

October 14, 2013

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FCC Mail Room

VIA Overnight Delivery

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

ORIGINAL

Dear Ms. Dortch:

Pursuant to the Federal Communications Commission's Public Notice No. 13-1707 released on August 6, 2013 in WC Docket No. 10-90, *Connect America Fund, Unified Intercarrier Compensation Regime, et al.*, and WC Docket No. 11-42, *Lifeline and Link Up Reform and Modernization*, Hawaiian Telcom, Inc. ("HTI") is providing the Commission with a copy of its completed Form 481, which was electronically filed with the Universal Service and Administrative Company on October 10, 2013.

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; and Section 400, customer complaints.

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 of outages, unfulfilled service requests, and customer complaints.

(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.

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LIST ABOVE

0+3

Ms. Marlene Dortch
October 14, 2013
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(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.

(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

Ms. Marlene Dortch
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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 HTT'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 Candace Donohoe at (808) 546-7730 if you have any questions pertaining to this filing.

Sincerely,

A handwritten signature in black ink that reads "Candace Donohoe". The signature is written in a cursive, flowing style.

Candace Donohoe
Sr. Manager – Regulatory Affairs

Enclosure

REDACTED FOR PUBLIC INSPECTION



<010> Study Area Code 623100

<015> Study Area Name HAWAIIAN TELECOM, INC

<020> Program Year 2014

<030> Contact Name: Person USAC should contact with questions about this data Candace Donohoe

<035> Contact Telephone Number: Number of the person identified in data line <030> 808-546-7730

<039> Contact Email Address: Email of the person identified in data line <030> candace.donohoe@hawaiiantel.com



(check box when complete)

<100> Service Quality Improvement Reporting (complete attached worksheet)

<200> Outage Reporting (voice) (complete attached worksheet)

<210> <-- check box if no outages to report

<300> Unfulfilled Service Requests (voice)

<310> Detail on Attempts (voice) (attach descriptive document)

<320> Unfulfilled Service Requests (broadband)

<330> Detail on Attempts (broadband) (attach descriptive document)

<400> Number of Complaints per 1,000 customers (voice)

<410> Fixed

<420> Mobile

<430> Number of Complaints per 1,000 customers (broadband)

<440> Fixed

<450> Mobile

<500> Service Quality Standards & Consumer Protection Rules Compliance (check to indicate certification)

<510> 623100h1510 (attached descriptive document)

<600> Functionality in Emergency Situations (check to indicate certification)

<610> 623100h1610 (attached descriptive document)

<700> Company Price Offerings (voice) (complete attached worksheet)

<710> Company Price Offerings (broadband) (complete attached worksheet)

<800> Operating Companies and Affiliates (complete attached worksheet)

<900> Tribal Land Offerings (Y/N)? (if yes, complete attached worksheet)

<1000> Voice Services Rate Comparability (check to indicate certification)

<1010> (attach descriptive document)

<1100> Terrestrial Backhaul (Y/N)? (if not, check to indicate certification)

<1110> (complete attached worksheet)

<1200> Terms and Condition for Lifeline Customers (complete attached worksheet)

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)

<2005> (complete attached worksheet)

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

<3000> (check to indicate certification)

<3005> (complete attached worksheet)

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

<010> Study Area Code 622100
 <015> Study Area Name HAWAIIAN TELECOM, INC
 <020> Program Year 2014
 <030> Contact Name - Person USAC should contact regarding this data Candace Donohoe
 <035> Contact Telephone Number - Number of person identified in data line <030> 808-546-7730
 <039> Contact Email Address - Email Address of person identified in data line <030> candace.donohoe@hawaiiintel.com

<110> Has your company received its ETC certification from the FCC? (yes / no)
 If your answer to Line <110> is yes, do you have an existing §54.202(a) "5
 <111> year plan" filed with the FCC? (yes / no)

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 (.pdf)

Please check these boxes below to confirm that the attached PDF, 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 (USF) was used to improve service quality
 <116> How (USF) was used to improve service coverage
 <117> How (USF) was used to improve service capacity
 <118> Provide an explanation of network improvement targets not met in the prior calendar year.



<010> Study Area Code 623100
 <015> Study Area Name HAWAIIAN TELCOM, INC
 <020> Program Year 2014
 <030> Contact Name - Person USAC should contact regarding this data Candace Donohoe
 <035> Contact Telephone Number - Number of person identified in data line <030> 808-546-7730
 <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 Home Lands

<920> Tribal Government Engagement Obligation
 623100b1920
 Name of Attached Document (.pdf)

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

Select (Yes, No, NA)
Yes

- <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.



