/ annual contributions of greater of \$10mil or 10% of gross revenues	D&O 158	<b>Yes</b>	Upgrade made this requirement moot.
Connect I-Net from Civic Center to Oceanic Headend, UH, KCC, Kapolei/Ewa at no charge	D&O 156, sec. 8 (amends 154)	<b>Yes</b>	
Connect additional I-Net sites at cost of labor & materials, at Director's request	D&O 156, sec. 8 (amends 154)	<b>Yes</b>	No unfilled requests.
Maintain and repair I-Net connections at no cost to State, replace at company's cost of labor and materials	D&O 156, sec. 8 (amends 154)	<b>Yes</b>	No outstanding issues discovered; some speeding up in scheduling could be useful; where delays have occurred, it has mainly been due to problems getting access to poles.
Pay franchise fees on annual gross revenues	D&O 154, HRS 440G as amended	<b>Yes</b>	
Upgrade system to 360 MHz, additional 10 channels, by 12/31/1991	D&O 154, sec 3	<b>Yes</b>	Exact time cannot be determined.
Fiber upgrade to 450 MHz and 60 channels, by 12/31/1998, or alternative to be approved by	D&O 154, sec. 4	<b>Yes</b>	Upgrade has been done to 750MHz

Director, with planning requirements			
Provide emergency override system, as specified	D&O 154, sec. 5	Yes	Center is in State Civil Defense Center in Diamond Head. State can initiate override. System allows crawl above existing video, with audio capability. Message pre-set by State Civil Defense. System follows State EAS requirements under FCC.
Provide cable service—drop and basic service—to Waiahole Elementary School, and any school in Juvenile Detention and Correctional facilities	D&O 154, sec. 5, HRS 440-G, sec. 8.2	Yes	No compliance issues outstanding. Waiahole and other elementary schools are served under TW corporate Social Contract. Service is available from Oceanic to schools in juvenile detention facilities.
Put contact info for CATV Division on subscriber bills	D&O 154, sec. 6	Yes	
Maintain at least 2 customer service offices with specified hours and functions	D&O 154, sec. 6	Yes	One at Millilani, one at Sears in Ala Moana shopping center.
Maintain publicly listed local telephone number for customer service, with specified hours and functions	D&O 154, sec. 6	Yes	
Provide installation service at specified minimum hours (8 hrs weekdays & Saturdays)	D&O 154, sec. 6	Yes	
Provide repair service at specified hours 12 hrs weekdays, 8 Sat, Sun, holidays		Yes	
Provide specified broad categories of programming	D&O 154, sec. 7	Yes	
Provide & maintain upstream PEG connections from origination sites at UH, LCC, PEG studio, DOE, 3 sites in Civic Center, at no charge	D&O 154, sec. 8	Yes	

Provide & maintain upstream PEG connections from origination sites at high schools— Moanalua, Kalaheo, Campbell, McKinley—at cost of labor & materials	D&O 154, sec. 8	Yes	No compliance issues at present. McKinley is connected, but without equipment. Only active producer of programs for distribution (Kalani—for distance learning) is connected and equipped. Remaining high schools have not been requested for connection to PEG-Net.
Provide & maintain upstream PEG connections from origination sites upon notice from Director, at cost of labor & materials	D&O 154, sec. 8	Yes	
Provide and maintain fiber interface with HITS, upon notice from Director, at no charge	D&O 154, sec. 8	Yes	
Meet FCC system technical performance standards	FCC regs, Part 76, D&O sec. 11.5, HRS 440-G, sec. 8.1	Yes	Need to further examine quality of PEG signal transmissions
Meet FCC CLI (signal leakage) standards	FCC regs, Part 76, D&O sec. 11.5, HRS 440-G, sec. 8.1	Yes	Engineering review included examination of October, 2007 CLI test results
Pay 1 % of Gross Revenues from standard service and below (.6% of gross Revenues) for DCCA Cable Division administrative costs		Yes	Amounts verified in periodic franchise fee reviews by Merina & Company, LLP
Maintain insurance, bonds, other sureties as required		Yes	Compliance representation was made by Oceanic
Timely filing of rates and charges for service, other required tariff information	SS16-131-27, HAR; HRS 440G-11	Yes	

## FINANCIAL REVIEW

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### Background

Chapter 440G of the Hawaii Revised Statutes (HRS), which is known as the Hawaii Cable Communications Systems Law, sets out the factors and requirements for renewal of a cable franchise. Specifically, § 440G-10 provides for the form of the application to be prescribed by the director of the Department of Commerce and Consumer Affairs (DCCA). This basic requirement is described in more detail in Hawaii Administrative Rules (HAR) Title 16, Chapter 133, Subchapter 3 Special Procedure for Renewal Application. HAR § 16-133-28(b) states facts required under HRS 440G-6, specifically, HRS § 440G-6(b) (2) which requires “The financial...qualifications of the applicant” be set forth to enable the director to make a decision on the cable franchise application. This section of our report responds to those requirements.

### General Conclusion

Based on the information provided and the results of our analysis, we conclude that the financial status and performance of Oceanic Time Warner Cable (Oahu) show a sound financial base and consistent profitable operating results. If history is an accurate roadmap to the future, Oceanic should be able to easily meet the requirements of the proposed franchise renewal.

It should be noted, however, that Oceanic is a division of Time Warner Entertainment Company, L.P. (TWE) which in turn is a subsidiary of Time Warner Cable, Inc. (TWC). The majority of TWC (84%) is owned by Time Warner, Inc. (TWI). Accordingly, Oceanic has no separate legal status or existence. This corporate hierarchy gives rise to two significant issues affecting the Oahu cable franchise:

- Oceanic’s resources are under the control of TWE’s management. Additionally, Oceanic’s assets are legally available for the satisfaction of debts of TWE and TWC.
- On May 20, 2008 Time Warner announced that it will completely split with Time Warner Cable, spinning off its 84 percent stake to shareholders. This now set to occur during the first quarter of 2009. At this time it is not possible to predict what effect that spinoff will have on TWC, TWE, and ultimately Oceanic although it is known that TWC will have to incur a significant amount of debt to accomplish the divestiture.

### Specific Findings

#### Subscriber Information

Oceanic’s Market Penetration			
	2007	2006	2005
Number of homes passed	403,015	398,578	394,610
Number of subscribers	285,811	284,037	282,225
Penetration	70.9%	71.3%	71.5%

Time Warner Cable's Market Penetration (in thousands)			
	2007	2006	2005
Number of homes passed	26,526	26,062	16,338
Number of subscribers	13,251	13,402	9,384
Penetration	50.0%	51.4%	57.4%

Oceanic's market penetration is very healthy at around 71% and compares quite favorable with the total company's average which is in the 50% range. Oceanic's market penetration is in a slight but steady decline. The significant additional penetration achieved by Oceanic is clearly the result of a lack of competition.

Oceanic's Average Monthly Basic Revenue per Subscriber			
	2007	2006	2005
Average total revenue per month	\$9,515,717	\$9,195,340	\$8,780,164
Number of subscribers	285,811	284,037	282,225
Average monthly subscriber revenue	\$33.29	\$32.37	\$31.11

Time Warner Cable's Average Monthly Basic Revenue per Subscriber			
	2007	2006	2005
Average total revenue per month	\$525,191,667	\$413,400,000	\$337,456,667
Number of subscribers	13,251,000	12,614,000	8,603,000
Average monthly subscriber revenue	\$39.63	\$32.77	\$39.23

Oceanic's average monthly basic revenue per subscriber is about 16% less than the company as a whole. Oceanic believes that in Hawaii there are a large number of bulk accounts which, because they are discounted considerably, will impact the average monthly subscriber revenue when compared to company-wide averages. Approximately 17% of Oceanic's subscribers are bulk accounts.

### Financial Information

We analyzed Oceanic's financial statements for the most recent three years to provide a gauge as to the company's financial position and the results of its operations. These statements had been subject to review by the auditor's of Time Warner Cable, Inc. who issued their independent accountant's review report on them.

Balance Sheets	2007	2006	2005
Cash and receivables	\$ 20,227	\$ 19,511	\$ 17,637
Property, plant, and equipment, net	242,559	236,115	216,304
Intangible assets, net	22,107	22,840	23,572
Total assets	\$284,933	\$278,466	\$257,513
Accounts payable	\$ 46,104	\$ 42,464	\$ 37,962
Deferred revenue	18,064	16,754	14,640
Long term liabilities	590	654	420
Total liabilities	64,758	59,872	53,022
Net assets	220,175	218,594	204,491
Total liabilities and net assets	\$284,933	\$278,466	\$257,513

Income Statement and Change in Net Assets	2007	2006	2005
Revenues	\$ 318,274	\$ 291,287	\$ 258,411
Cost of revenues	(107,464)	(96,525)	(84,881)
Selling, general, and administrative	(82,800)	(75,578)	(72,265)
Depreciation and amortization	(44,635)	(40,684)	(40,223)
Operating income	83,375	78,500	61,042
Interest and taxes	(33,766)	(34,570)	(29,873)
Net income	49,609	43,930	31,169
Net assets, beginning of year	218,594	204,491	196,583
Payments to parent company	(48,028)	(29,827)	(23,261)
Net assets, end of year	\$ 220,175	\$ 218,594	\$ 204,491

This condensed financial information shows that Oceanic is and has been in a stable financial position with regard to maintaining its level of assets and not incurring any appreciable level of debt. Its operations reveal a steady level of modest growth in revenues, expenses, and operating income. It is noteworthy that transfer payments to its parent company, Time Warner Enterprises, L.P., increased significantly in 2007. While this has not greatly impacted its financial position, this should be carefully monitored in future years to insure that Oceanic

maintains the stable financial position necessary to provide the level of service mandated under the renewed franchise agreement.

There are also a number of ratios available which can provide insight into 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 the cable provider.

We will compare the applicant to its parent company and compare the parent company to its peer group.

Oceanic Time Warner (Oahu)	2007	2006	2005
Net profit margin	15.58%	15.07%	12.07%
Operating ratio	40.12%	40.78%	39.20%
Asset turnover	111.72%	104.60%	100.35%
Return on assets	17.41%	15.76%	12.12%
Current ratio	33.21%	32.94%	33.21%
Debt to equity	29.43%	27.41%	25.92%

Time Warner Cable, Inc.	2007	2006	2005
Net profit margin	7.04%	16.79%	14.21%
Operating ratio	35.99%	36.53%	37.68%
Asset turnover	28.19%	21.08%	20.19%
Return on assets	1.98%	3.54%	2.87%
Current ratio	45.86%	39.68%	28.71%
Debt to equity	128.09%	136.89%	114.66%

**Net profit margin** is computed by dividing net income by total revenues. This provides a measure of the company's bottom line profit. Oceanic has demonstrated a stable profit history as has its parent until 2007. TWC experienced a considerable amount of merger and restructuring costs in 2007 which has impacted its profits.

