

October 26, 2022

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

Subject: SPO Vendor List Contract No. 12-12
Business All-in-One Pricelist Conference Connections Replacement Effective
October 31, 2022

Dear Carey Ann,

Hawaiian Telcom, Inc. would like to inform you of a change to the Conference Connections service. We have been notified that the vendor providing this service is discontinuing it effective October 31, 2022. The replacement service we're offering is Meet Me Conferencing and we have outlined the service comparison on the attached sheet.

Attached is a revised page from the SPO-12-12 contract Business All In One section that references the removal of the old service and the addition of the new service. All other pricelists in SPO Vendor List Contract No. 12-12 remain as is.

If you have questions, please contact me at (808)546-4963.

Sincerely,

Keith Heininger
HATS Program Manager

cc. Vince Hoang, ETS

Conference Connections - Replacement Comparison	
Recommended	
Meet Me Conference	Conference Connections (no longer available - Grandfathered)
Standard offer allows up to 10 Participants 10 or more participants (ICB- additional charges apply)	96 participants max
\$9.00/mo / bridge <small>(100% discount for BAIO bundle; up to 10 participants)</small>	no monthly recurring
no per minute usage charge	\$.20/min per participant charge
does not allow incoming international call participants	allows international participants
Strictly a conference call service	Strictly a conference call service. No billing if not used
Separate Billing Account	Separate Billing Account

Technology Category	1 YEAR AGREEMENT - Monthly Recurring Charge			3 YEAR AGREEMENT - Monthly Recurring Charge			5 YEAR AGREEMENT - Monthly Recurring Charge			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 Yealink- Conference (CP935w)	\$72.25	16%	\$60.69	\$72.25	24%	\$54.91	\$72.25	32%	\$49.13	\$21.25
Hosted User Yealink- Conference (CP965)	\$72.25	16%	\$60.69	\$72.25	24%	\$54.91	\$72.25	32%	\$49.13	\$21.25
Hosted User- VP59	\$72.25	16%	\$60.69	\$72.25	24%	\$54.91	\$72.25	32%	\$49.13	\$21.25
Hosted User – Yealink T54w	\$53.25	16%	\$44.73	\$53.25	24%	\$40.47	\$53.25	32%	\$36.21	\$21.25
Hosted User – Yealink T57w	\$56.15	16%	\$47.17	\$56.15	24%	\$42.67	\$56.15	32%	\$38.18	\$21.25
Hosted User- Yealink T53w	\$49.50	16%	\$41.58	\$49.50	24%	\$37.62	\$49.50	32%	\$33.66	\$21.25
Hosted User Premium License (Bundled w/ Hosted UC w/ Webex fo	\$25.52	16%	\$22.00	\$25.52	30%	\$17.86	\$25.52	40%	\$15.31	
HOSTED USER PACKAGE FEATURES (Note: Must subscribe to Hosted User Yealink / Premium license options above)										
Call Center as a Service User Packages (Added-on to Hosted User Above)										
Call Center Agent	\$66.10	20%	\$55.08	\$63.45	28%	\$49.57	\$55.53	44%	\$38.56	\$0.00
Call Center Supervisor	\$72.82	20%	\$60.68	\$69.90	28%	\$54.61	\$61.17	44%	\$42.48	\$0.00
Call Center Supervisor/ Agent	\$113.14	20%	\$94.28	\$108.61	28%	\$84.85	\$95.04	44%	\$66.00	\$0.00
Hoteling Call Center Agent	\$13.30	20%	\$11.08	\$12.76	28%	\$9.97	\$11.17	44%	\$7.76	\$0.00
Hoteling Call Center Supervisor	\$18.10	20%	\$15.08	\$17.37	28%	\$13.57	\$15.21	44%	\$10.56	\$0.00
Hoteling Call Center Supervisor/ Agent	\$60.34	20%	\$50.28	\$54.08	28%	\$42.25	\$50.69	44%	\$35.20	\$0.00
Call Center Receptionist	\$72.00	20%	\$60.00	\$54.72	28%	\$45.60	\$58.29	44%	\$40.48	\$0.00
Call Center Receptionist w/ Call queing	\$72.74	20%	\$60.68	\$65.53	28%	\$54.61	\$61.17	44%	\$42.48	\$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
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

