

Received & inspected

November 5, 2015

NOV - 9 2015

VIA Overnight Delivery

FCC Mail Room

Marlene H. Dortch, Secretary
 Federal Communications Commission
 Office of the Secretary
 9300 East Hampton Drive
 Capitol Heights, MD 20743

DOCKET FILE COPY ORIGINAL

Re: WC Docket No. 14-58, *ETC Annual Reports and Certifications*

Dear Ms. Dortch:

Pursuant to the Federal Communications Commission's rules,¹ and the Office of Management and Budget's approval of the additional reporting requirements for price cap carriers², Hawaiian Telcom, Inc. ("HTI") is providing the Commission with a copy of its amended and re-certified Form 481, which was electronically filed with the Universal Service Administrative Company on November 3, 2015. The additional reporting includes responses on Lines 2022 and 2023 and attachments on Lines 2024 and 2025 in Section 2000-Price Cap Carrier Additional Information, found on Page 10. Copies of the attachments to Lines 2024 and 2025 are included in the Attachments section of the document.

HTI requests that the Commission keep the following materials included in Form 481 confidential and not release the information to the public if requested: Section 200, data concerning voice service outage reports; Section 300, unfulfilled service requests (voice); Section 310, detail on attempts to provide voice service; Section 320, unfulfilled service requests (broadband); Section 330, detail on attempts to provide broadband service; Section 400, customer complaints (voice); and Section 430, customer complaints (broadband).

Copies of this report are also being submitted to the Hawaii State Public Utilities Commission and to relevant tribal authorities, in accordance with CFR § 54.313(i) and/or the Hawaii Public Utilities Commission's Decision and Order in Docket 2011-0052, *Instituting a Proceeding for the Purpose of Amending the Annual Certification Requirements for Eligible Telecommunications Carriers in the State of Hawaii*.

No. of Copies rec'd 0+1
 List ABCDE

¹ See 47 CFR §54.313(i), as amended by the Commission in *Connect America Fund, ETC Annual Reports and Certifications, Establishing Just and Reasonable Rates for Local Exchange Carriers; Universal Service Reform – Mobility Fund; Developing an Unified Intercarrier Compensation Regime*; WC Docket Nos. 10-90, 14-48, 07-135; WT Docket No. 10-208; CC Docket No. 01-92; FCC 14-54, adopted on June 10, 2014 and released on June 10, 2014.

² On September 2, 2015, the Office of Management and Budget approved the reporting requirements in 47 CFR §§ 54.313(b)(2)(i) and 54.313(b)(2)(ii), and the Commission's *Report and Order* in WC Docket No. 10-90, released May 22, 2013 (FCC 13-73. Paragraph 35).

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Statement pursuant to 47 C.F.R. § 0.459(b)

(1) Identification of the specific information for which confidential treatment is sought.

Data regarding the number and nature of voice service outages, unfulfilled service requests for voice and broadband, detail on how HTI attempts to satisfy requests for service, and customer complaints regarding voice and broadband service.

(2) Identification of the Commission proceedings in which the information was submitted or a description of the circumstances giving rise to the submission.

HTI is providing the confidential information identified above in response to 47 C.F.R. §§ 54.313 and 54.422.

(3) Explanation of the degree to which the information is commercial or financial, or contains a trade secret or is privileged.

The information contained in the attachments includes business operations information which would be useful to any competitor in determining how to compete with HTI in its offering of telecommunications services.

(4) Explanation of the degree to which the information concerns a service that is subject to competition.

There is significant competition among telecommunications providers in the State of Hawaii.

(5) Explanation of how disclosure of the information could result in substantial competitive harm.

HTI's competitors could use the confidential and proprietary business information in determining the way in which they offer their services, including advertising therefor, thereby giving them an advantage in offering telecommunications services to the public.

(6) Identification of any measures taken by the submitting party to prevent unauthorized disclosure.

This information has been maintained on a confidential basis in company files that are not ordinarily accessible by the public except for the following two disclosures. The FCC outage reporting data has been filed, and is routinely made confidential, by the Commission. The information has been provided to the Hawaii State Public Utilities commission pursuant to a protective order under which the information is not released to the public, and the state commission maintains the confidentiality of this data.

