ACCESS LINES

AL-1   Analog Centrex Access Line

The State bill will show: **HSG Single Line**

Includes the analog access line facility from State location to the appropriate serving Central Office (CO), Centrex features, and a station-to-trunk ratio of 10:1.

All features included in the analog line rate.

In addition to below, see responses to Section 3.2.1 and 3.2.2.1.

- 3 Way Calling
- Auto Line
- Authorization Codes
- Automatic Line Selection
- Automatic Route Selection
- Call Blocking
- Call Forward Busy
- Call Forward Fixed
- Call Forward No Answer
- Call Forward Variable
- Call Hold
- Call Park
- Call Pick Up
- Call Transfer/Consultation Hold
- Call Waiting
- Caller ID
- Calling Number Display
- Charge Account and Calling Party Number
- Conference
- Controlled Class of Service
- Direct Inward Dialing
- Direct Outward Dialing
- Directed Call Park
- Directed Call Pick Up
- Distinctive Ringing
- DTMF
- Hunting
- Last Number Redial

- Message Waiting Indicator – Stutter/Lamp
- Music on Hold
- No Double Connect
- Ring Again/Callback Calling
- Speed Calling
- Station To Station Calling
- Stored Number Redial

AL-2 Multi-line Centrex Access Line

The State bill will show: **HSG Multi-line**

This includes the multi-line access line facility from State location to the appropriate DMS-100 host or remote serving Central Office (CO), Centrex features, and a station-to-trunk ratio of 10:1

All features included in the Multi-line rate.

In addition to below, see responses to Section 3.2.1 and 3.2.2.2.

- 3-Way Calling
- Authorization Codes
- Auto Dial
- Auto Line
- Automatic Answer Back
- Automatic Line Selection
- Automatic Route Selection
- Busy Lamp Field
- Call Blocking
- Call Forward Busy
- Call Forward Fixed
- Call Forward No Answer
- Call Forward Variable
- Call Hold
- Call Park
- Call Pick Up
- Call Transfer/Consultation Hold
- Call Waiting
- Caller ID
- Calling Number Display
- Charge Account and Calling Party Number
- Conference
- Controlled Class Of Service
- Dial Intercom Groups
- Direct Inward Dialing
- Direct Outward Dialing
- Directed Call Park
- Directed Call Pick Up
- Distinctive Ringing
- DTMF
- Hunting

- Last Number Redial
- Make Set Busy
- Message Waiting Indicator – Lamp
- Multiple Appearance Directory Number
- Music on Hold
- No Double Connect
- Override
- Ring Again/Callback Calling
- Soft Number
- Speed Calling
- Station To Station Calling
- Stored Number Redial

AL-3 Statewide 5-Digit Dialing and Interisland Toll-Free Dialing

The State bill will show: **HSG 5 Digit & Interisland Dialing**

The following features are associated with the statewide 5-Digit Dialing and Interisland Toll-Free Dialing service element:

- Five-Digit Intercom Dialing

- Interisland Off-Net Calling via Private ISUP Trunk Groups and Host-Remote links

- The Statewide 5-Digit Dialing and Interisland Toll-Free Dialing feature was built and functions specifically for the State.

Included is the capability for analog and multi-line Centrex lines to access a non-toll, uniform 5-digit dial plan between AIN Multilocation Centrex (MLCN) capable offices on Oahu, Hawaii, Maui and Kauai. On each island, five-digit station-to-station dialing is routed over Hawaiian Telcom's inter-office network.

Hawaiian Telcom maintains a customized database of State stations that associates each five-digit station number to its equivalent ten-digit network number. The service is a customized solution, designed and implemented on an Individual Case Basis (ICB) specifically for the State. Therefore, the features are available exclusively to the State of Hawaii.

The solution utilizes Hawaiian Telcom's AIN Network. The AIN network is comprised of several telco proprietary hardware/software platforms that reside within Hawaiian Telcom's network. Different and redundant component parts are located in various Central Offices to provide diversity and resiliency. The two major component parts include the Signal Transfer Point which routes/switches SS7 messages between the nodes in the network and the Service Control Point, which houses the databases, logic rules, and in the case of MLCN, routes the call to the supplied directory number. Once the Service Control Point determines the correct number, then the call is passed on to the Central Office.

With MLCN, when the caller places a call, the Central Office sends the request to the Signal Transfer Point, which relays the request to the Service Control Point database. The database performs a look up of the abbreviated number and finds the actual phone number, preferred route and sends the call to the proper Central Office. The routing codes are determined at the time the service is installed. Routing codes are determined by the caller via the access codes: i.e. 5-digit, or 8-1-808 calls.

Analog and multi-line Centrex stations located on the islands of Oahu, Kauai, Maui, and Hawaii may dial off-net interisland calls by dialing a single digit access code of eight (8) followed by the digit one (1) plus the ten-digit PSTN number. These interisland station-to-station calls are routed over the State's private ISUP and H-R trunk groups.

The interisland private trunk groups are provisioned as Integrated Services Digital Network User Part (ISUP)-type trunks with SS7 trunk signaling. ISUP trunk signaling is required for this service to function since special ISUP parameters such as OriginalCalledPartyID, RedirectingPartyID and CallingPartyID are needed to communicate critical call routing information between switching offices.

The Host-Remote (H-R) links connect the Nortel remote-switching units (RSC-S) on the islands of Maui, Kauai, and Hawaii to the DMS-100 base unit on Oahu. There are four H-R Links to Maui, four to Kauai, and six to Hawaii. The traffic on the host-remote links consists of interisland station-to-station calls between Civic Center users, as well as interisland toll-free, off-net calls from Civic Center users (8+1 dialing).

There is a mandatory charge for each analog Centrex line (AL-1); multi-line Centrex access line (AL-2); and for each B-channel on an ISDN BRI Centrex Line (AL-12) except for:

■ Stations on Molokai and Lanai (if the State chooses not to purchase the optional Molokai and Lanai integration of 5 Digit Station to Station Dialing (See Section 3.3.3) and Interisland Toll Free Dialing (See Section 3.3.4).)

■ Stations not technically capable of utilizing the statewide 5-Digit Dialing and Interisland Toll-Free Dialing feature due to the restricted NCOS, such as elevator lines.

See also responses to Section 3.3.3 and 3.3.4.

AL-4   Additional Soft Number (Multi-line)

The State bill will show: **HSG Addl Soft No**

This is an optional service element that provides an additional soft number on a multi-line access line. This capability is available on the DMS-100 platform with a multi-line access line.

A soft number provides all the functionality of an additional telephone number assigned to a multi-line set, but does not require additional physical line equipment or a separate physical cable facility.

A soft number will only be found above key one on a multi-line set. To be considered a soft number, it cannot appear anywhere else as key one of a multi-line phone or as the telephone number of an analog station line.

Because of the flexibility that soft numbers allow, many different arrangements are possible. Typical examples include:

- A multi-line station with a telephone number on key one, a second telephone number on key two, and a third telephone number on key three. Neither of the telephone numbers associated with key two or key three appear anywhere else as key one of a multi-line set or the telephone number of an analog station. In this case, keys two and three are considered soft numbers.

- A multi-line station with a telephone number on key one, a second telephone number on key two, and a third telephone number on key three. The telephone number associated with key two does not appear as key one of a multi-line set or the telephone number of an analog station. However, the telephone number associated with key three is also the telephone number of an analog station. In this case, key two is considered a soft number. Key three is not considered a soft number. Instead, it is considered a Multiple Appearance Directory Number.

AL-5   Call Screening

The State bill will show: **HSG Call Screening**

An optional Call Screening feature is available on a per line basis to prevent the billing of certain collect and third number billed calls to a Centrex line.   Special equipment sending signaling protocols, Signaling System No. 7 (SS7) data from the originating caller's location is required to make this feature operable. It is safe to say that almost all of the telephone companies in the United States send SS7 codes as part of the call. However, concern for abuse of third number billing and collect calls exists from other foreign countries with older central office equipment which may not have such equipment to send/receive this data.