**Operating ratio** considers income before earnings, interest, taxes, and depreciation and amortization in relation to revenues. It is a more focused measure of a company's profitability from providing its products and services because it factors out items which downstream managers have no control over. Both Oceanic and TWC have shown very stable and sufficient operating profits.

**Asset turnover** is annual turnover ratio designed to reflect a company's efficiency in managing their assets. Simply put, the higher the yearly turnover rate, the better. Oceanic has performed better in this area than its parent. This is most likely the result of TWC carry large amounts of acquisition related assets such as goodwill, etc. which don't directly contribute to revenue generation.

**Return on assets** illustrates how well management is employing the company's total assets to make a profit. The higher the return, which is calculated by multiplying asset turnover by the previously calculated net profit margin, the more efficient management is in utilizing its asset base. The ROA ratio is calculated by comparing net income to average total assets, and is expressed as a percentage. The parent company's low results are, again, a reflection of non-performing acquisition related assets.

**Current ratios** are a popular financial ratio used to test a company's liquidity (also referred to as its current or working capital position) by deriving the proportion of current assets available to cover current liabilities. The concept behind this ratio is to ascertain whether a company's short-term assets (cash, cash equivalents, marketable securities, receivables and inventory) are readily available to pay off its short-term liabilities (notes payable, current portion of term debt, payables, and accrued expenses. In theory, the higher the current ratio, the better. In our case Oceanic has underperformed TWC. This is likely the result of Oceanic transferring as much of its free cash to its parent company. The subsidiary would be expected to maintain a minimum level of cash to meet ongoing operating expenses and other current requirements, which it has done.

**Debt to equity** is leverage ratio that compares a company's total liabilities to its total equity. This is a measurement of how much suppliers, lenders, creditors and obligors have committed to the company versus what the parent has committed. The results shown here reflect the fact most of the corporate debt is held at the parent company level and not at the individual subsidiaries level.

**Free cash flow** is a significant measure of a company's ability to service its debt, invest in capital improvements, and reward its shareholders. In this instance, free cash flow can be gauged by the amount cash available for Oceanic to make payments to TWC. The data clearly indicates that Oceanic generates a steady stream of cash flow and has been to significantly increase what it transfers to its parent company.

**A Final Note**

In the analysis we have provided above, Oceanic's financial position and results of operations amply demonstrate that the cable operator has been on a firm financial footing and has enjoyed excellent operating results. While this would seem to bode well for the future, various factors could adversely affect the operations and/or financial position of Oceanic. Some of these, as detailed in TWC's SEC 10K filing include:

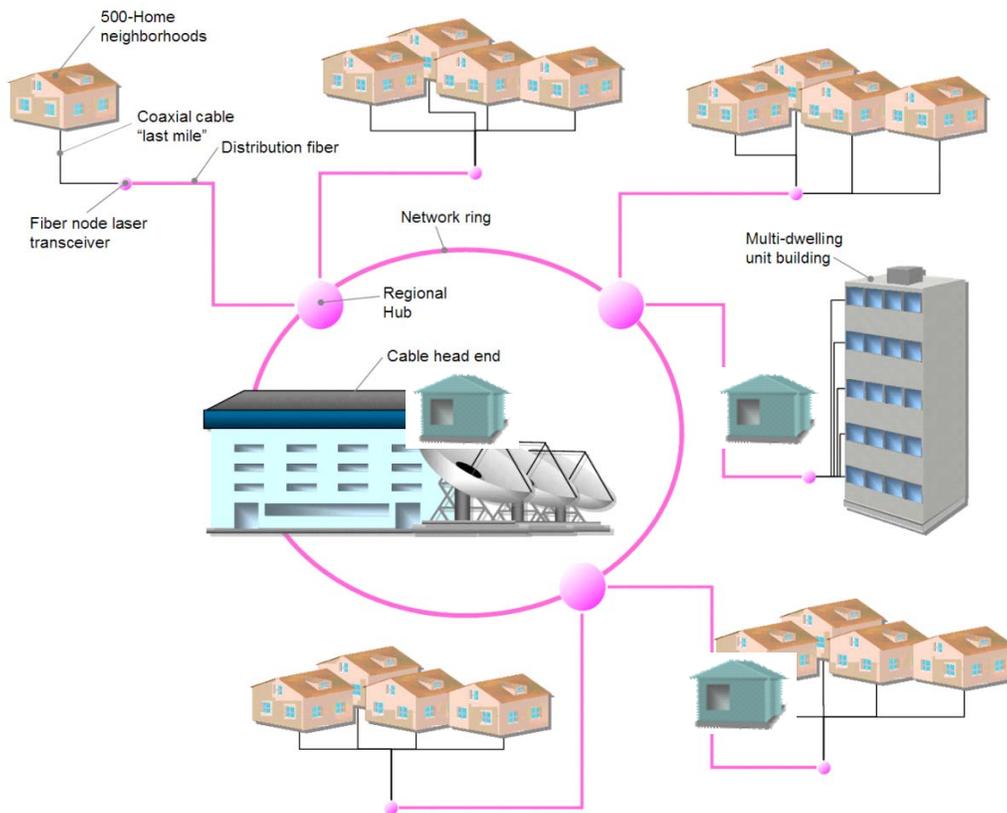
- Economic slowdowns
- Changes in the parent company's plans and strategies for achieving those plans
- The impact of further acquisitions or dispositions
- Decreased ability to attract capital to finance growth
- Changes in the regulatory environment.

Accordingly, it is vital that Oceanic's and TWC's performance and financial position be continuously monitored over the life of the franchise in order to insure subscribers continue to receive the number and quality of services mandated of the cable operator.

**Project Background**

To aid the State of Hawaii, review the requested renewal of the Oahu Cable Franchise Agreement with Oceanic Time Warner Cable (OTWC), Sparling has conducted an engineering review of the system's design and performance.

The Oceanic Time Warner Cable Headend/principle office on the Oahu Island is located at 200 Akamainui in Mililani. The company's hybrid fiber-coax (HFC) plant (see **Figure 1**) was installed in the late 1990s and is a 750 MHz system with capability to expand. The franchisee serves its subscribers with two tiers of analog cable service; various digital television packages (190 standard definition channels), including HD (an additional 46 channels), Video on Demand (VoD), pay per view (PPV), and digital music channels (an additional 69 channels); telephone service; and three tiers of high-speed Internet service. The franchise also offers public access channels (6 channels) and I-Net service. As of spring 2008, the OTWC market penetration was approximately 75% to 80% on Oahu (the company also is the franchisee for cable on the other islands). The Call Center serving Oahu (and all the other islands) is located in Hilo and uses an Aspect System to receive customer calls.



**Figure 1. The network architecture of the OTWC system on Oahu**

For this review, the following OTWC personnel have been helpful in providing the technical information necessary and in providing escorted tours of the OTWC facilities:

Michael Goodish Vice President, Network & Technical Quality	Russell Saiki Vice President, Finance
Norman Santos Vice President, Operations	Met Lebar Director, Transmission Systems
Lance Uno Director, OSP Engineering & Construction	Earl Ishihara Director, Technical Operations

**System Profile/Overview**

The current hybrid fiber optic coaxial plant on Oahu was installed between 1994 and 1999. It uses ring trunking and star distribution. While the system had approximately 500 homes per node at the completion of the upgrade in 1999, the company is now working toward reducing the number of homes per node to approximately 125. About 55% of the system is aerial installation, and 45% is installed underground.

Of the aerial plant, Hawaiian Telephone (HT) owns the vast majority of the telephone poles used, and Time Warner Telecomm owns a total of (approximately) 30 poles. Company employees say the pole attachment application process has recently been taking closer to 120 days rather than the 30 to 60 days of years past.

Virtually all the conduits used for the installed underground plant are also owned by HT. Since most new construction uses underground utilities, OTWC has in the past shared conduit space with HT but has noted more recently that paying for shared conduit access with HT has gotten expensive (up to \$1500 per home). OTWC has even installed its own conduit in some cases.

The system has 17 hubs, one of which is located at the Headend. Some of those hubs are located in housing units. In addition, the company leases four fibers from TW Telecom for inter-island network transport. The system passes 405,000 homes on Oahu. The company reports the following subscriber base for its services on Oahu:

Active	287,000
Digital	154,500
High-speed data	168,500
Telephone	43,000

Company employees describe the reliability of the cable system as being mostly dependent on the electric service. This results from there being no battery backup between the company's nodes and customers' homes. However, the Company's position is that cable service is mostly unnecessary during a power outage. Since the node areas are quite small, it is not very likely that a customer will still have power while the nearby node serving them is without power. As such, this is a reasonable argument, except for the areas where the Company is the primary telephone service provider. In areas where the company is the primary telephone service provider, the Company claims 16 hours' worth of backup power at the cable modem. The nodes

and plant have 4 hours of backup power. In those areas, the backup power is provided to maintain lifeline service during power outages. Otherwise, nodes generally have no backup power.

The hubs and the Headend all have uninterruptible power supply (UPS) systems and backup generators. The hubs generally have about 1½ days' worth of backup power. At the Headend, the Company was in the process of installing a new 500 kW generator, to complement the existing 400 kW unit, bringing their total backup capacity to 900 kW. This new system was expected to be in use by the time of this report. The Headend will soon have as much as 1½ weeks' worth of backup power when the new 5,000-gal tank is fully installed. For both the hubs and the Headend, in emergency conditions the UPS powers the system until the generator is started. For extended power outages, the company also has an agreement that makes fuel available to them for the backup generators on a priority basis and has an agreement with the National Guard for fuel as well.

The emergency alert system (EAS) has a direct feed from the Civil Defense location at Diamond Head, including a video feed. For analog systems, the EAS allows audio override and a text crawl. For digital channels, the set-top box generates a crawl line.

Basic network monitoring is performed from the Company's Orange, California data center. To monitor the network, OTWC uses the Network Status Monitor (NSM) system. It allows them to monitor the cable modems (IP) and the set top boxes in a basic way. Local tools used for more comprehensive network management include the following: Nagios network monitoring software, Zenoss network monitoring system, C-Cor Network Manager, and Plixer Logalot (event management system). The Orange data center monitors the Cable Modem Termination System (CMTS). Local staff is dedicating significant effort to refining these tools so as to provide more proactive detection of network problems. These tools should allow the Company to improve response time for repairs and proactive maintenance.