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(7) Identification of whether the information is available to the public and the extent of any previous disclosure of the information to third parties.

The information would not ordinarily be disclosed to parties outside HTI, except to government agencies pursuant to an HTI request for confidentiality.

(8) Justification of the period during which the submitting party asserts that material should not be available for public disclosure.

The material should be withheld from public disclosure as long as the data in question would provide a basis for competitors to gain insight into the business operations associated with HTI's telecommunications services.

(9) Any other information that the party seeking confidential treatment believes may be useful in assessing whether its request for confidentiality should be granted.

Under applicable Commission and court rulings, the subject material must be kept free from public disclosure. Exemption 4 of the Freedom of Information Act shields information which is (1) commercial or financial in nature; (2) obtained from a person outside government; and (3) privileged or confidential. *See Washington Post Co. v. U.S. Department of Health and Human Services*, 690 F.2d 252, 266 (D.C. Cir. 1982). The attached information clearly satisfies the first two elements of that test. With respect to the third element of the above test, information is considered to be "confidential" if disclosure is likely, *inter alia*, to harm substantially the competitive position of the person from which the information was obtained. *National Park and Conservation Ass'n. v. Morton*, 498 F. 2d 765, 770 (D.C. Cir. 1974). As explained above, disclosure of the information would result in competitive harm because it would enable rivals to learn the business operations details associated with HTI's telecommunications offerings. Moreover, the data are "of a kind that the provider would not customarily release to the public." *Critical Mass Energy Project v. NRC*, 975 F.2d 871 (D.C. Cir. 1992).

Please contact me at (808) 546-7730 or candace.donohoe@hawaiiantel.com if you have any questions pertaining to this filing.

Sincerely,



Candace Donohoe
Sr. Manager, Regulatory Affairs

Enclosure

<010> Study Area Code	623100	
<015> Study Area Name	HAWAIIAN TELCOM, INC	Received & inspected
<020> Program Year	2016	
<030> Contact Name: Person USAC should contact with questions about this data	Candace Donohoe	NOV - 9 2015
<035> Contact Telephone Number: Number of the person identified in data line <030>	8085467730 ext.	
<039> Contact Email Address: Email of the person identified in data line <030>	candace.donohoe@hawaiiantel.com	FCC Mail Room

ANNUAL REPORTING FOR ALL CARRIERS

	54,313 Completion Required	54,422 Completion Required
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(check box when complete)

<100> Service Quality Improvement Reporting	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<200> Outage Reporting (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<210> <input type="checkbox"/> <-- check box if no outages to report		<input checked="" type="checkbox"/>	<input type="checkbox"/>
<300> Unfulfilled Service Requests (voice)		<input checked="" type="checkbox"/>	<input type="checkbox"/>
<310> Detail on Attempts (voice)	623100hi310.pdf (attach descriptive document)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<320> Unfulfilled Service Requests (broadband)		<input checked="" type="checkbox"/>	<input type="checkbox"/>
<330> Detail on Attempts (broadband)	623100hi330.pdf (attach descriptive document)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<400> Number of Complaints per 1,000 customers (voice)		<input checked="" type="checkbox"/>	<input type="checkbox"/>
<410> Fixed		<input checked="" type="checkbox"/>	<input type="checkbox"/>
<420> Mobile		<input checked="" type="checkbox"/>	<input type="checkbox"/>
<430> Number of Complaints per 1,000 customers (broadband)		<input checked="" type="checkbox"/>	<input type="checkbox"/>
<440> Fixed		<input checked="" type="checkbox"/>	<input type="checkbox"/>
<450> Mobile		<input checked="" type="checkbox"/>	<input type="checkbox"/>
<500> Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<510>	623100hi510.pdf (attached descriptive document)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<600> Functionality in Emergency Situations	(check to indicate certification)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<610>	623100hi610.pdf (attached descriptive document)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<700> Company Price Offerings (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<710> Company Price Offerings (broadband)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<800> Operating Companies and Affiliates	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900> Tribal Land Offerings (Y/N)?	(if yes, complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1000> Voice Services Rate Comparability Certification	Yes <input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1010>	623100hi1010.pdf (attach descriptive document)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1100> Certify whether terrestrial backhaul options exist (Yes or No)	<input checked="" type="radio"/> <input type="radio"/> (if not, check to indicate certification)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1110>	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<1200> Terms and Condition for Lifeline Customers	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<2000>	(check to indicate certification)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<2005>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