As such, collect and third number calls being billed to State telephone lines with the optional Call Screening feature will be prohibited where the proper SS7 codes are sent to Hawaiian Telcom. The operator will notify the calling party that the telephone number does not allow third party or collect calls. However, charges may still appear on a line that subscribes to Call Screening if the originating caller's long distance carrier or facilities is not compatible with the service.

Phone fraud also occurs when scammers break into a voicemail box (usually due to the user not customizing/changing the password from the default password) and reprogram the user's voicemail system to respond with the word, 'yes.' A third party call is then billed to the user's phone number and when the foreign long distance operator calls for authorization to charge the call, the voicemail system answers the call with 'yes.'

AL-6 Additional Network Access Register (NAR)

The State bill will show: **HSG Addl NAR**

This is an optional service element that allows the State to purchase an additional Network Access Register (NAR) on an ala carte basis for specific applications where additional trunking is necessary above and beyond the standard station-to-NAR ratio included with the access lines.

A NAR is a software-defined path in the central office that provides Centrex lines with access to the public switched telephone network (PSTN). For example, a call from a Centrex station to a non-Centrex station would require a NAR to get from the Centrex station's customer group to the public network. Conversely, a non-Centrex station that dials a Centrex station's seven-digit telephone number will use a NAR to connect from the public network into the Centrex station's customer group.

The access line rates – described in AL-1 and AL-2 – include a pooled quantity of NARs at a 10:1 station-to-NAR ratio. In other words, one (1) NAR is included for every ten (10) Centrex stations in a customer group. For typical customer groups, this ratio will provide an adequate number of trunks to the public network.

Certain applications may require a lower station-to-NAR ratio, which would increase the number of NARs available to that customer group. For example, several State agencies operate call centers that utilize Automatic Call Distribution (ACD). Among other functions, an ACD provides the ability to queue callers when all available agents are busy. Each queued caller requires an available NAR while they wait for an available agent. Although the ACD station rate includes NARs, additional NARs may be required to accommodate the number of queue slots available.

AL-7   Enhanced ACD Group and Group Features

The State bill will show: **HSG EACD Grp**

Automatic Call Distribution (ACD) is provided in association with Centrex as an optional service arrangement. There is a monthly recurring charge for each ACD group including the following group features:

Group Features

- Incoming Call Queue
- Call Delay Announcement
- Music On Delay
- Automatic Overflow

- Night Treatment
- Basic Reports
- Ring Threshold
- Call Forcing

See also response to Section 3.2.2.3.

AL-8   ACD Analog Station Features

The State bill will show: **HSG ACD Analog Station Features**

This is an optional feature set for an Analog Centrex Access Line (refer to AL-1). To use an analog Centrex station in an ACD group, both AL-1 and AL-8 are required.

Includes the applicable features required for an analog Centrex access line to be an agent within a DMS-100 Centrex ACD group.

ACD Analog Agent Features

- Not-Ready
- Call Forcing

- Make Set Busy

Not-Ready – Activating this feature terminates any active call, and prevents new ACD calls from being routed to the position.

Call Forcing – Call Forcing increases the speed of ACD call handling by automatically presenting incoming call to ACD agents.

Make Set Busy – Blocks calls to the position. The feature is automatically activated if the ringing timer expires on an ACD call presented to that agent.

AL-9   ACD Multi-line Station and Supervisor Features

The State bill will show: **HSG ACD Multi-line Sta Features**

This is an optional feature set for a Multi-line Centrex Access Line (refer to AL-2). To use a Multi-line Centrex station in an ACD group, both AL-2 and AL-9 are required. Includes the applicable features required for a multi-line Centrex access line to be an agent within in a DMS-100 Centrex ACD group.

ACD Multi-line Agent Features

- Incalls Key
- Secondary Directory Agent Number
- Call Forcing

- Not-Ready Key
- Make Set Busy Key

Incalls Key – The Incalls key allows a DMS Meridian ACD agent with a multi-line telephone to answer incoming ACD group calls by pressing the first key on the set. The Incalls key presents only incoming ACD calls and can not be used for placing outgoing calls. A multi-line telephone may be a member of one ACD group. For the agent to answer non-ACD calls or to place outgoing calls, the agent position must have been assigned one or more secondary directory numbers.

Secondary Directory Agent Number – Secondary directory numbers are used by agents to place or receive non-ACD calls or to receive transferred calls directed specifically to them.

Call Forcing – Call Forcing increases the speed of ACD call handling by automatically presenting incoming call to ACD agents.

Not-Ready Key – Pressing this key terminates any active call, and prevents new ACD calls from being routed to the position.

Make Set Busy Key – Blocks calls to the position. The feature is automatically activated if the ringing timer expires on an ACD call presented to that agent.

ACD Supervisor Features

- Agent Status Lamp
- Lamp Position Status
- Observe Agent

- Call Observing
- Display Queue-Status Key
- Display Agents Summary

Agent-Status Lamp
The Agent-Status Lamp and the Display Queue-Status key can be used in conjunction with the other supervisor-set keys to efficiently manage the resources of the DMS Meridian ACD group.

The Agent lamp helps the supervisor track the status of each agent position in the group.

Lamp Position Status
OFF Agent position unmanned (Make Set Busy activated)
ON Agent handling an ACD call
FLASH Agent waiting for an ACD call
WINK Agent busy on post-call work (Not-Ready activated)

Observe Agent Key
The Observe Agent key allows the supervisor to monitor the quality of service being offered incoming callers.

The key also can be used for new agents to audit the call-handling techniques of experienced agents. Only calls presented on an agent's Incalls key can be observed.

The supervisor establishes a listen-only path to the agent and incoming caller by pressing the Observe-Agent key and then dialing the directory number associated with the agent position's Incalls key or pressing the key associated with the particular agent.

Call Observing
A supervisor can observe agent ACD calls and non-ACD calls on the DSDN. To invoke the feature, the supervisor presses the Observe (OBS) key, then the individual's Agent key. Once the supervisor is in the observe mode, the feature automatically switches the supervisor between calls as the agent moves between conversations on the two directory numbers.

When an Agent key is pressed on a supervisor's set with display, the same information shown in the Call Monitoring portion of this package is then displayed. The information is automatically updated as the agent moves from call to call.

Display Queue-Status Key
Supervisors can use the Display Queue-Status key to verify that incoming calls are being handled efficiently by the manned agent positions.

Each time the supervisor presses the Display Queue-Status key, the display window shows the following current information for the corresponding ACD directory number:
- Number of manned agent positions
- Number of calls waiting in the incoming-call queue
- Number of calls logically queued against group
- Waiting time (in seconds) of the oldest call in queue

Each supervisor can have one or more Display Queue-Status keys to monitor different ACD directory numbers.

If desired, more than one supervisor position can be assigned a Display Queue-Status key for the same ACD directory number.

Display Agents Summary
This feature-key activated option enables the ACD supervisor using a Business Set with display to quickly check the status of all ACD agent positions assigned to a particular agent group.

This serves the same function as the Agent-Status Lamp (ASL) feature, which provides the supervisor with individual agent status information; however, this feature requires only one key, while ASL requires multiple-agent keys to monitor all agents within the supervisor's group.

To invoke this feature, the supervisor presses the Display Agents Summary Key (DASK). The display then shows the number of agents who are:
- busy on ACD and non-ACD calls,
- waiting for calls (idle),
- not ready to receive ACD calls, and
- not available (agent not logged in or Make Set Busy activated).

AL-10 Call Center Manager MIS Link (First Group)

The State bill will show: **HSG Call Cntr Mgr 1ˢᵗ Grp**

This provides the real-time display and monitoring of ACD agent and call activity for a Customer's Centrex ACD group. Monitoring and display capabilities are provided in conjunction with customer-provided premises equipment and a separately priced network connection between the customer's premises and the Alakea Central Office. The specific premises equipment and network required are based on the specific requesting agency's requirements.

