

V. APPENDICES

This section contains the following documents.

1. Hawaiian Telcom Confidential Information
2. Other Services – Pricing
3. Hawaiian Telcom Advanced Services Brochure
4. Hawaiian Telcom enhanced Network Operations Center (eNOC) Overview
5. Various Advanced Services Product Sheets

Appendix 2

Other Services – Pricing

This appendix contains pricing for Hawaiian Telcom's "Other Services" that are listed in Section 3.2.1.8, which are additional products and services that are not required by the RFP, but would be of value to the State.

For service descriptions, see Section 3.2.1.8.1 in Offer Form OF-6, Schedule D.

Appendix 2: OTHER SERVICES - Additional Information
(reference RFP Sections 3.2.1.7.1 and 3.2.1.8.1)



Chg. No.

Technology Category	1-Year Agreement				3-Year Agreement			5-Year Agreement		
	List NRC (Non-Recurring) for 1-yr term	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price
Telephone Service Provider (TSP) - VOIP PBX										

Business All-in-One Bundle (MRC*)
Requires Hosted User Package and applicable Broadband Internet service (DIA, High-Speed Internet, or Fioptics)

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HOSTED USER PACKAGES										
Hosted User- Analog	\$0.00	\$32.50	20%	\$26.00	\$32.50	26%	\$24.05	\$32.50	32%	\$22.10
Hosted User – Conference YL (CP935W)	\$21.25	\$72.25	24%	\$54.91	\$72.25	32%	\$49.13	\$72.25	38%	\$44.80
Hosted User- Conference YL (CP930W)	\$21.25	\$72.25	24%	\$54.91	\$72.25	32%	\$49.13	\$72.25	38%	\$44.80
Hosted User- VP59	\$21.25	\$72.25	24%	\$54.91	\$72.25	32%	\$49.13	\$72.25	38%	\$44.80
Hosted User Cisco 8832	\$21.25	\$72.25	18%	\$59.25	\$72.25	28%	\$52.02	\$72.25	30%	\$50.58
Hosted User- Cisco 8861	\$21.25	\$56.15	20%	\$44.92	\$56.15	26%	\$41.55	\$56.15	32%	\$38.18
Hosted User - Cisco 8841	\$21.25	\$53.25	20%	\$42.60	\$53.25	26%	\$39.41	\$53.25	32%	\$36.21
Hosted User - Cisco 8811	\$21.25	\$49.50	20%	\$39.60	\$49.50	26%	\$36.63	\$49.50	32%	\$33.66
Hosted User – Yealink T54w	\$21.25	\$53.25	24%	\$40.47	\$53.25	32%	\$36.21	\$53.25	38%	\$33.02
Hosted User – Yealink T57w	\$21.25	\$56.15	24%	\$42.67	\$56.15	32%	\$38.18	\$56.15	38%	\$34.81
Hosted User- Yealink T53w	\$21.25	\$49.50	24%	\$37.62	\$49.50	32%	\$33.66	\$49.50	38%	\$30.69
Hosted User Premium License (Bundled w/ Hosted UC w/ Webex for Softphone)		\$27.28	24%	\$22.00	\$25.52	32%	\$17.35	\$25.52	38%	\$15.82

HOSTED USER PACKAGE FEATURES (Note: Must subscribe to at least (4) min of Hosted User package listed above)

Call Center as a Service User Packages (Added-on to Hosted User Above)										
Call Center Agent	\$0.00	\$71.00	22%	\$55.38	\$71.00	30%	\$49.70	\$71.00	46%	\$38.56
Call Center Supervisor	\$0.00	\$77.25	22%	\$60.26	\$77.25	30%	\$54.08	\$77.25	46%	\$42.48
Call Center Supervisor/ Agent	\$0.00	\$120.50	22%	\$93.99	\$120.50	30%	\$84.35	\$120.50	46%	\$66.00
Hoteling Call Center Agent	\$0.00	\$14.15	22%	\$11.04	\$14.15	30%	\$9.91	\$14.15	46%	\$7.76
Hoteling Call Center Supervisor	\$0.00	\$19.25	22%	\$15.02	\$19.25	30%	\$13.48	\$19.25	46%	\$10.56
Hoteling Call Center Supervisor/ Agent	\$0.00	\$64.50	22%	\$50.31	\$64.50	30%	\$45.15	\$64.50	46%	\$35.20
Call Center Receptionist	\$0.00	\$76.92	22%	\$60.00	\$76.92	30%	\$53.84	\$76.92	46%	\$40.48
Call Center Receptionist w/ Call queing	\$0.00	\$80.00	22%	\$62.40	\$80.00	30%	\$56.00	\$80.00	46%	\$42.48
Hosted IVR - Standard	\$0.00	\$280.00	0%	\$280.00	\$280.00	0%	\$280.00	\$280.00	0%	\$280.00
Hosted IVR - Professional	\$0.00	\$320.00	0%	\$320.00	\$320.00	0%	\$320.00	\$320.00	0%	\$320.00
Hosted IVR - Screen Pop 10	\$0.00	\$280.00	0%	\$280.00	\$280.00	0%	\$280.00	\$280.00	0%	\$280.00
Hosted IVR - Queue Callback 5	\$0.00	\$260.00	0%	\$260.00	\$260.00	0%	\$260.00	\$260.00	0%	\$260.00
Hosted Advanced IVR Per Session (per path/per trunk)	\$0.00	\$280.00	0%	\$280.00	\$280.00	0%	\$280.00	\$280.00	0%	\$280.00

Call Center as a Service Feature Packages optional (added-on to Call Center User above)										
	NRC									
Hosted IVR - IVR Assist	\$5,000.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
Scheduled Reports	\$85.00	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00
Call Recording - Standard	\$0.00	\$18.00	0%	\$18.00	\$18.00	0%	\$18.00	\$18.00	0%	\$18.00
Call Recording - Professional	\$0.00	\$36.00	0%	\$36.00	\$36.00	0%	\$36.00	\$36.00	0%	\$36.00
Call Recording - Premium	\$0.00	\$46.00	0%	\$46.00	\$46.00	0%	\$46.00	\$46.00	0%	\$46.00
Screen Recording	\$0.00	\$12.00	0%	\$12.00	\$12.00	0%	\$12.00	\$12.00	0%	\$12.00
Advanced Audio Mining	\$0.00	\$30.00	0%	\$30.00	\$30.00	0%	\$30.00	\$30.00	0%	\$30.00
Agent Scorecards	\$0.00	\$12.00	0%	\$12.00	\$12.00	0%	\$12.00	\$12.00	0%	\$12.00

Appendix 2: OTHER SERVICES - Additional Information
(reference RFP Sections 3.2.1.7.1 and 3.2.1.8.1)



Chg.
No.

Technology Category	1-Year Agreement				3-Year Agreement			5-Year Agreement			
	List NRC (Non-Recurring) for 1-yr term	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price	
Telephone Service Provider (TSP) - VOIP PBX											
Broadband Internet Service (one of the below are required for service)	NRC (APPLIES TO 12MO ONLY)										
High- Speed Internet Options:											
Business HSI - 3 Mbps/768kbps	\$29.99	\$46.16	22%	\$36.00	\$46.16	30%	\$32.31	\$46.16	46%	\$24.93	
Business HSI - 7 Mbps/1Mbps	\$29.99	\$61.54	22%	\$48.00	\$61.54	30%	\$43.08	\$61.54	46%	\$33.23	
Business HSI - 11 Mbps/1Mbps	\$29.99	\$76.92	22%	\$60.00	\$76.92	30%	\$53.84	\$76.92	46%	\$41.54	
Fioptics 100 (100Mbps/20Mbps)	\$29.99	\$55.13	22%	\$43.00	\$55.13	30%	\$38.59	\$55.13	46%	\$29.77	
Fioptics 300 (300Mbps/50Mbps)	\$29.99	\$75.64	22%	\$59.00	\$75.64	30%	\$52.95	\$75.64	46%	\$40.85	
Fioptics 500 (500Mbps/50Mbps)	\$29.99	\$76.92	22%	\$60.00	\$76.92	30%	\$53.84	\$76.92	46%	\$41.54	
Fioptics 750 (700Mbps/100Mbps)	\$29.99	\$78.20	22%	\$61.00	\$78.20	30%	\$54.74	\$78.20	46%	\$42.23	
Fioptics 1Gbps (940Mbps/100Mbps)	\$29.99	\$79.49	22%	\$62.00	\$79.49	30%	\$55.64	\$79.49	46%	\$42.92	
Additional Upload 100	\$29.99	\$85.00	22%	\$66.30	\$85.00	30%	\$59.50	\$85.00	46%	\$45.90	
Additional Upload 300	\$29.99	\$212.50	22%	\$165.75	\$212.50	30%	\$148.75	\$212.50	46%	\$114.75	
Additional Upload 500	\$29.99	\$250.00	22%	\$195.00	\$250.00	30%	\$175.00	\$250.00	46%	\$135.00	
DIA Options:											
Ethernet DIA - 3 Mbps	\$500.00	\$325.00	22%	\$253.50	\$325.00	30%	\$227.50	\$325.00	46%	\$175.50	
Ethernet DIA - 5 Mbps	\$500.00	\$395.00	22%	\$308.10	\$395.00	30%	\$276.50	\$395.00	46%	\$213.30	
Ethernet DIA - 10 Mbps	\$500.00	\$515.00	22%	\$401.70	\$515.00	30%	\$360.50	\$515.00	46%	\$278.10	
Ethernet DIA - 25 Mbps	\$500.00	\$898.00	22%	\$700.44	\$898.00	30%	\$628.60	\$898.00	46%	\$484.92	
Ethernet DIA - 50 Mbps	\$500.00	\$1,155.00	22%	\$900.90	\$1,155.00	30%	\$808.50	\$1,155.00	46%	\$623.70	
Ethernet DIA - 100 Mbps	\$500.00	\$1,283.00	22%	\$1,000.74	\$1,283.00	30%	\$898.10	\$1,283.00	46%	\$692.82	
Ethernet DIA - 250 Mbps	\$500.00	\$1,796.00	22%	\$1,400.88	\$1,796.00	30%	\$1,257.20	\$1,796.00	46%	\$969.84	
Ethernet DIA - 500 Mbps	\$500.00	\$2,052.00	22%	\$1,600.56	\$2,052.00	30%	\$1,436.40	\$2,052.00	46%	\$1,108.08	
Ethernet DIA - 1 Gbps	\$500.00	\$2,565.00	22%	\$2,000.70	\$2,565.00	30%	\$1,795.50	\$2,565.00	46%	\$1,385.10	
Braodband Feature Add On's (Optional; added on to Braodband options above)											
Static IP - 5 Addresses	\$0.00	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00	
Static IP - 13 Addresses	\$0.00	\$20.00	0%	\$20.00	\$20.00	0%	\$20.00	\$20.00	0%	\$20.00	
Static IP - 29 Addresses	\$0.00	\$60.00	0%	\$60.00	\$60.00	0%	\$60.00	\$60.00	0%	\$60.00	
Proxy Arp	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	
DNS Registration	\$25.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	
Email Accounts - Block of 50	\$0.00	\$19.95	0%	\$19.95	\$19.95	0%	\$19.95	\$19.95	0%	\$19.95	
Email Accounts - Block of 100	\$0.00	\$29.95	0%	\$29.95	\$29.95	0%	\$29.95	\$29.95	0%	\$29.95	
HEADSET KITS											
	NRC										
Headset Kit for Desk Phone & PC - Jabra Biz 2400 II Mono	\$220.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	
Headset Kit for Desk Phone & PC - Jabra Biz 2400 II Mono	\$230.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	
Headset Kit for Desk Phone & PC - Jabra Biz 2400 II Duo	\$227.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	
Headset Kit for Desk Phone & PC - Jabra Biz 2400 II Duo	\$237.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	
Headset Kit for Desk Phone - Jabra Biz 2400 II Mono	\$149.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	
Headset Kit for Desk Phone - Jabra Biz 2400 II Mono	\$149.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	
Headset Kit for Desk Phone - Jabra Biz 2400 II Duo	\$156.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	
Headset Kit for Desk Phone - Jabra Biz 2400 II Duo	\$156.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	

Appendix 2: OTHER SERVICES - Additional Information
(reference RFP Sections 3.2.1.7.1 and 3.2.1.8.1)



Chg.
No.

Technology Category	1-Year Agreement				3-Year Agreement			5-Year Agreement		
	List NRC (Non-Recurring) for 1-yr term	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price
Telephone Service Provider (TSP) - VOIP PBX										
Headset Kit for Desk, PC & Mobile - Motion Office	\$285.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
Headset Kit for Desk, PC & Mobile - Motion Office	\$268.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
Headset Kit for Special Hearing Needs - 2300	\$184.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
Headset Kit for Special Hearing Needs - 2300	\$184.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
UC Corded Headset PC Only BIZ 2400 II 3-in-1 Mono USB	\$129.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
UC Corded Headset BIZ 2400 II Duo USB	\$136.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
Headset Kit ICB	ICB									
HEADSET PIECE PARTS										
BIZ 2400 II QD 3-in-1 Mono Headset	\$129.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
BIZ 2400 II QD Duo	\$136.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
Jabra Motion Office	\$258.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
Connector Cable RJ9 Jack to 2.5mm	\$11.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
Connector Cable QD Jack to 2.5mm	\$21.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
GN1200 Smart Cord for	\$21.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
Jabra Link EHS Cord for	\$28.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
Link 860	\$92.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
HEADSET PIECE PARTS ICB	ICB									

ADDITIONAL FEATURES										
Fax Messaging	\$0.00	\$2.00	0%	\$2.00	\$2.00	0%	\$2.00	\$2.00	0%	\$2.00
Assistant-Enterprise Toolbar	\$0.00	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00
Automated Attendant - Single-tree	\$0.00	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00
Automated Attendant - Multi-tree	\$0.00	\$15.00	0%	\$15.00	\$15.00	0%	\$15.00	\$15.00	0%	\$15.00
Virtual User	\$0.00	\$9.95	0%	\$9.95	\$9.95	0%	\$9.95	\$9.95	0%	\$9.95
Hosted UC w/ Webex- Basic	\$0.00	\$8.99	0%	\$8.99	\$8.99	0%	\$8.99	\$8.99	0%	\$8.99
Hosted UC w/ Webex- Calling	\$0.00	\$13.00	0%	\$13.00	\$13.00	0%	\$13.00	\$13.00	0%	\$13.00
Hosted UC w/ Webex - Collaborate	\$0.00	\$16.00	0%	\$16.00	\$16.00	0%	\$16.00	\$16.00	0%	\$16.00
Hosted UC w/ Webex- Premium	\$0.00	\$40.00	0%	\$40.00	\$40.00	0%	\$40.00	\$40.00	0%	\$40.00
Telephone Number - Additional	\$0.00	\$0.10	0%	\$0.10	\$0.10	0%	\$0.10	\$0.10	0%	\$0.10
Static IP - 5 Addresses	\$0.00	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00
Static IP - 13 Addresses	\$0.00	\$20.00	0%	\$20.00	\$20.00	0%	\$20.00	\$20.00	0%	\$20.00
Static IP - 29 Addresses	\$0.00	\$60.00	0%	\$60.00	\$60.00	0%	\$60.00	\$60.00	0%	\$60.00
DNS Registration	\$25.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
Email Accounts - Block of 50	\$0.00	\$19.95	0%	\$19.95	\$19.95	0%	\$19.95	\$19.95	0%	\$19.95
Email Accounts - Block of 100	\$0.00	\$29.95	0%	\$29.95	\$29.95	0%	\$29.95	\$29.95	0%	\$29.95
Business Toll-Free Number	\$15.00	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00

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CALLING PLAN OPTIONS										
	NRC									
Meet- Me- Conferencing (10 Participants)	\$0.00	\$9.00	100%	\$0.00	\$9.00	100%	\$0.00	\$9.00	100%	\$0.00
Meet- Me- Conferencing (10 or more Participants)	\$0.00	ICB	0%	ICB	ICB	0%	ICB	ICB	0%	ICB
International - Business Call Asia	\$0.00	\$7.95	0%	\$7.95	\$7.95	0%	\$7.95	\$7.95	0%	\$7.95
International - Connections	\$0.00	\$5.95	0%	\$5.95	\$5.95	0%	\$5.95	\$5.95	0%	\$5.95

Appendix 2: OTHER SERVICES - Additional Information
(reference RFP Sections 3.2.1.7.1 and 3.2.1.8.1)



Chg.
No.

