



RFP - 12-006-SW

Hawaiian Telcom

17 JAN 24 P2:38

January 24, 2017

ADMINISTRATION
STATE PROCUREMENT OFFICE
STATE OF HAWAII

State of Hawaii
Carey Ann Sasaki /File
State Procurement Office
P.O. Box 119
Honolulu, HI 96810-0119

Subject: SPO Vendor List Contract No. 12-12
Furnish, Deliver, Install, and Manage Network and
Telecommunications Services - Statewide
Update Business All-in-One Pricelist to Remove Supplier Discontinued Headsets and
Add Replacement Headsets
Update Schedule B Manager Services to Remove Discontinued Managed WiFi Service

Dear Carey Ann Sasaki,

Hawaiian Telcom, Inc. would like to propose two changes:

- 1) To the existing Business All-in-One (BAiO) pricelist on SPO Vendor List Contract No. 12-12. The change is to remove supplier discontinued headsets and add replacement headsets. The enclosed Business All-in-One bundle pricelist will replace the existing pricelist.
- 2) To the existing Schedule B – Managed Services pricelist on SPO Vendor List Contract No. 12-12. The change is to remove discontinued Managed WiFi Service. The enclosed Schedule B – Managed Services pricelist will replace the existing pricelist.

All other pricelists in SPO Vendor List Contract No. 12-12 remain as is.

Enclosed are the original and one copy of the new pricelists. Thank you for considering our proposal. If you have questions, please contact me at (808)546-4424.