<3000>	(check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<3005>	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>

(100) Service Quality Improvement Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	623100
<015> Study Area Name	HAWAIIAN TELCOM, INC
<020> Program Year	2016
<030> Contact Name - Person USAC should contact regarding this data	Candace Donohoe
<035> Contact Telephone Number - Number of person identified in data line <030>	8085467730 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	candace.donohoe@hawaiiantel.com

<110> Has your company received its ETC certification from the FCC?	(yes / no) <input type="radio"/> <input checked="" type="radio"/>
If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(yes / no) <input type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

Name of Attached Document

Please select the appropriate responses below (Yes, No, Not Applicable) to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to §54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
- <114> Report how much universal service (USF) support was received
- <115> How much (USF) was used to improve service quality and how support was used to improve service quality
- <116> How much (USF) was used to improve service coverage and how support was used to improve service coverage
- <117> How much (USF) was used to improve service capacity and how support was used to improve service capacity
- <118> Provide an explanation of network improvement targets not met in the prior calendar year.

(900) Tribal Lands Reporting Data Collection Form FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010> Study Area Code 623100
 <015> Study Area Name HAWAIIAN TELCOM, INC
 <020> Program Year 2016
 <030> Contact Name - Person USAC should contact regarding this data Candace Donohoe
 <035> Contact Telephone Number - Number of person identified in data line <030> 8085467730 ext.
 <039> Contact Email Address - Email Address of person identified in data line <030> candace.donohoe@hawaiiantel.com

<910> Tribal Land(s) on which ETC Serves

Hawaiian Homelands

<920> Tribal Government Engagement Obligation

623100hi920.pdf

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select Yes or No or Not Applicable
Yes
Yes

(1100) No Terrestrial Backhaul Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	623100
<015>	Study Area Name	HAWAIIAN TELCOM, INC
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Candace Donohoe
<035>	Contact Telephone Number - Number of person identified in data line <030>	8085467730 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	candace.donohoe@hawaiiantel.com

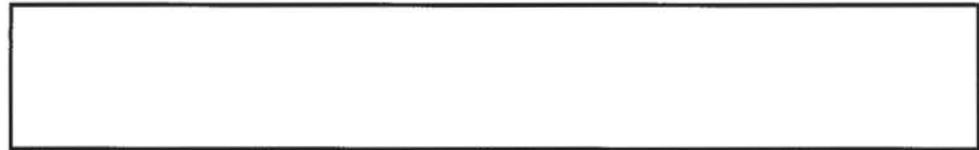
<1120> Please confirm whether terrestrial backhaul options exist within the supported area pursuant to § 54.313(g) (Yes, No).

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

(1200) Terms and Condition for Lifeline Customers Lifeline Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	623100
<015>	Study Area Name	HAWAIIAN TELCOM, INC
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Candace Donohoe
<035>	Contact Telephone Number - Number of person identified in data line <030>	8085467730 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	candace.donohoe@hawaiiantel.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans



Name of Attached Document

<1220> Link to Public Website

HTTP <http://www.hawaiiantel.com/Homephone/CallingPlans/tabid/1380/Default.aspx>

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221>
 Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,
- <1222>
 Details on the number of minutes provided as part of the plan,
- <1223>
 Additional charges for toll calls, and rates for each such plan.

(2000) Price Cap Carrier Additional Documentation

Data Collection Form

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010> Study Area Code	623100
<015> Study Area Name	HAWAIIAN TELCOM, INC
<020> Program Year	2016
<030> Contact Name - Person USAC should contact regarding this data	Candace Donohoe
<035> Contact Telephone Number - Number of person identified in data line <030>	8085467730 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	candace.donohoe@hawaiiantel.com

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

- <2010> 2nd Year Certification {47 CFR § 54.313(b)(1)i}
- <2011a> 3rd Year Certification {47 CFR § 54.313(b)(1)ii}
- <2011b> Attachment {47 CFR § 54.313(b)(1)iii}