Technology Category	1-Year Agreement				3-Year Agreement			5-Year Agreement		
	List NRC (Non-Recurring) for 1-yr term	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price
Telephone Service Provider (TSP) - VOIP PBX										
LAN HARDWARE	NRC									
Managed IP Phone - Conf. Mic. Pkg.	\$21.25	\$8.25	16%	\$6.93	\$8.25	24%	\$6.27	\$8.25	32%	\$5.61
Managed IP Phone - VVX Exp. Module	\$21.25	\$9.65	16%	\$8.11	\$9.65	24%	\$7.33	\$9.65	32%	\$6.56
Managed IP Phone – Cordless Mic Pkg YL (CP-960)	\$21.25	\$8.25	16%	\$6.93	\$8.25	24%	\$6.27	\$8.25	32%	\$5.61
Managed IP Phone – Conference PoE Adapter YL (CP-960)	\$59.00	\$0.00	16%	\$0.00	\$0.00	24%	\$0.00	\$0.00	32%	\$0.00
Managed IP Phone – Exp Module YL (Yealink Models)	\$21.25	\$7.35	16%	\$6.17	\$7.35	24%	\$5.59	\$7.35	32%	\$5.00
Managed IP Phone – Wifi Dongle YL (Yealink Models)	\$29.00	\$0.00	16%	\$0.00	\$0.00	24%	\$0.00	\$0.00	32%	\$0.00
Managed IP Phone – BT Dongle YL (Yealink Models)	\$29.00	\$0.00	16%	\$0.00	\$0.00	24%	\$0.00	\$0.00	32%	\$0.00
Managed IP Phone – Cordless Repeater YL (Yealink Models)	\$21.25	\$16.25	16%	\$13.65	\$16.25	24%	\$12.35	\$16.25	32%	\$11.05
Managed Wireless AP	\$85.00	\$16.50	0%	\$16.50	\$16.50	24%	\$12.54	\$16.50	32%	\$11.22
Additional UPS - TPLTECO850	\$110.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
Additional UPS - TPLTSMT1500	\$325.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
Additional UPS - APCSMX1500	\$920.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
TRAINING	Training NRC									
Live Webinar - Admin	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
Live Webinar - End User	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
On-site Training - User Course	\$300.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
On-site Training - Admin Course	\$600.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
Call Center as a Service Training										
On-site Training Receptionist	\$500.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
On-site Training - Call Center Agent Course	\$450.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
On-site Training - Call Center Supervisor Course	\$550.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
On-site Training -Call Center Admin Course	\$600.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
LABOR CHARGES	Labor NRC									
Labor - Remote - First 1/2 Hour (minimum)	\$42.50	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
Labor - First Hour (minimum)	\$85.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
Labor - Additional 1 Hour	\$85.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
Labor - Additional 15 Min.	\$21.25	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
Labor - Travel Charge: Oahu (Per Tech/ Per Order)	\$85.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
Labor - Travel Charge: Neighbor Island (Per Tech/ Per Day)	ICB	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
Inside Wiring - Cat 5e Cable Run	ICB	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
Service Cancellation Fee	\$500.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
Expedite Fee	\$245.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00

Appendix 2: OTHER SERVICES - Additional Information
(reference RFP Sections 3.2.1.7.1 and 3.2.1.8.1)



Chg.
No.

Technology Category	1-Year Agreement			3-Year Agreement			5-Year Agreement			
	List NRC (Non-Recurring) for 1-yr term	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price
Telephone Service Provider (TSP) - VOIP PBX										
MS TEAMS VOICE OPTIONS	MS Teams NRC									
MS-Teams Voice Integration with BAIO	\$0.00	\$10.38	16%	\$8.95	\$10.38	20%	\$8.30	\$10.38	26%	\$7.68
MS Teams Direct Route Calling w/ Unlmted Local & Domestic LD	\$0.00	\$13.34	16%	\$11.50	\$13.34	20%	\$10.67	\$13.34	26%	\$9.87
MS TEAMS VOICE ADD ON OPTIONS	MS Teams NRC									
MS Teams Direct Route Calling Plan International International Connections	\$0.00	\$5.95	0%	\$5.95	\$5.95	0%	\$5.95	\$5.95	0%	\$5.95
MS Teams Direct Route Calling Plan International Call Asia	\$0.00	\$7.95	0%	\$7.95	\$7.95	0%	\$7.95	\$7.95	0%	\$7.95
Teams Voice Assessment	\$4,250.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
Teams Voice Direct Route Setup	\$2,250.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
Teams Voice Troubleshoot PS Hours (Block of 10)	\$1,875.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
Teams Survivability Add On- ICB	ICB									

*Note: Term Agreement prices shown are Monthly Recurring Charges (MRC) unless otherwise noted as Non-Recurring Charge (NRC).

Terms & 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.
- MS TEAMS Direct Route Calling w/ Unlimited Local & Domestic LD and MS Teams Voice Integration with BAIO users must have appropriate MS O365 license and voice license (additional charge)
- MS TEAMS Direct Route Calling w/ Unlimited Local & Domestic LD and MS Teams Voice Integration with BAIO users must have required Hosted User license for add on or standalone options (i.e., telset or Hosted User Premium License)

Appendix 2: OTHER SERVICES - Additional Information
(reference RFP Sections 3.2.1.7.1 and 3.2.1.8.1)



Chg. No.	Technology Category	1-Year Agreement			3-Year Agreement			5-Year Agreement			
		List NRC (Non-Recurring) for 1-yr term	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price
	Telephone Service Provider (TSP) - VOIP PBX										
Business All In One Enterprise (MRC*)											
HOSTED USER PACKAGES (minimum of 1000 users)											
	Hosted User- Basic		ICB	0%	ICB	\$8.50	10%	\$7.65	\$8.50	20%	\$6.80
HOSTED USER FEATURE PACKAGES (requires (1) feature package to be added to Hosted User- Basic above)											
	Feature Package -- Access	\$30.00	ICB	0%	ICB	\$18.50	10%	\$16.65	\$18.50	12%	\$16.28
	Feature Package -- Enhanced	\$30.00	ICB	0%	ICB	\$20.50	10%	\$18.45	\$20.50	12%	\$18.04
	Feature Package -- Professional	\$30.00	ICB	0%	ICB	\$22.50	10%	\$20.25	\$22.50	12%	\$19.80
	Feature Package - Professional + Meetings	\$30.00	ICB	0%	ICB	\$33.50	10%	\$30.15	\$33.50	12%	\$29.48
Contact Center as a Service User Packages											
	Hosted User- Contact Center Basic		ICB	0%	ICB	\$8.50	10%	\$7.65	\$8.50	20%	\$6.80
Contact Center as a Service User Feature Packages											
	Feature Package -- Contact Center Agent		ICB	0%	ICB	ICB	0%	ICB	ICB	0%	ICB
	Feature Package -- Contact Center Supervisor		ICB	0%	ICB	ICB	0%	ICB	ICB	0%	ICB
Contact Center as a Service Additional Features											
	Advanced IVR		ICB	0%	ICB	ICB	0%	ICB	ICB	0%	ICB
	Quality Management		ICB	0%	ICB	ICB	0%	ICB	ICB	0%	ICB
	Workforce Management		ICB	0%	ICB	ICB	0%	ICB	ICB	0%	ICB
	WFO Suite Bundle		ICB	0%	ICB	ICB	0%	ICB	ICB	0%	ICB
	Call Recording		ICB	0%	ICB	ICB	0%	ICB	ICB	0%	ICB
	Call Analytics		ICB	0%	ICB	ICB	0%	ICB	ICB	0%	ICB
	Storage- Real Time (per 50Gb)		ICB	0%	ICB	ICB	0%	ICB	ICB	0%	ICB
	Storage- Archive (per 50Gb)		ICB	0%	ICB	ICB	0%	ICB	ICB	0%	ICB
ADDITIONAL FEATURES											
	eFax (incoming only)	\$0.00	\$2.99	0%	\$2.99	\$2.99	0%	\$2.99	\$2.99	0%	\$2.99
	eFax (incoming/outgoing)	\$0.00	\$19.99	0%	\$19.99	\$19.99	0%	\$19.99	\$19.99	0%	\$19.99
	Telephone Number - Additional	\$0.00	\$0.10	0%	\$0.10	\$0.10	0%	\$0.10	\$0.10	0%	\$0.10
	Business Toll-Free Number	\$15.00	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00
CALLING PLAN OPTIONS											
	International - Business Call Asia	\$0.00	\$7.95	0%	\$7.95	\$7.95	0%	\$7.95	\$7.95	0%	\$7.95
	International - Connections	\$0.00	\$5.95	0%	\$5.95	\$5.95	0%	\$5.95	\$5.95	0%	\$5.95

Appendix 2: OTHER SERVICES - Additional Information
 (reference RFP Sections 3.2.1.7.1 and 3.2.1.8.1)



Chg. No.	Technology Category	1-Year Agreement			3-Year Agreement			5-Year Agreement			
		List NRC (Non-Recurring) for 1-yr term	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price
	Telephone Service Provider (TSP) - VOIP PBX										
HARDWARE											
	Managed IP Phone – Cisco 8811	\$21.25	\$12.00	5%	\$11.40	\$12.00	8%	\$11.04	\$12.00	10%	\$10.80
	Managed IP Phone – Cisco 8841	\$21.25	\$14.00	5%	\$13.30	\$14.00	8%	\$12.88	\$14.00	10%	\$12.60
	Managed IP Phone – Cisco 8861	\$21.25	\$16.00	5%	\$15.20	\$16.00	8%	\$14.72	\$16.00	10%	\$14.40
	Managed IP Phone – Cisco 8832 Conference	\$21.25	\$42.00	5%	\$39.90	\$42.00	8%	\$38.64	\$42.00	10%	\$37.80
	Fusion Application Server	\$150.00	\$20.00	0%	\$20.00	\$20.00	0%	\$20.00	\$20.00	0%	\$20.00
	Low Density - 4 port Analog Gateway	\$120.00	ICB	0%	ICB	\$38.00	0%	\$38.00	\$38.00	12%	\$33.44
	Medium Density - 24 port Analog Gateway	\$370.00	ICB	0%	ICB	\$150.00	0%	\$150.00	\$150.00	12%	\$132.00
	High Density - 48 port Analog Gateway	\$570.00	ICB	0%	ICB	\$320.00	0%	\$320.00	\$320.00	12%	\$281.60
	Higher Density - 144 port Analog Gateway	\$770.00	ICB	0%	ICB	\$795.00	0%	\$795.00	\$795.00	12%	\$699.60

TRAINING											
	Remote Training	ICB	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
	On-site Training*	ICB	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
	Remote Training Contact Center	ICB	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
	On-site Training Contact Center*	ICB	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
26	Neighbor Island Travel Charge (per tech / per day)	ICB	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00

**Neighbor Island travel charges apply*

LABOR CHARGES											
	Site Survey / Discovery	ICB	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
	Hosted User Installation	ICB	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
	Hosted User Migration	ICB	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
	Remote Labor - First 1/2 Hour (0.5 hr minimum)	\$42.50	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
	On-site Labor- Per Hour (1 hr minimum)	\$85.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
	On-site Labor - Travel Charge (1 hr min)	\$85.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
	Inside Wiring - Cat 5e/6 Cable Run (Single Run)	\$250.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
	Inside Wiring - Cat 6 Cable Run (Dual Run)	\$350.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
	Expedite Fee	\$245.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00

*Note: Term Agreement prices shown are Monthly Recurring Charges (MRC) unless otherwise noted as Non-Recurring Charge (NRC).

Appendix 2: OTHER SERVICES - Additional Information
 (reference RFP Sections 3.2.1.7.1 and 3.2.1.8.1)



Chg.
No.

Technology Category	1-Year Agreement			3-Year Agreement			5-Year Agreement			
Telephone Service Provider (TSP) - VOIP PBX	List NRC (Non-Recurring) for 1-yr term	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price

Terms & Conditions

- Above rates do not include applicable taxes, surcharges, or other fees. This Pricing excludes promotions.
- Minimum of one thousand (1000) Hosted Users per Account; minimum bandwidth requirements for 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.
- Hawaiian Telcom 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.
- Only End price rates will be listed on billing statements
- Equipment listed above will be provided on a rental basis by Hawaiian Telcom

Business Hosted Voice Services

- BAIO-Enterprise may be offered for situations where user count per account meets or exceeds 1000 users.
- As part of the BAIO Enterprise service, at Hawaiian Telcom's discretion, appropriate software, firmware and hardware upgrades will be provided to ensure service level performance and functionality are properly supported.

Appendix 2: OTHER SERVICES - Additional Information
(reference RFP Sections 3.2.1.7.1 and 3.2.1.8.1)



Chg. No.

Technology Category	1-Year Agreement			3-Year Agreement			5-Year Agreement			
	List NRC (Non-Recurring) for 1-yr term	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price
Telephone Service Provider (TSP) - VOIP PBX										

Business Voice Essentials (MRC*)

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HOSTED USER PACKAGES										
Hosted User - Analog	\$0.00	\$32.50	24%	\$24.70	\$32.50	32%	\$22.10	\$32.50	38%	\$20.15
Hosted User – Conference YL (CP935W)	\$21.25	\$72.25	24%	\$54.91	\$72.25	32%	\$49.13	\$72.25	12%	\$63.58
Hosted User- Conference YL (CP930W)	\$21.25	\$72.25	24%	\$54.91	\$72.25	32%	\$49.13	\$72.25	38%	\$44.80
Hosted User- VP59	\$21.25	\$72.25	24%	\$54.91	\$72.25	32%	\$49.13	\$72.25	38%	\$44.80
Hosted User – Yealink T54w	\$21.25	\$53.25	24%	\$40.47	\$53.25	32%	\$36.21	\$53.25	38%	\$33.02
Hosted User – Yealink T57w	\$21.25	\$56.15	24%	\$42.67	\$56.15	32%	\$38.18	\$56.15	38%	\$34.81
Hosted User- Yealink T53w	\$21.25	\$49.50	24%	\$37.62	\$49.50	32%	\$33.66	\$49.50	38%	\$30.69
Hosted User Premium License (Bundled w/ Hosted UC w/ Webex for Softphone)		\$27.28	24%	\$22.00	\$25.52	32%	\$17.35	\$25.52	38%	\$15.82

HOSTED USER PACKAGE FEATURES (Note: Must subscribe to Yealink Series Phones)

Call Center as a Service User Packages (Added-on to Hosted User Above)										
Call Center Agent	\$0.00	\$71.00	22%	\$55.38	\$71.00	30%	\$49.70	\$71.00	46%	\$38.56
Call Center Supervisor	\$0.00	\$77.25	22%	\$60.26	\$77.25	30%	\$54.08	\$77.25	46%	\$42.48
Call Center Supervisor/ Agent	\$0.00	\$120.50	22%	\$93.99	\$120.50	30%	\$84.35	\$120.50	46%	\$66.00
Hoteling Call Center Agent	\$0.00	\$14.15	22%	\$11.04	\$14.15	30%	\$9.91	\$14.15	46%	\$7.76
Hoteling Call Center Supervisor	\$0.00	\$19.25	22%	\$15.02	\$19.25	30%	\$13.48	\$19.25	46%	\$10.56
Hoteling Call Center Supervisor/ Agent	\$0.00	\$64.50	22%	\$50.31	\$64.50	30%	\$45.15	\$64.50	46%	\$35.20
Call Center Receptionist	\$0.00	\$76.92	22%	\$60.00	\$76.92	30%	\$53.84	\$76.92	46%	\$40.48
Call Center Receptionist w/ Call queuing	\$0.00	\$80.00	22%	\$62.40	\$80.00	30%	\$56.00	\$80.00	46%	\$42.48
Hosted IVR - Standard	\$0.00	\$280.00	0%	\$280.00	\$280.00	0%	\$280.00	\$280.00	0%	\$280.00
Hosted IVR - Professional	\$0.00	\$320.00	0%	\$320.00	\$320.00	0%	\$320.00	\$320.00	0%	\$320.00
Hosted IVR - Screen Pop 10	\$0.00	\$280.00	0%	\$280.00	\$280.00	0%	\$280.00	\$280.00	0%	\$280.00
Hosted IVR - Queue Callback 5	\$0.00	\$260.00	0%	\$260.00	\$260.00	0%	\$260.00	\$260.00	0%	\$260.00
Hosted Advanced IVR Per Session (per path/per trunk)	\$0.00	\$280.00	0%	\$280.00	\$280.00	0%	\$280.00	\$280.00	0%	\$280.00
	NRC									
Hosted IVR - IVR Assist	\$5,000.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
Scheduled Reports	\$85.00	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00
Call Recording - Standard	\$0.00	\$18.00	0%	\$18.00	\$18.00	0%	\$18.00	\$18.00	0%	\$18.00
Call Recording - Professional	\$0.00	\$36.00	0%	\$36.00	\$36.00	0%	\$36.00	\$36.00	0%	\$36.00
Call Recording - Premium	\$0.00	\$46.00	0%	\$46.00	\$46.00	0%	\$46.00	\$46.00	0%	\$46.00
Screen Recording	\$0.00	\$12.00	0%	\$12.00	\$12.00	0%	\$12.00	\$12.00	0%	\$12.00
Advanced Audio Mining	\$0.00	\$30.00	0%	\$30.00	\$30.00	0%	\$30.00	\$30.00	0%	\$30.00
Agent Scorecards	\$0.00	\$12.00	0%	\$12.00	\$12.00	0%	\$12.00	\$12.00	0%	\$12.00

Appendix 2: OTHER SERVICES - Additional Information
 (reference RFP Sections 3.2.1.7.1 and 3.2.1.8.1)



Chg. No.