Digital channels carrying the network affiliates are not encrypted. This method of transmission allows customers to view those channels using a standard digital tuner, without the need for an additional set top box. Copyright restrictions prevent cable companies from transmitting many other channels in this manner.

### **Channel Plan/Chart**

The current channel offerings include 68 analog channels and 6 public access channels available in two tiers (Basic and Value) and numerous digital channels for a total of 436 channels. Among the digital offerings are 69 music channels, 46 high-definition (HD) television channels, and 45 on demand channels (either VoD or PPV) as well as 18 interactive channels. Forty-eight percent (48%) of the customers are analog only subscribers, and 52% are digital subscribers. A listing of available channels is provided in **Appendix B**.

Among the channels are the Public, Educational, and Government (PEG) channels, which are managed by the 'Ōlelo organization. Channels 49, 52, and 53 are public access. Channel 54 is for government programming. Educational programming is on channel 55 (UH) and channel 56. A 3% fee is assessed all customers to fund 'Ōlelo operations; capital funding for the equipment used for the PEG system was provided by the company.

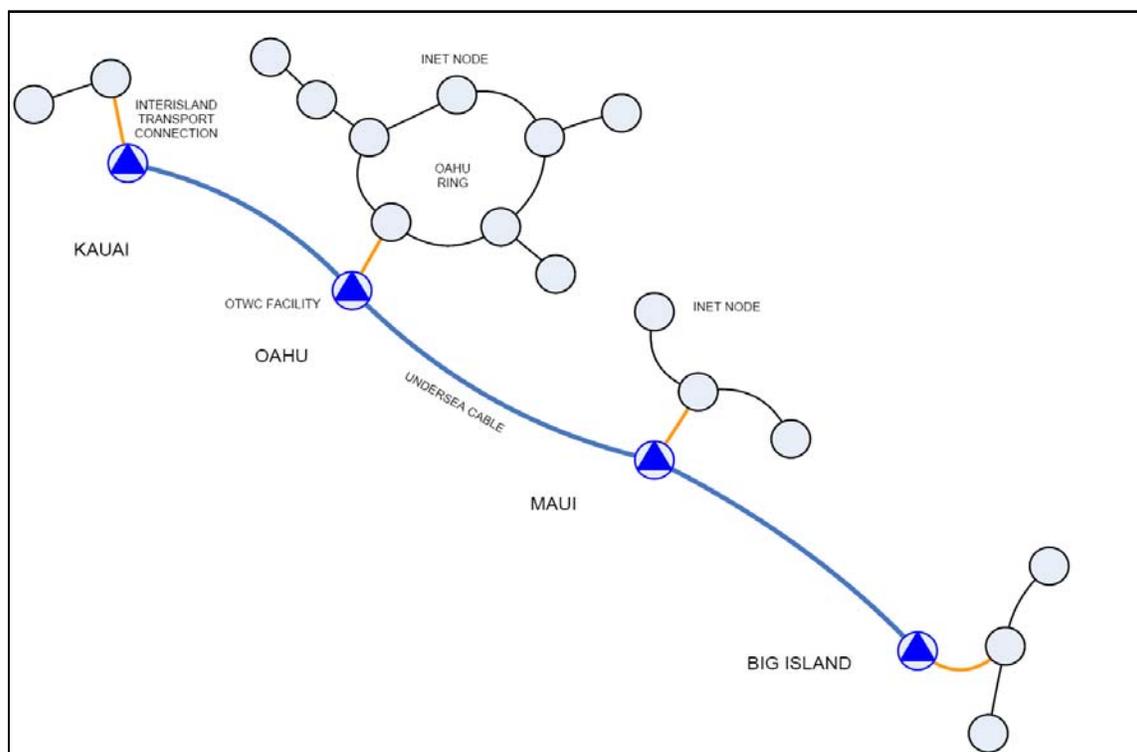
## Two-Way Services

OTWC offers both Internet and telephone services over the network. Three tiers of Internet service are offered, a regular high-speed broadband offering for customers, a higher speed, priority-access Internet service over cable modem for business data, and a fiber fed Ethernet business service (independent of the coaxial cable network). Connectivity to the Internet is over dedicated fiber, originally constructed by Global Crossing between the Big Island and Southern California. Time Warner Cable's regional data center is located in Orange, California. Telephone service offerings are based on Voice over Internet Protocol (VoIP) technology. Approximately 43,000 customers use the VoIP system on Oahu.

## Institutional Network (I-Net)

The Institutional Network (I-Net) connects to the state Information and Communication Services Division (ICSD) to serve government and to the University of Hawaii (UH) to serve schools and public libraries. The I-Net uses dense wave division multiplexed (DWDM) gigabit Ethernet as well as the legacy synchronous optical network (SONET) equipment. Video origination points (mostly educational) are defined in the franchise. The franchise also requires 10 free I-Net connections, and it is notable that two of the allowed drops have not yet been used. The uncompressed digital (via analog-to-digital conversion) video channels are 140-Mbit wide with 16 time slots over the fiber.

OTWC provides dark fiber as required by the franchise for schools, government, and UH campuses. As OTWC is otherwise not responsible for this dark fiber, OTWC can only attest to the undersea interisland physical layout of the fiber (see **Figure 2**).



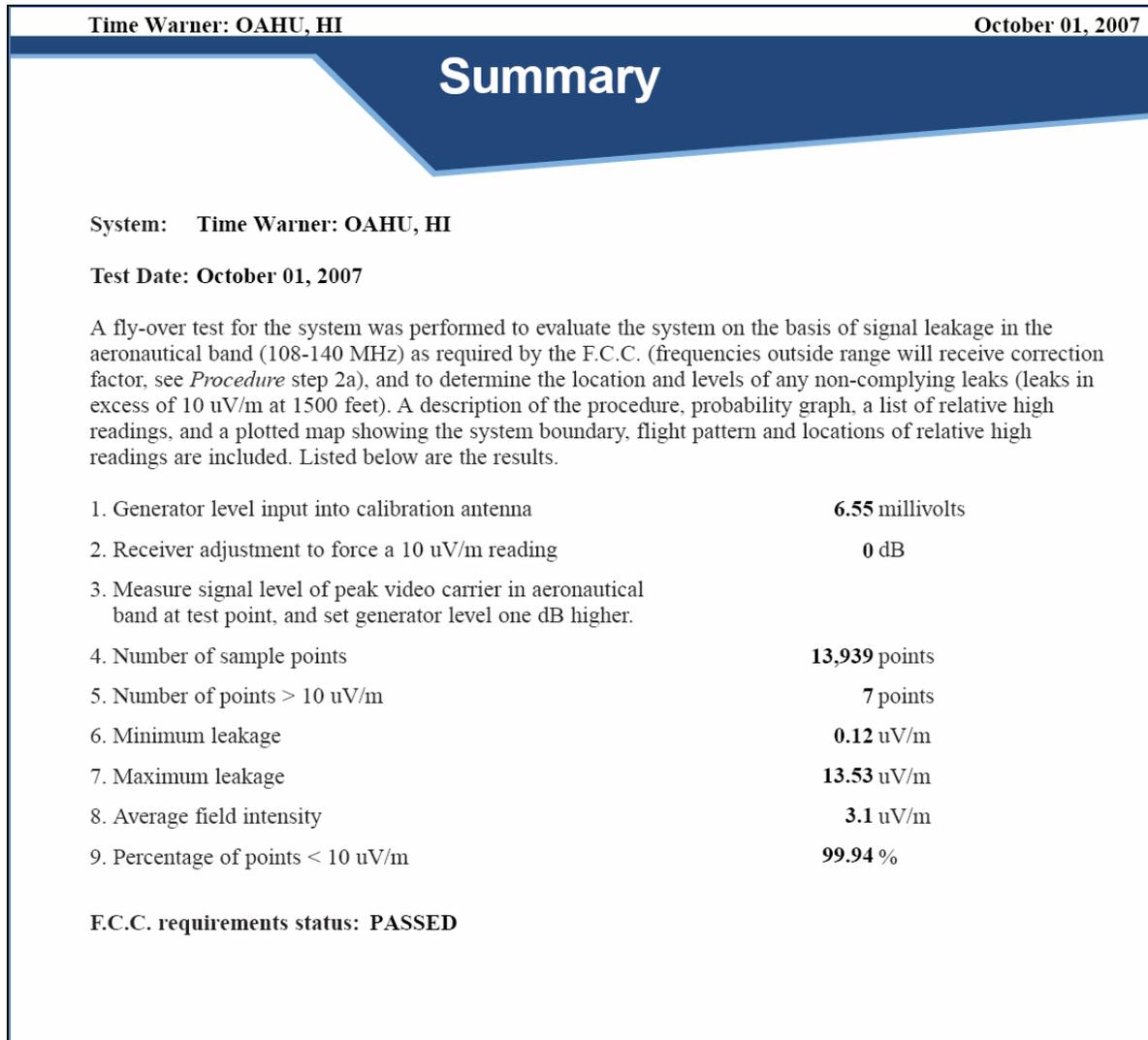
**Figure 2. The I-Net's general topology and architecture**

**Public, Educational, and Government Access**

The non-profit Public, Educational, and Government access channels (PEGs) are operated and managed by ‘Ōlelo, who contracts with the State Department of Commerce and Consumer Affairs for this role. A total of six public access channels are available in the system: Two of the 6 are educational channels available statewide; the others are for P and G, one being a government channel, also available statewide; the other three channels being specific to the County.

**Leakage Test**

Leakage testing is required to prove that a cable system does not have the potential to interfere with aeronautical radio communications. Moreover, test results are also a good indicator of system condition and maintenance. The documentation provided by OTWC includes the flyover test from October 2007 (see **Figure 3**). The results of the leakage test show a sound system, well within Federal Communications Commission (FCC) requirements.



**Figure 3. Summary results of the latest FCC required fly-over test**



Signal quality at each of these locations was found to fall well within FCC requirements and industry standards. Results of these tests are shown in **Appendix C**.

The Oceanic Time Warner Cable system has been found to be technically sound. System performance and quality levels are within FCC requirements. Operations, Maintenance, and repair activities are well organized and performed with attention to detail and long term reliability as a priority.

To ensure that service to the public continues to meet expectations, continuing development of local network monitoring tools should be encouraged.

## APPENDICES

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**APPENDIX A.** Letters to DCCA

Letters from Interviewees

Summaries of All Letters

- General Comments
- Letters about PEG and 'Ōlelo
- Letters about HENC
- Letters about PBS Hawaii

**APPENDIX B.** Channels Offered by Oceanic Time Warner Cable

**APPENDIX C.** Signal Test Results Performed April 30 – May 1, 2008 Oceanic Time Warner Cable System

**APPENDIX D.** Test Customer Service Survey

## ***Appendix A***

### **Letters to DCCA**

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Summaries of all letters received are represented. Copies of complete letters from parties with whom DCCA conducted in-person interviews are also included.