Name of Attached Document(s) Listing Required Information

- <2022> Recipient certifies, representing year one after filing a notice of acceptance of funding pursuant to § 54.312(c), that the locations in question are not receiving support under the Broadband Initiatives Program or the Broadband Technology Opportunities Program for projects that will provide broadband with speeds of at least 4 Mbps/1 Mbps - 54.313(b)(2)(i)

- <2023> The attachment on Line 2024 includes a statement of the total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations, accompanied by a list of census blocks indicating where funding was spent. This covers year one - 54.313(b)(2)(ii)

Name of Attached Document(s) Listing Required Information

- <2025> Attach Geocoded Information for Phase I, 2nd year milestone reports - Connect America Fund, WC Docket 10-90, Report and Order, FCC 13-73, paragraph 35 (May 22, 2013)

Name of Attached Document(s) Listing Required Information

Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)}

- <2012> 2013 Frozen Support Calculation {47 CFR § 54.313(c)(1)}
- <2013> 2014 Frozen Support Calculation {47 CFR § 54.313(c)(2)}
- <2014> 2015 Frozen Support Calculation {47 CFR § 54.313(c)(3)}
- <2015> 2016 and future Frozen Support Calculation {47 CFR § 54.313(c)(4)}

Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}

- <2016> Certification Support Used to Build Broadband

Connect America Phase II Reporting {47 CFR § 54.313(e)}

- <2017> 3rd year Broadband Service Certification
- <2018> 5th year Broadband Service Certification
- <2019> Interim Progress Certification
- <2020> Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in preceding calendar year.

- <2021> Interim Progress Community Anchor Institutions

Name of Attached Document(s) Listing Required Information

(3000) Rate Of Return Carrier Additional Documentation

Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3080-0819

July 2013

<010> Study Area Code	623100
<015> Study Area Name	HAWAIIAN TELCOM, INC
<020> Program Year	2016
<030> Contact Name - Person USAC should contact regarding this data	Candace Donohoe
<035> Contact Telephone Number - Number of person identified in data line <030>	8085467730 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	candace.donohoe@hawaiiantel.com

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3010) Progress Report on 5 Year Plan
Milestone Certification (47 CFR § 54.313(f)(1)(i))

Name of Attached Document Listing Required Information

(3011) Please check this box to confirm that the attached document(s), on line 3012 contains the required information pursuant to § 54.313 (f)(1)(ii), the carrier shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

(3012) Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii))

Name of Attached Document Listing Required Information

(3013) Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2))
(3014) If yes, does your company file the RUS annual report

(Yes/No)
(Yes/No)

Please check these boxes to confirm that the attached document(s), on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:

(3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)

(3016) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

(3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation

Name of Attached Document Listing Required Information

(3018) If the response is no on line 3014, is your company audited?

(Yes/No)

If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:

(3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications

(3020) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

(3021) Management letter and audit opinion issued by the independent certified public accountant that performed the company's financial audit

If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:

(3022) Copy of their financial statement which has been subject to review by an independent certified public accountant; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers,

(3023) Underlying information subjected to a review by an independent certified public accountant

(3024) Underlying information subjected to an officer certification.

(3025) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

(3026) Attach the worksheet listing required information

Name of Attached Document Listing Required Information

(3000) Rate Of Return Carrier Additional Documentation (Continued)

FCC Form 481

Data Collection Form

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010> Study Area Code	623100
<015> Study Area Name	HAWAIIAN TELCOM, INC
<020> Program Year	2016
<030> Contact Name - Person USAC should contact regarding this data	Candace Donohoe
<035> Contact Telephone Number - Number of person identified in data line <030>	8085467730 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	candace.donohoe@hawaiiantel.com

Financial Data Summary

(3027) Revenue

(3028) Operating Expenses

(3029) Net Income

(3030) Telephone Plant In Service(TPIS)