The State currently has two agencies that have purchased the Centrex Call Center Manager MIS Link. The premises equipment selected based on the agencies' requirements were customer-provided 56Kbps analog modems and the network used were analog Centrex lines.

See also response to Section 3.2.2.3.

AL-11 Call Center Manager MIS Link (Additional Group)

The State bill will show: **HSG Call Cntr Mgr Addl Grps**

For Customers already subscribing to the Call Center Manager MIS Link, this charge applies for each additional Centrex ACD group (after the first) that the Customer will display and monitor using the Call Center Manager.

AL-12 ISDN BRI Centrex Line

The State bill will show: **HSG ISDN BRI Line**

The ISDN BRI Centrex Line delivers local flat-rate, voice-only multi-line set capabilities to stations served from ISDN BRI capable central offices. An ISDN BRI Centrex line is a fully digital facility that can support two (2) ISDN multi-line sets, each on its own B-channel. 5-digit dialing will be accomplished via AIN Multilocation Centrex service (refer to AL-3).

The rate includes two (2) B-channels and assumes utilization of the existing State of Hawaii Centrex customer groups' Network Access Registers (NARs). Demarcation is the SJA-11 jack or designated block. The regulated service demarcation point will be established at the minimum point of entry.

See also response to Section 3.2.3.2.

ISDN BRI Centrex Features (in addition to, or in place of, Centrex features)

■ Display for Ringing Call Appearance	■ ISDN Call Forward – Variable
■ Shared Call Appearance of a DN	■ ISDN Call Pickup
■ Speed Calling	■ ISDN Call Hold
■ ISDN Call Transfer	■ Key System Coverage for Analog Lines
■ ISDN Feature Function Buttons	

AL-13 ISDN BRI Alternating Voice and CSD Line

The State bill will show: **HSG ISDN BRI CSD Line**

Each ISDN BRI Alternating Voice and CSD line will be configured for two channels of Voice/Circuit Switched Data (CSD) – also known as "alternating voice and data" – in accordance with National ISDN standards. The ISDN customer premises equipment connected to the line will determine whether the B-channel is used for voice or CSD. The ISDN BRI access line and associated ISDN BRI features, listed below, are included. ISDN BRI is available from ISDN BRI capable central offices.

ISDN BRI service will be established as follows for voice:

- Voice usage is flat-rated within the local (within respective island) calling area.

- Voice calls accessing the public network or routing between customer groups will use the State's existing voice Network Access Registers (NARs).

ISDN BRI service will be established as follows for circuit switched data (CSD):

- CSD calls will be subject to local usage charges, as described in AL-14.

- Long distance CSD calls are subject to the rates and conditions of the selected long distance provider and will preempt local usage rates.

See also response to Section 3.2.3.1.

ISDN BRI Alternating Voice and CSD Features

■ Display for Ringing Call Appearance	■ ISDN Call Forward – Variable
■ Shared Call Appearance of a DN	■ ISDN Call Pickup
■ Speed Calling	■ ISDN Call Hold
■ ISDN Call Transfer	■ Key System Coverage for Analog Lines
■ ISDN Feature Function Buttons	

AL-14 ISDN BRI Circuit Switched Data Usage

Charges apply on a per-minute or portion thereof basis to each intersystem Circuit Switched Data (CSD) call transported over the local exchange network, per B-channel.

ISDN BRI Circuit Switched Data Usage will apply as follows:

- Incoming (from the PSTN to the customer's equipment) CSD calls will not be subject to local usage charges.

- Outgoing (from the customer's equipment to the PSTN) CSD calls will be subject to local usage charges.

- Local data usage rate are applicable between COs within the same island of the originating call.

- Toll charges override local data usage rates.

ISDN Circuit Switched Data Usage Rates are from Hawaiian Telcom's Local Exchange Intrastate Tariff, P.U.C. Tariff 20, Section 8, Sheet 26, are as follows.

Peak	Monday – Friday	8am – 5pm	Initial Minute	AL-14a	
			Additional Minute(s)	AL-14b	
Evening	Monday – Friday, Sunday	5pm – 11pm	Initial Minute	AL-14c	
	Holidays	8am – 11pm			
	Monday – Friday, Sunday	5pm – 11pm	Additional Minute(s)	AL-14d	
	Holidays	8am – 11pm			**Refer to Offer Form Sheet OF-8**
Night/ Weekends	Monday – Friday, Holidays	11pm – 8am	Initial Minute	AL-14e	
	Saturday	All day			
	Sunday	12am – 5pm; 11pm – 12am			
	Monday – Friday, Holidays	11pm – 8am	Additional Minute(s)	AL-14f	
	Saturday	All day			
	Sunday	12am – 5pm; 11pm – 12am			

AL-15 ISDN PRI Line with DS-1 Access

The State bill will show: **HSG ISDN PRI Line DS1**

An ISDN PRI Line is provisioned on a 1.544 Mbps carrier facility and is used to connect digital private branch exchanges or other channel controlling devices to the public switched telephone network. An ISDN PRI line supports twenty-three 64 Kbps B-channels and one 64 Kbps D-channel for signaling. ISDN PRI lines are trunk-based services. Line-side Centrex features such as 5-digit dialing and access to private facilities are not applicable to ISDN PRI service.

ISDN PRI service can be used without local usage charges for incoming and outgoing voice calls, which makes it ideal for PBX applications with typical incoming and outgoing trunk usage. In addition, an ISDN PRI line may also be used for Circuit Switched Data (CSD) on a measured usage basis. ISDN PRI includes the following features and attributes:

- PRI Line

- PRI Access (DS-1 facility)

- PRI Attributes including DID and DOD services

- Call-by-Call Access

- Intrasystem Caller ID – Number

- Intersystem Caller ID – Number

- D-Channel Backup and Non-Facility Associated Signaling (NFAS)

Based on the above features and capabilities, customers typically use ISDN PRI lines for:

- PBX trunking with incoming and outgoing call requirements.

- Video conferencing using a Video Conference Unit capable of interfacing with an ISDN PRI line.

See also response to Section 3.2.3.3.

AL-16   ISDN PRI Line without DS-1 Access

The State bill will show: **HSG ISDN PRI Line w/o DS1**

This provides ISDN PRI service similar to AL-15 with the exception of not including the PRI Access (DS1 switched facility) between the customer's premises and the Hawaiian Telcom Central Office switch.

This service may be used when the customer has an alternate means of transporting a DS-1 between the customer's location and the appropriate Hawaiian Telcom central office.

AL-17   ISDN PRI Circuit Switched Data Usage

Charges apply on a per-minute or portion thereof basis to each intersystem Circuit Switched Data (CSD) call transported over the local exchange network. ISDN PRI lines are trunk-based services. Centrex features such as 5-digit dialing and access to private facilities are not applicable in determining usage.

ISDN PRI Usage will apply as follows:

- Incoming (from the PSTN to the customer's equipment) CSD calls will not be subject to local usage charges.

- Outgoing (from the customer's equipment to the PSTN) CSD calls will be subject to local usage charges.

- Local data usage rate are applicable between COs within the same island of the originating call.

- Toll charges override local data usage rates.

ISDN Circuit Switched Data Usage Rates are from Hawaiian Telcom's Local Exchange Intrastate Tariff, P.U.C. Tariff 20, Section 8, Sheet 26, are as follows.