#### **Letters from Interviewees**

##### **Summaries:**

- **General Comments**
- **Letters about PEG and 'Ōlelo**
- **Letters about HENC**
- **Letters about HPBS**

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**Letters from Interviewees**

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**Summaries of All Letters**

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Name (*=letter also included in full above)	Organization (or Individual)	Summary Identification of Needs/Interests
<b>General Comments</b>		
*State Senators Carol Fukunaga, Rosalyn Baker, Gary Hooser, Clarence Nishihara, David Ige, Will Espero, Les Ihara, Jr.	State of Hawaii Senate	Express support of: I-Net; PEG access funding, programming, channels, etc; stable funding for Hawaii Public TV; 'Ōlelo satellites located in education facilities. To pursue: accelerated transition to cable digital, including for government, education, health care; digital, HDTV for PEG access; system upgrade requirements.
*State Senators Carol Fukunaga, David Ige	State of Hawaii Senate	Follow-up questions re: total funding for 'Ōlelo, PBS and the I-Net 2003-2008; location of TWC broadband services; levels of broadband services by area; obstacles to universal broadband service.
Mattias Atterbom	Individual	Seek competition in cable service
Jim Camara	Individual	Request for additional public meetings on franchise renewal, other suggestions for franchise renewal process
Linda-Mei Jaress	Individual	Complaint regarding Oceanic phone, repair, and other customer service practices
Bob Kern	Individual	Complaint regarding Oceanic program mix
<b>Comments Regarding Educational Organizations, HENC</b>		
*Bob Witt	Hawaii Association of Independent Schools	Recommendations: separate accredited educational access (EA) from Public and Government access, and place under HENC, with separate funding, channels, connection to Oceanic; capital funding for EA; replace PEG-Net; DVRs for K-12; 2 channels; promotional spots for EA; provide viewership data.
*Gerriann Hong, Director	State of Hawaii, Department of Education	Recommendations: set-aside of 2 EA channels, with HENC responsible; direct assignment of fixed percentage of franchise fees for EA; direct physical connection from UH and DOE to Oceanic; replace existing PEG-Net; DVRs for K-12 classrooms; allocation of 2 digital channels to EA for VOD to schools and community
*Lisa DeLong	Complex Area Superintendent – State of HI Dept of Education	Additional needs addressed: 2 EA cable channels responsibility assigned to HENC, direct assignment of fixed % of funding to support Educational Access program, direct physical connection from UH and DOE to Oceanic for EA programming, replacement of existing PEGNet distribution system, deploy digital video recorder boxes to K-12 classrooms, and allocation of 2 digital channels to EA to demonstrate and roll out educational video on demand to school communities
*Marlon J. Wedemeyer	Education Program Manager – Hawaii Educational Networking Consortium	Collectively HENC has assembled a list of 7 important EA cable re-franchise needs: <ul style="list-style-type: none"> <li>• Separation of Educational Access portion from PEG, w/responsibility assigned to HENC-direct assignment of 2 analog cable channels to EA, direct assignment of fixed % of franchise access funding to support EA programming by accredited education in HI, physical connection from UH and DOE Headends to Oceanic for EA program origination.</li> </ul>

Name (*=letter also included in full above)	Organization (or Individual)	Summary Identification of Needs/Interests
		<ul style="list-style-type: none"> <li>• Allocate portion of Oahu access capital funding to EA to maintain &amp; expand studio, head end &amp; playback capabilities</li> <li>• Replacement of PEGNet distribution system</li> <li>• Deploy DVR set-up boxes to public K-12 classrooms</li> <li>• Allocate min. 2 digital channels to EA to demonstrate &amp; roll-out educational video on demand to community</li> <li>• Provision of promo spots for Education &amp; non-Access cable TV channels to build value &amp; viewership of EA programs</li> <li>• Provision on regular basis of data on viewership of EA channels and programming</li> </ul>
<b>Comments Regarding 'Ōlelo</b>		
*Kealii Lopez, Executive Director	'Ōlelo	<p>Describes benefits of 'Ōlelo: providing voice for those otherwise unheard, providing large audience with valuable, otherwise unavailable programming.</p> <p>Describes needs to be met under future franchise:</p> <p>Funding of PEG Access</p> <ul style="list-style-type: none"> <li>o Access Operating Fees: expand definition of gross revenues; collect full 5%; reserve 3.5% for PEG through 'Ōlelo</li> <li>o Additional Fees for Capital and Other Services: \$4.50 increasing to \$6.00 per sub per year over 15-yr. period; or flat sum each year with similar result.</li> <li>o Payment Schedule and Process: full payment Jan. 31 each year, based on previous year revenues.</li> </ul> <p>PEG Access Channels</p> <ul style="list-style-type: none"> <li>o Capacity: PEG channel capacity equal to 10% of oceanic capacity, with triggers for increase—at no cost.</li> <li>o Location: adjacent to each other in lower 20 channels, with provision for exceptions; channel technical performance (including loading, etc.) guaranteed</li> <li>o Requests for Additional Channels: triggers provided for additional channels of SDTV, HDTV, VOD</li> <li>o Signal Quality: monitor PEG signals, guarantee quality equal to premium commercial channels</li> </ul> <p>Technical Improvements</p> <ul style="list-style-type: none"> <li>o PEG Site and Community Connectivity: reconfigure PEG-Net, add locations, ensure quality</li> </ul>

Name (*=letter also included in full above)	Organization (or Individual)	Summary Identification of Needs/Interests
		<p>comparable to I-Net</p> <ul style="list-style-type: none"> <li>o Statewide Connectivity: provide at least 2 bi-directional channels for state wide net, operated by 'Ōlelo</li> <li>o Migration to High Definition: PEG channels to provide HD signal when premium channels do</li> <li>o Head-End Upgrade: upgrade for improved general, 2-way, HD transmission</li> </ul> <p>Advertising, Marketing and Outreach Support: Oceanic to provide variety of support via cable, print, web, other, at no charge.</p>
Keoni K. Agard	Individual	Keep Public (P), Educational (E) and Government (G) Access together; CMC in every educational facility and community center; build communication skills thru CMCs; develop community videoconferencing; develop live testimony to seats of govt., keep up technology at CMCs,; ensure high quality PEG signal transmission; 10% of channels for PEG; funds for community capacity and skills through cable.
Kalani Akana	Office of Hawaiian Affairs	Direct funds to benefit of Native Hawaiians; dedicated PEG channel for Native Hawaiian programming; keep 'Ōlelo up to date with technology, including HD
Carol Bain	Community Media Producers Assn.	Criticizes current access providers for failure to provide non-discriminatory access. Recommends: specific measures to ensure non-discriminatory access; open bidding process for access services; separation of P, E, and G. Provides 20 additional detailed recommendations for funding, governance, channel allocation, technology etc. for PEG.
Kat Brady	Community Alliance on Prisons	Expresses appreciation for 'Ōlelo for providing means of democratic community participation; criticizes DCCA franchise renewal process; praises 'Ōlelo for attention to disenfranchised, access to audience for non-profits, training, help to youth, community building, multi-cultural focus, giving means of free speech and civic literacy. Recommends: facilitate inter-island broadcast; video streaming of all shows; CMCs in all schools and colleges; link CMCs to prisons; provide live legislative testimony from CMCs; video conferencing capability at all CMCs; latest technology for 'Ōlelo; keep broadcast quality equal to commercial; increase channels to 10% of Oceanic capacity; remove funding cap for 'Ōlelo
Leonard E. Cannady, Jr.	Individual	Relates personal story of finding support for artistic development at 'Ōlelo
Glen Collen	Individual	Expresses appreciation for 'Ōlelo; objects to putting PEG contract out to bid; criticizes DCCA franchise renewal process.
Kritstine Crawford	Individual	Recommends: more CMCs; expand archiving of PEG programs; more funds for promoting programs; more ethnic programming; put resources in senior centers; media literacy programs in schools; more PSAs in other languages; more graphics and visual software training.
Henry Curtis	Life of the Land	Appreciation for current 'Ōlelo services. Recommends: 15 PEG channels, upgrade editing to FCP6; live call-in shows; inter-island broadcasting; fund outreach and new CMCs.
Diana Dung	Individual	Appreciates current 'Ōlelo services and programming, as disabled person.

Name (*=letter also included in full above)	Organization (or Individual)	Summary Identification of Needs/Interests
Rich Figel	Individual	Appreciates 'Ōlelo as local news outlet; outlet for volunteer groups and civic organizations; venue for public discourse; programs for special audiences, e.g., addiction treatment
Nalani Fujimori	Envision Hawaii	Appreciates 'Ōlelo's involvement in taping and broadcasting recent conference
Nancy L. Hedlund	Individual	Appreciates 'Ōlelo services, as citizen and educator, mentions particular volunteer services and broadcast of show on Nobel scientist
Christine Ho	Farrington H.S.	Appreciates 'Ōlelo, specifically for training at school, support and guidance filming school events; phone support; use of camera and editing equipment. Recommends: expand service to all islands; more channels; more funding for 'Ōlelo; more equipment; continue support of public schools; establish more CMCs.
Lloyd Kandell	Kandell Advertising	Supports need for 'Ōlelo, its channels, training, facilities, open forum, voice for various diverse groups.
Marilyn Leimomi	Individual	Appreciates educational and cultural programming by 'Ōlelo; dedicated 'Ōlelo staff. Recommends: expanded services—live call-in programs, free or low-cost conferencing, online programs, etc.
*Michelle Kidani	Neighborhood Commission Office, City/County of Honolulu	Appreciates 'Ōlelo coverage of Neighborhood Board meetings; recommends continuation, also online version for future.
Adam Latronic	Individual	Appreciates existence of 'Ōlelo as avenue for individual creativity
Janet Liu	Individual	Graduate of Farrington H.S., appreciates her own and other student training at 'Ōlelo, her participation in several 'Ōlelo programs, e.g., Capitol Commentary, Brown Bag music video, graduation, etc.
Sharran Langford	Individual	Appreciates 'Ōlelo, as retiree and artist, for providing means for expression, with training.
Mark Lutwak	Individual	Supports 'Ōlelo, appreciates training, cablecast opportunities, special programs bringing plays to cable channels, chance to work with people in education, arts, local history, community affairs.
Gerry Meade	Individual	Recommends particular focus for 'Ōlelo: community issues, e.g., homelessness; suggest specific program formats.
*Jerry B. Norris	Office of Hawaiian Affairs	OHA has made programs at 'Ōlelo appreciates services. Recommends: more PEG channels; more PEG bandwidth; state-wide channels for inter-island programming; state-wide video teleconferencing; exchange PEG programs on state-wide net; more live origination points; capacity for HDTV for PEG; embed info/data into access programs; budget for technology updates & renovations at CMCs.
Margaret Primacio	Keep Kahuku Country, Inc.	Appreciates 'Ōlelo airing of programs publicizing organization's message; understanding other community issues through 'Ōlelo programs. Recommends: make it possible to testify before legislature and City Council live from our area; more channels; improve facilities, equipment, and broadcast quality; free cable for public buildings and CMCs.
Tina Quizon	Individual	Supports PEG for free speech. Recommends: keep PEG technology up to date in future; more CMCs, more channels, satellite capabilities for PEG; inter-island transmission; increased promotion; keep PEG on basic tier, analog channels; etc.