(3031) Total Assets

(3032) Total Debt

(3033) Total Equity

(3034) Dividends

Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/GMB Control No. 3060-0819 July 2013
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<010> Study Area Code	623100
<015> Study Area Name	HAWAIIAN TELCOM, INC
<020> Program Year	2016
<030> Contact Name - Person USAC should contact regarding this data	Candace Donohoe
<035> Contact Telephone Number - Number of person identified in data line <030>	8085467730 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	candace.donohoe@hawaiiantel.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	HAWAIIAN TELCOM, INC
Signature of Authorized Officer:	CERTIFIED ONLINE Date 11/03/2015
Printed name of Authorized Officer:	Scott Barber
Title or position of Authorized Officer:	President & CEO
Telephone number of Authorized Officer:	8085463878 ext.
Study Area Code of Reporting Carrier:	623100 Filing Due Date for this form: 07/01/2015
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Certification - Agent / Carrier Data Collection Form		FCC Form 481 OMB Control No. 3060-0936/OMB Control No. 3060-0819 July 2013
<010> Study Area Code	623100	
<015> Study Area Name	HAWAIIAN TELCOM, INC	
<020> Program Year	2016	
<030> Contact Name - Person USAC should contact regarding this data	Candace Donohoe	
<035> Contact Telephone Number - Number of person identified in data line <030>	8085467730 ext.	
<039> Contact Email Address - Email Address of person identified in data line <030>	candace.donohoe@hawaiiantel.com	

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent: _____	
Name of Reporting Carrier: _____	
Signature of Authorized Officer: _____	Date: _____
Printed name of Authorized Officer: _____	
Title or position of Authorized Officer: _____	
Telephone number of Authorized Officer: ext. _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier: _____	
Name of Authorized Agent or Employee of Agent: _____	
Signature of Authorized Agent or Employee of Agent: _____	Date: _____
Printed name of Authorized Agent or Employee of Agent: _____	
Title or position of Authorized Agent or Employee of Agent: _____	
Telephone number of Authorized Agent or Employee of Agent: ext. _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

REDACTED FOR PUBLIC INSPECTION

(200) Service Outage Reporting (Voice)
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010> Study Area Code 623100
 <015> Study Area Name HAWAIIAN TELCOM, INC
 <020> Program Year 2016
 <030> Contact Name - Person USAC should contact regarding this data Candace Donohoe
 <035> Contact Telephone Number - Number of person identified in data line <030> 8085467730 ext.
 <039> Contact Email Address - Email Address of person identified in data line <030> candace.donohoe@hawaiiantel.com

<220>

<a> <b1> <b2> <b3> <b4> <c1> <c2> <d> <e> <f> <g> <h>

NORS Reference Number	Outage Start Date	Outage Start Time	Outage End Date	Outage End Time	Number of Customers Affected	Total Number of Customers	911 Facilities Affected (Yes / No)	Service Outage Description (Check all that apply)	Did This Outage Affect Multiple Study Areas (Yes / No)	Service Outage Resolution	Preventative Procedures
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FCC Form 481

Study Area Code: 623100

Study Area Name: Hawaiian Telcom, Inc.