Peak	Monday – Friday	8am – 5pm	Initial Minute	**AL-17a**	**Refer to Offer Form Sheet OF-8**
			Additional Minute(s)	**AL-17b**	
Evening	Monday – Friday, Sunday	5pm – 11pm	Initial Minute	**AL-17c**	
	Holidays	8am – 11pm			
	Monday – Friday, Sunday	5pm – 11pm	Additional Minute(s)	**AL-17d**	
	Holidays	8am – 11pm			
Night/ Weekends	Monday – Friday, Holidays	11pm – 8am	Initial Minute	**AL-17e**	
	Saturday	All day			
	Sunday	12am – 5pm; 11pm – 12am			
	Monday – Friday, Holidays	11pm – 8am	Additional Minute(s)	**AL-17f**	
	Saturday	All day			
	Sunday	12am – 5pm; 11pm – 12am			

AL-18 ISDN PRI Additional DID Number

The State bill will show: **HSG ISDN PRI Addl Nos**

A primary telephone number is provided with each activated ISDN PRI B-channel. Additional telephone numbers may be ordered to be used in a Direct Inward Dialing (DID) arrangement. DID numbers are required to assign seven-digit network telephone numbers directly dialed from the public switched network to an internal extension serviced by the customer's Private Branch Exchange (PBX). DID number blocks are ordered in contiguous groups of 20.

AL-19 DSL Line with Hawaiian Telcom Online Internet Access

The State bill will show: **HSG DSL with Internet**

Hawaiian Telcom Business High Speed Internet is a data access service that uses DSL technology to provide access to the public Internet over compatible access line facilities to an end user premises.

In addition to access to the Internet, this service offering includes:

- Domain Name Service

- 20 Domain name e-mail addresses with 2 GB of storage each

- Speeds of up to 3 Mbps down and 768 Kbps up

- Free modem

- Local technical support available 24 hours a day, 7 days a week

Rates are in addition to the required Hawaiian Telcom access line. High-Speed Internet Service provisioned will be based on Hawaiian Telcom line qualification requirements and actual throughput speeds may vary.

Hawaiian Telcom will waive the non-recurring charge and in addition, extend to the State any Hawaiian Telcom promotional offering available at the time service is ordered

AL-20   DSL Line – Transport Only

The State bill will show: **HSG DSL Transport Only**

Dedicated High-Speed Internet Business Class Service, also known as DSL Transport Only, is a data access service that uses DSL technology to transport data over compatible facilities to an end user premises. Data traffic generated by a Company-provided or Customer-provided modem is transported to the Dedicated High-Speed Connection Point. From there, the traffic is transported to the State's host circuit, typically a frame relay or ATM circuit.

Rates are in addition to the required Hawaiian Telcom access line. High-Speed Internet Service provisioned will be based on Hawaiian Telcom line qualification requirements and actual throughput speeds may vary. The upload speed is up to 768Kbps and the download speed is up to 3Mbps.

Hawaiian Telcom will waive the non-recurring charge and in addition, extend to the State any Hawaiian Telcom promotional offering available at the time service is ordered.

AL-21a Voice Mail Service Charge

The State bill will show: **HSG Voice Mail**

Voice Messaging is integrated with the proposed Centrex and ISDN BRI lines and allows users to receive telephone messages when their telephone line is busy or unanswered. Voice messages may be retrieved using a standard touch-tone telephone.

Standard voice messaging includes the following features:

■ Two-minute Greeting Message	■ 30 Message Storage Capacity
■ Two-minute Message Length	■ 30 Day Message Storage Duration
■ Five Broadcast Group Lists, Maximum 24 Recipients	■ Message Wait Notification to Subscriber
■ Broadcast and Transfer Messages	■ User Password Protection

■	Personalized and System Default Voice Mail Greeting	■	Urgent Message Classification
■	Time and Date Stamp on Messages	■	Transfer to Receptionist
■	Remote Off-site Retrieval of Voice Messages		

AL-21b Voice Mail Answer Only Service Charge

The State bill will show: **HSG Voice Mail Answr Only**

Hawaiian Telcom offers an "Answer Only" Mail Box which will allow a greeting length of three minutes. This is primarily used to provide a message or greeting only and not allow the caller to leave a message.

See also response to Section 3.2.2.4.

AL-21c Voice Mail Message Waiting Lamp Charge

The State bill will show: **HSG Voice Mail Msg Wait Lmp**

This optional feature allows the user of an analog station line with compatible equipment to determine when a message is waiting in his or her voice mailbox (refer to AL-21a) with a visual message waiting indicator. This option replaces stutter dial tone, which is the standard message waiting indicator on an analog line. The Message Waiting Lamp feature can be provided on analog phones equipped with compatible Message Waiting Lamps from both the 5ESS and GTD-5 switches, as well as the DMS switch.

When the user determines that a message is waiting, the user may access the voice mail system to retrieve the message. The message waiting lamp improves user productivity by providing a visual way to be notified that a message is waiting, as opposed to periodically checking the voice mail system for new messages.

AL-21d Voice Mail Extension Mailbox (First)

The State bill will show: **HSG Voice Mail Ext 1st MB**

A Voice Mail Extension Mailbox allows a user to have more than one voice mailbox associated with a single telephone number. Each Extension Mailbox is assigned a one-digit number for access and offers the same features of the main mailbox.

A Voice Mail Extension Mailbox (First) charge applies for the first voice mailbox in an extension mailbox arrangement. A Voice Mail Extension Mailbox (Additional), described in AL-21e, applies for each additional voice mailbox in an extension arrangement.
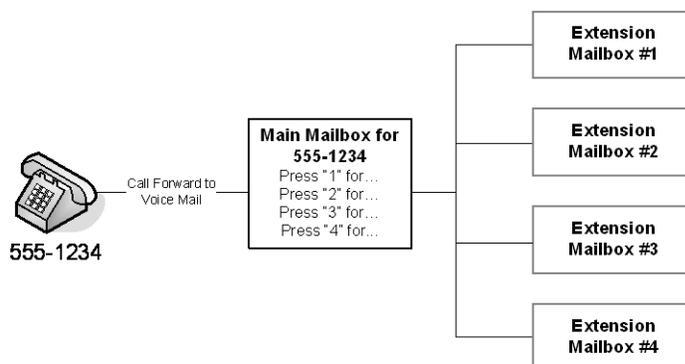
A typical use of an Extension Mailbox is when a single telephone line is shared by multiple users. An Extension Mailbox allows each user to have his or her own mailbox, rather than share a single mailbox with others. This improves user productivity, as each user only listens to his or her own messages, instead of sifting through a single mailbox of messages that may not be relevant.

See also response to Section 3.2.2.4.

AL-21e Voice Mail Extension Mailbox (Additional)

The State bill will show: **HSG Voice Mail Ext Addl MB**

A Voice Mail Extension Mailbox (Additional) applies for each additional voice mailbox beyond the first mailbox in an extension arrangement, as described in AL-21d.

See also response to Section 3.2.2.4.

AL-22 Wire Maintenance Charge

The State bill will show: **HSG Inside Wire Maintenance**

The wire maintenance charge is to maintain station wiring and cabling from the demarcation point to and including the jack in State owned buildings; lines in State leased buildings; extension lines; lines to a key, VoIP or other telephone system. Wiring and cabling for Key Systems and VoIP systems will be maintained up to the KSU or demarcation unit, i.e., RJ21X only. An additional wire maintenance charge is applicable for each telephone station unit behind each KSU or demarcation unit.

A customer may choose wire maintenance before a Key/VoIP system and the maintenance and repair of the cabling will stop at the demarcation before the Key/VoIP system. However, if a customer elects to take the wire maintenance after the Key/VoIP system to the station, the customer must take the maintenance before a Key/VoIP system as well. This coverage will give the customer continuity, repairing the cabling up to the Key/VoIP system and beyond all the way to the station jacks.

Hawaiian Telcom does not maintain the customer owned support structures and fiber risers however we are able to do repairs on a Time and Materials basis.

Hawaiian Telcom

August 19, 2014

Procurement Officer
State of Hawaii
State Procurement office
P.O. Box 119
Honolulu, HI 96810

Subject: Contract CF-06-007-SW, SPO Pricelist No. 09-10
                  Telephone Services for Hawaii State Government
                  Combining All Pricelist Additions and Removals on One Pricelist
                  Refresh Service Provisioning (SP) Reference Sheets

Dear Procurement Officer,

In an effort to combine all additions and removals the Offer and Service Provisioning (SP) Reference Sheets, have been refreshed for easier reference. Attached are one original and one copy. All other sections and sheets in the contract are valid.