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 <039> Contact Email Address - Email Address of person identified in data line <030> candace.donohoe@hawaiiata.net

<1120> Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G)

<1130> Please check this box 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)



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 <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
Printed name of Authorized Officer:	Scott Barber
Title or position of Authorized Officer:	Chief Operating Officer
Telephone number of Authorized Officer:	8085467889
Study Area Code of Reporting Carrier:	623100
	Filing Due Date for this form: 10/15/2013
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.	

<010> Study Area Code	623100
<015> Study Area Name	HAWAIIAN TELCOM, INC
<020> Program Year	2014
<030> Contact Name - Person USAC should contact regarding this data	Candace Donohoe
<035> Contact Telephone Number - Number of person identified in data line <030>	808-546-7730
<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:	
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:	
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

FCC Form 481

Study Area Code: 623100

Study Area Name: Hawaiian Telcom, Inc.

Program Year: 2014

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**

Hawaiian Telcom, Inc. ("HTI" or "Company") certifies that it is in material compliance with applicable service quality standards and consumer protection rules for data year 2012.

HTI files its service quality and compliance reports ("Status Reports") 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 serves as an advocate for customers, assisting them to resolve any difficulties with their HTI service.

FCC Form 481

Study Area Code: 623100

Study Area Name: Hawaiian Telcom, Inc.

Program Year: 2014

Contact Name: Candace Donohoe

Contact Telephone Number: 808-546-7730

Contact Email Address: Candace.donohoe@hawaiiantel.com

(610) Description of Functionality in Emergency Situations

Hawaiian Telcom, Inc. ("HTI") certifies that it has the ability and capability to remain reasonably functional 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.

FCC Form 481

Study Area Code: 623100
Study Area Name: Hawaiian Telcom, Inc.
Program Year: 2014
Contact Name: Candace Donohoe
Contact Telephone Number: 808-546-7730
Contact Email Address: Candace.donohoe@hawaiiantel.com

(920) Tribal Government Engagement Obligation

Hawaiian Telcom, Inc. ("HTI") serves Hawaiian Home Lands throughout the state of Hawaii. In 1921, the US Congress passed the Hawaiian Homes Commission Act, which set aside approximately 200,000 acres of land to establish a permanent homeland for native Hawaiians. The Department of Hawaiian Homelands (DHHL), which administers the land trust, is an agency of the State of Hawaii. The members of the Hawaiian Homes Commission, a nine-member executive board which directs the activities of DHHL, are appointed by Hawaii's Governor with the advice and consent of the State Senate.

The Office of Hawaiian Affairs (OHA) was established during the 1978 Hawaii Constitutional Convention as a public trust, mandated to better the conditions of both Native Hawaiians and the Native Hawaiian Community in general. It is also funded by the State of Hawaii. The nine members of its Board of Trustees are elected in public elections open to all State of Hawaii voters.

HTI met with officials from DHHL on January 24, 2013. In attendance at the meeting from the DHHL were Linda Chinn, Administrator, Land Management Division, and Bob Freitas from DHHL's Planning Office. HTI also met with Jerry Norris, Compliance Specialist at OHA on April 12, 2013. Steven Golden, Vice President, External Affairs, and Daniel Masutomi, Director, Emerging Technologies and Integration, attended both meetings on behalf of Hawaiian Telcom. The purpose of both meetings was to discuss Connect America Funding and how they may impact tribal lands, to update the DHHL and OHA on current HTI initiatives with regard to broadband expansion, and to obtain feedback from DHHL and OHA on other telecommunications issues. The discussions included (i) Needs assessment and deployment planning with a focus on Tribal community anchor institutions; (ii) Feasibility and sustainability planning; (iii) Marketing services in a culturally sensitive manner; (iv) Rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes; and (v) Compliance with Tribal business and licensing requirements.

Although specific parcels are designated as Hawaiian Home Lands, they remain under the jurisdictions of the state of Hawaii and/or the various counties in which they are located, with respect to rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes, and business and licensing requirements. HTI therefore continues to follow all State and/or County regulations when providing services to the Hawaiian Home Lands.

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No matter what, we want your home phone to be something you can count on 24/7. Reliable. Clear. Connected. That's why Hawaiian Telcom works hard to make sure your Hawaii home phone service is always on, always there for you. Even when the power goes out.