Sincerely,

Stan Lui
Director, Government Sales

cc: David Fujimoto, ETS

Always on.SM

PO Box 2200, Honolulu, HI 96841 hawaiiantel.com

Technology Category	1 YEAR AGREEMENT			3 YEAR AGREEMENT			5 YEAR AGREEMENT			Non-Recurring Charge (NRC)
	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price	
Business All-in-One Bundle										
Monthly Recurring Charge (MRC):	Requires Hosted User Package and applicable Broadband Internet service (Ethernet DIA 1.5, 3, 5, 10, 25, 50 Mbps or High Speed Internet 3, 7, 11, 15, 20, 25, 50 Mbps)									
										1 YEAR AGREEMENT NRC
Hosted User Packages										
Hosted User - Analog	\$32.50	16%	\$27.30	\$32.50	24%	\$24.70	\$32.50	32%	\$22.10	\$0.00
Hosted User - Standard - Polycom IP331 - END OF SALE	\$45.25	16%	\$38.01	\$45.25	24%	\$34.39	\$45.25	32%	\$30.77	\$21.25
Hosted User - Standard VVX	\$45.25	16%	\$38.01	\$45.25	24%	\$34.39	\$45.25	32%	\$30.77	\$21.25
Hosted User - Pro - Polycom IP450 - END OF SALE	\$49.50	16%	\$41.58	\$49.50	24%	\$37.62	\$49.50	32%	\$33.66	\$21.25
Hosted User - Pro G - Polycom IP560 - END OF SALE	\$56.15	16%	\$47.17	\$56.15	24%	\$42.67	\$56.15	32%	\$38.18	\$21.25
Hosted User - Pro VVX	\$49.50	16%	\$41.58	\$49.50	24%	\$37.62	\$49.50	32%	\$33.66	\$21.25
Hosted User - Pro GT - Polycom VVX500	\$56.15	16%	\$47.17	\$56.15	24%	\$42.67	\$56.15	32%	\$38.18	\$21.25
Hosted User - Exec - Polycom IP650 - END OF SALE	\$53.25	16%	\$44.73	\$53.25	24%	\$40.47	\$53.25	32%	\$36.21	\$21.25
Hosted User - Exec G - Polycom IP670 - END OF SALE	\$63.25	16%	\$53.13	\$63.25	24%	\$48.07	\$63.25	32%	\$43.01	\$21.25
Hosted User - Exec VVX	\$53.25	16%	\$44.73	\$53.25	24%	\$40.47	\$53.25	32%	\$36.21	\$21.25
Hosted User - Conference - Polycom IP7000	\$72.25	16%	\$60.69	\$72.25	24%	\$54.91	\$72.25	32%	\$49.13	\$21.25
Call Center as a Service User Packages										
Hosted User Receptionist GT- Enterprise	\$132.00	20%	\$105.60	\$132.00	28%	\$95.04	\$132.00	44%	\$73.92	\$0.00
Hosted User Agent GT - Standard	\$80.00	20%	\$64.00	\$80.00	28%	\$57.60	\$80.00	44%	\$44.80	\$0.00
Hosted User Add'l Agent - Standard	\$25.00	20%	\$20.00	\$25.00	28%	\$18.00	\$25.00	44%	\$14.00	\$0.00
Hosted User Supervisor GT - Standard	\$132.00	20%	\$105.60	\$132.00	28%	\$95.04	\$132.00	44%	\$73.92	\$0.00
Hosted User Add'l Supervisor - Standard	\$75.00	20%	\$60.00	\$75.00	28%	\$54.00	\$75.00	44%	\$42.00	\$0.00
Hosted User Agent GT - Professional	\$125.00	20%	\$100.00	\$125.00	28%	\$90.00	\$125.00	44%	\$70.00	\$0.00
Hosted User Add'l Agent - Professional	\$70.00	20%	\$56.00	\$70.00	28%	\$50.40	\$70.00	44%	\$39.20	\$0.00
Hosted User Supervisor GT - Professional	\$132.00	20%	\$105.60	\$132.00	28%	\$95.04	\$132.00	44%	\$73.92	\$0.00
Hosted User Add'l Supervisor - Professional	\$75.00	20%	\$60.00	\$75.00	28%	\$54.00	\$75.00	44%	\$42.00	\$0.00
Hosted User Supervisor/Agent GT- Professional	\$174.00	20%	\$139.20	\$174.00	28%	\$125.28	\$174.00	44%	\$97.44	\$0.00
Hosted User Add'l Supervisor/Agent - Professional	\$119.00	20%	\$95.20	\$119.00	28%	\$85.68	\$119.00	44%	\$66.64	\$0.00
Hosted User Agent GT - Premium	\$165.00	20%	\$132.00	\$165.00	28%	\$118.80	\$165.00	44%	\$92.40	\$0.00
Hosted User Add'l Agent - Premium	\$110.00	20%	\$88.00	\$110.00	28%	\$79.20	\$110.00	44%	\$61.60	\$0.00
Hosted User Supervisor GT - Premium	\$132.00	20%	\$105.60	\$132.00	28%	\$95.04	\$132.00	44%	\$73.92	\$0.00
Hosted User Add'l Supervisor - Premium	\$77.00	20%	\$61.60	\$77.00	28%	\$55.44	\$77.00	44%	\$43.12	\$0.00
Hosted User Supervisor/Agent GT - Premium	\$174.00	20%	\$139.20	\$174.00	28%	\$125.28	\$174.00	44%	\$97.44	\$0.00
Hosted User Add'l Supervisor/Agent - Premium	\$119.00	20%	\$95.20	\$119.00	28%	\$85.68	\$119.00	44%	\$66.64	\$0.00
Hosted IVR - Standard	\$280.00	0%	\$280.00	\$280.00	0%	\$280.00	\$280.00	0%	\$280.00	\$0.00
Hosted IVR - Professional	\$320.00	0%	\$320.00	\$320.00	0%	\$320.00	\$320.00	0%	\$320.00	\$0.00
Hosted IVR - Screen Pop 10	\$280.00	0%	\$280.00	\$280.00	0%	\$280.00	\$280.00	0%	\$280.00	\$0.00
Hosted IVR - Queue Callback 5	\$260.00	0%	\$260.00	\$260.00	0%	\$260.00	\$260.00	0%	\$260.00	\$0.00
Hosted Advanced IVR Per Session (per path/per trunk)	\$280.00	0%	\$280.00	\$280.00	0%	\$280.00	\$280.00	0%	\$280.00	\$0.00
										NRC
Hosted IVR - IVR Assist	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$5,000.00
Scheduled Reports	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00	\$85.00
Call Recording - Standard	\$18.00	0%	\$18.00	\$18.00	0%	\$18.00	\$18.00	0%	\$18.00	\$0.00
Call Recording - Professional	\$36.00	0%	\$36.00	\$36.00	0%	\$36.00	\$36.00	0%	\$36.00	\$0.00
Call Recording - Premium	\$46.00	0%	\$46.00	\$46.00	0%	\$46.00	\$46.00	0%	\$46.00	\$0.00
Screen Recording	\$12.00	0%	\$12.00	\$12.00	0%	\$12.00	\$12.00	0%	\$12.00	\$0.00
Advanced Audio Mining	\$30.00	0%	\$30.00	\$30.00	0%	\$30.00	\$30.00	0%	\$30.00	\$0.00
Agent Scorecards	\$12.00	0%	\$12.00	\$12.00	0%	\$12.00	\$12.00	0%	\$12.00	\$0.00
*Headset Kits										
Headset Kit for Desk Phone & PC - Jabra Biz 2400 II Mono for Polycom*	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$220.00
Headset Kit for Desk Phone & PC - Jabra Biz 2400 II Mono for Polycom IP331	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$230.00
Headset Kit for Desk Phone & PC - Jabra Biz 2400 II Duo for Polycom*	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$227.00