<u>Offer Sheets</u>
Please replace Offer Sheets, OF-7 through OF-30, with new Offer Sheets, OF-7 through OF-34.

<u>Reference Sheets</u>
Please replace Service Provisioning (SP) Reference Sheets, 8-SP-1 through 8-SP-9, with new Reference Sheets, 8-SP-1 through 8-SP-9.

Please call me with any questions at (808)546-1725.

Thank you,

Susan Chun
HATS Program Manager

cc: Christopher Lai

Always on.^{SM}

SERVICE PROVISIONING

SP-1   Dial Tone

The State bill will show: **HSG Dial Tone**

A charge of $60.50 will be assessed for installing dial tone for a new telephone line. There will be a dial tone charge of $29.00 for each additional telephone line installed on the same order.

The $60.50 charge is comprised of the following:

$8.50 (1) Subsequent Service Order (line) (SP-11)

$21.50 (1) Network Connection (line) (SP-12)

$30.50 (1) Travel Dial Tone (SP-15)

Examples: Install dial tone for 1 new telephone line will be $60.50 ($8.50 + $21.50 + 30.50= $60.50. Install dial tone for 2 new telephone lines will be will be $89.50 ((first line $8.50 + $21.50 + $30.50) + (second line $7.50 + $21.50)).

The attached matrix at the end of the SP Reference Section provides a breakdown for the one-time installation charges for one to ten lines.

SP-2   Jacks and Wiring

The State bill will show: **HSG Jacks & Wiring**

A total charge of $298.43 will be assessed for the installation of one dual station line at any location with RJ series dual modular jacks, 150 ft. of two 4-pair UTP plenum CAT5E wiring, associated equipment, and support structures and all network changes to provide telephone service. (This assumes that there are adequate 110 blocks and/or patch panel available in the wiring closet.) State will be billed on a "per dual station run" (ea.) basis.

The wiring and equipment charge of $298.43 remains a fixed rate for up to ten lines on a per line basis. An option will be given to the customer for additional lines of eleven to twenty four to use either a fixed rate per line (generally for less complex wiring installations) or use the Cabling & Support Structure price list and will require that a design budgetary (cost estimate) be prepared. Additional lines of twenty five or more will be subject to the Cabling & Support Structure price list and will require that a design budgetary (cost estimate) be prepared. Should there be a requirement for additional 110 blocks and/or patch panels, these will be priced via the Cabling & Support Structure price list.   The attached matrix at the end of the SP Reference Section provides a breakdown for the one-time installation charges for one to ten lines.

SP-3   Travel Without Dial Tone

The State bill will show: **HSG Travel Charge**

$40.00 (1) Travel Charge (LR-4)

When Jacks and Wiring (SP-2) are installed without Dial Tone (SP-1) the LR-4 Travel Charge of $40.00 will be assessed. SP-3 is for the travel associated with the installation of horizontal cabling only to the IDF. The charge for wiring and equipment of $298.43 will remain fixed for up to ten lines plus one (1) Travel Charge of $40.00 (LR-4) per order will be assessed. The attached matrix at the end of the SP Section provides a breakdown for one-time installation charges for one to ten lines and how SP-3 will be applied.

An example of a situation where SP-3 charges would apply is when a customer is requesting to add a jack for a computer where no new telephone line or service is required or an extension station.

Note: When Dial Tone (SP-1) is being requested Travel Dial Tone (SP-15) of $30.50 will apply.

SP-4   Inside Move Same Facility

The State bill will show: **HSG Inside Move Same Facility**

Move of telephone service to a new location within the same facility and served by the same system including all network changes. Includes all appropriate software changes. The pricing consists of a $46.00 charge.

The $46.00 charge is comprised of the following:

$8.50 - (1) Subsequent Service Order (line) (SP-11)

$7.00 – (1) Network Connection Change/Retermination (line) (SP-13)

$30.50 – (1) Travel (SP-15)

Depending upon unusual and/or extreme field conditions the customer may be subject to additional piece part equipment and or additional labor charges. For example, a warehouse installation or hangars, etc.

A Minimum Labor Charge (LR-1) of $42.50 for one-half hour will apply for inside moves for multi-line phones. Refer to LR-1 in the LR Reference pages. (Revision 1_093008)

SP-5   Software Swap Analog

The State bill will show: **HSG Software Swap Analog**

A software swap will be performed between two existing analog stations and no field work is required. The pricing consists of the following:

The $22.50 charge is comprised of the following:

$8.50 – (1) Subsequent Service Order (line) (SP-11)

$14.00 – (2) Network Connection Change/Retermination (line) (SP-13)

Note: Multi-lines will require a field visit and cannot use SP-5.

SP-6 Software Change

The State bill will show: **HSG Software Change**

This charge is to make network software changes, for example, changes to station features, class of service, and/or modification of system configuration. This charge is for network software changes made to an existing telephone service (line).

The $14.00 charge is comprised of the following:

$8.50 – (1) Subsequent Service Order (line) (SP-11)

$5.50 – (1) Software Change (SP-14)

When a change is requested for a second line on the same order for the same billing account, only the software change (SP-14) would apply.

SP-7 Disconnect

Disconnect telephone service to an existing station jack. No charge, providing field personnel are not required to roll a truck to customer premise or to remove wire.

SP-8 Central Office Activation

The State bill will show: **HSG Central Office Activation**

Central Office Activation is the installation of a new line to an existing jack. The price is $30.00 and consists of the following:

$8.50 – (1) Subsequent Service Order (line) (SP-11)

$21.50 – (1) Network Connection (line) (SP-12)

SP-9 Service Order 1st Line (line)

The State bill will show: **HSG Svc Ord 1st Ln**

This is a one-time charge per order for the processing of any new service request. This charge is associated with access line installations.

SP-10 Service Order Additional Line (line)

The State bill will show: **HSG Svc Ord Addl Ln**

This is a one-time charge assessed for the second and additional line(s) placed on the same service request for order processing. This charge is associated with access line installations.

SP-11 Subsequent Service Order (line)

The State bill will show: **HSG Svc Order Processing**

This is a one-time service order charge for the processing of any request for subsequent service on an existing line/record that is already in service.

SP-12 Network Connection (line)

The State bill will show: **HSG Network Connection**

This is a charge assessed on a service order request that requires Hawaiian Telcom to provide physical network connections related to the requested service.

SP-13 *Network Connection Change/Retermination (line)*

The State bill will show: **HSG Ntwk Conn Change/Reterm**

This is an access service charge assessed on a service order request that requires a change to an existing network connection. This charge is applicable per line for each change of telephone number, suspension/restoral of service, line terminations or other rearrangements to the line as a result of a customer request.

SP-14 Software Change

The State bill will show: **HSG Addl Software Change**

One (1) Software Change (line) is assessed on a request for simple software changes to features on a telephone such as call forwarding, caller ID, changes to add intercom, reprogram a multi-line telephone keypad, change telephone number, change call pick-up groups, restrict long distance dialing, etc. One (1) Software Change (line) will be assessed no matter how many feature changes are being requested on a "per line" basis.

SP-15 Travel Dial Tone

The State bill will show: **HSG Travel Dial Tone**

This is a charge assessed on a service order that requires Hawaiian Telcom to roll a truck to the customer's premise to perform work associated with the new and/or subsequent existing access line.

SP-16 Voice Mail

The State bill will show: **HSG New Voice Mail**

The charge is to establish a new voice mailbox. If the voice mailbox is being established in conjunction with a new access line, no Software Change (SP-16) is assessed. Service order processing charges for the establishment of the new access line are still applicable, i.e., ($60.50 comprised of SP-11, SP-12, and SP-15).

SP-17 Voice Mail – 1st Mailbox – Existing Access Line

The State bill will show: **HSG VM 1st Box Exist Access Ln**

This charge is for the establishment of the first voice mailbox to an existing (already established) access line. An example of this is if a customer has telephone service and decides later to have voice mail added to the line, then SP-17 would apply.