Technology Category	1-Year Agreement				3-Year Agreement			5-Year Agreement		
	List NRC (Non-Recurring) for 1-yr term	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price
Telephone Service Provider (TSP) - VOIP PBX										
HEADSET KITS										
Headset Kit ICB	ICB									
HEADSET PIECE PARTS										
HEADSET PIECE PARTS ICB	ICB									
ADDITIONAL FEATURES										
Fax Messaging	\$0.00	\$2.00	0%	\$2.00	\$2.00	0%	\$2.00	\$2.00	0%	\$2.00
Assistant-Enterprise Toolbar	\$0.00	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00
Automated Attendant - Single-tree	\$0.00	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00
Automated Attendant - Multi-tree	\$0.00	\$15.00	0%	\$15.00	\$15.00	0%	\$15.00	\$15.00	0%	\$15.00
Virtual User	\$0.00	\$9.95	0%	\$9.95	\$9.95	0%	\$9.95	\$9.95	0%	\$9.95
Hosted UC w/ Webex- Basic	\$0.00	\$8.99	0%	\$8.99	\$8.99	0%	\$8.99	\$8.99	0%	\$8.99
Hosted UC w/ Webex- Calling	\$0.00	\$13.00	0%	\$13.00	\$13.00	0%	\$13.00	\$13.00	0%	\$13.00
Hosted UC w/ Webex - Collaborate	\$0.00	\$16.00	0%	\$16.00	\$16.00	0%	\$16.00	\$16.00	0%	\$16.00
Hosted UC w/ Webex- Premium	\$0.00	\$40.00	0%	\$40.00	\$40.00	0%	\$40.00	\$40.00	0%	\$40.00
Telephone Number - Additional (Per TN)	\$0.00	\$0.10	0%	\$0.10	\$0.10	0%	\$0.10	\$0.10	0%	\$0.10
CALLING PLAN OPTIONS										
Meet- Me- Conferencing (10 Participants)	\$0.00	\$9.00	100%	\$0.00	\$9.00	100%	\$0.00	\$9.00	100%	\$0.00
Meet- Me- Conferencing (10 or more Participants)	\$0.00	ICB	0%	ICB	ICB	0%	ICB	ICB	0%	ICB
International - Business Call Asia	\$0.00	\$7.95	0%	\$7.95	\$7.95	0%	\$7.95	\$7.95	0%	\$7.95
International - Connections	\$0.00	\$5.95	0%	\$5.95	\$5.95	0%	\$5.95	\$5.95	0%	\$5.95
LAN HARDWARE										
Managed IP Phone - Conf. Mic. Pkg.	\$21.25	\$8.25	12%	\$7.26	\$8.25	12%	\$7.26	\$8.25	12%	\$7.26
Managed IP Phone - VVX Exp. Module	\$21.25	\$9.65	16%	\$8.11	\$9.65	24%	\$7.33	\$9.65	32%	\$6.56
Managed IP Phone – Cordless Mic Pkg YL (CP-960)	\$21.25	\$8.25	16%	\$6.93	\$8.25	24%	\$6.27	\$8.25	32%	\$5.61
Managed IP Phone – Conference PoE Adapter YL (CP-960)	\$59.00	\$0.00	16%	\$0.00	\$0.00	24%	\$0.00	\$0.00	32%	\$0.00
Managed IP Phone – Exp Module YL (Yealink Models)	\$21.25	\$7.35	16%	\$6.17	\$7.35	24%	\$5.59	\$7.35	32%	\$5.00
Managed IP Phone – Wifi Dongle YL (Yealink Models)	\$29.00	\$0.00	16%	\$0.00	\$0.00	24%	\$0.00	\$0.00	32%	\$0.00
Managed IP Phone – BT Dongle YL (Yealink Models)	\$29.00	\$0.00	16%	\$0.00	\$0.00	24%	\$0.00	\$0.00	32%	\$0.00
Managed IP Phone – Cordless Repeater YL (Yealink Models)	\$21.25	\$16.25	16%	\$13.65	\$16.25	24%	\$12.35	\$16.25	32%	\$11.05
Network equipment- ICB	ICB									
TRAINING										
	Training NRC									
Live Webinar - Admin	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
Live Webinar - End User	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
On-site Training - User Course	\$300.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
On-site Training - Admin Course	\$600.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00

29, 30
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Appendix 2: OTHER SERVICES - Additional Information
(reference RFP Sections 3.2.1.7.1 and 3.2.1.8.1)



Chg. No.	Technology Category	1-Year Agreement			3-Year Agreement			5-Year Agreement			
		List NRC (Non-Recurring) for 1-yr term	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price
	Telephone Service Provider (TSP) - VOIP PBX										
	Call Center as a Service Training										
	On-site Training Receptionist	\$500.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
	On-site Training - Call Center Agent Course	\$450.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
	On-site Training - Call Center Supervisor Course	\$550.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
	On-site Training -Call Center Admin Course	\$600.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00

Chg. No.	LABOR CHARGES	Labor NRC									
			List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price
	Labor - Remote - First 1/2 Hour (minimum)	\$42.50	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
	Labor - First Hour (minimum)	\$85.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
	Labor - Additional 1 Hour	\$85.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
	Labor - Additional 15 Min.	\$21.25	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
32	Labor - Travel Charge: Oahu (Per Tech/ Per Order)	\$85.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
33	Labor - Travel Charge: Neighbor Island (Per Tech/ Per Day)	ICB	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
34	Inside Wiring - Cat 5e Cable Run	ICB	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
	Service Cancellation Fee	\$500.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
	Expedite Fee	\$245.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00

Chg. No.	MS TEAMS VOICE OPTIONS	MS Teams NRC									
			List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price
	MS Teams Direct Route Calling w/ Unlimited Local & Domestic LD	\$0.00	\$13.34	16%	\$11.50	\$13.34	20%	\$10.67	\$13.34	26%	\$9.87
	MS TEAMS VOICE ADD ON OPTIONS	MS Teams NRC									
	MS Teams Direct Route Calling Plan International International Connections	\$0.00	\$5.95	0%	\$5.95	\$5.95	0%	\$5.95	\$5.95	0%	\$5.95
	MS Teams Direct Route Calling Plan International Call Asia	\$0.00	\$7.95	0%	\$7.95	\$7.95	0%	\$7.95	\$7.95	0%	\$7.95
	Teams Voice Assessment	\$4,250.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
	Teams Voice Direct Route Setup	\$2,250.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
	Teams Voice Troubleshoot PS Hours (Block of 10)	\$1,875.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
	Teams Survivability Add On- ICB	ICB									

Appendix 2: OTHER SERVICES - Additional Information
(reference RFP Sections 3.2.1.7.1 and 3.2.1.8.1)



Chg.
No.

Technology Category	1-Year Agreement			3-Year Agreement			5-Year Agreement			
	List NRC (Non-Recurring) for 1-yr term	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price
Telephone Service Provider (TSP) - VOIP PBX										

*Note: Term Agreement prices shown are Monthly Recurring Charges (MRC) unless otherwise noted as Non-Recurring Charge (NRC).

Terms & 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.
- Only End price rates will be listed on billing statements
- Equipment listed above will be provided on a rental basis by Hawaiian Telcom
- MS TEAMS Direct Route Calling w/ Unlimited Local users must have appropriate MS O365 license and voice license (additional charge)
- MS TEAMS Direct Route Calling w/ Unlimited Local users must have appropriate Hosted User license for add on or standalone options

Business Hosted Voice Services

Business Voice Essentials Services may be offered for situations that may not fall within our standard BAiO deployment, such as Hawaiian Telcom provided Broadband or BAIO network equipment. For customized services outside of the scope of our standard Business-All-in-One (BAiO) service offering, please inquire with your Account Manager as Custom Solution and pricing will need to be provided.

Appendix 2: OTHER SERVICES - Additional Information
(reference RFP Sections 3.2.1.7.1 and 3.2.1.8.1)



Technology Category	1-Year Agreement				3-Year Agreement			5-Year Agreement		
	List NRC (Non-Recurring) for 1-yr term	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price

Chg.
No.

SIP Trunking (MRC*)

SIP Packages

Sip Session- Enterprise	\$21.25	\$25.00	8%	\$23.00	\$23.00	10%	\$20.70	\$30.70	12%	\$27.02
Sip Session- Standard	\$21.25	\$19.00	8%	\$17.48	\$17.00	10%	\$15.30	\$15.30	12%	\$13.46

SIP Feature PACKAGE FEATURES (Note: Must subscribe to SIP Session Enterprise or SIP Session Standard)

SIP Feature Add Ons:

Disaster Recovery - User Rerouting	\$0.00	\$2.00	0%	\$2.00	\$49.57	0%	\$49.57	\$38.56	0%	\$38.56
Disaster Recovery - Enterprise Trunk Group	\$0.00	\$100.00	0%	\$100.00	\$54.61	0%	\$54.61	\$42.48	0%	\$42.48
Simultaneous Ring and Call Forwarding	\$0.00	\$4.00	0%	\$4.00	\$84.85	0%	\$84.85	\$66.00	0%	\$66.00
Account Codes	\$0.00	\$1.25	0%	\$1.25	\$13.57	0%	\$13.57	\$10.56	0%	\$10.56
Authorization Codes	\$0.00	\$1.25	0%	\$1.25	\$42.25	0%	\$42.25	\$35.20	0%	\$35.20
SIP Performance Reporting - One Time	\$150.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
SIP Performance Reporting - Subscription	\$0.00	\$25.00	0%	\$25.00	\$25.00	0%	\$25.00	\$25.00	0%	\$25.00
TNs (Per TN)	\$0.00	\$0.10	0%	\$0.10	\$0.10	0%	\$0.10	\$0.10	0%	\$25.00
Local Virtual Number (Per TN)	\$0.00	\$7.00	0%	\$7.00	\$7.00	0%	\$7.00	\$7.00	0%	\$7.00

SIP Long Distance Packages (Required per account for SIP Session Enterprise and SIP Session Standard)

Nationwide Calling - 2,500 Minutes	\$0.00	\$55.00	0%	\$55.00	\$55.00	0%	\$55.00	\$55.00	0%	\$55.00
Nationwide Calling - 5,000 Minutes	\$0.00	\$110.00	0%	\$110.00	\$110.00	0%	\$110.00	\$110.00	0%	\$110.00
Nationwide Calling - 7,500 Minutes	\$0.00	\$165.00	0%	\$165.00	\$165.00	0%	\$165.00	\$165.00	0%	\$165.00
Nationwide Calling - 10,000 Minutes	\$0.00	\$220.00	0%	\$220.00	\$220.00	0%	\$220.00	\$220.00	0%	\$220.00
Nationwide Calling - 12,500 Minutes	\$0.00	\$275.00	0%	\$275.00	\$275.00	0%	\$275.00	\$275.00	0%	\$275.00
Nationwide Calling - 15,000 Minutes	\$0.00	\$330.00	0%	\$330.00	\$330.00	0%	\$330.00	\$330.00	0%	\$330.00
Nationwide Calling - 17,500 Minutes	\$0.00	\$385.00	0%	\$385.00	\$385.00	0%	\$385.00	\$385.00	0%	\$385.00
Nationwide Calling - 20,000 Minutes	\$0.00	\$440.00	0%	\$440.00	\$440.00	0%	\$440.00	\$440.00	0%	\$440.00
Nationwide Calling-ICB	ICB	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00

**SIP International Long Distance Plans
(Optional added per account basis)**

International - Connections	\$0.00	\$5.95	0%	\$5.95	\$5.95	0%	\$5.95	\$5.95	0%	\$5.95
International - Business Call Asia	\$0.00	\$7.95	0%	\$7.95	\$7.95	0%	\$7.95	\$7.95	0%	\$7.95

Appendix 2: OTHER SERVICES - Additional Information
(reference RFP Sections 3.2.1.7.1 and 3.2.1.8.1)



Technology Category	1-Year Agreement				3-Year Agreement			5-Year Agreement			Chg. No.
	List NRC (Non-Recurring) for 1-yr term	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price	
Telephone Service Provider (TSP)											
ADDITIONAL FEATURES											
Fax Messaging	\$0.00	\$2.00	0%	\$2.00	\$2.00	0%	\$2.00	\$2.00	0%	\$2.00	
Assistant-Enterprise Toolbar	\$0.00	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00	
Automated Attendant - Single-tree	\$0.00	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00	
Automated Attendant - Multi-tree	\$0.00	\$15.00	0%	\$15.00	\$15.00	0%	\$15.00	\$15.00	0%	\$15.00	
Hosted UC w/ Webex- Basic	\$0.00	\$8.99	0%	\$8.99	\$8.99	0%	\$8.99	\$8.99	0%	\$8.99	
Hosted UC w/ Webex- Calling	\$0.00	\$13.00	0%	\$13.00	\$13.00	0%	\$13.00	\$13.00	0%	\$13.00	
Hosted UC w/ Webex- Collaborate	\$0.00	\$16.00	0%	\$16.00	\$16.00	0%	\$16.00	\$16.00	0%	\$16.00	
Hosted UC w/ Webex- Premium	\$0.00	\$40.00	0%	\$40.00	\$40.00	0%	\$40.00	\$40.00	0%	\$40.00	
CALLING PLAN OPTIONS											
Business Toll-Free Number	\$15.00	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00	
Meet- Me- Conferencing (10 Participants)	\$0.00	\$9.00	100%	\$0.00	\$9.00	100%	\$0.00	\$9.00	100%	\$0.00	35, 36
Meet- Me- Conferencing (10 or more Participants)	\$0.00	ICB	0%	ICB	ICB	0%	ICB	ICB	0%	ICB	37
LAN HARDWARE											
Managed Edge Device 7301 (>100 Sessions)	\$3,100.00	\$85.00	0%	\$85.00	\$85.00	0%	\$85.00	\$85.00	0%	\$85.00	
Managed Edge Device 2900E (<100 Sessions)	\$2,500.00	\$85.00	0%	\$85.00	\$85.00	0%	\$85.00	\$85.00	0%	\$85.00	
UPS - TPLTECO850	\$110.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	
UPS - TPLTSMT1500	\$325.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	
UPS - APCSMX1500	\$920.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	
LABOR CHARGES											
Labor - Remote - First 1/2 Hour (minimum)	\$42.50	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	
Labor - First Hour (minimum)	\$85.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	
Labor - Additional 1 Hour	\$85.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	
Labor - Travel Charge: Oahu (Per Tech/ Per Order)	\$85.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	38
Labor - Travel Charge: Neighbor Island (Per Tech/ Per Day)	ICB	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	39
Inside Wiring - Cat 5e Cable Run	ICB	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	40
Service Cancellation Fee	\$500.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	
Expedite Fee	\$245.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	

*Note: Term Agreement prices shown are Monthly Recurring Charges (MRC) unless otherwise noted as Non-Recurring Charge (NRC).