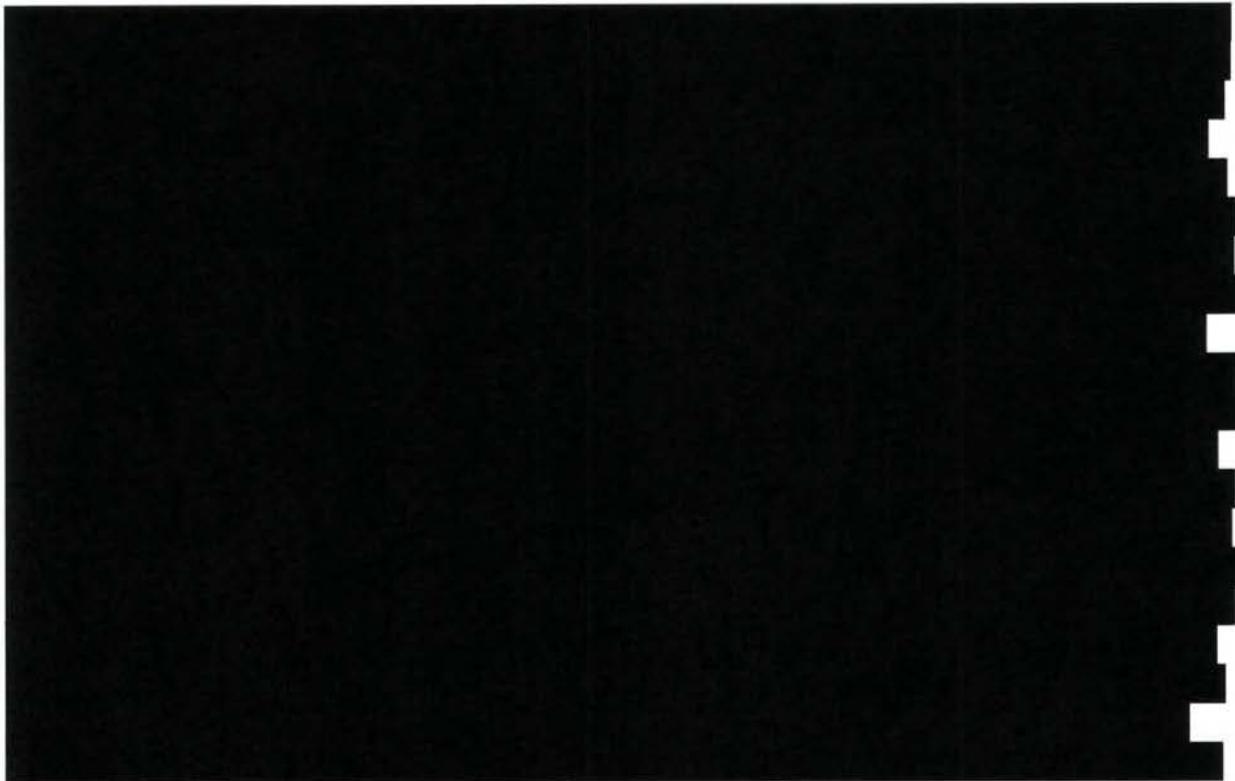
Program Year: 2016

Contact Name: Candace Donohoe

Contact Telephone Number: 808-546-7730

Contact Email Address: Candace.donohoe@hawaiiantel.com

(310) Description of Attempts to Provide Voice Service to Potential Customers



FCC Form 481

Study Area Code: 623100

Study Area Name: Hawaiian Telcom, Inc.