Technology Category	1 YEAR AGREEMENT - Monthly Recurring Charge			3 YEAR AGREEMENT - Monthly Recurring Charge			5 YEAR AGREEMENT - Monthly Recurring Charge			Non-Recurring Charge (NRC)
	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price	
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										
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 - Single-tree	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00	\$0.00
Automated Attendant - Multi-tree	\$15.00	0%	\$15.00	\$15.00	0%	\$15.00	\$15.00	0%	\$15.00	\$0.00
Virtual User	\$9.95	0%	\$9.95	\$9.95	0%	\$9.95	\$9.95	0%	\$9.95	\$21.25
Hosted UC w/ Webex- Basic	\$8.99	0%	\$8.99	\$8.99	0%	\$8.99	\$8.99	0%	\$8.99	\$0.00
Hosted UC w/ Webex- Calling	\$13.00	0%	\$13.00	\$13.00	0%	\$13.00	\$13.00	0%	\$13.00	\$0.00
Hosted UC w/ Webex - Collaborate	\$16.00	0%	\$16.00	\$16.00	0%	\$16.00	\$16.00	0%	\$16.00	\$0.00
Hosted UC w/ Webex- Premium	\$40.00	0%	\$40.00	\$40.00	0%	\$40.00	\$40.00	0%	\$40.00	\$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
Meet- Me- Conferencing (10 Participants)	\$9.00	100%	\$0.00	\$9.00	100%	\$0.00	\$9.00	100%	\$0.00	\$0.00
Meet- Me- Conferencing (10 or more participants)	\$0.00	0%	ICB	\$0.00	0%	ICB	\$0.00	0%	ICB	ICB
International - Business Call Asia	\$7.95	0%	\$7.95	\$7.95	0%	\$7.95	\$7.95	0%	\$7.95	\$0.00
International - Connections	\$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 - VVX Exp. Module	\$9.65	16%	\$8.11	\$9.65	24%	\$7.33	\$9.65	32%	\$6.56	\$21.25
Managed IP Phone – Cordless Mic Pkg YL (CP-965)	\$8.25	16%	\$6.93	\$8.25	24%	\$6.27	\$8.25	32%	\$5.61	\$21.25
Managed IP Phone – Conference PoE Adapter YL (CP-965)	\$0.00	16%	\$0.00	\$0.00	24%	\$0.00	\$0.00	32%	\$0.00	\$59.00
Managed IP Phone – Exp Module YL (EXP50)	\$7.35	16%	\$6.17	\$7.35	24%	\$5.59	\$7.35	32%	\$5.00	\$21.25
Managed IP Phone – Wifi Dongle YL (WF-40)	\$0.00	16%	\$0.00	\$0.00	24%	\$0.00	\$0.00	32%	\$0.00	\$29.00
Managed IP Phone – BT Dongle YL (BT-40)	\$0.00	16%	\$0.00	\$0.00	24%	\$0.00	\$0.00	32%	\$0.00	\$29.00
Managed IP Phone – Cordless Repeater YL (RT-30)	\$16.25	16%	\$13.65	\$16.25	24%	\$12.35	\$16.25	32%	\$11.05	\$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 - TPLTSM1500	\$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

Technology Category	1 YEAR AGREEMENT - Monthly Recurring Charge			3 YEAR AGREEMENT - Monthly Recurring Charge			5 YEAR AGREEMENT - Monthly Recurring Charge			Non-Recurring Charge (NRC)
	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price	
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
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
										MS TEAMS NRC
MS TEAMS VOICE OPTIONS										
MS Teams Direct Route Calling w/ Unlimited Local & Domestic LD	\$13.34	16%	\$11.50	\$13.34	20%	\$10.67	\$13.34	26%	\$9.87	\$0.00
MS-Teams Voice Integration with BAI0	\$10.38	16%	\$8.95	\$10.38	20%	\$8.30	\$10.38	26%	\$7.68	\$0.00
MS TEAMS VOICE ADD ON OPTIONS										
MS Teams Direct Route Calling Plan International International Con	\$5.95	0%	\$5.95	\$5.95	0%	\$5.95	\$5.95	0%	\$5.95	\$0.00
MS Teams Direct Route Calling Plan International Call Asia	\$7.95	0%	\$7.95	\$7.95	0%	\$7.95	\$7.95	0%	\$7.95	\$0.00
Teams Voice Assessment	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$4,250.00
Teams Voice Direct Route Setup	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$2,250.00
Teams Voice Troubleshoot PS Hours (Block of 10)	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$1,875.00

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.