Name (*=letter also included in full above)	Organization (or Individual)	Summary Identification of Needs/Interests
Lang Sheppard	Individual	Requests current if not increased support for community television
*Representative Maile S. L. Shimabukuro, District 45	State House of Representatives	Appreciates 'Ōlelo for airing Wai'anae Neighborhood Board meetings, also 'Ōlelo Wai'anae Enrichment program, with training for youth. Urges renewal of franchise, and full support for public access system, including for Wai'anae
Pete Shimazaki Doktor	Individual	Appreciates unique voices from the local community provided by 'Ōlelo. Recommends: more funding, more channels for PEG.
Cha Smith	Individual	Appreciates & supports PEG, CMCs. Recommends: CMC in all schools, colleges, community centers; CMCs serving varied ethnic communities; community video conferencing via 2-way cable from CMCs; capability for live video testimony to seats of government from CMCs; CMCs serve currently underserved; PEG signal quality made equal to commercial signals; do inter-island programming; make 10% of system channels available for PEG; remove funding cap; expand funding base beyond cable revenues; funding support for community agencies to partner with CMC.
Cynthia Spencer	Individual	Exact support from cable and utilities for education and other community purposes.
Lyn Sueoka	Moanalua High School	Appreciates 'Ōlelo for technology support for Broadcast Journalism class and other programming, as well as audience for programs; staff training, equipment, troubleshooting; 'Ōlelo support for student efforts in community programming
Shirley Syper	Individual	Poem in appreciation for 'Ōlelo's support for community, individual talents. Wish for continuation of 'Ōlelo activity.
Kamuela Vance	Individual	Supports 'Ōlelo, and recommends continued funding
Winston Welch	Individual	Strong support for 'Ōlelo. Recommends: increase to 20 CMCs; more channels for 'Ōlelo.
Fay Uyeda	Communities In Schools-HI	Recommends: various specific strategies for funding, governance, partnering, staffing, operations at CMC.
*Glen Wakai, State Representative	House of Representatives	Appreciates community television as local voice. But has concerns: how are 'Ōlelo funds spent; consider making 'Ōlelo funding dependent on audience size; consider reducing number of 'Ōlelo channels; question 'Ōlelo airing of foreign programming. 'Ōlelo should be "lean and focused on its mission."
Jessi Weinberger	Individual	Make 'Ōlelo programming available to all community households, whether cable subscribers or not.
Dr. Bijan Yeganeh	Individual	Appreciates 'Ōlelo as 'center of unity that brings different nationality and cultures together."
Diana Bethel	Individual	Recommends: upgrade editing equipment; adopt common inter-island format; interactivity & VOD; HDTV upgrade; enable PEG content upload from community; satellite transmission; multiple distribution tools. Also: codify PEG funding into law; establish cable advisory committee to advocate for PEG provider
Dayle Bethel	Individual	Appreciates PEG contribution to youth development. Recommends: expand youth and internship programs; have PEG provider own technology; more advanced training; more CMCs; more bandwidth;

Name (*=letter also included in full above)	Organization (or Individual)	Summary Identification of Needs/Interests
		upgrade to HDTV and VOD; bilingual staff, subtitles & voiceover; more media literacy; additional funding.
<p>*Christian Nahoopii-Hose</p> <p>Submitting individual testimonies of young student users of Wai’anae CMC:</p> <p>Ryan Mark Manuel Shyniece Lynn Wilson Uilani Arasoto Mohalu Aikala Wesley Kamakani Racquel Kaleihoku Moniz Rodney Paguirigan Sarah Prather Shantel Pangorang Steven Kao Bersamin Kayson Carlos-Keliikipi Kelsey-Ann Taguchi Kevin Mataio Wilkerson</p>	Wai’anae CMC	<p>Appreciate ‘Ōlelo generally, and Wai’anae CMC, especially internship program and summer enrichment program,</p> <p>Recommended at Wai’anae CMC:</p> <p>Additional funds New CMC Mobile van Larger facility Bigger studio More staff Separate bathrooms Eating facilities Laptops &amp; computers Video production equipment Teleconferencing capability Buses for transportation Cultural place and farm Meeting rooms and office space Furniture and supplies Security cameras</p> <p>Recommended for ‘Ōlelo and PEG generally:</p> <p>Video on demand for PEG Youth channel More youth enrichment programs Youth conference Regular PEG technology updates More funding (State should require full 5% of gross revenues from Oceanic, and devote it to PEG)</p>

Name (*=letter also included in full above)	Organization (or Individual)	Summary Identification of Needs/Interests
Faron Jove Harmonie D. Westbrook Jahnna-Marie Keahaulani Kahele-Madali Julia Marie Cisneros-McCarthy Justin Wilkerson Blaise Kaika Kalipo'kea Gonzales Brennon Kakanui Pakele Weiss Bryson Kahala Daynalynn Chabotte Driana Ho'ohokukalani Nuuanu Kaylee Nuuanu Amber Cheiko Suecko Alohaonalani Maeshiro-Moreira Angel Page Benjamin Kpuakanahale Weiss Jr. Berlin Johnson		

Name (*=letter also included in full above)	Organization (or Individual)	Summary Identification of Needs/Interests
*Fay Uyeda	Director of Communities in Schools - Hawaii	<p>Franchise renewal is of core importance for the future of our islands; recommendations include:</p> <ul style="list-style-type: none"> <li>• Immediate 24hr funding to 'Ōlelo to administer organizational structure in addition to facilitate bringing reps together to collaborate</li> <li>• Enlist UH School of Business for interns to help with strategic and organizational plan; select 1 staff and 3 community reps of various backgrounds to represent at planning session to develop process for organizational development; at least 2 board members and administrators to commit to process; outcomes: end of 12 month plan represented to all stakeholders – end of 18 month final plan presented in Hoike – end of 24 month documentation of process – 25<sup>th</sup> month new organizational structure introduced and implemented.</li> <li>• AMA model – fund 3yrs leadership development of generational groups: Keiki, 'Ōpio, Makua, Kupuna</li> <li>• Provide funding to fully allow centers &amp; schools to be connected</li> <li>• Do not divide or change PEG, strengthen it.</li> </ul>
Lani Perkins	Communities in Schools – Hawaii	Waipahu Community needs updated computers for students; aiding the students in completing their projects; question on a way the community can access upcoming events/projects online
*Kauilani Ramos	Family Strengthening & Youth Coordinator: Communities in Schools – Hawaii	Suggests: Franchise renewal at 5yrs; governing board be set up to assist DCCA including youth (18-25yr olds) on Board; 'Ōlelo sites be equipped updated functional equipment for teaching and application for communication to the public; verbal communication be broadcasted as events happen to public
Dusty Willis	Individual	Like to see site in Waimanalo
Neulet "Nito" Sevilleja	Individual	'Ōlelo provides and educates an eager person; thanks to 'Ōlelo won several film awards.
Isabel P. Figel	Individual	'Ōlelo is a valuable learning environment and worthwhile experience for residents throughout Oahu. Please support people of Hawaii and renew franchise for Oceanic/TWC TV
James Rodrigues	Individual	<p>No separation of PEG; CMC need to be in the community, not long distances from home; capacity to GO LIVE from all PEG CMC sites; upgrades and maintenance needed to keep current with changing technology; allow for unrestricted outreach; community video conferencing to bring elders (statewide Kupuna councils) together; shared community i-net capabilities, 2 way cable to support Live Interactive video broadcast; provide resource at PEG CMC of Live Video Testimony from anywhere in HI to seats of county and state government; funding for continued staff development, training and maintenance of technologies; equity in broadcast signal quality to/from PEG CMC's statewide.; access to programming from all islands made available to HI citizens via cable, internet, broadcast from any platform &amp; media; expanded access as technology develops; remove any limitations on funding (PEG fund cap) and allow new ways of funding expansion of facilities &amp; programs; providing funds from all cable, internet, digital phones to support PEG comm. access and CMC programs; support PEG CMC's to participate</p>

Name (*=letter also included in full above)	Organization (or Individual)	Summary Identification of Needs/Interests
		w/community programs-Boys & Girls club, YMCA's, CIS, OYS, DMD, Judiciary, social services, etc.; allow CMC's the flexibility to develop programs, services and resources; sustainability by making 10% of additional channels available to PEG Access; provide all PEG programming in Closed Captioning in all languages; Oceanic to heavily promote 'Ōlelo Community TV; archive all PEG programs for EZ access via internet/TV; local live community news network broadcast on all islands; statewide connectivity and access channel for use by host culture, Hawaiian issues, programming, oral history, news, info, debate, LIVE capable, 2 way communication; emergency broadcast network; PEG access TV on Hotel networks to teach tourists about HI issues and view community programs; bandwidth allows for radio simulcast of all PEG programming
Diana Dung	Individual	Very grateful of "'Ōlelo" – as a disabled person 'Ōlelo connects me to the community and interests
Dr. Aurelio Agcaoilli	Coordinator/Host & Producer – "Talkback" Ilokana Lang & Literature Dept of Indo-Pacific Languages & Literatures	'Ōlelo and what it does for us is what we need
Rayan Leina'ala Wilson	Individual	Provides us with valuable & quality viewpoints
*Ben Henderson	President & Executive Director – Queen Lili'uokalani Children's Center	Joint summer media program with 'Ōlelo gave positive change for participants and families; 'Ōlelo has suffered financial sacrifices, but can be mitigated by removing cap that DCCA imposed; during franchise renewal process negotiate additional benefits for the public from Oceanic TW; the new franchise must recognize value of outreach programs and provide resources to support them.
Debra Barenaba	Teacher – within 'Ōlelo Facility	'Ōlelo generously provides opportunities for our youth and is important in our community.
*Keith Hayashi	Complex Area Superintendent, Pearl City-Waipahu Complex Area	Our hope the franchise is renewed, the "public" and "education" components are provided with substantial funding to increase valuable services for students and our communities; partnership with 'Ōlelo will support efforts in preparing our students to be globally competitive as they graduate high school.
*Mufi Hannemann	Mayor, City & County of Honolulu	Request that DCCA consider in its negotiations with Oceanic, or as actions to take beyond the scope of the renewal process. Include: <ul style="list-style-type: none"> <li>• Analog channels-6 channels have been designated for PEG access, request that DCCA continue these 6 channels</li> <li>• PEG funding-seeking more to develop and produce programming for City government from cable fees required of the cable franchisee</li> <li>• Hi-Def TV-advancements in TV will likely prompt the change from SD to HD</li> <li>• Infrastructure-City &amp; County of Honolulu, through its Dept of Info Tech, requests following</li> </ul>