We're all about making our services fit your needs -- not the other way around. Caller ID. Call waiting. Unlimited long distance. Whatever you need. We've got calling features that make life easy to live on your terms.

Our Go Local Plus home phone service includes:

- Reliable home phone connection
- Touch call service
- Unlimited local on-island calling
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- 13 additional calling features including Call Waiting, Caller ID, and Three-way Calling

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Plan Names	Basic Service	Go Local Plus
Monthly Rate	\$9.90-\$14.40***	\$28.95**
Basic Service	Included	Included
Unlimited Calling	On-island	On-island
Touch Call Service	Additional \$1.65	Included
Voicemail	Optional	Special Pricing
Installation	\$45.50	Free
Unlimited Local Directory Assistance	Not Included	Included
<u>Additional Calling Features</u>	<u>See Individual Pricing</u>	<u>All Features Included</u>

* Separate Taxes and Surcharges may apply. See below for details. Click here for [More Information on Additional Calling Services](#).

** Offer good for the first 24 months of service.

*** Pricing depends on geographic location.

For detailed instructions on how to use these features see our [Call Feature User Guide](#).

Additional Features Available

For more information or to order special services, call 643-3456 (residential) or 643-4411 (business customers). Not all services are available in all areas. Ask about personalizing your own package of Hawaiian Telcom calling services at a discount.

Feature	Description	Instructions	Monthly Fee
Anonymous Call Block	Blocks calls from people who have activated either the Selective Blocking or Complete Blocking feature, which prevents their name and/or phone number from being displayed on a Caller ID device.	Press *77 to activate this service. Blocked callers will hear a message instructing them to hang up, remove their blocking, and call again. Press *87 to deactivate this feature.	\$1.00
Caller ID	Displays the name and number of incoming calls.	The date and time of day each call was received is also displayed. Caller ID service requires a compatible display device that can be purchased from Hawaiian Telcom.	\$7.95
Call Waiting/Cancel Call Waiting	Alerts you to another incoming call when you are on the phone and lets you alternate between callers.	Upon hearing the Call Waiting tone, press and release your recall feature (the switchhook, hookswitch, flash button, or recall button - whichever your phone has) to put the first caller on hold and answer the second call.	\$3.00
Three Way Calling	Allows 3 people at different phone numbers to talk together at the same time, no matter who placed the call.	Press and release the flash key (or hang-up button) to put the first caller on hold. Listen for the three tones followed by a dial tone. Call the third telephone number. To reconnect with the other caller when the third person answers, press the flash key (or hang-up button). This service is available for \$0.75 per use.	\$3.00
Speed Calling 8 or 30 numbers	Creates a list of either 8 or 30 telephone numbers that you can dial using just a one or two digit code.	To assign a code for Speed Calling 8 press 74#, for 30 press 75#. For Speed Calling 8, codes 2 to 9 are used. For Speed Calling 30, codes 20 to 49 are used. Enter the one digit code you want to assign, using 2-49, and the complete telephone number you want the code to represent. To call a speed calling number, enter the assigned code and press#.	8 \$2.50 30 \$3.50
Call Block (*60)	Blocks incoming calls from phone number on the Call Block list you create. You may block up to 12 phone numbers. Blocked callers will hear a recording saying you are presently not taking calls.	Press *60 to activate.	\$3.00
Busy Redial (*66)	Monitor busy phone numbers for 30 minutes, alerting you with a special ring when your call is ready.	Press *66 to activate. This service is available for \$0.75 per use.	\$5.00
Call Return (*69)	Dials the phone number of the last call you received. If the number is busy, this feature will place your call next in line and will alert you by ringing you back when the number is no longer busy.	Press *69 to activate. This service is available for \$0.75 per use.	\$5.00
Select Call Forwarding	Forwards specific incoming calls to another telephone number.	Press *63 and follow the voice prompts.	\$5.00
Call Forwarding	Forwards all of your incoming calls to another telephone number that you have specified.	Press *72 and enter the phone number where you want your calls forwarded. Two short tones verify Call Forwarding is activated. Press *73 to deactivate.	\$2.50
Priority Call (VIP Alert)	Alerts you with a special ring whenever you receive calls from 8 to 12 Hawaiian Telcom	Press *61 and follow the voice prompts.	\$5.00

landline numbers that you have specified.