The pricing consists of the following:

$8.50 – (1) Subsequent Service Order (line) (SP-11)

$5.50 – (1) Software Change (line) (SP-14)

$2.50 – (1) Voice Mail (SP-16)

SP-18 Voice Mail – Subsequent Mailbox Existing Access Line Same Order

The State bill will show: **HSG VM Sub Box Exist Ln Sme Ord**

This charge is assessed on the establishment of a subsequent voice mailbox to an existing (already established) access line on the same service request.

An example is an office where all telephone access lines are invoiced on one customer account. If they would like to establish voice mail on several telephones, then the first number would be assessed the charges on SP-17 and each subsequent mailbox would be assessed SP-18.

This charge is comprised of:

$5.50 – Software Change (line) (SP-14)

$2.50 – Voice Mail (SP-16)

SP-19 Disconnect Voice Mail (line)

There is no charge associated with a customer's request to disconnect voice mail service.

SP-20 Install ACD Service (ea.)

The State bill will show: **HSG New ACD Group**

This is a charge assessed on a service order for the installation of a new ACD group.

SP-21 Install Call Center Manager ACD Service and Software (ea.)

The State bill will show: **HSG New Call Cntr Mgr ACD**

This is a charge assessed on a service order for the installation of a Call Center Manager's ACD Service and the associated software.

SP-22 ISDN BRI Centrex 1st Line

The State bill will show: **HSG ISDN BRI Ctx 1st Ln**

This is a charge assessed on a service order for the installation of one (1) ISDN BRI Centrex Line. The pricing consists of the following:

$26.00 - (1) Service Order 1st line (line) (SP-9)

$21.50 - (1) Network Connection (line) (SP-12)

$30.50 - (1) Travel Dial Tone (SP-15)

SP-23 ISDN BRI Centrex Additional Lines - Same Order, Same Location

The State bill will show: **HSG ISDN BRI Ctx Addl Ln Sme Ord Sme Loc**

This is a charge assessed on a service order for the installation of additional ISDN BRI Centrex Lines on the same order at the same location. The pricing consists of the following:

$7.50 – (1) Service Order Additional Line (line) (SP-10)

$21.50 – (1) Network Connection (line) (SP-12)

SP-24 Call Center Manager Software 2.1 (ea.)

The State bill will show: **HSG Call Cntr Mgr Software**

This is a charge assessed on a service order for the installation of call center manager software to include both software and installation.

SP-25   Install DSL Service (line)

The State bill will show: **HSG Instl DSL Svc**

This is a charge assessed on a service order for the installation of DSL service and does not include the installation cost for the associated access line.

SP-26   Install DSL Service Discount (line)

The State bill will show: **HSG Instl DSL Svc Discount**

This is a discount applied on a service order for the installation of DSL service.

SP-27   Communication Records System

The State bill will show: **HSG Communication Record Sys**

This is a charge assessed for the implementation of a new Communication Records System. Hawaiian Telcom will be utilizing an external Cable Management software and server housed and maintained at Hawaiian Telcom. All data will be captured and viewable in read-only format on the web. This charge will be assessed upon State's Notice to Proceed to allow Hawaiian Telcom to purchase and start designing to contract specifications.

Hawaiian Telcom is recommending the Bradys Cable Management software package for the Communication Records System. The Bradys Cable Management software package offers cable management or asset management record keeping. The package is flexible for multiple asset management. Information about the system and demo information can be found at the following website:

> NetDoc Login Information
> Web Address – http://brady.decisiondesign.com
> User Name – steven
> Password – tele

SP-28   Communication Records System Annual Maintenance

The State bill will show: **Comm Rcd Sys Annl Maint**

This is a charge assessed for Hawaiian Telcom to maintain and keep updated the Communication Records System and to ensure system is operational throughout the year.

SP-29   Training Class – BICSI (One TSB Personnel)

The State bill will show: **Trng Cl-BICSI**

Hawaiian Telcom will provide BICSI classes for one (1) TSB personnel as follows:

- DD102: Designing Telecommunication Distribution Systems

- OSP100: Introduction to Customer-Owned Outside Plant

- IN100: Installer, Level 1 Training

Hawaiian Telcom will provide one (1) set of the following technical manuals as follows:

- Telecommunications Distribution Methods Manual

- Customer-Owned Outside Plant Design Manual

- TIA/EIA Telecommunications Building Wiring Standards

The price for the training class does not include associated travel costs and assumes that these classes will be taken in Honolulu.

SP-30 Training Class – BICSI – Additional Personnel

The State bill will show: **Trng Cl-BICSI Addl Persnl**

Hawaiian Telcom will provide BICSI classes for additional TSB personnel as follows:

- DD102: Designing Telecommunication Distribution Systems

- OSP100: Introduction to Customer-Owned Outside Plant

- IN100: Installer, Level 1 Training

Hawaiian Telcom will provide one (1) set of the following technical manuals as follows:

- Telecommunications Distribution Methods Manual

- Customer-Owned Outside Plant Design Manual

The price for the training class does not include associated travel costs and assumes that these classes will be taken in Honolulu.

SP-31 Training Class – VOIP

The State bill will show: **Trng Cl-VOIP**

This is the price for Hawaiian Telcom to provide formal training classes for one (1) TSB personnel on planning and deploying of VoIP systems. This is a one-week training class via Global Knowledge and does not include any travel costs. It assumes that these classes will be taken in Honolulu.

SP-32 Dropship Charge

The State bill will show: **Dropship Charge**

This is the price for Hawaiian Telcom to provide shipping for equipment only purchases. The shipping is from one of Hawaiian Telcom's Logistics offices on Oahu, Hawaii, Maui, or Kauai to a State customer. The shipment is made through a carrier.

SP-33 Delivery Charge

The State bill will show: **Delivery Charge**

This is the price for Hawaiian Telcom to deliver equipment only purchases from Hawaiian Telcom's Logistics base yards on Oahu, Hawaii, Maui or Kauai to the customer premise on-island.

SP-34 Jacks and Wiring CAT6

The State bill will show: **HSG Jacks & Wiring CAT6**

A total charge of $433.43 will be assessed for the installation of one dual station line at any location with RJ series dual modular jacks, 150 ft. of two 4-pair UTP plenum CAT6 wiring, associated equipment, and support structures and all network changes to provide telephone service. (This assumes that there are adequate 110 blocks and/or patch panel available in the wiring closet.) State will be billed on a "per dual station run" (ea.) basis. The CAT6 modular jack insert will be green for voice and yellow for data.

The wiring and equipment charge of $433.43 remains a fixed rate for up to ten lines on a per line basis. An option will be given to the customer for additional lines of eleven to twenty four to use either a fixed rate per line (generally for less complex wiring installations) or use the Cabling & Support Structure price list and will require that a design budgetary (cost estimate) be prepared. Additional lines of twenty five or more will be subject to the Cabling & Support Structure price list and will require that a design budgetary (cost estimate) be prepared. Should there be a requirement for additional 110 blocks and/or patch panels, these will be priced via the Cabling & Support Structure price list.

LABOR RATE

LR-1   Minimum Labor Charge

The State bill will show: **HSG Minimum Labor**

A Minimum Labor Charge of one-half (½) hour will be assessed at the standard labor rate ($85.00/hr)

Charge applies to Service Provisioning per service order for addition/relocation of line(s) requiring a site visit and also applies to repair.

LR-3   Basic Labor Charge

The State bill will show: **HSG Basic Labor**

A Basic Labor Charge per one-quarter (¼) hour after Minimum Labor Charge (LR-1) associated with voice services.

Charge applies to Service Provisioning per service order for addition/relocation of line(s) requiring a site visit and also applies to repair.

LR-4   Travel Charge

The State bill will show: **HSG Travel Charge**

Charge applies to Service Provisioning per service order for addition/relocation of line(s) requiring a site visit and also applies to repair.