Technology Category	1 YEAR AGREEMENT			3 YEAR AGREEMENT			5 YEAR AGREEMENT			Non-Recurring Charge (NRC)
	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price	
Headset Kit for Desk Phone & PC - Jabra Biz 2400 II Duo for Polycom IP331	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$237.00
Headset Kit for Desk Phone - Jabra Biz 2400 II Mono for Polycom*	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$149.00
Headset Kit for Desk Phone - Jabra Biz 2400 II Mono for Polycom IP331	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$149.00
Headset Kit for Desk Phone - Jabra Biz 2400 II Duo for Polycom*	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$156.00
Headset Kit for Desk Phone - Jabra Biz 2400 II Duo for Polycom IP331	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$156.00
Headset Kit for Desk, PC & Mobile - Motion Office for Polycom*	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$285.00
Headset Kit for Desk, PC & Mobile - Motion Office for Polycom IP331	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$268.00
Headset Kit for Special Hearing Needs - 2300 for Polycom*	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$184.00
Headset Kit for Special Hearing Needs - 2300 for Polycom IP331	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$184.00
UC Corded Headset PC Only BIZ 2400 II 3-in-1 Mono USB	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$129.00
UC Corded Headset BIZ 2400 II Duo USB	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$136.00
*Headset Piece Parts										
BIZ 2400 II QD 3-in-1 Mono Headset	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$129.00
BIZ 2400 II QD Duo	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$136.00
Jabra Motion Office	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$258.00
Connector Cable RJ9 Jack to 2.5mm	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$11.00
Connector Cable QD Jack to 2.5mm	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$21.00
GN1200 Smart Cord for Polycom*	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$21.00
Jabra Link EHS Cord for Polycom*	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$28.00
Link 860	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$92.00
*Polycom= IP450, IP560, IP650, IP670, VVX Models										
Headset Kit for Special Hearing Needs - 2125TC for PCOM-330,331 - SUPPLIER DISCONTINUED	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$250.00
Headset Kit for Special Hearing Needs - 2125TC for PCOM - SUPPLIER DISCONTINUED	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$240.00
Headset Kit for Desk Phone - 2120 for PCOM-330,331 - SUPPLIER DISCONTINUED	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$108.00
Headset Kit for Desk Phone - 2120 for PCOM - SUPPLIER DISCONTINUED	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$119.00
Headset Kit for Desk Phone - 2125 for PCOM-330,331 - SUPPLIER DISCONTINUED	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$123.00
Headset Kit for Desk Phone - 2125 for PCOM - SUPPLIER DISCONTINUED	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$134.00
Headset Kit for Desk and PC - 2120 for PCOM w/cable - SUPPLIER DISCONTINUED	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$192.00
Headset Kit for Desk and PC - 2120 for PCOM - SUPPLIER DISCONTINUED	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$182.00
Headset Kit for Desk and PC - 2125 for PCOM-330,331 - SUPPLIER DISCONTINUED	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$208.00
Headset Kit for Desk and PC - 2125 for PCOM - SUPPLIER DISCONTINUED	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$196.00
Headset Kit for Desk, PC and Mobile UCMO for PCOM-330,331 - SUPPLIER DISCONTINUED	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$304.00
Headset Kit for Desk, PC and Mobile UCMO for PCOM - SUPPLIER DISCONTINUED	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$294.00
JABRA EVOLVE 40 MS Mono - SUPPLIER DISCONTINUED	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$80.00
JABRA EVOLVE 40 MS Duo - SUPPLIER DISCONTINUED	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$92.00