Distinctive Ring	Gives you 2 phone numbers for one phone line. Each number has its own ring.	Great for teenagers or for working at home. Call waiting will work the same with both numbers, but will use one tone for your primary phone number, so you will always know which phone number incoming calls are for.	\$6.00
Do Not Disturb	Allows you to receive calls only from the numbers on your Do Not Disturb list you have created (12 numbers maximum).	Press #84 and follow the voice prompts.	\$3.00

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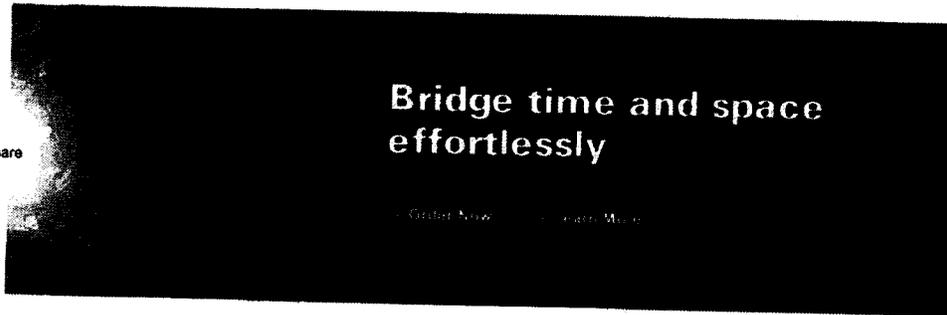
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Long Distance Phone Service

Island to island. Hawaii to the mainland and beyond. Our affordable nationwide and international long distance phone service plans let you reach out more often to more people, according to your schedule. Hawaiian Telcom's advanced technology will ensure that you always have the best products and services available at your fingertips. Compare and connect to a plan that fits your needs.

Best Long Distance Phone Service Deal:

With our Call Moresm plan you get unlimited direct-dialed inter-island and nation-wide calling. Package includes unlimited plus your calls to American Samoa, Guam, Puerto Rico, Northern Mariana Islands and U.S. Virgin Islands are also FREE.

Save time and gas by ordering online. Or call 643-0813 to sign up at your convenience.

Bundle up!

Get unlimited inter-island and mainland calling for just \$29.95 a month with our myChoice Basic Plus bundle! Plus, sign up today and get 1 year of free voicemail. [Learn More](#).

Order Online

[Order Now](#)

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Order By Phone

Call 643-0813 to start saving today!

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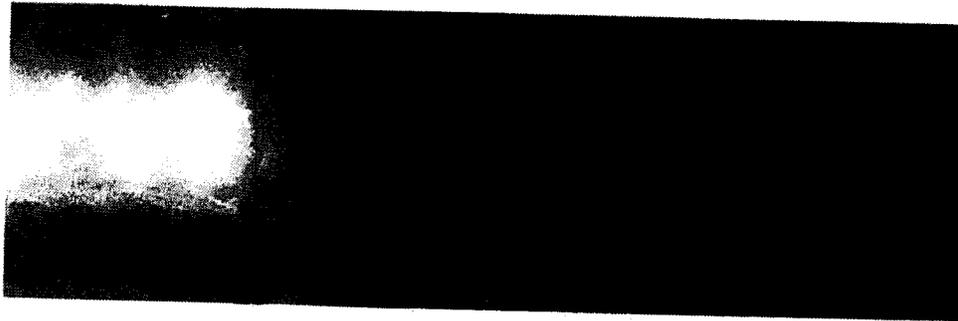
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Stay up to date on HawaiiTel.com. Breaking celebrity news, up-to-the-minute sports info and free games make your new customer portal a must see. Check it out now!

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Nationwide Long Distance Service

Auntie and uncle moved to Vegas to try their luck, and the baby of the family is going to New York to pursue her dreams. When you choose any of our nationwide long distance plans, you won't have to worry about losing touch with your family and friends in the mainland. Hawaiian Telcom offers you a wide range of exciting plans and services that make it simple and highly affordable to stay connected. So call them whenever you want – well, as long as you remember the time difference.