Appendix 2: OTHER SERVICES - Additional Information
 (reference RFP Sections 3.2.1.7.1 and 3.2.1.8.1)



Technology Category	1-Year Agreement				3-Year Agreement			5-Year Agreement		
Telephone Service Provider (TSP)	List NRC (Non-Recurring) for 1-yr term	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price

Chg.
No.

Terms & Conditions

- Above rates do not include applicable taxes, surcharges, or other fees. This Pricing excludes promotions.
- Minimum of fifty (50) SIP Sessions per service location; minimum bandwidth requirements for applicable Hawaiian Telcom Broadband Internet Service will apply. Other terms & conditions may apply.
- If customer falls below SIP Trunk Minimum (50 Trunks), discounted Nationwide Calling will be reset to match standard pricing.
- All incremental Nationwide Calling exceeding the MoU is billed at a flat \$0.04 / min.
- 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.
- Only End price rates will be listed on billing statements
- Equipment listed above will be provided on a rental basis by Hawaiian Telcom
- "MRC" referenced above refers to Monthly Recurring Charges; "NRC" refers to Non-Recurring Charges.
- Business Toll Free Numbers come with a UC Business Toll Free plan. All usage is billed at a flat \$0.04 / min.
- Business Call Asia and International Connections rates are published in Hawaiian Telcom tariffs.
- SIP requires connection to Hawaiian Telcom EIPDS or DIA only, separate quote will be issued for those services.

Appendix 2: OTHER SERVICES - Additional Information
 (reference RFP Sections 3.2.1.7.1 and 3.2.1.8.1)



Technology Category	Non-Recurring Charge (NRC)	1-Year Agreement			3-Year Agreement			5-Year Agreement		
Cyber Security Distributed Denial of Service		List Price Monthly (MRC)	Discount (%)	Total Price	List Price Monthly (MRC)	Discount (%)	Total Price	List Price MRC (Monthly)	Discount (%)	Total Price

Distributed Denial of Service (DDoS) Protection

DDoS Protection Service - charged monthly		ICB		ICB	ICB		ICB	ICB		ICB
Service Activation - per occurrence	ICB									
Service Changes - per occurrence	ICB									

Notes

- Requirement: Customer must have Hawaiian Telcom DIA Service.
- This product requires a custom solution tailored for the customer's requirements. Design and pricing will be determined on an individual case basis (ICB).

Appendix 2: OTHER SERVICES - Additional Information
(reference RFP Sections 3.2.1.7.1 and 3.2.1.8.1)



Chg. No.	Technology Category	Charge per Run			What's Included
	Telephone Service Provider (TSP) - Cabling	List Price	Discount (%)	Total Price	
Network Cabling Services <i>Charged per run, per hour</i>					
41	Cat5e (Single Run)	ICB		ICB	Provides the materials and installation of one single station line at any location at the same jack. Includes: single RJ series modular jack(s), up to 300 ft of one 4-pair UTP Cat5e wiring, faceplates & termination.
41	Cat5e (Dual Run)	ICB		ICB	Provides the materials and installation for one dual station line at any location at the same jack. Includes: dual RJ series modular jacks, up to 300 ft of two 4-pair UTP Cat5e wiring, faceplates & termination.
41	Cat6 (Single Run)	ICB		ICB	Provides the materials and installation for one single station line at any location at the same jack. Includes: single RJ series modular jack(s), up to 300 ft of one 4-pair UTP Cat6 wiring, faceplates & termination.
41	Cat6 (Dual Run)	ICB		ICB	Provides the materials and installation for one dual station line at any location at the same jack. Includes dual RJ series modular jacks, up to 300 ft of two 4-pair UTP Cat6 wiring, faceplates & termination.
42	Cat6A (Dual Run)	ICB		ICB	Provides the materials and installation for one dual station line at any location at the same jack. Includes dual RJ series modular jacks, up to 300 ft of two 4-pair UTP Cat6A wiring, faceplates & termination.
43	Customer Requested Special Materials	ICB		ICB	Any customer requested or required special materials used for any cabling or pre-wiring enablement. Special materials can be defined as but not limited to, specific brands of materials or other material types, not standard to Hawaiian Telecom (e.g., Leviton Patch cords, Leviton Jacks, UTP Plenum 4-wire, etc.).
	Pre-Wiring Discovery / Enablement	ICB		ICB	Professional installation of required pathway modifications or additional support structures. Dependent on site conditions quoted upon site discovery.
	Travel Charge (Oahu)	ICB		ICB	Travel charge for visit to cabling work site on the island of Oahu.
	Travel Charges (Neighbor Islands)	ICB		ICB	Travel charges for visit to cabling work site on the Neighbor Islands. Can include airfare, ground transportation, lodging and incidentals.

Appendix 2: OTHER SERVICES - Additional Information
(reference RFP Sections 3.2.1.7.1 and 3.2.1.8.1)



Chg. No.	Technology Category	Charge per Run			What's Included
	Telephone Service Provider (TSP) - Cabling	List Price	Discount (%)	Total Price	
	Non-standard Cabling Installation	ICB		ICB	Fiber, coring and other structured cabling
	Environmental Hazards	ICB		ICB	When amount of contaminants is less than the required amount for OSHA standards for full abatement
44	Hawaiian Telcom Provided Labels	ICB		ICB	Hawaiian Telcom provided labels & labling of patch cords, phone jack and/or data jacks, etc. Customer must provide maps and label nomenclature for new or existing patch cords, phone jacks, and/or data jacks, etc.

Notes

1. Site Discovery Design work will be included in total cabling cost at an estimated 10%. If not selected for installation then Site Discovery Design will be seperately charged.
2. Unless agreed otherwise solution assumes Hawaiian Telcom specified materials and adequate cable pathway, support structures and patch panels are already in place.
3. ICB Prices will be determined after site surveys and more detailed information is gathered.
4. Network Cabling services are charged per run, per hour.
- 45 5. Upon pre-wiring discovery Hawaiian Telcom will determine if subcontractor will be used for any installation, design, or special customer request.
- 46 6. If pathway modifications or additional support structures are required, they will be priced on an Individual Case Basis (ICB) dependent on site conditions and added to the fixed rate charge or customer requested special materials.
- 47 7. Customer requested special materials (for example, but not limited to, brand or type of materials) will be priced on an Individual Case Basis (ICB)

Appendix 2: OTHER SERVICES - Additional Information
 (reference RFP Sections 3.2.1.7.1 and 3.2.1.8.1)



Technology Category	Non-Recurring Charge (NRC)	1-Year Agreement			3-Year Agreement			5-Year Agreement		
Telephone Service Provider (TSP) Distributed Antenna System		List Price Monthly (MRC)	Discount (%)	Total Price	List Price Monthly (MRC)	Discount (%)	Total Price	List Price MRC (Monthly)	Discount (%)	Total Price

Distributed Antenna Service (DAS)
Customer must have a Cellular service plan from AT&T, T-Mobile, or Verizon.

Distributed Antenna Service (DAS) - Charged Monthly		ICB		ICB	ICB		ICB	ICB		ICB
Service Activation - per occurrence	ICB									
Service Changes - per occurrence	ICB									

Notes

1. Requirement: Customer must have a Cellular service plan from AT&T, T-Mobile, or Verizon.
2. This product requires a custom solution tailored for the customer's requirements. Design and pricing will be determined on an individual case basis (ICB).

Appendix 2: OTHER SERVICES - Additional Information
 (reference RFP Sections 3.2.1.7.1 and 3.2.1.8.1)



Technology Category	Non-Recurring Charge (NRC)	1-Year Agreement			3-Year Agreement			5-Year Agreement		
Telephone Service Provider Centrex		List Price Monthly (MRC)	Discount (%)	Total Price	List Price Monthly (MRC)	Discount (%)	Total Price	List Price MRC (Monthly)	Discount (%)	Total Price

Centrex Service
Estimated prices, subject to change per PUC/FCC tariffs or ICB solution, as applicable.

Single Line (MRC)										
Single Line		\$20.10	0%	\$20.10	ICB		ICB	ICB		ICB
Voicemail		\$4.95	0%	\$4.95	ICB		ICB	ICB		ICB
Inside Wire Maintenance		\$2.00	0%	\$2.00	ICB		ICB	ICB		ICB
Total MRC Single Line with Voicemail & IW Maint.		\$27.05		\$27.05	ICB		ICB	ICB		ICB

Digital Line (MRC)										
Multi-Line		\$20.10	0%	\$20.10	ICB		ICB	ICB		ICB
Voicemail		\$4.95	0%	\$4.95	ICB		ICB	ICB		ICB
Inside Wire Maintenance		\$2.00	0%	\$2.00	ICB		ICB	ICB		ICB
Total MRC Digital Line with Voicemail & IW Maint.		\$27.05		\$27.05	ICB		ICB	ICB		ICB

Features (NRC)										
Dial Tone (1st Line)	\$60.50									
Dial tone (2nd + Line)	\$7.50									
Network Connection (assessed per line)	\$21.50									
Inside move 1st line	\$46.00									
Inside move (2nd + line)	\$7.00									
New Voice Mail	\$2.50									
Software Change (1st line)	\$14.00									
Software Change (2nd + line)	\$5.50									

Appendix 2: OTHER SERVICES - Additional Information
(reference RFP Sections 3.2.1.7.1 and 3.2.1.8.1)



Technology Category	Non-Recurring Charge (NRC)	1-Year Agreement			3-Year Agreement			5-Year Agreement		
Telephone Service Provider Centrex		List Price Monthly (MRC)	Discount (%)	Total Price	List Price Monthly (MRC)	Discount (%)	Total Price	List Price MRC (Monthly)	Discount (%)	Total Price

Telephone Instruments for Purchase (NRC)										
Telephone Instrument (NRC)	Purchase Price	Installed Price								
Cortelco 12110-TP2-27S (Single line/speaker/display)	\$80.17	\$100.67								
Cortelco 120100-V0E-27F (Single line/No Speaker/No Display)	\$39.10	\$59.60								
Multi-line M5208 Digital Phone Ash (Refurbish basis only)	\$71.50	\$92.30								
** Multi-line M5208 Digital Phone Black (Refurbish basis only)	\$71.50	\$92.30								
** Multi-line M5316 Digital Phone Ash (Refurbish basis only)	\$102.70	\$123.95								
** Multi-line M5316 Digital Phone Black (Refurbish basis only)	\$102.70	\$123.95								
Dropship Charge (additional drop ship charges may apply for large orders)	\$10.00									

Warranty: 30 days on drop ship, 1 year on installed

** Refurbish basis until sourcing no longer available

Notes

1. Estimated pricing: Single Lines and Digital Lines prices may change per prevailing PUC/FCC tariffs or ICB solution, as applicable.
2. Centrex pricing are for 1-Year agreement. Other terms and solutions to meet customer's requirements will be handled on an individual case basis (ICB).
3. Warranty on purchased telephones: 30 days on drop shipped; 1 year on installed;
4. Refurbished telephone instruments (indicated by **) while supplies last: available on a refurbished basis until sourcing is no longer available.

Appendix 2: OTHER SERVICES - Additional Information
 (reference RFP Sections 3.2.1.7.1 and 3.2.1.8.1)



Technology Category	Non-Recurring Charge (NRC)	1-Year Agreement			3-Year Agreement			5-Year Agreement		
		List Price Monthly (MRC)	Discount (%)	Total Price	List Price Monthly (MRC)	Discount (%)	Total Price	List Price MRC (Monthly)	Discount (%)	Total Price
Data Center Services Cloud Compute & Storage										

Cloud Compute and Storage

Private Cloud Compute and Storage											
- Charged Monthly											
	DC Location										
Multi-Tenant Cloud Services	Honolulu		ICB		ICB	ICB		ICB	ICB		ICB
Dedicated Environment Cloud Services	Honolulu		ICB		ICB	ICB		ICB	ICB		ICB
Private Cloud Support Charge	Honolulu		ICB		ICB	ICB		ICB	ICB		ICB

Public Cloud Compute and Storage											
- Charged Monthly											
	DC Location										
AWS Public Cloud Services	Mainland US		ICB		ICB	ICB		ICB	ICB		ICB
Azure Public Cloud Services	Mainland US		ICB		ICB	ICB		ICB	ICB		ICB
Google Cloud Platform Services	Mainland US		ICB		ICB	ICB		ICB	ICB		ICB
Other Public Platform Services	Mainland US		ICB		ICB	ICB		ICB	ICB		ICB
Public Cloud Support Charge	Mainland US		ICB		ICB	ICB		ICB	ICB		ICB

Non-Recurring Charges (NRC)											
- Charged per occurrence											
Service Activation		ICB									
Service Changes		ICB									

Notes

1. This product requires a custom solution tailored for the customer's requirements. Design and pricing will be determined on an individual case basis (ICB).

Appendix 2: OTHER SERVICES - Additional Information
(reference RFP Sections 3.2.1.7.1 and 3.2.1.8.1)



Technology Category	Non-Recurring Charge (NRC)	1-Year Agreement			3-Year Agreement			5-Year Agreement		
		List Price Monthly (MRC)	Discount (%)	Total Price	List Price Monthly (MRC)	Discount (%)	Total Price	List Price MRC (Monthly)	Discount (%)	Total Price
Data Center Services Workspace as a Service (WaaS)										

Workspace as a Service (Hosted Cloud Desktop)

Workspace as a Service Public Cloud - Charged Monthly		DC Location	List Price Monthly (MRC)	Discount (%)	Total Price	List Price Monthly (MRC)	Discount (%)	Total Price	List Price MRC (Monthly)	Discount (%)	Total Price
Virtual Windows Desktop -- Light Profile	Mainland US		ICB		ICB	ICB		ICB	ICB		ICB
Virtual Windows Desktop -- Medium Profile	Mainland US		ICB		ICB	ICB		ICB	ICB		ICB
Virtual Windows Desktop -- Heavy Profile	Mainland US		ICB		ICB	ICB		ICB	ICB		ICB
Virtual Windows Desktop -- Graphics Profile	Mainland US		ICB		ICB	ICB		ICB	ICB		ICB
Custom Public Cloud Desktop Profile	Mainland US		ICB		ICB	ICB		ICB	ICB		ICB

Workspace as a Service Hybrid Cloud - Charged Monthly		DC Location	List Price Monthly (MRC)	Discount (%)	Total Price	List Price Monthly (MRC)	Discount (%)	Total Price	List Price MRC (Monthly)	Discount (%)	Total Price
Virtual Windows Desktop -- Light Profile	Honolulu		ICB		ICB	ICB		ICB	ICB		ICB
Virtual Windows Desktop -- Medium Profile	Honolulu		ICB		ICB	ICB		ICB	ICB		ICB
Virtual Windows Desktop -- Heavy Profile	Honolulu		ICB		ICB	ICB		ICB	ICB		ICB
Virtual Windows Desktop -- Graphics Profile	Honolulu		ICB		ICB	ICB		ICB	ICB		ICB
Custom Hybrid Cloud Desktop Profile	Honolulu		ICB		ICB	ICB		ICB	ICB		ICB

Non-Recurring Charges (NRC) - Charged per occurrence		List Price Monthly (MRC)	Discount (%)	Total Price	List Price Monthly (MRC)	Discount (%)	Total Price	List Price MRC (Monthly)	Discount (%)	Total Price
Setup Fee		ICB								
Customized Integrations and Setup		ICB								
Service Changes		ICB								

Notes

1. Service requires valid Windows AVD and Azure Active Directory Licenses.
2. This product requires a custom solution tailored for the customer's requirements. Design and pricing will be determined on an individual case basis (ICB).