Technology Category	1 YEAR AGREEMENT			3 YEAR AGREEMENT			5 YEAR AGREEMENT			Non-Recurring Charge (NRC)
	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price	
Jabra GN2125 Duo Telecoil Headset for Special-Hearing Needs - SUPPLIER DISCONTINUED	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$158.00
Jabra Connector Cable - RJ9-Jack to 2.5mm - SUPPLIER DISCONTINUED	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$10.50
Jabra LINK 850 Audio Processor for Deskphone and PC - SUPPLIER DISCONTINUED	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$85.00
Jabra GN2120 NC Mono Headset - SUPPLIER DISCONTINUED	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$99.00
Jabra Connector Cable - QD-Jack to 2.5mm - SUPPLIER DISCONTINUED	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$10.50
Jabra Connector Cable - GN1200 QD-Jack to RJ9 - SUPPLIER DISCONTINUED	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$21.00
Jabra GN2125 NC Duo Headset - SUPPLIER DISCONTINUED	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$114.00
Jabra UC Motion Office - SUPPLIER DISCONTINUED	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$267.00
Jabra LINK 14201-17 - SUPPLIER DISCONTINUED	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$28.00
Additional Features										
Fax Messaging	\$2.00	0%	\$2.00	\$2.00	0%	\$2.00	\$2.00	0%	\$2.00	\$0.00
Assistant-Enterprise Toolbar	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00	\$0.00
Automated Attendant	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00	\$0.00
Telephone Number - Additional	\$0.10	0%	\$0.10	\$0.10	0%	\$0.10	\$0.10	0%	\$0.10	\$0.00
Static IP - 5 Addresses	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00	\$0.00
Static IP - 13 Addresses	\$20.00	0%	\$20.00	\$20.00	0%	\$20.00	\$20.00	0%	\$20.00	\$0.00
Static IP - 29 Addresses	\$60.00	0%	\$60.00	\$60.00	0%	\$60.00	\$60.00	0%	\$60.00	\$0.00
DNS Registration	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$25.00
Email Accounts - Block of 50	\$19.95	0%	\$19.95	\$19.95	0%	\$19.95	\$19.95	0%	\$19.95	\$0.00
Email Accounts - Block of 100	\$29.95	0%	\$29.95	\$29.95	0%	\$29.95	\$29.95	0%	\$29.95	\$0.00
Business Toll-Free Number	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00	\$15.00
Calling Plan Options										
Conference Connections - 60 Minutes	\$9.00	100%	\$0.00	\$9.00	100%	\$0.00	\$9.00	100%	\$0.00	\$0.00
International - Business Call Asia + Free Canada	\$7.95	0%	\$7.95	\$7.95	0%	\$7.95	\$7.95	0%	\$7.95	\$0.00
International - Connections + Free Canada	\$5.95	0%	\$5.95	\$5.95	0%	\$5.95	\$5.95	0%	\$5.95	\$0.00
LAN Hardware										
Managed IP Phone - Conf. Mic. Pkg.	\$8.25	16%	\$6.93	\$8.25	24%	\$6.27	\$8.25	32%	\$5.61	\$21.25
Managed IP Phone - Exp. Module - END OF SALE	\$7.35	16%	\$6.17	\$7.35	24%	\$5.69	\$7.35	32%	\$6.00	\$21.25
Managed IP Phone - Color Exp. Module - END OF SALE	\$9.65	16%	\$8.11	\$9.65	24%	\$7.33	\$9.65	32%	\$6.66	\$21.25
Managed IP Phone - VVX Exp. Module	\$9.65	16%	\$8.11	\$9.65	24%	\$7.33	\$9.65	32%	\$6.66	\$21.25
Managed Wireless AP	\$16.50	0%	\$16.50	\$16.50	24%	\$12.54	\$16.50	32%	\$11.22	\$85.00
Additional UPS - TPLTECO850	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$110.00
Additional UPS - TPLT5MT1500	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$325.00
Additional UPS - APCSMX1500	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$920.00
										TRAINING NRC
Training										
Live Webinar - Admin	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00
Live Webinar - End User	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00
On-site Training - User Course	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$300.00
On-site Training - Admin Course	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$600.00
Call Center as a Service Training										
On-site Training Receptionist - Enterprise Course	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$500.00
On-site Training - Standard Agent Course	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$400.00
On-site Training - Standard Supervisor Course	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$500.00
On-site Training - Professional Agent Course	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$450.00
On-site Training - Professional Supervisor Course	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$550.00
On-site Training - Premium Agent Course	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$500.00
On-site Training - Premium Supervisor Course	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$600.00
										LABOR NRC
Labor Charges										
Labor - Remote - First 1/2 Hour (minimum)	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$42.50