Nationwide Long Distance Plans

Plan	Includes	Additional Plan Info	Monthly fee
Call More™	Unlimited inter-island and mainland calling, 24x7	Unlimited calling also includes calls to the following U.S. Territories: Guam, Puerto Rico, Northern Mariana Islands, and the U.S. Virgin Islands	\$25.00
Simple Saver™ Plus	5¢ per minute to anywhere in the U.S., 24x7	Special offer only for customers who also choose a qualifying Hawaiian Telcom local package. Card and in coming toll free calls are only 10¢ per minute.	\$2.00
Simple Saver™	5¢ per minute anytime for mainland calls, 8¢ for inter-island calls, 24x7	Hawaiian Telcom local package not required	\$4.95
Net Saver™	10¢ per minute weekdays, 7¢ per minute weekends to anywhere in the U.S., 24x7	Available for online orders only.	\$1.50

Nationwide Long Distance Consumer Information

Nationwide long distance services are subject to service agreements, tariffs, and posted Rates, Terms, and Conditions. Universal Service Fund surcharge, and other fees and taxes apply. Available only to residential customers; may not be available in all areas or on all lines. Charges for direct-dialed domestic long distance calls will vary depending on usage and/or calling plan.

Call More™

If the Customer uses the Plan for non-Residential voice calling purposes, including but not limited to autodialing; call forwarding of long distance calls; calls to 900/8xx numbers, chat lines, conferencing, porn lines, online services, or internet access services; data calls; resale; telemarketing; or any commercial or business use such as commercial facsimile, the Company may suspend, restrict or cancel the Customer's service, subject to applicable notice requirements. Call detail is not included with this plan.

Simple Saver Plus™

Simple Saver Plus rates are available when you subscribe to the qualifying local service and retain Hawaiian Telcom Long Distance as your carrier. If the qualifying local service is removed from your line, we will be glad to serve your nationwide long

distance needs with the regular Simple Saver plan if another optional calling plan is not selected. Simple Saver inter-island rates are 8¢ per minute and mainland rates are 5¢ per minute and a higher monthly fee applies.

Did you know...

If you bundle your Local and Long Distance service with Hawaiian Telcom that calls to Canada can now be FREE? Sign up today for either the [myChoice Plus](#) or [myChoice Basic Plus](#) and save on all your calls to Canada when you add the myChoice International to your bundled services.

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International Long Distance

If you've been hunting for some good international long distance plans and services, Hawaiian Telcom offers you unbelievable packages to countries across the globe at highly affordable prices. Our pricing plans allow you to enjoy your call instead of counting the minutes.

Say mabuhay to your grandma in the Philippines. Tell your mom in Japan you miss her. Ask your cousin how the weather is in Puerto Rico. Get discounted international long distance phone rates to more than 250 countries and 55 international cities. With our international long distance plans, calling family and friends abroad has never been easier.

Available International Long Distance Plans:

We have several international long distance plans to choose from.

- Hawaiian Telcom Philippines 100SM
- Hawaiian Telcom Call AsiaSM
- My World International Unlimited CountrySM
- My World International with City RatesSM

International Long Distance Plans

Plan	Plan Info	Discounted International Card Rates	Compare Per Minute Rates to Japan	Monthly Fee
NEW Hawaiian Telcom Philippines 100 SM	First 100 minutes of direct-dial calls to landline or mobile numbers in the Philippines are included in monthly charge (unused minutes do not carry over). Additional per minute rate is 16¢ to landline and 21¢ to mobile numbers. Plan also features discounted per minute rates to over 250 other countries.	-	10¢ per minute	\$15.95
NEW Hawaiian Telcom Philippines 200 SM	First 200 minutes of direct-dial calls to landline or mobile numbers in the Philippines are included in monthly charge (unused minutes do not carry over). Additional per minute rate is 15¢ to landline and 20¢ to mobile numbers. Plan also features discounted per minute rates to over 250 other countries.	-	10¢ per minute	\$31.95
Hawaiian Telcom Call Asia	Direct-dial to the Asia-Pacific region and SAVE. Each country has its own 24/7 per minute rate. Plan also includes discounted direct dial rates to over 200 other countries.	-	7¢ per minute	\$5.95

Hawaii International Long Distance Service Rates | Hawaiian Telcom

My World International SM Unlimited Country	Unlimited calling to the selected country you call most and discounted per minute rates to over 250 more countries. Countries include: France, Germany, Italy, Japan, South Korea or United Kingdom.	Yes	10¢ per minute on other Unlimited Country Plan	\$39.95- \$49.95
My World International with City Rates	Discounted rates to over 250 countries and 55 international cities for direct-dialed calls for the frequent international caller.	Yes	12¢ per minute	\$4.95
International Flat Rate	Discounted international rates for the occasional caller as compared to basic international rates.	-	\$.99 per minute	\$1.95

International Long Distance Rates by Country

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z