Appendix 2: OTHER SERVICES - Additional Information
(reference RFP Sections 3.2.1.7.1 and 3.2.1.8.1)



Technology Category	Non-Recurring Charge (NRC)	1-Year Agreement			3-Year Agreement			5-Year Agreement		
		List Price Monthly (MRC)	Discount (%)	Total Price	List Price Monthly (MRC)	Discount (%)	Total Price	List Price MRC (Monthly)	Discount (%)	Total Price
Data Center Services Cloud Backup										

Cloud Backup Solutions

Backup to Private Cloud											
- Charged Monthly											
		DC Location									
Onsite to Cloud Backup Services	Honolulu		ICB		ICB	ICB		ICB	ICB		ICB
Workstation and Server Direct-to-Cloud Backup	Honolulu		ICB		ICB	ICB		ICB	ICB		ICB
Cloud-to-Cloud Backup Services	Honolulu		ICB		ICB	ICB		ICB	ICB		ICB
Microsoft 365 Backup	Honolulu		ICB		ICB	ICB		ICB	ICB		ICB
Managed Backup Appliance	Honolulu		ICB		ICB	ICB		ICB	ICB		ICB
Custom Backup Solution	Honolulu		ICB		ICB	ICB		ICB	ICB		ICB

Backup to Public Cloud											
- Charged Monthly											
		DC Location									
Onsite to Cloud Backup Services	Mainland US		ICB		ICB	ICB		ICB	ICB		ICB
Workstation and Server Direct-to-Cloud Backup	Mainland US		ICB		ICB	ICB		ICB	ICB		ICB
Cloud-to-Cloud Backup Services	Mainland US		ICB		ICB	ICB		ICB	ICB		ICB
Microsoft 365 Backup	Mainland US		ICB		ICB	ICB		ICB	ICB		ICB
Managed Backup Appliance	Mainland US		ICB		ICB	ICB		ICB	ICB		ICB
Custom Backup Solution	Mainland US		ICB		ICB	ICB		ICB	ICB		ICB

Custom Location											
Custom Backup Solution	Custom		ICB		ICB	ICB		ICB	ICB		ICB

Non-Recurring Charges (NRC)											
- Charged per occurrence											
Service Activation		ICB									
Service Changes		ICB									

Notes

1. This product requires a custom solution tailored for the customer's requirements. Design and pricing will be determined on an individual case basis (ICB).

Appendix 2: OTHER SERVICES - Additional Information
 (reference RFP Sections 3.2.1.7.1 and 3.2.1.8.1)



Technology Category	Non-Recurring Charge (NRC)	1-Year Agreement			3-Year Agreement			5-Year Agreement		
		List Price Monthly (MRC)	Discount (%)	Total Price	List Price Monthly (MRC)	Discount (%)	Total Price	List Price MRC (Monthly)	Discount (%)	Total Price

Data Center Services
Cloud Direct Connect

Public Cloud Direct Connect

Public Cloud Direct Connect - Charged Monthly										
AWS Direct Connect at LA DC		ICB		ICB	ICB		ICB	ICB		ICB
Azure Express Route at LA DC		ICB		ICB	ICB		ICB	ICB		ICB
GCP Dedicated Interconnect at LA DC		ICB		ICB	ICB		ICB	ICB		ICB
Other Public Direct Connect		ICB		ICB	ICB		ICB	ICB		ICB

Non-Recurring Charges (NRC) - Charged per occurrence										
Service Activation	ICB									
Service Changes	ICB									

Notes

- Customer must have Hawaiian Telcom Layer 2 or Layer 3 network service.
- This product requires a custom solution tailored for the customer's requirements. Design and pricing will be determined on an individual case basis (ICB).

Appendix 2: OTHER SERVICES - Additional Information
 (reference RFP Sections 3.2.1.7.1 and 3.2.1.8.1)



Technology Category	Non-Recurring Charge (NRC)	1-Year Agreement			3-Year Agreement			5-Year Agreement		
		List Price Monthly (MRC)	Discount (%)	Total Price	List Price Monthly (MRC)	Discount (%)	Total Price	List Price MRC (Monthly)	Discount (%)	Total Price
Data Center Services Disaster Recovery as a Service (DRaaS)										

Disaster Recovery as a Service (DRaaS)
 - Charged Monthly

DRaaS at Private Cloud		DC Location								
Disaster Recovery as a Service	Mainland US		ICB		ICB	ICB		ICB	ICB	ICB
DRaaS at Public Cloud		DC Location								
Disaster Recovery as a Service	Mainland US		ICB		ICB	ICB		ICB	ICB	ICB
Custom Location										
Disaster Recovery as a Service	Custom		ICB		ICB	ICB		ICB	ICB	ICB
Non-Recurring Charges (NRC) - Charged per occurrence										
Service Activation		ICB								
Service Changes		ICB								

Notes

1. This product requires a custom solution tailored for the customer's requirements. Design and pricing will be determined on an individual case basis (ICB).

Appendix 2: OTHER SERVICES - Additional Information
 (reference RFP Sections 3.2.1.7.1 and 3.2.1.8.1)



Technology Category	Non-Recurring Charge (NRC)	1-Year Agreement			3-Year Agreement			5-Year Agreement		
		List Price Monthly (MRC)	Discount (%)	Total Price	List Price Monthly (MRC)	Discount (%)	Total Price	List Price Monthly (MRC)	Discount (%)	Total Price
Data Center Services Colocation										

Colocation Services
 - Charged Monthly (MRC)

Honolulu (Endeavor) Colocation Services		DC Location								
Colocation Service Endeavor - Partial Cabinet in 2RU Increments	Honolulu		ICB		ICB	ICB		ICB	ICB	ICB
Colocation Service Endeavor - Full Cabinet with 208 V single-phase AC 3.3kW Power	Honolulu		ICB		ICB	ICB		ICB	ICB	ICB
Colocation Service Endeavor - Full Cabinet with 208 V single-phase AC 5kW Power	Honolulu		ICB		ICB	ICB		ICB	ICB	ICB
Colocation Service Endeavor - 1/2 Cabinet with 2.5kW Power	Honolulu		ICB		ICB	ICB		ICB	ICB	ICB
Colocation Service Endeavor - 1/4 Cabinet with 1.25kW Power	Honolulu		ICB		ICB	ICB		ICB	ICB	ICB
Colocation Service Endeavor - Full Cabinet	Honolulu		ICB		ICB	ICB		ICB	ICB	ICB
Colocation Endeavor - 1/2 Cabinet Only	Honolulu		ICB		ICB	ICB		ICB	ICB	ICB
Service 208 V single-phase AC 5kW	Honolulu		ICB		ICB	ICB		ICB	ICB	ICB
Service 208 V single-phase AC 3.3kW	Honolulu		ICB		ICB	ICB		ICB	ICB	ICB
Fiber Cross Connect	Honolulu		ICB		ICB	ICB		ICB	ICB	ICB
Copper Ethernet Cross Connect	Honolulu		ICB		ICB	ICB		ICB	ICB	ICB
DS1/T1 Cross Connect	Honolulu		ICB		ICB	ICB		ICB	ICB	ICB
Custom Cage	Honolulu		ICB		ICB	ICB		ICB	ICB	ICB
Custom Power	Honolulu		ICB		ICB	ICB		ICB	ICB	ICB
Kawaihae, HI Colocation Services		DC Location								
Colocation Service Hawaii Island - Full Cabinet	Kawaihae		ICB		ICB	ICB		ICB	ICB	ICB
Colocation Service Hawaii Island - 1/2 Cabinet Only	Kawaihae									
Colocation Service Hawaii Island - Primary and Redundant Power Service 208 V single-phase AC 5kW	Kawaihae									
Colocation Service Hawaii Island - Primary and Redundant Power Service 208 V single-phase AC 3.3kW	Kawaihae									
Fiber Cross Connect	Kawaihae									
Copper Ethernet Cross Connect	Kawaihae		ICB		ICB	ICB		ICB	ICB	ICB
DS1/T1 Cross Connect	Kawaihae		ICB		ICB	ICB		ICB	ICB	ICB
Custom Cage	Kawaihae		ICB		ICB	ICB		ICB	ICB	ICB
Custom Power	Kawaihae		ICB		ICB	ICB		ICB	ICB	ICB
Custom Colocation Services										
Custom Colocation Services	Custom		ICB		ICB	ICB		ICB	ICB	ICB

Appendix 2: OTHER SERVICES - Additional Information
 (reference RFP Sections 3.2.1.7.1 and 3.2.1.8.1)



Technology Category	Non-Recurring Charge (NRC)	1-Year Agreement			3-Year Agreement			5-Year Agreement		
		List Price Monthly (MRC)	Discount (%)	Total Price	List Price Monthly (MRC)	Discount (%)	Total Price	List Price Monthly (MRC)	Discount (%)	Total Price
Data Center Services Colocation										
Non-Recurring Charges (NRC) - Charged per occurrence										
Colocation Service Endeavor - Partial Cabinet in 2RU Increments	Honolulu	ICB	ICB	ICB	ICB		ICB	ICB		ICB
Colocation Service Endeavor - Full Cabinet with 208 V single-phase AC 3.3kW Power	Honolulu	ICB	ICB	ICB	ICB		ICB	ICB		ICB
Colocation Service Endeavor - Full Cabinet with 208 V single-phase AC 5kW Power	Honolulu	ICB	ICB	ICB	ICB		ICB	ICB		ICB
Colocation Service Endeavor - 1/2 Cabinet with 2.5kW Power	Honolulu	ICB	ICB	ICB	ICB		ICB	ICB		ICB
Colocation Service Endeavor - 1/4 Cabinet with 1.25kW Power	Honolulu	ICB	ICB	ICB	ICB		ICB	ICB		ICB
Colocation Service Endeavor - Full Cabinet	Honolulu	ICB	ICB	ICB	ICB		ICB	ICB		ICB
Colocation Endeavor - 1/2 Cabinet Only	Honolulu	ICB	ICB	ICB	ICB		ICB	ICB		ICB
Colocation Service Endeavor - Primary and Redundant Power Service 208 V single-phase AC 5kW	Honolulu	ICB	ICB	ICB	ICB		ICB	ICB		ICB
Colocation Service Endeavor - Primary and Redundant Power Service 208 V single-phase AC 3.3kW	Honolulu	ICB	ICB	ICB	ICB		ICB	ICB		ICB
Remote Hands - Endeavor Data Center	Honolulu	ICB	ICB	ICB	ICB		ICB	ICB		ICB
Fiber Cross Connect	Honolulu	ICB	ICB	ICB	ICB		ICB	ICB		ICB
Copper Ethernet Cross Connect	Honolulu	ICB	ICB	ICB	ICB		ICB	ICB		ICB
DS1/T1 Cross Connect	Honolulu	ICB	ICB	ICB	ICB		ICB	ICB		ICB
Custom Cage	Honolulu	ICB	ICB	ICB	ICB		ICB	ICB		ICB
Custom Power	Honolulu	ICB	ICB	ICB	ICB		ICB	ICB		ICB
Colocation Service Hawaii Island - Full Cabinet	Kauai	ICB	ICB	ICB	ICB		ICB	ICB		ICB
Colocation Service Hawaii Island - 1/2 Cabinet Only	Kauai	ICB	ICB	ICB	ICB		ICB	ICB		ICB
Colocation Service Hawaii Island - Primary and Redundant Power Service 208 V single-phase AC 5kW	Kauai	ICB	ICB	ICB	ICB		ICB	ICB		ICB
Colocation Service Hawaii Island - Primary and Redundant Power Service 208 V single-phase AC 3.3kW	Kauai	ICB	ICB	ICB	ICB		ICB	ICB		ICB
Remote Hands - Hawaii Island Data Center	Kauai	ICB	ICB	ICB	ICB		ICB	ICB		ICB
Fiber Cross Connect	Kauai	ICB	ICB	ICB	ICB		ICB	ICB		ICB
Copper Ethernet Cross Connect	Kauai	ICB	ICB	ICB	ICB		ICB	ICB		ICB
DS1/T1 Cross Connect	Kauai	ICB	ICB	ICB	ICB		ICB	ICB		ICB
Custom Cage	Kauai	ICB	ICB	ICB	ICB		ICB	ICB		ICB
Custom Power	Kauai	ICB	ICB	ICB	ICB		ICB	ICB		ICB
Custom Colocation Solution	Custom	ICB	ICB	ICB	ICB		ICB	ICB		ICB

Notes

1. This product requires a custom solution tailored for the customer's requirements. Design and pricing will be determined on an individual case basis (ICB).

Appendix 2: OTHER SERVICES - Additional Information
(reference RFP Sections 3.2.1.7.1 and 3.2.1.8.1)



Technology Category	1-Year Agreement			3-Year Agreement			5-Year Agreement		
	List Price Monthly (MRC)	Discount (%)	Total Price	List Price Monthly (MRC)	Discount (%)	Total Price	List Price MRC (Monthly)	Discount (%)	Total Price

Managed Network Services
- Monthly Recurring Charges (MRC) - charged monthly

Managed Network Services BASIC									
Wireless AP BASIC Level AP1 - Cloud Based (Meraki) - 1-3 APs (total price)	\$17.10	5%	\$16.25	\$16.20	5%	\$15.39	\$15.30	5%	\$14.54
Wireless AP BASIC Level AP2 - Cloud Based (Meraki) - 4-8 APs (total price)	\$23.75	5%	\$22.56	\$22.50	5%	\$21.38	\$21.25	5%	\$20.19
Wireless AP BASIC Level AP3 - Cloud Based (Meraki) - 9-15 APs (total price)	\$33.25	5%	\$31.59	\$31.50	5%	\$29.93	\$29.75	5%	\$28.26
Wireless AP BASIC Level AP4 - Cloud Based (Meraki) - 16-25 APs (total price)	\$56.05	5%	\$53.25	\$53.10	5%	\$50.45	\$50.15	5%	\$47.64
Wireless AP BASIC Level 2 - Cisco WLC on Prem Up to 10 APs (total price)	\$56.05	5%	\$53.25	\$53.10	5%	\$50.45	\$50.15	5%	\$47.64
Wireless AP BASIC Level 3 - Cisco WLC on Prem Up to 25 APs (total price)	\$77.90	5%	\$74.01	\$73.80	5%	\$70.11	\$69.70	5%	\$66.22
Wireless AP BASIC Level 4 - Cisco WLC on Prem Up to 40 APs (total price)	\$108.30	5%	\$102.89	\$102.60	5%	\$97.47	\$96.90	5%	\$92.06
MNS BASIC Level 1 - Cisco/Meraki Access Switches to 48 ports (Layer 2/3 switches)	\$56.05	5%	\$53.25	\$53.10	5%	\$50.45	\$50.15	5%	\$47.64
MNS BASIC Level 1 - Cisco 900/1000/1100 Series Routers	\$56.05	5%	\$53.25	\$53.10	5%	\$50.45	\$50.15	5%	\$47.64
MNS BASIC Level 1 - Cisco Layer 2/3 Switch Stacks up to 2 switches	\$56.05	5%	\$53.25	\$53.10	5%	\$50.45	\$50.15	5%	\$47.64
MNS BASIC Level 1 - Cisco 4300 series Routers, Cisco Catalyst 8100/8200 Routers	\$56.05	5%	\$53.25	\$53.10	5%	\$50.45	\$50.15	5%	\$47.64
Nexus 9000 Series Switches, Cisco Catalyst 9400/9500 Switches, Cisco 4400 Series Routers, Cisco Catalyst 8300 Routers	\$77.90	5%	\$74.01	\$73.80	5%	\$70.11	\$69.70	5%	\$66.22
Catalyst 9600 Switches, Cisco Nexus 7000 Series Switches, Cisco ASR 1000 Routers, Cisco Catalyst 8800 Routers	\$108.30	5%	\$102.89	\$102.60	5%	\$97.47	\$96.90	5%	\$92.06
60/80, PA-200/400 series, Meraki MX60/70, Z3), Cisco Firepower Series 1000, Cisco ASA5506-x, 5508-X	\$77.90	5%	\$74.01	\$73.80	5%	\$70.11	\$69.70	5%	\$66.22
100/200/300, PA-8xx, MX80/90/100), Cisco Firepower Series 2100, Cisco ASA 5516-X	\$108.30	5%	\$102.89	\$102.60	5%	\$97.47	\$96.90	5%	\$92.06
Series, PA-3000 Series, MX 200/400 Series), Cisco Firepower Series 2200/4200	\$150.10	5%	\$142.60	\$142.20	5%	\$135.09	\$134.30	5%	\$127.59
1100/1800/2600 Series, PA-5000 Series), Cisco Firepower Series 4100/9300)	\$150.10	5%	\$142.60	\$142.20	5%	\$135.09	\$134.30	5%	\$127.59
(Cisco ASA 5506-X, 5508-X, Cisco 900/1000/1100 Routers, Cisco Firepower Series 1000)	\$56.05	5%	\$53.25	\$53.10	5%	\$50.45	\$50.15	5%	\$47.64

Appendix 2: OTHER SERVICES - Additional Information
(reference RFP Sections 3.2.1.7.1 and 3.2.1.8.1)