Name (*=letter also included in full above)	Organization (or Individual)	Summary Identification of Needs/Interests
		<p>connections to strengthen public safety &amp; emergency mgmt communications: Keeau Beach over Keana Point to Waialua Corp Yard; Fasi Municipal Bldg &amp; 3375 Koapaka St (ambulance dispatch center); Ocean Pointe (EWA) Fire Station (FS) to Kapolei Hale; Kalihi Kai FS to City’s network; Kuakini FS to the Fire Dept HQ; Waipahu FS to Kapolei Hale; Waiau FS to Pearl City FS; Kuakini FS to Nuuanu FS; Waikele FS to fiber ring between Pearl City &amp; Mililani; Waialua FS to Waialua Corp Yard; Haaula FS to fiber ring; Makakilo FS to Kapolei Hale; Fire Boat Station to City network; Aircraft station to City network; 91-1205 Renton Road to Kapolei Police Station (PS); Traffic cameras from Pearl City PS to Mililani, Wahiawa &amp; the North Shore; Traffic cameras from Kaneohee to Kahuku, Laie, Hauula, Kaaawa, Punaluu, &amp; Kahaluu; Kahuku PS to Marconi Rd for 800MHz coverage; Kaneohe PS to Hunalepo St for 800MHz cov; Keeau Beach radio site to Yokohama Bay for 800MHz cov; Kaneohe PS to Kaneohe Corp Yard; Kaneohe PS to Kaneohe Dist Park; Mililani FS to Mililani Dist Park; Waipahu Fire Maintenance Yard to Waipahu Dist Park; Waialua Dist Park to Waialua Corp Yard; Waianae Reg Park to Waianae FS; Wahiawa Corp Yard to Wahiawa FS; Kahuku Dist Park to Kahuku PS; Kualoa Reg Park to Kaaawa FS; Kailua Corp Yard to Olomana FS; Waimanalo Dist Park to Waimanalo FS; Kilauea Dist Park to East Oahu PS; Manoa Valley Dist Park to Manoa FS; Makiki Dist Park to Makiki FS; Kalihi Valley Dist Park to Kalihi PS; Salt Lake Dist Park to Moanalua FS; Aiea Dist Park to Aiea FS; Waiau Dist Park to Waiau FS; Fasi Municipal Bldg to 500 Ala Moana Blvd (5 Waterfront Plaza)</p>
*Daryl A. Ishizaki	District Manager, Honolulu District – USPS	‘Ōlelo provides a community service that is unique; the community would benefit if more programming about federal agencies were produced outside the already present city/state government presence on ‘Ōlelo’s channels
*Edward H. Kubo, Jr.	US Attorney	<p>Recommendations:</p> <ul style="list-style-type: none"> <li>• Recognize PEG access is more than TV production. Fully fund ‘Ōlelo by removing cap</li> <li>• Encourage better connectivity on Oahu providing more origination points for live local shows including entry pts at all ‘Ōlelo’s centers</li> <li>• Provide entry pt at the PJKK Federal Building to originate live programming that is in the community’s interest</li> </ul>
Oren Tsutsumi	Individual	<p>Recommendations:</p> <ul style="list-style-type: none"> <li>• No extra services or fees should be associated with only wanting internet service</li> <li>• Rates of services should be compared to other communication corporations in the US</li> <li>• Duties of ‘Ōlelo and TW Oceanic should be mandated to – explain what PEG is so that people can understand, the importance this public resource is and how to preserve it for future generations, explain importance of public right of way and TW and ‘Ōlelo communicate to public commons</li> </ul>

Name (*=letter also included in full above)	Organization (or Individual)	Summary Identification of Needs/Interests
		<ul style="list-style-type: none"> <li>• Require a mission statement be created including PEG</li> <li>• PEG should be under jurisdiction and full per-purview of people directly and their reps in the 3 branches of Federal and State</li> <li>• PEG shall provide PEC Access services in accordance with HRS and Federal Law</li> <li>• Each PEG shall have their own goals stated by their management, paired with common requirements and goals to be decided by a Board of Directors and/or people directly</li> <li>• Board of Directors to be chosen by public directly</li> <li>• Require firewall between government, private interest, public person(s) including PEG Access organization and content to outreach facilitation and programming</li> <li>• Funds for PEG(s) should be full 3-5%, and never capped</li> <li>• DCCA shouldn't be able to stop/decrease funds</li> <li>• Have 3<sup>rd</sup> party audit behind firewall annually</li> <li>• Frequent reports should be issued to share the happenings with PEG</li> <li>• Give 'Ōlelo more stations commensurate to the amount of TW channels</li> <li>• Mandate government offices advertise capabilities people may utilize at 'Ōlelo</li> </ul>
<b>Comments regarding PBS Hawaii</b>		
Kay Lorraine	Individual	Make franchise fee funding for PBS equal to that for 'Ōlelo
Tom Wellman	The Gas Company	Continue support of PBS-Hawaii
*Robert Alm	Hawaiian Electric Company (writing as Individual)	Continue franchise fee support of PBS
Elizabeth Andrews	Individual	Continue franchise fee support of PBS
Nelly Baers-Bright	Individual	Continue, with possible increase, support for PBS
Frances and Robert Bunn	Individuals	Appreciate PBS. Recommend best possible funding for PBS
Jane Campbell	Individual and Windward Arts Council	Appreciates PBS; urges continued funding for PBS
Martin de Bueger	Individual	Continue funding for PBS
Barbara Dinoff	Individual	Appreciates PBS. Recommends increased funding
Lorraine Dove	Individual	Appreciates PBS; urges continued funding for PBS
Rick Eichor	Individual	Appreciates PBS; urges continued funding for PBS

Name (*=letter also included in full above)	Organization (or Individual)	Summary Identification of Needs/Interests
*Susan Eichor	Individual, PBS Board Member	Appreciates PBS; urges continued funding for PBS
*Jason Fujimote	Individual, PBS Board Member	Appreciates PBS, affirms its commitment to its mission; urges continued funding for PBS
Bill and Norma Gorst	Individual	Appreciates PBS; urges continued funding for PBS, based on viewership and impact
*Neil J. Hannahs	Individual, President of PBS Board	Appreciates PBS; urges continued funding for PBS
*Ron Hanson	Individual, PBS Board Member	Appreciates PBS, for non-commercial and otherwise unavailable programming; urges continued funding for PBS
Shirley Hasenjagert	Individual	Appreciates PBS; urges continued funding for PBS
Calvin and Chloe Hashimoto	Individual	Appreciates PBS; urges continued funding for PBS
*Cheryl K. Heathrington	Individual, and PBS Board Member	Appreciates PBS, esp. for diversity of programming; urges continued funding for PBS
Alan L. Hoffman	Individual, Board Member of Public Television Foundation	Appreciates PBS, esp. for unique, diverse programming; urges continued funding for PBS
Patricia Ho	Individual	Appreciates PBS; urges continued funding for PBS
*Hokulani Holt-Padilla	Individual, and PBS Board Member	Appreciates PBS, esp. as TV for the curious mind; urges continued funding for PBS
Irene Emiko Igawa	Individual	Appreciates PBS; urges continued funding for PBS
Timothy Johns	Individual	Appreciates PBS; urges continued funding for PBS
Elspeth Kerr	Individual	Appreciates PBS; urges continued or increased funding for PBS
Susan Killeen	Individual	Appreciates PBS; urges continued funding for PBS
*Thomas J. Koide	Individual, and PBS Board Member	Appreciates PBS, especially as independent voice; urges continued funding for PBS
Jean Kiyabu	Individual	Appreciates PBS; urges continued funding for PBS
Suzanne Kosanke	Individual	Appreciates PBS. Recommends increased funding
David H. Leonard	Individual	Appreciates PBS, especially for binding Hawaii together with unique programming; urges continued funding for PBS
Jada Y. London	Individual	Appreciates PBS; urges continued funding for PBS
Anne McKay	Individual	Appreciates PBS; urges continued funding for PBS
Bill D. Mills	Individual	Appreciates PBS, especially for training college students in production, high editorial standards,

Name (*=letter also included in full above)	Organization (or Individual)	Summary Identification of Needs/Interests
		diversity of voices, outreach programs; urges continued funding for PBS
Mary Mulder	Individual	Appreciates PBS; urges continued or increased funding for PBS
Robert Nakashani	Individual	Appreciates PBS; urges continued funding for PBS
Norma Nichols	Individual	Appreciates PBS, especially for music and BBC, science and nature; urges continued funding for PBS
Mike Niethammer	Individual	Appreciates PBS; urges continued funding for PBS
Agnes M. Niyekawa	Individual	Appreciates PBS; urges continued funding for PBS
Carolyn Okasako	Individual	Appreciates PBS; urges continued funding for PBS
Dorcas Okuina	Individual	Appreciates PBS; urges continued funding for PBS
*Robert H. Ozaki	Individual, and PBS Hawaii Trustee	Appreciates PBS; urges continued funding for PBS
Gene Parola	First Unitarian Church of Honolulu	Appreciates PBS. Recommends increased funding. Also recommends seeking competition for Oceanic
Jill Shimokawa Higa	Individual	Appreciates PBS, especially for children’s programming; urges continued funding for PBS
Dixon and Penny Smith	Individual	Appreciates PBS; urges continued funding for PBS
Paul Stankiewicz	Individual	Appreciates PBS; urges continued funding for PBS
Molly Strode	Individual	Appreciates PBS; urges continued funding for PBS
Carole Takahara	Individual	Appreciates PBS; urges continued funding for PBS
Christine S. Taylor	Individual	Appreciates PBS; urges continued funding for PBS
Rick Tsujimura	Individual	Appreciates PBS; urges continued funding for PBS
Rochelle Uchibori	Individual	Appreciates PBS. Recommends increased funding
Edith Watanabe	Individual	Appreciates PBS; urges continued funding for PBS
*Leslie Wilcox, Pres. & CEO	PBS Hawaii	Describes PBS benefits: Local ownership & operation; all-Hawaii coverage, reaching 200,000 households each week; high editorial standards; high definition production; children’s programming; lifelong learning focus; training for college students; digital transmission; independent voice; practice of <i>pono</i> —fairness, integrity, balance, respect for dignity of others, diversity, inclusion; long list of unique programs.
David Watumull	Individual	Appreciates PBS; urges continued funding for PBS
Thomas Wellman	The Gas Company	Appreciates PBS; urges continued funding for PBS
Genevieve Yee	Individual	Appreciates PBS; urges continued funding for PBS
Alma McGoldrick	Individual	Appreciates PBS; urges continued funding for PBS