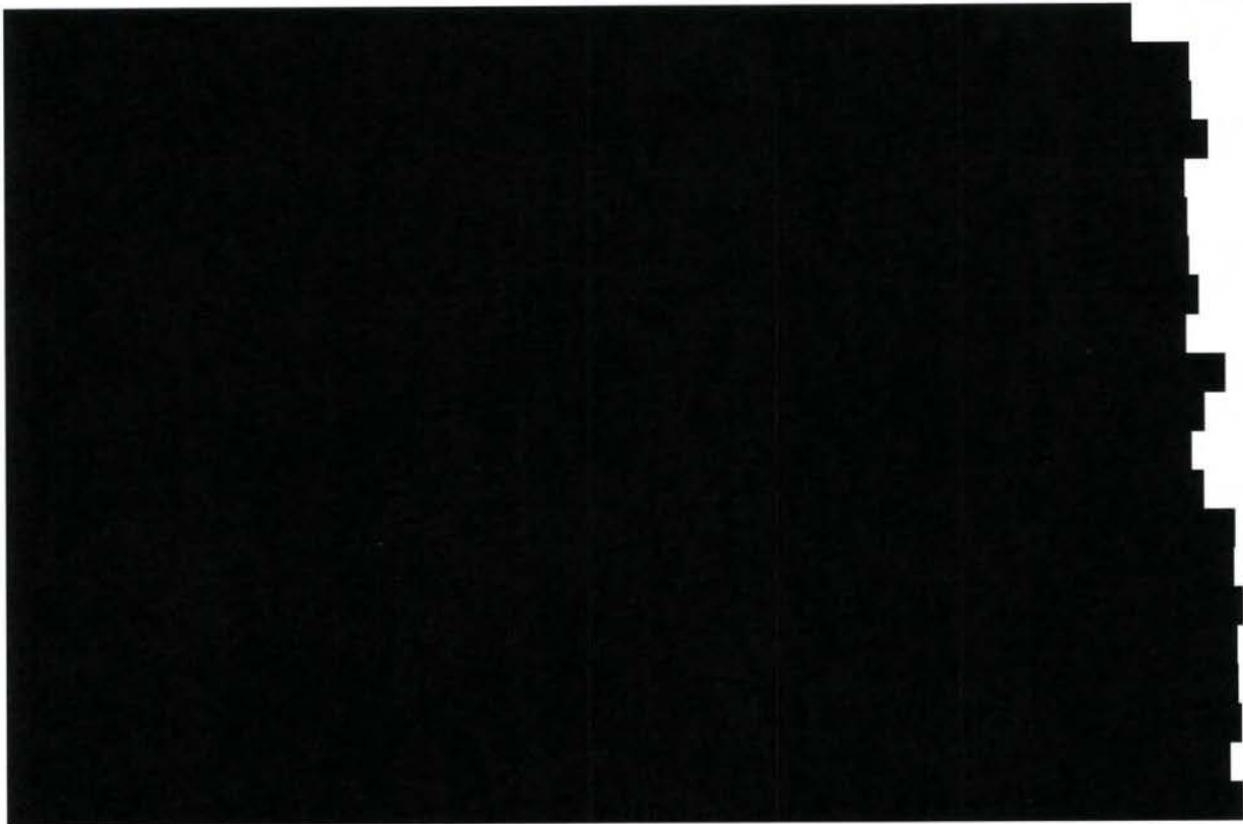
Program Year: 2016

Contact Name: Candace Donohoe

Contact Telephone Number: 808-546-7730

Contact Email Address: Candace.donohoe@hawaiiantel.com

(330) Description of Attempts to Provide Broadband Service to Potential Customers



FCC Form 481

Study Area Code: 623100

Study Area Name: Hawaiian Telcom, Inc.

Program Year: 2016

Contact Name: Candace Donohoe

Contact Telephone Number: 808-546-7730

Contact Email Address: Candace.donohoe@hawaiiantel.com

(510) Description of Compliance with Service Quality Standards and Consumer Protection Rules – Voice Service

Hawaiian Telcom, Inc. ("HTI" or "Company") certifies that it is in material compliance with applicable service quality standards and consumer protection rules for voice service for data year 2014.

HTI files service quality and compliance reports ("Status Reports") on a monthly basis with the Hawaii Public Utilities Commission (PUC) in accordance with Order No. 13950, issued June 9, 1995 in Docket No. 7579. These Status Reports provide HTI's performance with regard to the following PUC-required service quality measures:

1. Total Customer Trouble Reports per 100 Lines
2. Percent Dial Tone Speed Within 3 Seconds
3. Percent Completions: Dial Service Results
4. Percent Out of Service Troubles Cleared in 24 Hours
5. Percent of Operator Toll Calls Answered Within 10 Seconds
6. Percent of Operator DA Calls Answered Within 10 Seconds
7. Percent Repair Calls Answered Within 20 Seconds
8. Percent Repair Commitments Met
9. Percent IXC Common Trunk Group Performance
10. Percent Continuity Test Failure Rate
11. Percent Installations Completed Within 3 Days
12. Percent Business Combined Install/Billing Office Calls Answered Within 20 Seconds
13. Percent Residential Combined Install/Billing Office Calls Answered Within 20 Seconds

HTI is also compliant with consumer protection rules. For example:

1. The Company safeguards all Customer Network Proprietary Information, and provides annual certifications to the FCC indicating its compliance.
2. HTI complies with the requirements of the FCC's Truth-in-Billing rules, as well as the requirement to inform all customers that bill blocking is available to prevent unauthorized third-party billing.
3. HTI offers free complete and selective (per call) Caller ID blocking.
4. HTI has a Customer Relations team, which assists customers to resolve any difficulties with their HTI voice service.

(510) Description of Compliance with Service Quality Standards and Consumer Protection Rules – Broadband Service

Hawaiian Telcom (“HT” or “Company”) certifies that it is in material compliance with applicable service quality standards and consumer protection rules for broadband service for data year 2014.

The Company publishes its Broadband Policy on its website, at <http://www.hawaiiantel.com/aboutus/BroadbandPolicy/tabid/1498/Default.aspx>.