Technology Category	1-Year Agreement			3-Year Agreement			5-Year Agreement		
Managed Network Services	List Price Monthly (MRC)	Discount (%)	Total Price	List Price Monthly (MRC)	Discount (%)	Total Price	List Price MRC (Monthly)	Discount (%)	Total Price
(Cisco ASA 5516-X, Cisco Firepower Series 2100, Cisco 4300 Security Routers, Cisco Catalyst 8100/8200 Sec. Routers)	\$77.90	5%	\$74.01	\$73.80	5%	\$70.11	\$69.70	5%	\$66.22
(Cisco Firepower Series 2200/4100), Cisco 4400 Security Routers, Cisco Catalyst 8300 Sec. Routers)	\$108.30	5%	\$102.89	\$102.60	5%	\$97.47	\$96.90	5%	\$92.06
(Cisco Firepower Series 4100/9300), Cisco ASR 1000 Security Routers, Cisco Catalyst 8800 Sec. Routers)	\$150.10	5%	\$142.60	\$142.20	5%	\$135.09	\$134.30	5%	\$127.59
MNS BASIC for Unspecified Networking Device	ICB		ICB	ICB		ICB	ICB		ICB
MNS BASIC for Unspecified Telecommunications Device	ICB		ICB	ICB		ICB	ICB		ICB
MNS BASIC for Unspecified Compute or Storage Device	ICB		ICB	ICB		ICB	ICB		ICB
Managed Network Services STANDARD									
Wireless AP STANDARD Level AP1 - Cloud Based (Meraki) - 1-3 APs (total price)	\$42.56	5%	\$40.43	\$40.32	5%	\$38.30	\$38.08	5%	\$36.18
Wireless AP STANDARD Level AP2 - Cloud Based (Meraki) - 4-8 APs (total price)	\$90.44	5%	\$85.92	\$85.68	5%	\$81.40	\$80.92	5%	\$76.87
Wireless AP STANDARD Level AP3 - Cloud Based (Meraki) - 9-15 APs (total price)	\$143.64	5%	\$136.46	\$136.08	5%	\$129.28	\$128.52	5%	\$122.09
Wireless AP STANDARD Level AP4 - Cloud Based (Meraki) - 16-25 APs (total price)	\$196.84	5%	\$187.00	\$186.48	5%	\$177.16	\$176.12	5%	\$167.31
Wireless AP STANDARD Level 2 - Cisco WLC on Prem Up to 10 APs (total price)	\$150.10	5%	\$142.60	\$142.20	5%	\$135.09	\$134.30	5%	\$127.59
Wireless AP STANDARD Level 3 - Cisco WLC on Prem Up to 25 APs (total price)	\$224.20	5%	\$212.99	\$212.40	5%	\$201.78	\$200.60	5%	\$190.57
Wireless AP STANDARD Level 4 - Cisco WLC on Prem Up to 40 APs (total price)	\$336.30	5%	\$319.49	\$318.60	5%	\$302.67	\$300.90	5%	\$285.86
MNS STANDARD Level 1 - Cisco/Meraki Access Switches to 48 ports (Layer 2/3 switches)	\$94.05	5%	\$89.35	\$89.10	5%	\$84.65	\$84.15	5%	\$79.94
MNS STANDARD Level 1 - Cisco 900/1000/1100 Series Routers	\$94.05	5%	\$89.35	\$89.10	5%	\$84.65	\$84.15	5%	\$79.94
MNS STANDARD Level 1 - Cisco Layer 2/3 Switch Stacks up to 2 switches	\$94.05	5%	\$89.35	\$89.10	5%	\$84.65	\$84.15	5%	\$79.94
MNS STANDARD Level 1 - Cisco 4300 series Routers, Cisco Catalyst 8100/8200 Routers	\$94.05	5%	\$89.35	\$89.10	5%	\$84.65	\$84.15	5%	\$79.94
Cisco Nexus 9000 Series Switches, Cisco Catalyst 9400/9500 Switches, Cisco 4400 Series Routers, Cisco Catalyst 8300 Routers	\$150.10	5%	\$142.60	\$142.20	5%	\$135.09	\$134.30	5%	\$127.59
Catalyst 9600 Switches, Cisco Nexus 7000 Series Switches, Cisco ASR 1000 Routers, Cisco Catalyst 8800 Routers	\$224.20	5%	\$212.99	\$212.40	5%	\$201.78	\$200.60	5%	\$190.57
60/80, PA-200/400 series, Meraki MX60/70, Z3), Cisco Firepower Series 1000, Cisco ASA5506-x, 5508-X	\$150.10	5%	\$142.60	\$142.20	5%	\$135.09	\$134.30	5%	\$127.59
100/200/300, PA-8xx, MX80/90/100), Cisco Firepower Series 2100, Cisco ASA 5516-X	\$224.20	5%	\$212.99	\$212.40	5%	\$201.78	\$200.60	5%	\$190.57

Appendix 2: OTHER SERVICES - Additional Information
(reference RFP Sections 3.2.1.7.1 and 3.2.1.8.1)



Technology Category	1-Year Agreement			3-Year Agreement			5-Year Agreement		
	List Price Monthly (MRC)	Discount (%)	Total Price	List Price Monthly (MRC)	Discount (%)	Total Price	List Price MRC (Monthly)	Discount (%)	Total Price
Managed Network Services									
600/100 Series, PA-3000 Series, MX 200/400 Series), Cisco Firepower Series 2200/4200	\$336.30	5%	\$319.49	\$318.60	5%	\$302.67	\$300.90	5%	\$285.86
1100/1800/2600 Series, PA-5000 Series), Cisco Firepower Series 4100/9300)	\$503.50	5%	\$478.33	\$477.00	5%	\$453.15	\$450.50	5%	\$427.98
users (Cisco ASA 5506-X, 5508-X, Cisco 900/1000/1100 Routers, Cisco Firepower Series 1000)	\$94.05	5%	\$89.35	\$89.10	5%	\$84.65	\$84.15	5%	\$79.94
users (Cisco ASA 5516-X, Cisco Firepower Series 2100, Cisco 4300 Security Routers, Cisco Catalyst 8100/8200 Sec. Routers)	\$150.10	5%	\$142.60	\$142.20	5%	\$135.09	\$134.30	5%	\$127.59
users (Cisco Firepower Series 2200/4100), Cisco 4400 Security Routers, Cisco Catalyst 8300 Sec. Routers)	\$224.20	5%	\$212.99	\$212.40	5%	\$201.78	\$200.60	5%	\$190.57
users (Cisco Firepower Series 4100/9300), Cisco ASR 1000 Security Routers, Cisco Catalyst 8800 Sec. Routers)	\$336.30	5%	\$319.49	\$318.60	5%	\$302.67	\$300.90	5%	\$285.86
MNS STANDARD for Unspecified Networking Device	ICB		ICB	ICB		ICB	ICB		ICB
MNS STANDARD for Unspecified Telecommunications Device	ICB		ICB	ICB		ICB	ICB		ICB
MNS STANDARD for Unspecified Compute or Storage Device	ICB		ICB	ICB		ICB	ICB		ICB
Non-Recurring Charges (NRC) - Charged per occurrence									
Service Activation	\$99.00	0%	\$99.00	\$99.00	100%	\$0.00	\$99.00	100%	\$0.00
Custom Device Activation	ICB		ICB	ICB		ICB	ICB		ICB

Notes

- The following termination liability charges apply, per the requirements of this RFP.

1 Year Agreements:	0% of Remaining Contract Charges
3 & 5 Year Agreements:	25% of Remaining Contract Charges
- STANDARD level services require customer to maintain valid and active manufacturer support contracts.
- Pricing shown does not include charges for the Hawaii State General Excise Tax and applicable County Surcharge Taxes.
- For needs requiring a custom solution, design and pricing will be determined on an individual case basis (ICB).

Appendix 2: OTHER SERVICES - Additional Information
(reference RFP Sections 3.2.1.7.1 and 3.2.1.8.1)



Technology Category	1-Year Agreement			3-Year Agreement			5-Year Agreement		
Managed Network Services Managed Firewall (MTSB)	List Price Monthly (MRC)	Discount (%)	Total Price	List Price Monthly (MRC)	Discount (%)	Total Price	List Price MRC (Monthly)	Discount (%)	Total Price

Managed Firewall: Multi-Threat Security Bundle (MTSB)

- Monthly Recurring Charges (MRC) - charged monthly

MTSB 10	\$165.00	0%	\$165.00	\$148.50	5%	\$141.08	\$140.25	5%	\$133.24
MTSB 25	\$180.00	0%	\$180.00	\$162.00	5%	\$153.90	\$153.00	5%	\$145.35
MTSB 100	\$240.00	0%	\$240.00	\$216.00	5%	\$205.20	\$204.00	5%	\$193.80
MTSB 100 Plus	\$475.00	0%	\$475.00	\$427.50	5%	\$406.13	\$403.75	5%	\$383.56

Managed Firewall Add-Ons

MTSB VPN 10 Add-On	\$10.00	0%	\$10.00	\$10.00	5%	\$9.50	\$10.00	10%	\$9.00
MTSB VPN 25 Add-On	\$20.00	0%	\$20.00	\$20.00	5%	\$19.00	\$20.00	10%	\$18.00
MTSB VPN 100 Add-On	\$30.00	0%	\$30.00	\$30.00	5%	\$28.50	\$30.00	10%	\$27.00
MTSB VPN 100 Plus Add-On	\$60.00	0%	\$60.00	\$60.00	5%	\$57.00	\$60.00	10%	\$54.00
MTSB SD-WAN 10 Add-On	ICB		ICB	ICB		ICB	ICB		ICB
MTSB SD-WAN 25 Add-On	ICB		ICB	ICB		ICB	ICB		ICB
MTSB SD-WAN 100 Add-On	ICB		ICB	ICB		ICB	ICB		ICB
MTSB SD-WAN 100 Plus Add-On	ICB		ICB	ICB		ICB	ICB		ICB

Non-Recurring Charges (NRC)

- Charged per occurrence

Service Installation	\$99.00	0%	\$99.00	\$99.00	100%	\$0.00	\$99.00	100%	\$0.00
Service Location Move	\$250.00	0%	\$250.00	\$250.00	0%	\$250.00	\$250.00	0%	\$250.00
Custom Firewall Configuration	ICB		ICB	ICB		ICB	ICB		ICB

Notes

- The following termination liability charges apply, per the requirements of this RFP.

1 Year Agreements:	0% of Remaining Contract Charges
3 & 5 Year Agreements:	25% of Remaining Contract Charges
- All add-ons require the inclusion of the corresponding base managed firewall service.
- Pricing shown does not include charges for the Hawaii State General Excise Tax and applicable County Surcharge Taxes.
- For needs requiring a custom solution, design and pricing will be determined on an individual case basis (ICB).

Appendix 2: OTHER SERVICES - Additional Information
 (reference RFP Sections 3.2.1.7.1 and 3.2.1.8.1)



Technology Category	1-Year Agreement			3-Year Agreement			5-Year Agreement		
Managed Network Services Managed Hardware as a Service (HWaaS)	List Price Monthly (MRC)	Discount (%)	Total Price	List Price Monthly (MRC)	Discount (%)	Total Price	List Price Monthly (MRC)	Discount (%)	Total Price

Managed Hardware as a Service (HWaaS) - Monthly Recurring Charges (MRC) - charged monthly									
Managed Hardware -- Networking	ICB		ICB	ICB		ICB	ICB		ICB
Managed Hardware -- Compute	ICB		ICB	ICB		ICB	ICB		ICB
Managed Hardware -- Storage	ICB		ICB	ICB		ICB	ICB		ICB

Non-Recurring Charges (NRC) - Charged per occurrence									
Service Activation	ICB		ICB	ICB		ICB	ICB		ICB
Service Changes	ICB		ICB	ICB		ICB	ICB		ICB
Service Location Move	ICB		ICB	ICB		ICB	ICB		ICB

Notes

1. This product requires a custom solution tailored for the customer's requirements. Design and pricing will be determined on an individual case basis (ICB).

Appendix 2: OTHER SERVICES - Additional Information
 (reference RFP Sections 3.2.1.7.1 and 3.2.1.8.1)



Technology Category	Rate per Hour			3-Year Agreement			5-Year Agreement		
	List Price (Hr)	Discount (%)	Total Price	List Price Monthly (MRC)	Discount (%)	Total Price	List Price Monthly (MRC)	Discount (%)	Total Price
Managed Network Services Professional Service Consulting									
Professional Services - Charged per hour									
System Architect	\$235.00	10%	\$211.50						
Senior Engineer	\$195.00	10%	\$175.50						
Engineer	\$185.00	10%	\$166.50						
Analyst	\$160.00	10%	\$144.00						
Project Manager	\$135.00	10%	\$121.50						
Support Technician	\$125.00	10%	\$112.50						
Other hourly service role	ICB		ICB						

Notes

1. Pricing shown does not include charges for the Hawaii State General Excise Tax and applicable County Surcharge Taxes.
2. For needs requiring a custom solution, pricing will be determined on an individual case basis (ICB).

Appendix 2: OTHER SERVICES - Additional Information
 (reference RFP Sections 3.2.1.7.1 and 3.2.1.8.1)



Technology Category	1-Year Agreement			3-Year Agreement			5-Year Agreement		
Managed Network Services Security Monitoring (SIEM/SOC)	List Price Monthly (MRC)	Discount (%)	Total Price	List Price Monthly (MRC)	Discount (%)	Total Price	List Price Monthly (MRC)	Discount (%)	Total Price

Managed Security Monitoring - Monthly Recurring Charges (MRC) - charged monthly									
Managed Security Monitoring (SOC/SIEM)	ICB		ICB	ICB		ICB	ICB		ICB

Non-Recurring Charges (NRC) - Charged per occurrence									
Service Activation	ICB		ICB	ICB		ICB	ICB		ICB
Service Changes	ICB		ICB	ICB		ICB	ICB		ICB

Appendix 2: OTHER SERVICES - Additional Information
 (reference RFP Sections 3.2.1.7.1 and 3.2.1.8.1)



Technology Category	1-Year Agreement			3-Year Agreement			5-Year Agreement		
Managed Network Services Managed Helpdesk	List Price Monthly (MRC)	Discount (%)	Total Price	List Price Monthly (MRC)	Discount (%)	Total Price	List Price Monthly (MRC)	Discount (%)	Total Price

Managed Helpdesk - Monthly Recurring Charges (MRC) - charged monthly									
Managed Helpdesk Service	ICB		ICB	ICB		ICB	ICB		ICB

Non-Recurring Charges (NRC) - Charged per occurrence									
Service Activation	ICB		ICB	ICB		ICB	ICB		ICB
Service Changes	ICB		ICB	ICB		ICB	ICB		ICB

Appendix 2: OTHER SERVICES - Additional Information
 (reference RFP Sections 3.2.1.7.1 and 3.2.1.8.1)



Technology Category	1-Year Agreement			3-Year Agreement			5-Year Agreement		
Managed Network Services Managed IT	List Price Monthly (MRC)	Discount (%)	Total Price	List Price Monthly (MRC)	Discount (%)	Total Price	List Price Monthly (MRC)	Discount (%)	Total Price

Managed IT Services - Monthly Recurring Charges (MRC) - charged monthly									
Managed IT Service	ICB		ICB	ICB		ICB	ICB		ICB
Co-Managed IT Service	ICB		ICB	ICB		ICB	ICB		ICB

Non-Recurring Charges (NRC) - Charged per occurrence									
Service Activation	ICB		ICB	ICB		ICB	ICB		ICB
Service Changes	ICB		ICB	ICB		ICB	ICB		ICB

Appendix 2: OTHER SERVICES - Additional Information
 (reference RFP Sections 3.2.1.7.1 and 3.2.1.8.1)



Technology Category	1-Year Agreement			3-Year Agreement			5-Year Agreement		
Managed Network Services Managed Endpoint Security	List Price Monthly (MRC)	Discount (%)	Total Price	List Price Monthly (MRC)	Discount (%)	Total Price	List Price Monthly (MRC)	Discount (%)	Total Price

Managed Endpoint Security - Monthly Recurring Charges (MRC) - charged monthly									
Managed Endpoint Security	ICB		ICB	ICB		ICB	ICB		ICB

Non-Recurring Charges (NRC) - Charged per occurrence									
Service Activation	ICB		ICB	ICB		ICB	ICB		ICB
Service Changes	ICB		ICB	ICB		ICB	ICB		ICB

Appendix 3

HT Advanced Services Brochure

(See next page.)