*Appendix B*

**Channels Offered by Oceanic Time Warner Cable**

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Channel Lineup

2	Good	234	Good	395	Good	677	Good	948	Good
3	UNV	235	Speed Channel	396	Comedy Central	678	The V	949	Hawaiian
4	KHON-2 (FOOD)	236	Sol-F Channel, The	397	AMC	679	HGTV	950	MG Sounds of the Season
5	KBFD-32	237	ESPN Classic	398	Biography Channel, The	680	MGNS	951	MG Today's Country
6	KFVE-3	238	ESPN2	399	E! Entertainment TV	681	MG On Demand	952	MG Classic Country
7	KITY-4 (ABC)	239	ESPN	400	Style	682	MG Hip-Hop and R&B	953	MG Classic R&B
8	KAMB-9 (CBS)	240	Hawaii Sports On Demand	401	TBS	683	MG Bluegrass	954	MG R&B Hits
9	KHNL-13 (NBC)	241	ESPN2	402	TNT	684	MG Rap	955	MG Rock
10	KIKU	242	ESPN3	403	FX	685	MG Metal	956	MG Arena Rock
11	KHET-11 (PBS)	243	ESPN News	404	USA Network	686	MG Rock	957	MG Classic Rock
12	KWHE-34	244	Fox Sports Net West	405	South TV	687	MG Adult Alternative	958	MG At Home Live
13	OG35 On Demand	245	Fox Sports Prime Ticket	406	Sol-F Channel	688	MG Retro-Active	959	MG Electronic
14	OG36	246	Fox Soccer Channel	407	Sci-Fi Channel	689	MG Deru	960	MG Uto Hits
15	OG37	247	NHL Network	408	Oxygen	690	MG Adult Top 40	961	MG Hit List
16	KALQ 30	248	Fuel	409	Optima TV/Country Music TV	691	MG Kids Only	962	MG Party Favorites
17	KAMT-26	249	NBA-TV	410	Brevo	692	MG 90s	963	MG 00s
18	KWHD-56	250	Terra Channel, The	411	Fox Reality Channel	693	MG 70s	964	MG Soul Gold Classics
19	KWHN	251	Fox College Sports Atlantic	412	Entertainment On Demand	694	MG Smooth Jazz	965	MG Jazz
20	OSWAN 3	252	Fox College Sports Central	413	Great American Country	695	MG Blues	966	MG Reggae
21	OSWAN 2	253	Fox College Sports Pacific	414	Country Music TV	696	MG Soundscapes	967	MG Easy Listening
22	OSWAN	254	College Sports TV	415	VH1 Classic	697	MG Big Band & Swing	968	MG Singers & Standards
23	Public Access	255	VH1	416	MTV	698	MG Show Tunes	969	MG Contemporary Christian
24	Public Access	256	UH Football PPV	417	MTV2	699	MG Soap	970	MG Classic Masterpieces
25	Public Access	257	UH Football PPV	418	Music On Demand	700	MG Light Classics	971	MG Pop Latino
26	Public Access	258	UH Football PPV	419	RFT TV	701	MG Musica Urbana	972	MG Males y Murgueta
27	Public Access	259	Answers On Demand	420	RFT 1err	702	MG Moticon	973	MG Rock 'n' Roll
28	Public Access	260	Art TV	421	BET	703	MG Americana	974	MG Opere
29	Public Access	261	Home & Garden TV	422	Fue	704	MG 1980s	975	MG 1990s
30	Public Access	262	Do It Yourself/Network	423	American Movie Classics	705	MG 2000s	976	MG 2010s
31	Public Access	263	Thru Channel	424	Turner Classic Movies	706	MG 2010s	977	MG 2010s
32	Public Access	264	PRONG	425	American Life TV	707	MG 2010s	978	MG 2010s
33	Public Access	265	Digital K3FD	426	Ovation	708	MG 2010s	979	MG 2010s
34	Public Access	266	Digital K3VE	427	HBO On Demand	709	MG 2010s	980	MG 2010s
35	Public Access	267	Digital K3W	428	HBO	710	MG 2010s	981	MG 2010s
36	Public Access	268	Digital K3X	429	HBO 2	711	MG 2010s	982	MG 2010s
37	Public Access	269	Digital K3Y	430	HBO 3	712	MG 2010s	983	MG 2010s
38	Public Access	270	Digital K3Z	431	HBO 4	713	MG 2010s	984	MG 2010s
39	Public Access	271	Digital K4A	432	HBO 5	714	MG 2010s	985	MG 2010s
40	Public Access	272	Digital K4B	433	HBO 6	715	MG 2010s	986	MG 2010s
41	Public Access	273	Digital K4C	434	HBO 7	716	MG 2010s	987	MG 2010s
42	Public Access	274	Digital K4D	435	HBO 8	717	MG 2010s	988	MG 2010s
43	Public Access	275	Digital K4E	436	HBO 9	718	MG 2010s	989	MG 2010s
44	Public Access	276	Digital K4F	437	HBO 10	719	MG 2010s	990	MG 2010s
45	Public Access	277	Digital K4G	438	HBO 11	720	MG 2010s	991	MG 2010s
46	Public Access	278	Digital K4H	439	HBO 12	721	MG 2010s	992	MG 2010s
47	Public Access	279	Digital K4I	440	HBO 13	722	MG 2010s	993	MG 2010s
48	Public Access	280	Digital K4J	441	HBO 14	723	MG 2010s	994	MG 2010s
49	Public Access	281	Digital K4K	442	HBO 15	724	MG 2010s	995	MG 2010s
50	Public Access	282	Digital K4L	443	HBO 16	725	MG 2010s	996	MG 2010s
51	Public Access	283	Digital K4M	444	HBO 17	726	MG 2010s	997	MG 2010s
52	Public Access	284	Digital K4N	445	HBO 18	727	MG 2010s	998	MG 2010s
53	Public Access	285	Digital K4O	446	HBO 19	728	MG 2010s	999	MG 2010s
54	Public Access	286	Digital K4P	447	HBO 20	729	MG 2010s	1000	MG 2010s
55	Public Access	287	Digital K4Q	448	HBO 21	730	MG 2010s	1001	MG 2010s
56	Public Access	288	Digital K4R	449	HBO 22	731	MG 2010s	1002	MG 2010s
57	Public Access	289	Digital K4S	450	HBO 23	732	MG 2010s	1003	MG 2010s
58	Public Access	290	Digital K4T	451	HBO 24	733	MG 2010s	1004	MG 2010s
59	Public Access	291	Digital K4U	452	HBO 25	734	MG 2010s	1005	MG 2010s
60	Public Access	292	Digital K4V	453	HBO 26	735	MG 2010s	1006	MG 2010s
61	Public Access	293	Digital K4W	454	HBO 27	736	MG 2010s	1007	MG 2010s
62	Public Access	294	Digital K4X	455	HBO 28	737	MG 2010s	1008	MG 2010s
63	Public Access	295	Digital K4Y	456	HBO 29	738	MG 2010s	1009	MG 2010s
64	Public Access	296	Digital K4Z	457	HBO 30	739	MG 2010s	1010	MG 2010s
65	Public Access	297	Digital K5A	458	HBO 31	740	MG 2010s	1011	MG 2010s
66	Public Access	298	Digital K5B	459	HBO 32	741	MG 2010s	1012	MG 2010s
67	Public Access	299	Digital K5C	460	HBO 33	742	MG 2010s	1013	MG 2010s
68	Public Access	300	Digital K5D	461	HBO 34	743	MG 2010s	1014	MG 2010s
69	Public Access	301	Digital K5E	462	HBO 35	744	MG 2010s	1015	MG 2010s
70	Public Access	302	Digital K5F	463	HBO 36	745	MG 2010s	1016	MG 2010s
71	Public Access	303	Digital K5G	464	HBO 37	746	MG 2010s	1017	MG 2010s
72	Public Access	304	Digital K5H	465	HBO 38	747	MG 2010s	1018	MG 2010s
73	Public Access	305	Digital K5I	466	HBO 39	748	MG 2010s	1019	MG 2010s
74	Public Access	306	Digital K5J	467	HBO 40	749	MG 2010s	1020	MG 2010s
75	Public Access	307	Digital K5K	468	HBO 41	750	MG 2010s	1021	MG 2010s
76	Public Access	308	Digital K5L	469	HBO 42	751	MG 2010s	1022	MG 2010s
77	Public Access	309	Digital K5M	470	HBO 43	752	MG 2010s	1023	MG 2010s
78	Public Access	310	Digital K5N	471	HBO 44	753	MG 2010s	1024	MG 2010s
79	Public Access	311	Digital K5O	472	HBO 45	754	MG 2010s	1025	MG 2010s
80	Public Access	312	Digital K5P	473	HBO 46	755	MG 2010s	1026	MG 2010s
81	Public Access	313	Digital K5Q	474	HBO 47	756	MG 2010s	1027	MG 2010s
82	Public Access	314	Digital K5R	475	HBO 48	757	MG 2010s	1028	MG 2010s
83	Public Access	315	Digital K5S	476	HBO 49	758	MG 2010s	1029	MG 2010s
84	Public Access	316	Digital K5T	477	HBO 50	759	MG 2010s	1030	MG 2010s
85	Public Access	317	Digital K5U	478	HBO 51	760	MG 2010s	1031	MG 2010s
86	Public Access	318	Digital K5V	479	HBO 52	761	MG 2010s	1032	MG 2010s
87	Public Access	319	Digital K5W	480	HBO 53	762	MG 2010s	1033	MG 2010s
88	Public Access	320	Digital K5X	481	HBO 54	763	MG 2010s	1034	MG 2010s
89	Public Access	321	Digital K5Y	482	HBO 55	764	MG 2010s	1035	MG 2010s
90	Public Access	322	Digital K5Z	483	HBO 56	765	MG 2010s	1036	MG 2010s
91	Public Access	323	Digital K6A	484	HBO 57	766	MG 2010s	1037	MG 2010s
92	Public Access	324	Digital K6B	485	HBO 58	767	MG 2010s	1038	MG 2010s
93	Public Access	325	Digital K6C	486	HBO 59	768	MG 2010s	1039	MG 2010s
94	Public Access	326	Digital K6D	487	HBO 60	769	MG 2010s	1040	MG 2010s
95	Public Access	327	Digital K6E	488	HBO 61	770	MG 2010s	1041	MG 2010s
96	Public Access	328	Digital K6F	489	HBO 62	771	MG 2010s	1042	MG 2010s
97	Public Access	329	Digital K6G	490	HBO 63	772	MG 2010s	1043	MG 2010s
98	Public Access	330	Digital K6H	491	HBO 64	773	MG 2010s	1044	MG 2010s
99	Public Access	331	Digital K6I	492	HBO 65	774	MG 2010s	1045	MG 2010s
100	Public Access	332	Digital K6J	493	HBO 66	775	MG 2010s	1046	MG 2010s
101	Public Access	333	Digital K6K	494	HBO 67	776	MG 2010s	1047	MG 2010s
102	Public Access	334	Digital K6L	495	HBO 68	777	MG 2010s	1048	MG 2010s
103	Public Access	335	Digital K6M	496	HBO 69	778	MG 2010s	1049	MG 2010s
104	Public Access	336	Digital K6N	497	HBO 70	779	MG 2010s	1050	MG 2010s
105	Public Access	337	Digital K6O	498	HBO 71	780	MG 2010s	1051	MG 2010s
106	Public Access	338	Digital K6P	499	HBO 72	781	MG 2010s	1052	MG 2010s
107	Public Access	339	Digital K6Q	500	HBO 73	782	MG 2010s	1053	MG 2010s
108	Public Access	340	Digital K6R	501	HBO 74	783	MG 2010s	1054	MG 2010s
109	Public Access	341	Digital K6S	502	HBO 75	784	MG 2010s	1055	MG 2010s
110	Public Access	342	Digital K6T	503	HBO 76	785	MG 2010s	1056	MG 2010s
111	Public Access	343	Digital K6U	504	HBO 77	786	MG 2010s	1057	MG 2010s
112	Public Access	344	Digital K6V	505	HBO 78	787	MG 2010s	1058	MG 2010s
113	Public Access	345	Digital K6W	506	HBO 79	788	MG 2010s	1059	MG 2010s
114	Public Access	346	Digital K6X	507	HBO 80	789	MG 2010s	1060	MG 2010s
115	Public Access	347	Digital K6Y	508	HBO 81	790	MG 2010s	1061	MG 2010s
116	Public Access	348	Digital K6Z	509	HBO 82	791	MG 2010s	1062	MG 2010s
117	Public Access	349	Digital K7A	510	HBO 83	792	MG 2010s	1063	MG 2010s
118	Public Access	350	Digital K7B	511	HBO 84	793	MG 2010s	1064	MG 2010s
119	Public Access	351	Digital K7C	512	HBO 85	794	MG 2010s	1065	MG 2010s
120	Public Access	352	Digital K7D	513	HBO 86	795	MG 2010s	1066	MG 2010s
121	Public Access	353	Digital K7E	514	HBO 87	796	MG 2010s	1067	MG 2010s
122	Public Access	354	Digital K7F	515	HBO 88	797	MG 2010s	1068	MG 2010s
123	Public Access	355	Digital K7G	516	HBO 89	798	MG 2010s	1069	MG 2010s
124	Public Access	356	Digital K7H	517	HBO 90	799	MG 2010s	1070	MG 2010s
125	Public Access	357	Digital K7I	518	HBO 91	800	MG 2010s	1071	MG 2010s
126	Public Access	358	Digital K7J	519	HBO 92	801	MG 2010s	1072	MG 2010s
127	Public Access	359	Digital K7K	520	HBO 93	802	MG 2010s	1073	MG 2010s
128	Public Access	360	Digital K7L	521	HBO 94	803	MG 2010s	1074	MG 2010s
129	Public Access	361	Digital K7M	522	HBO 95	804	MG 2010s	1075	MG 2010s
130	Public Access	362	Digital K7N	523	HBO 96	805	MG 2010s	1076	MG 2010s
131	Public Access	363	Digital K7O	524	HBO 9				

