



## **PUBLIC HEARINGS ON TRANSFER OF OCEANIC TIME WARNER CABLE TO CHARTER**

**LAHAINA** Tuesday, September 8 - 4:30PM West Maui Senior Center  
**WAILUKU** - Friday, September 11 - 4:30PM Cameron Center Auditorium  
**LANAI** - Tuesday, September 15 - 12:00PM Lanai Senior Center  
**HANA** - Wednesday, September 16 - 12:00PM Hana Community Center  
**MOLOKAI** - Thursday September 17 - 4:00PM Kaunakakai Gym

Good News! The State DCCA has the power to require the new owners of the cable company to provide *tangible* benefits for Maui Nui residents as a condition of sale. If YOU speak up and be heard, you may finally have a chance to get the cable and Internet service you pay for. Please review the transfer documents on the DCCA website: [http://cca.hawaii.gov/catv/cable\\_operators/charter-time](http://cca.hawaii.gov/catv/cable_operators/charter-time). And feel free to use the following TALKING POINTS as a guide in preparing your testimony.

- 1. We want DCCA enforced service level agreements and rate transparency in Cable TV and Internet contracts so they cannot lie to us and charge us for fast Internet speeds and other services without actually delivering advertised performance.*
- 2. Make digital cable TV, Fiber to the Home, and affordable, gigabit Internet available to EVERY resident and business in Maui County by 2020*
- 3. Guarantee by contract that Akaku/PEG channels will be fully funded for the term of the franchise and displayed in the same manner and accessibility as PBS and Oahu local broadcast channels in analog, digital, HD, on every tier and on-demand on every device.*
- 4. Customer service call centers, locations, field technicians and technical assistance must be available locally 24/7 x 365 with response times regulated by service agreements that include automatic refunds for lost service or outages.*
- 5. Free Wi-Fi, live transmission capability and high speed broadband service to, public and private schools, government buildings, hospitals, libraries, community centers, community media centers, non-profit agencies and public parks.*
- 6. Guarantee that Charter matches the best public benefits it provides to any other location in the nation.*

**Send written testimony before Friday, September 25, 2015 to:**

DCCA-CATV, P.O. Box 541, Honolulu, Hawai'i 96809

Email: [cabletv@dcca.hawaii.gov](mailto:cabletv@dcca.hawaii.gov) Fax: 808-586-2625

Go to [akaku.org](http://akaku.org) for more information