LR-5   Minimum Overtime Labor Charge (After hours and Saturday)

A Minimum Overtime Labor Charge of one-half (½) hour will be assessed at one and a half (1.5) times the Minimum Labor Charge (LR-1).

Charge applies to Service Provisioning per service order for addition/relocation of line(s) requiring a site visit and also applies to repair.

LR-6a Overtime Labor Charge

An Overtime Labor Charge will be assessed in one-quarter (¼) hour increments at one and a half (1.5) times the Basic Labor Charge (LR-3) after Minimum Overtime Labor Charge (LR-5) associated with voice services.

Charge applies to Service Provisioning per service order for addition/relocation of line(s) requiring a site visit and also applies to repair.

LR-7 Minimum Premium Overtime Labor Charge (Sundays & Offeror Holidays)

A Minimum Premium Overtime Labor Charge of one-half (½) hour will be assessed at two (2.0) times the Minimum Labor Charge (LR-1).

Charge applies to Service Provisioning per service order for addition/relocation of line(s) requiring a site visit and also applies to repair.

LR-8a Premium Overtime Labor Charge

A Premium Overtime Labor Charge will be assessed in one-quarter (¼) hour increments at two (2.0) times the Basic Labor Charge (LR-3) after Minimum Premium Overtime Labor Charge (LR-7) associated with voice services.

Charge applies to Service Provisioning per service order for addition/relocation of line(s) requiring a site visit and also applies to repair.

NETWORK TRANSPORT

NT-1   DS-3 CDL Connect

The State bill will show: **HSG DS-3 CDL Connect**

The DS-3 CDL Connect service provides a DS-3 access line from the customer's location to the Hawaiian Telcom central office.

The following DS-3 CDL Connect services are proposed: one (1) DS-3 CDL Connect between the Kalanimoku Building and the Alakea Central Office and one (1) DS-3 CDL Connect between the Hilo State Office Building and the Hilo Central Office. Both of these circuits are currently existing and in service as part of the current system. No changes are anticipated.

NT-2   DS-3 Interisland Transport

The State bill will show: **HSG DS-3 Interisland Transport**

This service provides the DS-3 transport between two DS-3 CDL Connects. For this proposal, DS-3 Interisland Transport will be used as the transport between the Alakea Central Office (supporting the DS-3 CDL Connect at the Kalanimoku Building) and Hilo Central Office (supporting the DS-3 CDL Connect at the Hilo State Office Building). This functionality exists and is in service as part of the current system. No changes are anticipated.

NT-3   DS-1 CO Connect

The State bill will show: **HSG DS-1 CO Connect**

The DS-1 CO Connect provides the capability in the central office (Alakea and Hilo Central Offices) to multiplex DS-1 access lines that are not on a DS-3 CDL Connect onto a DS-3 transport. The DS-3 transport is capable of transporting up to 28 DS-1s. This element is applied per DS-1 access line multiplexed in Alakea Central Office or Hilo Central Office.

NT-4   DS-1 Service Activation

The State bill will show: **HSG DS-1 Service Activation**

The DS-1 Service Activation provides the ability at the customer premises (Kalanimoku Building and Hilo State Office Building) to multiplex up to twenty-eight DS-1 riders onto a DS-3 CDL Connect. This element is charged per DS-1 rider activated on a DS-3 CDL Connect.

CABLING & SUPPORT STRUCTURES

Note: References CS-001 to CS-252 can be found at the following link:
http://hawaii.gov/dags/icsd/bid/Price List CS Refs1 1-26-09.pdf

Contact Chris Lai, Contract Administrator, at 586-1930 x617 if you are unable to access the web link.

CS-253   Additional Basic Labor

Includes additional labor hours for work not covered by the other line items. Examples include demolition or removal of existing cabling and equipment, installation of cabling in warehouses or other large buildings, removal of ceiling tiles, installation of cabling through modular furniture, etc.

Unit of measure is per hour.

CS-254   Maintenance Hole Set-Up

Includes labor for each maintenance hole associated with OSP cable placement. Includes air testing, ventilating the hole, testing standing water in the hole, pumping out excess water, connecting the pulling equipment to the pulling eye in the hole and other associated tasks.

Unit of measure is per maintenance hole.

CS-255   As-Built Drawings

As-built drawings will be prepared upon request from a State customer and for new buildings. The as-builts should show, as a minimum, the location of equipment, cables, pathways, terminations, grounding/bonding, and the work area outlets. The as-builts should be provided both in paper and
in electronic high resolution full size format. The materials purchased for the Equipment Unit Price is paper and toner for the printer.

As-builts will be charged per drafter hours. The number of hours will vary per project. For example, a small project such as a one floor building will take approximately 3 drafter hours. A medium project such as a multi-story building will take approximately 6 drafter hours. A large project with multiple buildings will take approximately 10 drafter hours.

Unit of measure is per drafter hour plus materials which totals to $88.00. The hourly labor rate is $83.78.

CS-256   Travel Expenses for Neighbor Island Projects

Includes travel expenses by sub-contractors based on Oahu for design budgetary projects on the Neighbor Islands. Travel expenses include airfare, lodging, per diem for meals, and van rental.

Unit of measure are dollars and actual charges will apply.

CS-257   Prefield Travel Expenses for Neighbor Island Projects

Includes airfare and car rental for the sub-contractor for Neighbor Island prefields.

Unit of measure are dollars and actual charges will apply.

CS-258   Shipping - Expedited Air Freight

This line item will be used to offset any additional air freight incurred to expedite delivery of materials required for emergency or short customer due date requirements.

Unit of measure are dollars and will vary based on the weight of the material(s). Actual charges will apply.

CS-259   Overtime Work

Includes work done after hours or on weekends and holidays. Also, includes work when the technician works more than an eight hour shift.

Unit of measure is per hour. The overtime rate is $123.00 per hour without tax.

CS-260   Contingency

An arbitrary contingency percentage of 10% is added to all design budgetary quotations to account for any unforeseen field conditions that may arise and may increase the cost of the original design budgetary quote. This is also to accommodate for the end-users making minor modifications/changes after the order has been submitted. Having the contingency allows Hawaiian Telcom to adjust for the modifications upon customer's approval without having to temporarily put the job on hold while waiting for the change requests to go through another approval process and paperwork submissions before the job can resume. The contingency will be assessed only if there are changes made. Otherwise, the customer is invoiced only for the initial design budgetary amount.

10% of the total project will be used to calculate the Contingency.

REGULATORY FEES AND TAXES

ESS   Statewide Emergency Service Surcharge

This is to recover the costs associated with the provision of enhanced 911service throughout the state of Hawaii and is assessed by your city or your county to pay for local 911 emergency services. In many areas, the service includes the ability to get a street address for callers through the phone lines. The fee is generally either an amount per telephone access line or a percentage of revenues. The surcharge has been approved by the PUC of the State of Hawaii. The percentage of revenues is not used by Hawaiian Telcom. Hawaiian Telcom charges a fee per telephone access line.

The Statewide ESS was tariffed in 1994 at $0.28 per access line per month. Since then the rate changed only once – in 1995, the surcharge decreased to $0.27. In order to increase or decrease the Statewide ESS, Hawaiian Telcom needs to file a tariff application for approval with the State of Hawaii Public Utilities Commission and show that the rate change is warranted and prudent, given the Company's cost to provide the service. Calculations are done by the system via programming and tabling.

The current rate is $0.27 per access line.

FUSF   Federal Universal Service Fee

The Federal Universal Service Fee is a charge allowed by the Federal Communications Commission (FCC) to recover the mandatory contribution made by Hawaiian Telcom to maintain the FCC's Universal Service Fund. This fund is used to reimburse telecommunication companies for price discounts on some telecommunications services and products for schools, libraries, rural health care providers, and low-income families. The fund also covers providing service in high-cost areas. The FCC allows these charges to be passed on to customers. This fee can be adjusted every quarter. The FCC calculates the quarterly FUSF contribution factor and releases a Public Notice advising what the factor would be for the following quarter. Contribution support mechanisms are determined using a quarterly contribution factor calculated by the FCC. The effective current rate as of 4/1/08 is:

- FUSF – Centrex – Lines 1-9 - $1.42 flat rate for first 1-9 lines.