Hawaiian Telcom will gladly provide additional details regarding its service offerings.

Advanced Services

Technology, covered.

Your techn to tra busin

CBTS is joining
businesses with
unified comm
and IT infrastr
to enhance ca
protection an
need help mo
to delivering r
in Hawaii.

**Customized s
measurable m**

We partner with all lea
and offer customized s

Product Portfolio



Cloud Services

Wherever you are on the journey to the cloud, the experienced experts at CBTS and Hawaiian Telcom will help plan, design, implement, secure, and manage your cloud environment. We work with you to understand your business goals, develop a strategy for achieving them, and then help you execute. We offer multiple as-a-service options, managed services, and cloud consulting expertise to support all environments and enable your organization to transform.

Managed Network Solutions

We maintain the largest locally staffed managed solutions practice in Hawaii. We proactively monitor and manage your network equipment 24x7 so you don't have to. And when our around-the-clock team does need to reach out in an emergency, we are there to assist you in troubleshooting, or working with vendor support to resolve issues.

SD-WAN

SD-WAN uses software to connect multiple locations and provides access to dynamic cloud services and applications are managed by Hawaiian Telcom.

Network as a Service

Network as a Service (NaaS) is a cloud-based and expanding network service that provides a reliable and secure network for your organization and Hawaiian Telcom, providing powerful insights.

Infrastructure

Organizations are rapidly moving to the cloud to keep up with this trend. We help organizations to tailor their infrastructure to their needs. We partner with you on a portfolio of infrastructure services, our infrastructure services, our infrastructure services, our infrastructure services.

Disaster Recovery

CBTS and Hawaiian Telcom provide disaster recovery solutions on the mainland US. Our disaster recovery solution replicates your data to a secondary disaster recovery site, ensuring your operation quickly in the event of a disaster.

Managed Security Operations Center

For businesses needing a comprehensive level of security coverage, we offer our managed Security Operations Center. This service continuously analyzes traffic entering and within your network for threats, and responds when critical security events are detected.

Our solutions and goals are to ensure your organization is striking the right balance between securing your environment and operating efficiently. We offer a range of consulting and standardized services such as:

- Assessment and planning
- Monitoring and management
- Threat and incident response
- Managed firewalls and SIEMs
- Penetration and vulnerability testing
- InfoSec program development

CBTS and Hawaiian Telcom your technology advisor

For over 130 years, Hawaiian Telcom has supported business innovation in Hawaii. With Hawaii's largest next-generation fiber network, Hawaiian Telcom improves customers' lives by offering world-class communications and

Our people, our

Technology may be the driving force behind the shifting face of industry, but it's our people enabling technology to succeed or break the future of work. With 800+ highly skilled engineers and 2,800 technical certifications, we provide the success for your digital transformation and innovation initiatives.

End-to-end IT

From unified communications to cloud migration, we offer a broad portfolio of services and collaboration across your organization. Our hybrid cloud strategies solve the problem of dealing



Global expertise

A premiere technology provider, we serve dozens of Fortune 500 companies across various technology areas. For local insights and

cbts | Hawaiian Telcom

Technology, covered.

hawaiiantel.com/cbts

Appendix 4

Hawaiian Telcom enhanced Network Operations Center (eNOC) Overview

(See next page.)

Contact your Account Manager to arrange for an on-site tour of Hawaiian Telcom's Network Operations Center facility.

Enhanced Network Operations Center (eNOC)

The Hawaiian Telcom Enhanced Network Operations Center (eNOC) is a state-of-the-art facility located in downtown Honolulu offering end-to-end network surveillance and monitoring. Our eNOC is staffed 24/7, 365 days a year by experienced and certified technicians who monitor and maintain Hawaii's largest network infrastructure to ensure your services run smoothly.



Features

- **Certified technical staff.** The eNOC employs experienced, qualified specialists who hold an array of certifications and credentials.
- **Preventive surveillance and monitoring.** We'll monitor your network and take action to mitigate risk before threats reach the network.
- **Comprehensive view.** With our visibility into the statewide network, we can monitor and manage the network from end to end.
- **Proactive notification.** We'll keep you informed of activity and notify carriers of any service interruptions.
- **Emergency Operations Center.** We work directly with government disaster and emergency agencies and utility companies to coordinate disaster relief and ensure restoration of communication services.

Our Services

- Remote testing, repair and dispatch for voice, data, and television services
- Multi-layer defense system monitored 24/7, 365 days a year
- Regular updates to counter new threats
- Management reports of incidents and actions
- Installation and implementation of new emerging technologies to provide customers with the fastest and most reliable connections
- Monitoring and proactive measures for environmental threats
- Disaster Recovery
- Alternate routing where applicable
- Monitoring of network security
- Management of resources for incident and outage mitigation
- Third party vendor management
- Invoking Network Traffic Management and real-time application of traffic controls to ensure highest possible call completion rates
- Commissioning and turn-up of network elements
- Managing external Customer Networks including surveillance, control, trouble management and performance reports for wholesale and retail customers.
- 1st point of contact and trouble reporting for E911 PSAPs statewide
- 24x7 HT Point of Contact for other LECs, Utilities companies, and City, State, and Federal agencies for disaster and emergency contacts.

Appendix 5

Advanced Services Product Sheets

(See next page.)

This section contains the following product sheets for Hawaiian Telcom's Advanced Services described in Section 3.2.1.8 of Offer Form OF-6.

1. Colocation Services – Endeavor Product Sheet
2. Help Desk-as-a-Service
3. Kawaihae Colocation Services
4. Managed Backup Advantage
5. Managed Email Security
6. Managed Endpoint Detection Response (EDR)
7. Managed IT
8. Managed Network Services
9. Managed Security Services
10. Multi-Threat Security Bundle
11. Secure Cloud Backup for Microsoft 365
12. Secure Clout Backup for Veeam
13. Security Consulting and Strategy
14. Workspace-as-a-Service

Colocation Services

Endeavor Data Center

Flexible and Secure Colocation for your Business

For most businesses, colocation is about more than simply renting rackspace and the power to operate it. With Endeavor, we provide our customers with a protected, full-service environment, with physical colocation, virtual colocation, Internet services, offsite backup services, and local engineering support. Customers have the choice of employing a turnkey solution that is custom-designed by CBTS Hawaiian Telcom, or an à la carte solution using their own preferred carriers and vendors. Endeavor is a carrier- and vendor-neutral colocation environment that maximizes flexibility for our customers.

Endeavor Data Center Features

Facility Specifications

- Uptime Guarantee on power and environmental controls
- Geographically favorable location outside of flood and emergency evacuation zones
- Colocation space located on second floor, increasing security and environmental protection
- 24x7 on-site security coverage

Services

- Network connectivity
- Virtual colocation
- Full cabinet colocation
- Fractional colocation
- Custom cage colocation
- Professional design services

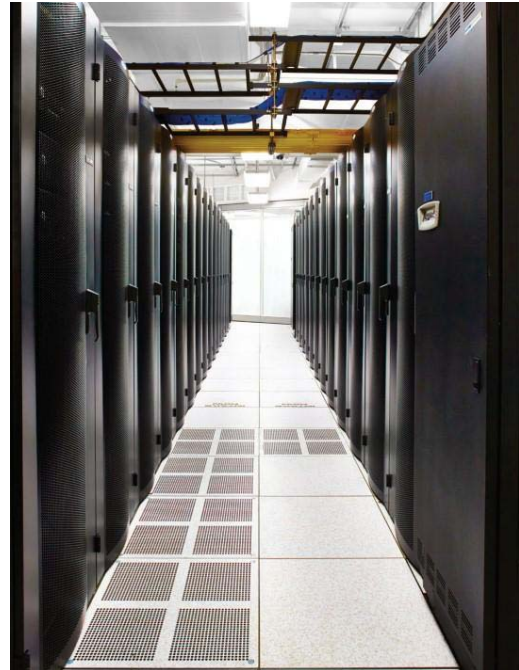
Contact our experts at 808-777-6027

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Technology, covered.

Environmental Controls

- N+2 HVAC system utilizing a pressurized, raised floor system that ensures directed cooling to cabinets
- N+1 cooling towers providing chilled water to HVAC systems
- 24/7 monitored and controlled temperature and humidity conditions
- Specialized facility cleaning and testing with adherence to ISO 14644
- Class 7 clean-room environment rating, limiting the amount of airborne particulate matter
- Fire Suppression and Control
- Dry-pipe fire sprinkler system with multiple interlocks
- Fire patrols



Physical Security

- Manned security guards and checkpoints to monitor all persons entering, operating in, and leaving the facility on a 24/7 basis — providing financial-grade protection
- Digital high-resolution video surveillance
- Two-factor coded card keys and biometric iris recognition
- Customer picture identification verification
- Secured parking with surveillance and roving guard patrols
- Secured loading dock with escorted security entry

Power Plant & Distribution

- AC filtered power provided via redundant UPS systems with 40-minute reserve load carry
- N+1 UPS and Generator Plant and on-site fuel reserve
- DC power availability
- Parallel, independent, redundant power to cabinets
- Network-controlled power strips with remote outlet reboot capability, digital readouts, and SMTP alerting supplied in every cabinet



Help Desk as a Service (HDaaS)




Providing Support for Today's Digital World

Powerful support to help you focus on what matters.

Managing an effective call center is a multi-faceted challenge of technical and human resource management. It requires a combination of hiring the best people, providing the right level of technical and soft skills training, and having the internal skillset to manage a phone solution that provides the best experience for your customers. For organizations that require a flexible call center solution for long-term or short-term customer engagements, CBTS Hawaiian Telcom can provide that expertise while you focus on your company's primary mission.

Welcome to the New Help Desk Experience

Features

-  Agents with a wide range of skillsets, both technical and non-technical
-  Multiple languages supported
-  Weekly reporting on key call metrics

Benefits

- Flat rate SLA based pricing for predictable monthly bills
- The ability to grow or scale along with demand, including burst usage
- Assistance with planning your call routing and implementing best practices for your needs
- Regular management touchpoints to report progress, discuss trends, and resolve issues

Contact our experts at 808-777-6027
hawaiiantel.com/cbts 20210628

Technology, covered.

Kawaihae Data Center - Island of Hawai'i

Physical Colocation Services

CBTS Hawaiian Telcom colocation services provides a reliable and secure environment to safeguard your compute and storage infrastructure. We are the only provider in Hawaii to offer data centers located on separate Islands (Kawaihae – Island of Hawaii & Endeavor – Oahu) with fully redundant fiber paths between data centers.

More than ever, businesses are reliant on computer applications and data to operate. When that information is stored or running onsite, it can be at risk due to poor environmental conditions, lack of facility security, power brownouts and blackouts, or damage from water intrusion. Companies can improve uptime and avoid costly outages by choosing Hawaiian Telcom's colocation services to run their critical IT infrastructure in a secure, environmentally controlled environment, with clean power and onsite backup power generation.

Features & Benefits

- **Flexible Cabinet Options** - 1/4, 1/2 or full cabinet, custom cage by request, per RU space by request.
- **Reliable & Clean Power** - UPS and backup diesel generator with minimum 5-day reserve fuel.
- **Controlled Environment** - Cooling and air-handling with 24x7x365 monitoring and fire suppression system.
- **Reliability SLA** - Regular monthly maintenance and uptime guarantee on power and environmental controls.
- **Secure Facility** - Locked and secured unmanned facility.
- **Geographic Location** - Safely located outside of flood and emergency evacuation areas.
- **Additional Services** - Internet and private network connectivity, and remote hands.

Applications

- Business Continuity / Disaster Recovery
- Data Security and Redundancy
- Primary server hosting

Contact our experts at 808-777-6027
hawaiiantel.com/cbts 20210818

Technology, covered.

Managed Backup Advantage

Protecting critical onsite data.

Your data has never been more important.

Data is one of the most important assets of your business, and you may even have regulatory requirements for maintaining archives of business records. So whether you are backing up your database, an application or file servers, it's important to have at least one copy onsite and another offsite to ensure business continuity.

CBTS Hawaiian Telcom's Managed Backup Advantage service makes it easy for you to securely store your business critical data onsite with a secondary cloud copy offsite. Managed Backup Advantage allows organizations of all sizes to utilize a hardened appliance that provides an air-gap between the local appliance back-ups and cloud back-ups, while also enabling seamless accessibility when needed. Managed Backup Advantage directly integrates with Windows, Linux, VMware and Hyper-V to enable a streamlined backup solution.

Why Choose Managed Backup Advantage?

Bring peace of mind by taking control of your data.

- Seamlessly maintain local and secondary cloud backups
- Recover data from accidental deletion and data loss
- Alleviate confusion or gaps in retention policy parameters
- Safeguard against malicious insiders / departing employees
- Protect against external threats (hacking / ransomware)
- Address legal and compliance requirements

Enjoy simple, cost-effective pricing.

- One monthly price for appliance rental, cloud storage and support
- No overage charges for cloud backups
- Choose between the standard 1-year cloud retention or infinite cloud retention
- Term discounts available

Back up your critical data securely and efficiently with a flexible onsite appliance and a secondary cloud backup

- Automated backups can be configured to occur as frequently as every 5 minutes
- Complete data preservation with ransomware detection, extensible hardware and infinite cloud retention option
- Quickly restore critical business systems from your local appliance or the cloud in a matter of minutes
- Data is encrypted in-flight and at rest

Managed Backup Advantage, Advanced Services

hawaiiantel.com/business 001013122

Technology, covered.

Managed Email Security

Protect your email boxes from malicious attacks.

With the majority of cyber-attacks starting from an email, it's important to protect your employee's email boxes from malicious attacks. With CBTS Hawaiian Telcom's Managed Email Security, you can rest easier. Utilizing industry leading Email toolsets, the Managed Email Security service combines best-in-class technology with Hawaii's premier cyber security team.

Product Features:

- **Fully Managed:** Our security engineers setup and manage the Email Security service for you. We work closely with you to ensure that legitimate email flows through the filters while unwanted emails do not.
- **Cloud Based:** The Email Security service integrates easily with Microsoft 365. By leveraging the worldwide cloud architecture, your email services are always protected and always available.
- **Anti-Phishing & Anti-Spam Protection:** Automatically blocks unwanted emails, BEC, and other advanced phishing attacks while advanced whitelisting options preserve legitimate emails.
- **Malware Detection and Prevention:** Customizable attachment inspection options ensure that malware and ransomware are prevented from arriving to your mailbox.
- **URL Inspection and Protection:** Safely scans URLs to prevent accessing suspicious and risky websites. Features customizable filters that allow administrators to set role based access controls.

Managed Endpoint Detection & Response (EDR)

Strengthen your company's protection against cyber threats

CBTS Hawaiian Telcom's Endpoint detection and response (EDR) service will improve the security of your organization's computers against cyber threats. Utilizing best-in-class endpoint solutions, our fully managed service is installed, maintained, and managed by experienced security engineers, allowing you to focus on your business.

Product Features:

- **Fully Managed:** Our team of security engineers install and manage the Secure Endpoint software to your workstations, laptops, and servers. We ensure the software is regularly updated and working properly and alert you when threats are detected.
- **Advanced Malware Protection:** Secure Endpoint includes constantly updated, definition-based antivirus engines for both Windows and Mac or Linux endpoints and allow administrator robust control capabilities and ability to enforce blacklists. The antivirus database resides locally on each computer or device, meaning it does not rely on cloud connectivity to operate. This ensures that your endpoints are protected both on- and offline.
- **Exploit prevention:** Memory attacks can penetrate endpoints, and malware evades security defenses by exploiting vulnerabilities in applications and operating system processes. The exploit prevention feature will defend endpoints from exploit-based, memory injection attacks.
- **Malicious activity protection:** Secure Endpoint continually monitors activity from your computers and devices. It provides run-time detection and blocking of abnormal activity to stop the attack from happening.
- **Reporting dashboards:** Actionable dashboards enable streamlined management and faster response time on incidents. Events and endpoints are categorized by priority and tied into workflows so you can track progress during an investigation.