*Appendix C*

**Signal Test Results – Oceanic Time Warner Cable System  
Performed April 30 – May 1, 2008**

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April 3, 2008

**Signal Test Results  
Kaimuki Hub**

<b>Channel</b>	<b>2</b>	<b>14</b>	<b>22</b>	<b>31</b>	<b>39</b>	<b>54</b>	<b>61</b>
<b>Freq Response</b>	0.6	0.2	0.2	0.2	0.2	0.2	0.2
<b>C/N (dBc)</b>	50.4	54.1	53.1	52.8	52.6	52.7	55.9
<b>IM Dist (dBc)</b>							
<b>Video Level (dBV)</b>	19.7	19.5	19.1	18.6	18.9	19.1	19.2
<b>Audio (Delta)</b>	15.2	13.1	15.1	15.2	15.2	15.2	14.4

**Signal Test Results  
Hanapepe Place**

<b>Channel</b>	<b>2</b>	<b>14</b>	<b>22</b>	<b>31</b>	<b>39</b>	<b>54</b>	<b>61</b>
<b>Freq Response</b>	0.7	0.3	0.2	0.7	0.2	0.6	0.2
<b>C/N (dBc)</b>	44.8	46.0	46.2	44.7	48.2	44.7	44.9
<b>IM Dist (dBc)</b>	58.0	57.8	59.6	49.3	62.1	58.9	58.0
<b>Video Level (dBV)</b>	17.8	19.7	19.7	20.6	22.2	21.2	18.7
<b>Audio (Delta)</b>	14.7	13.0	14.0	15.8	16.2	14.4	14.4

*Appendix D*  
**Customer Service Survey**

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The Department of Commerce and Consumer Affairs, State of Hawaii, is currently in a renewal process for a possible new franchise agreement with the cable TV provider, Time Warner Entertainment Company, L.P. dba Oceanic Time Warner Cable (“Oceanic”) for the island of Oahu. Your comments and input are important to us in this process. We ask your help in completing this survey and sending it to the address below. Thank you very much for your time and effort.

1. RESPONDENT STATUS

Are you a current cable TV subscriber on Oahu?

Yes	No
36	10

If yes, how long have you subscribed to cable TV?

2 years or less	More than 2 years
0	36

(If you are not a current cable TV subscriber, go directly to question 10, Questions for Non-Subscribers)

2. RECEPTION

a.) Have you experienced repeated or prolonged problems with your cable TV picture or sound (such as shadows, waves, graininess, outages, etc.) any time during the past 2 years?

Yes	No
17	18

b.) If yes, did Oceanic resolve your problem to your satisfaction?

Yes	No
14	3

c.) How would you rate overall, everyday quality of your cable TV reception? (Please check only one.)

Very good	Good	Fair	Poor	Very Poor
9	24	3	0	0

3. TELEPHONE

a.) Have you attempted to call Oceanic in the last two years?

Yes	No
26	10

(If no, go directly to question 4, Web & Email Contact)

b.) When you last tried to call Oceanic, did you get a busy signal?

Yes	No
7	19

c.) Once connected, how long did you have to wait before you actually spoke with a live customer service representative?

No wait at all	2
Less than 30 seconds	3
30-60 seconds	7
More than a minute	15
I was never connected	0

4. WEB AND EMAIL CONTACT

a.) In the past two years, have you used the “Help Desk” feature on Oceanic’s website to contact the company for customer service issues?

Yes	No
4	32

(If no, go directly to question 5, Service)

b.) On average, how many business days was it before you received an e-mail response from Oceanic?

One	2
Two	2
Three	0
More than three	0
Never heard back	0

c.) How would you rate the overall effectiveness of Oceanic’s response to your issue(s) via the web/email Help Desk service?

Very good	Good	Fair	Poor	Very Poor
1	2	1	0	1

5. SERVICE

a.) In the past two years, has a service technician visited your home to make a repair or to correct a problem?

Yes	No
13	23

(If no, go directly to question 6, Billing)

b.) What was the problem?

No picture (or no sound) at all	2
Poor quality reception or other problem	4

c.) Were you offered an appointment at a specific time or at least within a 4-hour period of the business day?

Yes	No
11	2

d.) Did Oceanic keep the scheduled appointment?

Yes	No
13	0

e.) How many visits to your home did it take for the service technician to make the repair or correct the problem? (Please check only one.)

One	9
Two	1
Three	2
More than Three	1
Problem was never corrected	0

6. BILLING

a.) Do you find your bills from Oceanic to be clear, concise, and understandable?

Yes	No
29	2

b.) Do you find your bills from Oceanic to contain all information reasonably necessary to indicate what you are being charged for?

Yes	No
30	2

c.) Have you had a billing problem in the past two years?

Yes	No
3	29

(If no, go directly to Question 7, Courtesy)

If yes:

How would you rate Oceanic's handling of your billing problem?

Very good	Good	Fair	Poor	Very Poor
2	2	1	1	1

7. COURTESY

In your telephone and in-person contacts with Oceanic, how would you describe the courtesy with which you were treated?

Very good	Good	Fair	Poor	Very Poor
10	14	7	0	2

8. OVERALL RATING

How would you rate the performance of Oceanic overall?

Very good	Good	Fair	Poor	Very Poor
9	18	7	0	2

9. COMPARISON WITH OTHER SERVICES

Of the following service providers, which would your rank 1st, 2nd and 3rd for overall service and performance? (Answer if you are a cable TV subscriber or have been one previously.)

	Cable Co.	Phone Co.	Electric Co.
Rated #1	16	8	11
Rated #2	9	10	13
Rated #3	9	14	13

10. QUESTIONS FOR NON-SUBSCRIBERS

a.) Why don't you subscribe to cable TV?

Don't watch much TV	6
Cable is too expensive	6
Cable programs not interesting to me	1
Used to subscribe, but unhappy with the service	4
Subscribe to DBS service (Dish Network or DirecTV)	0
Other (Please specify)	5

b.) What would cause you to subscribe to cable TV in the future?

Lower rates	13
More variety of service packages	7
Better company customer service policies	5
Ability to get line extended to residence	3
Other (Please specify)	5

11. FINAL COMMENT

Do you have any final comment to make? (Summarize comment, use extra sheet if necessary.)

Responses included comments requesting lower rates, better service, specific programming; also several comments complimenting Oceanic service.
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