- FUSF – Centrex – Lines 10+ - $0.16 per line for lines 10 and above.

- FUSF – ISDN BRI - $1.44 per line.

- FUSF – ISDN PRI - $8.78 per line.

The effective current rate as of 1/1/09 is:

- FUSF – Centrex – Lines 1-9 - $1.19 flat rate for first 1-9 lines.

- FUSF – Centrex – Lines 10+ - $0.13 per line for lines 10 and above.

- FUSF – ISDN BRI - $1.21 per line.

- FUSF – ISDN PRI - $7.39 per line.

GET   Hawaii General Excise Tax

This is a state imposed gross receipts tax that applies to the receipts from both general business activities and telecommunications services in the state. The telecommunications portion may be charged separately as it is calculated from an effective rate, which recognizes the allocation of interstate long distance services. The effective rate is 4.166% for Hawaii, Maui and Kauai Counties.

Please note that effective January 1, 2007, there was an additional county surcharge for the County of Honolulu of 0.5%. The effective rate is 4.712% for Oahu only.

GET is applied to deregulated items and to the Interstate Subscriber Line Charge.

HIS   Hawaii Intrastate Surcharge

The Hawaii Intrastate Surcharge (HIS) is a charge on intrastate telecommunication services. The Hawaii Public Utilities Commission approved the latest rate of 11.23% on October 1997, PUC Tariff 20, Decision and Order No. 15345 in Docket No. 94-0298 and Docket No. 95-0194.

HIS is imposed on all regulated intrastate services except the following: Interisland toll services, public and convenience pay telephone services.

The HIS would not change unless there is another rate case hearing for Hawaiian Telcom and rates are approved by the PUC.

PSC   Public Service Company Tax

This tax is imposed by the Hawaii PUC on the gross receipts of a public utility company from the sale of regulated intrastate telecommunications services. The rate is 5.885% and is built into the access line rates.

PSC is applied to tariffed or regulated items.

PUC   Public Utilities Commission Fee

The Public Utilities Commission Fee is a fee established to fund the telecommunications regulatory activities of the Hawaii Public Utilities Commission. The rate is 0.5%, but 0.25% is included in the Tariff Rate and 0.25% is listed as a separate line item. The rate is determined by the PUC and would only increase if the funding for the activities of the Commission was determined to be insufficient. The PUC fee is imposed on all regulated intrastate services as listed: Centrex lines, Statewide 5-digit dialing and interisland toll free dialing, optional Centrex features, NACs, Centrex ACD, Call Center Manager MIS Links, ISDN BRI (Centrex line and circuit switched data usage), ISDN PRI, DS-1 & DS-3 transports and service activation and one time service provision pricing for regulated line services (for adds, moves, and changes).

SLC   Interstate Subscriber Line Charge

The FCC allows carriers to recover their costs for providing telecommunication services through the Subscriber Line Charge (SLC). The SLC monthly charge is included in Hawaiian Telcom's overall pricing proposal.

The amount of the Subscriber Line Charge is based on a complex computation method developed by the FCC.

The SLC can change annually. The Centrex analog, multi-line and ISDN BRI SLC rate changed in 2004 ($8.34), 2005 ($8.10) and 2006 ($8.15). The Federal Communications Commission (FCC) oversees the SLC and this is applied to the following regulated services: Centrex Analog and Multi-line; ISDN BRI; ISDN BRI Voice and Circuit Switched Data (CSD) and ISDN PRI with DS-1 Access. The procedure to calculate is done by our systems automatically via tabling and mappings.

The SLC charges for the Hawaiian Telcom products are as follows:

ISDN PRI w/ DS1 Access	$40.75
Centrex Analog	$ 8.15
Centrex Multiline	$ 8.15
ISDN BRI Voice & Switched Data	$ 8.15

TRS   Telecommunications Relay Service

The purpose of the Telecommunications Relay Service surcharge is to compensate Hawaiian Telcom for required payments into the State Telecommunications Relay Service (TRS) Fund which finances the provision of TRS throughout the state of Hawaii. TRS enables hearing- and speech-impaired individuals to communicate through the telephone network. This surcharge has been approved by the Hawaii PUC.

The monthly TRS surcharge per basic switched access line changed in 2002, 2003 and 2004. During this time the rate decreased from $0.17 to the present $0.04 per month. The surcharge is based on the TRS carrier contribution factor and TRS fund size which the State of Hawaii Public Utilities Commission evaluates every year. The carrier contribution factor has not changed since 2004.

Rate is $0.04 per access line except ISDN PRI, where rate is $0.20 per B channel.

June 20, 2012

Ms. Ruth E. Yamaguchi
Procurement Officer
State of Hawaii
State Procurement Office
P.O. Box 119
Honolulu, HI 96810

Subject: Contract CF-06-007-SW, SPO Price List No. 09-10
           Telephone Services for Hawaii State Government
           Notice of New Regulatory Access Recovery Charge (ARC) Fee
           Effective July 3, 2012

Dear Ms. Yamaguchi:

Hawaiian Telcom's Director, Regulatory Reporting, has advised me of a new regulatory end-user charge authorized by the Federal Communications Commission. The new fee is the Access Recovery Charge (ARC) and is effective July 3, 2012. The ARC will be charged on the monthly invoice listed under the Local Regulated Taxes, Surcharges and Regulatory Fees section of the invoice.

Listed below are the ARC rates.

Analog Centrex Access Line	$0.24
Multi-line Centrex Access Line	$0.24
ISDN BRI Centrex Line	$0.12
ISDN BRI Alternating Voice and CSD Line	$0.12
ISDN BRI Circuit Switched Data Usage	$0.12
ISDN PRI Line with DS1 Access	$1.20

Attached is a copy of the Regulatory Fees and Taxes Reference Sheet for the new ARC. Please call me with any questions at (808)546-8736.

Sincerely,

Phyllis Morihara
Phyllis Morihara
Government Account Manager
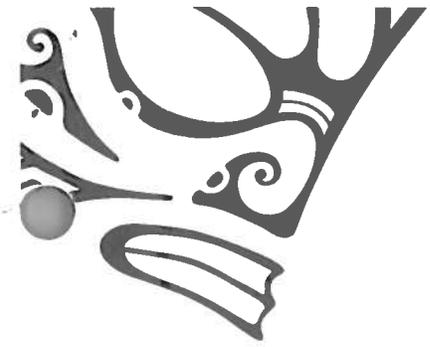
cc: C. Lai, ICSD
        S. Chun, Hawaiian Telcom, Inc.

Attachment – Regulatory Fees and Taxes Reference Sheet

REGULATORY FEES AND TAXES

ARC   Access Recovery Charge

The Access Recovery Charge (ARC) is a Federal Communications Commission (FCC) monthly charge to compensate local telephone companies for mandatory reductions to rates charged to other carriers for exchanging and terminating calls, such as long distance, cellular and Voice Over IP (VoIP).

This charge is may also be referred to as an End User Access Charge or Interstate Access Charge.

The ARC can change annually.   This is a NEW charge created in 2012. The Federal Communication Commission (FCC) oversees the ARC and this is applied to the following regulated services: Centrex Analog and Multi-line; ISDN BRI; ISDN BRI Voice and Circuit Switched Data (CSD) and ISDN PRI with DS-1 Access.

The Access Recovery Charges are as follows:

Analog Centrex Access Line	$ 0.24
Multi-line Centrex Access Line	$ 0.24
ISDN BRI Centrex Line	$ 0.12
ISDN BRI Alternating Voice and CSD Line	$ 0.12
ISDN BRI Circuit Switched Data Usage	$ 0.12
ISDN PRI Line with DS1 Access	$ 1.20