Technology Category	1 YEAR AGREEMENT			3 YEAR AGREEMENT			5 YEAR AGREEMENT			Non-Recurring Charge (NRC)
	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price	
Labor - First Hour (minimum)	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$85.00
Labor - Travel Charge	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$85.00
Labor - Additional 1 Hour	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$85.00
Labor - Additional 15 Min.	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$21.25
Inside Wiring - Cat 5e Cable Run	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$150.00
Service Cancellation Fee	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$500.00
Expedite Fee	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$245.00

Terms and Conditions

- Above rates do not include applicable taxes, surcharges, or other fees. This Pricing excludes promotions.
- Minimum of four (4) Hosted Users per service location; minimum bandwidth requirements for applicable Hawaiian Telcom Broadband Internet Service will apply. Other terms & conditions may apply.
- Services are contingent upon available facilities and/or capacity subject to determination by Hawaiian Telcom. Rates are provided on a "Where Facilities Exist Basis," subject to availability, on the day an order is placed.
- The customer is responsible for providing all space, power and environmental controlled requirements for the equipment at the customer location(s).
- The customer is responsible for providing all support structures within the Customer Premises.
- Customer is required to provide the necessary electrical and environment requirements for the proper function of the service. Inside wiring must meet the standard for 100Base-TX (min. of Cat5 cable) or 1000Base-T (min. of Cat5e cable) transmission.
- Bandwidth upgrades and/or changes to access are subject to availability and may require Special Construction charges and/or a change to the hand-off interface.
- For example: A bandwidth upgrade from 100 Mbps delivered over FastEthernet to 250 Mbps will require a GigE hand-off.
- If Customer requests to change a confirmed service installation date within 48 hours of the install date, there will be a \$245.00 service fee. This fee shall also apply if any customer-provided wiring or construction required to install service is not completed by the confirmed service install date.
- Hawaiian Telcom reserves the right to offer the State any future eligible promotions/discounts that would be advantageous to the State. All Hawaiian Telcom terms and conditions of the promotion/discounts will apply.
- Termination liability for 3-Year and 5- Year: If Customer cancels an order in whole or in part or terminates this Service at any time during the Service Period, Customer shall either pay to Hawaiian Telcom a termination charge equal to the sum of Broadband List MRC and fifty-percent (50%) of the applicable monthly rate for the terminated Service, multiply by the number of months remaining in the unexpired portion of the Service Period, or the amount negotiated per the State of Hawaii's General Terms & Conditions, Section 14. Termination for Convenience, d. Compensation section, whichever is greater.
Any such termination liability charge shall be due and payable in one lump sum within thirty (30) days of billing.
If Customer terminates an order subsequent to the execution of this Agreement by the Parties but prior to the in-service date, Customer shall pay to Hawaiian Telcom all costs incurred by Hawaiian Telcom for order and service preparation.
- *ICB or Individual Case Basis - customized pricing.
- *Headset Kits and Headsets - Hawaiian Telcom will assist enduser to make an appropriate choice of headset.