With regard to service quality standards:

1. HT’s broadband network complies with all standards pertaining to IP networks such as the Broadband Forum, the International Telecommunications Union, and the Internet Engineering Task Force.
2. Information regarding the performance of HT’s broadband network is available at netindex.com. HT broadband customers can conduct tests of their service speed at speedtest.hawaiiantel.net.
3. HT practices reasonable network management. It measures and monitors its network performance, which involves the performance of users’ Internet connections and HT’s network as part of this process.
4. Bandwidth is provided on a per-line basis, and the speed and bandwidth available to each computer or device connected to the network varies depending upon the number, types and configuration of computers or services using the bandwidth and the type of use (e.g., streaming media or downloading larger files, etc.), network or Internet congestion, and/or the condition of the subscribers’ telephone line and inside wiring.
5. HT prohibits its subscribers from using the broadband service in a manner that impairs the user experience of other users, or that otherwise impairs network performance.
6. HT does not block lawful content, applications, services or non-harmful devices, subject to reasonable network management.
7. HT does not unreasonably discriminate in transmitting lawful network traffic over a subscriber’s broadband internet access service, subject to reasonable network management.

HT is also compliant with consumer protection rules.

1. HT has a Privacy Policy applicable to the individually-identifiable information of its customers obtained online, or information about a customer or a customer account or service. Such information is not disclosed without proper authorization or unless required by law.
2. HT is subject to the provisions of the Electronic Communications Privacy Act, 18 U.S.C 2701 et seq, which prohibits an electronic communications service provider from producing the contents of electronic communications, even pursuant to subpoena or court order, except in limited circumstances.

3. HT discloses its email retention and deletion policy to ensure that subscribers understand how long received, sent and deleted emails are retained on the Company's email system.
4. HT customers can learn how to protect their personal computer and personal data at hawaiiantel.com/security.
5. HT provides a thirty day money back guarantee; customers may cancel service within thirty days of their Service Ready Date if they are not satisfied with the service, and obtain a full refund of all monthly and one-time charges paid. Early termination charges will not apply to service terminated within the money-back guarantee period. (Company-provided equipment must be returned in good working condition.)
6. HT has a Customer Relations team, which assists customers to resolve any difficulties with their HT broadband service.

FCC Form 481

Study Area Code: 623100

Study Area Name: Hawaiian Telcom, Inc.

Program Year: 2016

Contact Name: Candace Donohoe

Contact Telephone Number: 808-546-7730

Contact Email Address: Candace.donohoe@hawaiiantel.com

(610) Description of Functionality in Emergency Situations – Voice Service

Hawaiian Telcom, Inc. ("HTI") certifies that it has the ability and capability to maintain reasonably functional voice service in emergency situations. HTI has an established history of successful disaster recovery in emergency situations, including earthquakes, hurricanes and island-wide power outages. HTI maintains its readiness to respond to emergencies and to remain functional through the following coordinated efforts:

- Performing regular updates to ensure that HTI's emergency preparedness and governance policies are kept current. Plans include established locations and personnel for a centralized Emergency Operations Center and regional District Control Centers.
- Holding company-wide drills which simulate a disaster, its impacts to HTI's operations, and HTI's response to these impacts.
- Maintaining an emergency material supply process with national suppliers.
- Subscribing to all appropriate emergency and security alerts and warnings.
- Maintaining memberships in national associations, forums and organizations, such as the FCC Network Reliability and Interoperability Council, and the USTA Security Council, where standards and best practices for emergency preparedness are established.
- Working to prevent emergency situations through a program or information and cyber systems protection, and by protecting its physical infrastructure.
- Use of HTI's Network Operations Center (eNOC) to perform 24 hours per day/7 days per week monitoring of the Company's statewide network.
- Installation and maintenance of batteries and generators for emergency power supplies in Central Offices and other critical network infrastructure components.
- Designing and maintaining redundancy in network configurations, to avoid single points of failure and to allow for alternate routing of traffic.
- Ensuring availability of satellite phones, if needed, for communications between disaster recovery teams.
- The use of direct "hot lines" to local emergency response agencies, such as State, City and County Civil Defense Agencies.
- Use of the FCC's Telecommunications Service Priority guidelines for service restoration.