Managed IT Services

Managing your IT needs so you can focus on your business

Technology has the ability to help businesses grow like never before. Unfortunately for many of Hawaii's businesses, enterprise-class solutions are too costly or complex to implement on their own.

By partnering with **CBTS Hawaiian Telcom**, you will have industry experts keeping an eye on your IT infrastructure while you focus on what is most important: Your Business. With our flexible solutions, we can act as your IT department and help implement right-sized technology solutions that meet your business needs.

If you already have an IT department, we can help bring new levels of efficiency and business continuity by providing industry leading automation and standards to your network, reducing the workload of your team and freeing them up to focus on moving the business forward.

Features

- Equipment inventory management & reporting
- 24/7 server and workstation monitoring
- Proactive server and workstation maintenance
- Helpdesk support for workstations and servers
- Technical business reviews and virtual CIO services
- Cloud-based server backups
- Automated Microsoft and 3rd party software patching
- Managed Anti-Virus / Anti-Malware Software

Benefits

- Predictable monthly service fees for IT support
- Proactive monitoring that finds problems before you experience them
- Access to certified remote and on-site support
- Incident tracking with a focus on root-cause analysis for permanent fixes that increases business efficiency
- Help with planning and budgeting for current and future IT needs

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Technology, covered.

Managed Network Services

For Today's Always Connected World

Your Network, Our Responsibility

Your business depends on your network operating at its best and without disruption. This requires day-to-day maintenance and operational support that is difficult to manage and sustain internally. That's where CBTS Hawaiian Telcom can help. Through our operations hub in downtown Honolulu, we provide a portfolio of Managed Network Services to keep your data and systems protected, available and running at its optimal performance levels.

Key Managed Network Services

MNS BASIC — Device Availability and Performance Monitoring

- 24x7 device health and availability monitoring by CBTS Hawaii's NOC
- ICMP monitoring of availability and ping loss
- SNMP monitoring of power supply and fan health; operating temperature; bandwidth, memory and CPU utilization; WAN interface status
- 24x7 notifications of out-of-service or critical performance conditions
- Notifications tailored to your needs (email, phone, quiet-time windows)

MNS STANDARD — Device Configuration Management

- Includes all MNS BASIC features, plus:
- Device on-boarding assessment to validate best practices
 - Automated configuration backups
 - Weekly "on-change" config backups
 - 24x7 support to restore configurations
 - Application of critical patches
 - Quarterly firmware upgrades
 - 24x7 vendor ticket support to resolve issues — open, follow-up, and closure
 - Vendor coordination to replace defective devices and components
 - Remote CPE troubleshooting
 - Execution of requested configuration and policy changes

MNS STANDARD — Security Device Specifics (Firewalls, IPS, UTM)

Additional security-specific features:

- Verify current Signatures are up-to-date and apply the latest when not
- Monitor and configure device to ensure default vendor Signatures are active and operating

Managed Security Services

Helping to improve and maintain your security posture

Managed Security Services

CBTS Hawaiian Telcom's Managed Security Services provide a comprehensive solution for your IT security requirements. Our core services ensure your network is protected 24x7 and features programs designed to help you meet your compliance obligations. By leveraging CBTS Hawaiian Telcom's Managed Security Services, you'll be working closely with some of Hawaii's top security professionals whose job is to keep abreast of the latest threats. As your trusted advisors, we'll keep you informed of the latest threats and how best to reduce the exposure of your critical business systems.

Key Services

Planning & Assessments

Our experts can help ready your company so that you are prepared for possible security threats.

Services include:

- Security Assessments
- Penetration Testing
- InfoSec Program Development
- Employee Security Awareness Training

Security Monitoring & Management

Our core security service includes a managed SIEM and SOC solution for 24x7 monitoring and analysis of your network and systems to ensure that your company is staying ahead of threats. Services include:

- 24x7 support and escalation for security events
- Monitoring, analysis, and response to cyber security threats
- Asset discovery to determine what is connected to the network
- Quarterly vulnerability scanning and prioritized remediation steps
- Fully managed IDS, SIEM & Log Management
- Compliance support via continuous monitoring, log storage, and reports

Threat Response

Even with diligent planning and monitoring, security incidents can still happen. We can help diagnose and troubleshoot security threats that target your company. Services include:

- Incident Response
- Forensic Analysis

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Multi-Threat Security Bundle

Fully-managed perimeter security solutions

Multi-Threat Security Bundle (MTSB)

Protecting against the latest network threats can be very challenging, especially for small to medium size businesses that have limited resources. To keep up with aggressive, complex and multi-level attacks, businesses need a cost effective way to ensure their network is protected 24x7 against the latest threats.

CBTS Hawaiian Telcom's Multi-Threat Security Bundle is a turnkey, fully managed physical or virtual Unified Threat Management firewall solution that helps detect and stop malicious traffic before it enters your network. Its cloud-enabled threat database detects known malware and new and evolving threats. Everything needed to turn-up and manage the firewall is provided as a cost-effective monthly subscription.

Benefits

Benefits

- **Compliance** — Assists you in meeting security compliance requirements such as HIPAA, PCI, NCUA, and local/state laws
- **Continuous Protection** — Includes a 24x7 subscription service for real time, around-the-clock updates against the latest threats
- **Reduced Security Costs & Risks**
 - Low monthly rate
 - No capital expense
 - Decreases risk of compromise
- **No Hassle Security** — You don't have any equipment to buy, install, configure, maintain or replace—we take care of everything for you.

Features

- **Security Experts 24x7** — Security Specialists available to address equipment faults and perform configuration changes
- **Fully Supported Hardware** — All security configurations are securely stored and equipment issues are handled at no additional costs
- **Reporting** — On-demand standard and detailed security reports are available to facilitate proactive decision making
- **VPN Capability** — Remote access VPN add-on available to secure remote worker environments. Site-to-site VPN to another MTSB available at no additional cost

Solutions

- **MTSB Standard**—Rental UTM Firewall with Intrusion Protection, URL filtering, Application Management and more
- **Optional Remote Access VPN** (Virtual Private Network) add-on
- **Optional Professional Services** — Custom solutions are available to ensure the solution fits your business security needs
- Available as an on-premise (physical) and data center-virtual solution

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Secure Cloud Backup for Microsoft 365

Protecting critical user data

With Microsoft 365, protection is a shared responsibility

More and more customers today continue to leverage the power of Microsoft 365 platform (formerly known as Office 365) for everything from email to online collaboration and more. But when it comes to protecting your data, there are limited standard capabilities provided in Microsoft 365.

CBTS Hawaiian Telcom's Secure Cloud Backup for Microsoft 365 directly integrates with your Microsoft 365 environment to expand your backup coverage. It helps eliminate the risk of losing access and control over your data including Exchange Online, SharePoint Online, Teams, and OneDrive for Business, giving you flexibility to restore your data when you need it most.

Why Choose Us?

Bring peace of mind by taking control of your data

- Recover data from accidental deletion and data loss
- Alleviate confusion or gaps in retention policy parameters
- Safe guard against malicious insiders / departing employees
- Protect against external threats (hacking/ransomware)
- Address legal and compliance requirements not covered by Microsoft

Simple, Cost-effective, All-inclusive Pricing

- Prices are per licensed user
- No Bandwidth fees, setup fees or storage fees
- No retention policy limitations
- Volume and term discounts available

Simple, flexible cloud solution to securely and efficiently backup Microsoft 365 data

- Automated daily Microsoft 365 data backups
- Complete data preservation with unlimited storage quota
- Quickly restore your mailbox items directly to your Microsoft 365 mailbox, export them to a PST file, email them as an attachment, or save them locally
- Predictable protection costs based only on mailbox users
- Encryption in-flight and at rest

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Secure Cloud Backup for Veeam

Protect your business data

Your Data Has Never Been More Important

Data is one of the most important assets of your business, and you may even have regulatory requirements for maintaining archives of customer or employee communications. So whether you are backing up database, application or file servers in virtual or physical form factor, it's important to have at least one copy maintained offsite to ensure business continuity.

CBTS Hawaiian Telcom's Secure Cloud Backup for Veeam makes it easy for you to safely and securely store your Veeam offsite backups. By utilizing Veeam Cloud Connect capability, organizations of all sizes can utilize hardened data centers and secure Internet connectivity to maintain strategic off-site backups that can be accessed seamlessly when needed.

Secure Backups Supported by Local Experts

Simple and Secure Backup Solutions

- Leverages your existing Veeam solution to replicate backups to our secure off-site location
- Cost-effective solution that doesn't require any additional offsite infrastructure. Plans start as low as 1 TB of storage
- Back up your data and recover from data corruption, accidental deletions, malicious cyber attacks and ransomware
- Connections to our data centers utilize secure encrypted VPNs over the Internet
- Backup virtual and physical machines including VMware and Hyper-V VMs as well as Windows and Linux physical computers
- Backup efficiently with automatic compression, de-duplication, incremental backups, and synthetic full images. Job-level back-up window control and WAN accelerators available for slower connections.

Local Support & Engineering Specialists

- Our local experts will onboard and guide you through the setup and provide ongoing support
- No local backup solution or other special circumstances? Our experts can help design and implement one for you.

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Security Consulting and Strategy

Maintain the safety and security of private consumer information.

CBTS Hawaiian Telcom can help you achieve compliance based on your business needs.

Safeguard your company against the stiff fines and other penalties that can result from non-compliance with Federal and industry regulations — not to mention the damage to your company's reputation if private information you're required to protect is lost or stolen.

Benefits:

- Meet regulatory needs while balancing business operational efficiency
- Services customized to fit your unique needs
- Work is conducted professionally by skilled and certified local engineers

Features:

- Customized, independent security assessments and audits
- Detailed report of findings and actionable gap analysis
- Suggested remediation plans fit to your budget and needs
- Evaluation and development of security policies
- Post-security-event analysis



Cybersecurity Maturity Model Certification (CMMC)

The Department of Defense is combining various compliance frameworks and unifying them into a single more easily manageable and scalable framework to apply to systems within the Defense Industrial Base.



National Credit Union Administration (NCUA)

The National Credit Union Administration (NCUA) requires that credit unions have an appropriate information security platform that controls identified risks to sensitive information.



Gramm-Leach-Bliley Act (GLBA)

The Act applies strict government mandates, particularly concerning the collection and disclosure of consumers' personal financial information.



Payment Card Industry Data Security Standard (PCI DSS)

The Payment Card Industry Data Security Standard (PCI DSS) governs organizations that accept payment through card transactions.



Health Insurance Portability and Accountability Act (HIPAA)

Any entity that has access to protected health information is governed by HIPAA.

Workspace as a Service

A Secure Managed Windows 10 Virtualized Environment



A comprehensive desktop experience in the cloud

Workspace as a Service (WaaS) is built around Microsoft's Windows Virtual Desktop as a comprehensive highly-secure desktop and app virtualization service running in the cloud. Reduce costs with the only virtual desktop infrastructure that provides multi-session Windows 10. WaaS offers a personalized, role-based experience for individual users with single-service deployment. WaaS is an modern virtualized desktop optimized for Microsoft 365. Your business can seamlessly run existing Line-of-Business software, Microsoft 365 productivity tools, and apps from Microsoft Store in the same desktop.

Workspace as a Service—More than Virtual Desktops

What is WaaS—WVD

Windows Virtual Desktop is a comprehensive desktop and app virtualization service that runs in the cloud. WVD is the only desktop virtualization service that provides Windows 10 at multi-session cost. Best user experience – Native Windows 10 user experience optimized for Office provides a superior app experience. WaaS is HT's managed version of WVD.

- Easy management – Microsoft controls IT management services like brokering and monitoring, so you can focus on user and desktop management from a single portal.
- Superior economics – Windows 10 multi-session provides the best price for Windows 10, and PaaS simplifies management requirements for IT staff.
- Dedicated or pooled virtual desktops

Key Benefits

- Best Virtualized Windows 10 User Experience
- Superior Economics
- Secure by Design
- Modern Workforce Ready
- No Server Hardware to Maintain
- Security and Compliance enabled
- Scalable and Task Optimized Virtual Desktops
- Multiple Devices Support (Windows, MacOS, IOS, Android, ChromeOS)
- No Need for Corporate VPN

Enhanced Management & Reporting

- WaaS by Hawaiian Telcom provides Administrative Controls without having to invest in learning Azure

- Dashboard go beyond Infrastructure Automation
- Solution-Specific platform to managed all resources in one place
- Integrated and enhanced monitoring and management
- Cost efficient utilization of resources
- Visually track, analyze and review metrics and key data points to monitor the health of your virtual systems
- Standard set of rich, pre-defined reports
- Simplified user management
- Integrates with your existing Identify Management Solution

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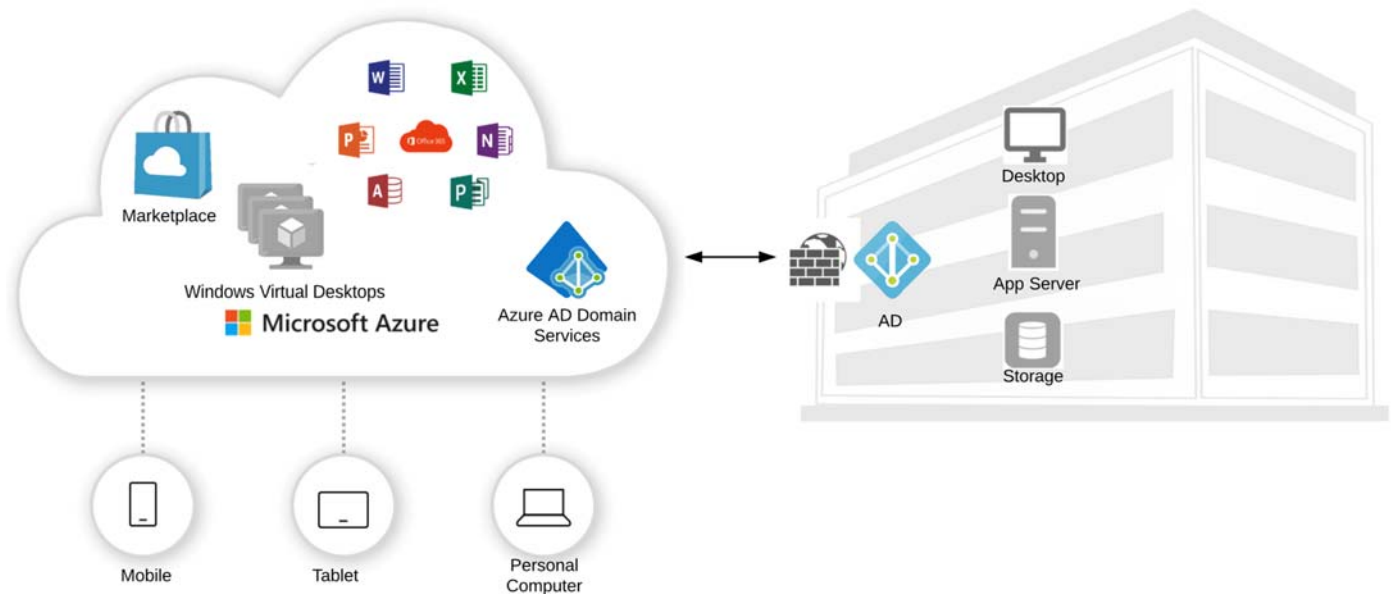
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Hybrid Solution Bridges With On-Premise and Cloud

Currently using a WaaS WVD desktop virtualization solution helps reduce compute costs without sacrificing user experience. Windows Virtual Desktop provides a native Windows 10 experience, at the cost of traditional remote desktop services. It's the best of both worlds! Use your Microsoft 365 or qualifying Windows 10 licenses and deploy Windows Virtual Desktop with no additional licensing costs. Windows Virtual Desktop is the only way to get Windows 10 multi-session pricing for compute resources. Hawaiian Telcom's Workspace as a Service provides a managed WVD solution customized to fit the specific needs of your business.

What makes Workspace as a Service Unique?

- We start where you are and get you to where you want to be
- WaaS is based on Microsoft's Windows Virtual Desktop "WVD"
- WaaS is a complete set of secure, managed cloud-based solutions that gives your business the latest secure on-site and remote business platforms to stay competitive.
- No longer worry about keeping up with technology. No more patching or maintaining server hardware.
- Feel confident that your business has the best remote working environment, allowing you to focus on connecting with employees and customers to grow your business.
- WaaS is designed and packaged to suit your specific needs



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