

October 19, 2023

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

Subject: SPO Vendor List Contract No. 23-03  
Furnish, Deliver, Install and Manage Network and  
Telecommunications Services – Statewide  
Change Number 1

Dear Carey Ann Sasaki,

Hawaiian Telcom, Inc. would like to propose some changes to the following sections of the aforementioned SPO-23-03 Pricelist.

- **Schedule A – OF-3 – Business High Speed Internet**
  - Changing speed options
- **Appendix 2: Other Services – Centrex**
  - Clarifying product offering as Centrex Biz Plus and updating rate structures
- **Appendix 2: Other Services – Business All In One**
  - Updated telset and Hosted Voice Access speed offerings
- **Appendix 2: Other Services – Business Voice Essentials**
  - Updated telset offering and expanded Microsoft Teams Voice offerings

These modifications provide increased and enhanced feature options and flexibility to simplify and accelerate service delivery to meet ongoing State of Hawaii communication requirements.

Enclosed are the updated pricelist pages for each of the various sections and a Product sheet for the Microsoft Teams Service. Thank you for considering our proposal. If you have questions, please contact me at (808)546-4963.

Sincerely,

Keith Heininger  
HATS Program Manager

cc. Vince Hoang, ETS



**SCHEDULE A – NETWORK AND TELECOMMUNICATIONS RATES**  
**Offer Form OF-3**

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

**Business High Speed Internet (Fioptics)**

Fioptics Business 400 (400Mbps/100Mbps)	\$129.99	61%	<b>\$49.99</b>	\$129.99	61%	<b>\$49.99</b>	\$129.99	61%	<b>\$49.99</b>
Fioptics Business 600 (600Mbps/100Mbps)	\$169.99	52%	<b>\$79.99</b>	\$169.99	52%	<b>\$79.99</b>	\$169.99	52%	<b>\$79.99</b>
Fioptics Business 800 (800Mbps/100Mbps)	\$199.99	50%	<b>\$99.99</b>	\$199.99	50%	<b>\$99.99</b>	\$199.99	50%	<b>\$99.99</b>
Fioptics Business 1Gbps (940Mbps/100Mbps)	\$249.99	32%	<b>\$169.99</b>	\$249.99	32%	<b>\$169.99</b>	\$249.99	32%	<b>\$169.99</b>

Upload Options									
100Mbps Upload Upgrade	\$50.00	80%	<b>\$10.00</b>	\$50.00	80%	<b>\$10.00</b>	\$50.00	80%	<b>\$10.00</b>
400 Mbps Upload Upgrade (Fioptics 400 Only)	\$50.00	80%	<b>\$10.00</b>	\$50.00	80%	<b>\$10.00</b>	\$50.00	80%	<b>\$10.00</b>
500 Mbps Upload Upgrade (Fioptics 1 Gbps Only)	\$100.00	80%	<b>\$20.00</b>	\$100.00	80%	<b>\$20.00</b>	\$100.00	80%	<b>\$20.00</b>
600 Mbps Upload Upgrade (Fioptics 600 & 800 Only)	\$100.00	80%	<b>\$20.00</b>	\$100.00	80%	<b>\$20.00</b>	\$100.00	80%	<b>\$20.00</b>

**Advanced Business Internet w/ SafeGuard**

Advanced Business Internet 400	\$199.94	64%	<b>\$69.99</b>	\$199.94	64%	<b>\$69.99</b>	\$199.94	64%	<b>\$69.99</b>
Advanced Business Internet 600	\$239.94	58%	<b>\$99.99</b>	\$239.94	58%	<b>\$99.99</b>	\$239.94	58%	<b>\$99.99</b>
Advanced Business Internet 800	\$269.94	51%	<b>\$129.99</b>	\$269.94	51%	<b>\$129.99</b>	\$269.94	51%	<b>\$129.99</b>
Advanced Business Internet 1Gbps	\$319.94	34%	<b>\$209.99</b>	\$319.94	34%	<b>\$209.99</b>	\$319.94	34%	<b>\$209.99</b>

**Business High Speed Internet**  
- Includes static (1) or dynamic IP address  
- Installed on POTS line

Service	ICB	Discount (%)	ICB	ICB	Discount (%)	ICB	ICB	Discount (%)	ICB
HSI Lite (3Mbps/768kbps)									
HSI Basic (7Mbps/1Mbps)	\$37.99	0%	<b>\$37.99</b>	\$37.99	0%	<b>\$37.99</b>	\$37.99	0%	<b>\$37.99</b>
HSI Advantage (11Mbps/1Mbps)	\$39.99	0%	<b>\$39.99</b>	\$39.99	0%	<b>\$39.99</b>	\$39.99	0%	<b>\$39.99</b>
HSI Premium (15Mbps/1Mbps)	\$44.99	0%	<b>\$44.99</b>	\$44.99	0%	<b>\$44.99</b>	\$44.99	0%	<b>\$44.99</b>
HSI Extreme (20Mbps/3Mbps)	\$49.99	0%	<b>\$49.99</b>	\$49.99	0%	<b>\$49.99</b>	\$49.99	0%	<b>\$49.99</b>
HSI Ultimate (25Mbps/3Mbps)	\$54.99	0%	<b>\$54.99</b>	\$54.99	0%	<b>\$54.99</b>	\$54.99	0%	<b>\$54.99</b>
HSI Elite (50Mbps/3Mbps)	\$59.99	0%	<b>\$59.99</b>	\$59.99	0%	<b>\$59.99</b>	\$59.99	0%	<b>\$59.99</b>

**DSL Transport**

DSL Transport up to 3Mbps/768kbps	\$44.99	0%	<b>\$44.99</b>	\$44.99	0%	<b>\$44.99</b>	\$44.99	0%	<b>\$44.99</b>
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**Non-Recurring Charges (NRC)**

One-time, non-recurring charges (NRC) are applied per occurrence.

NRC Item	NRC for 1-Year Agreement			NRC for 3-Year Agreement			NRC for 5-Year Agreement		
	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price
Service Activation	\$60.00	0%	<b>\$60.00</b>	\$60.00	0%	<b>\$60.00</b>	\$60.00	0%	<b>\$60.00</b>
Content Provider Change	\$60.00	0%	<b>\$60.00</b>	\$60.00	0%	<b>\$60.00</b>	\$60.00	0%	<b>\$60.00</b>
Gateway Fee	\$9.99	0%	<b>\$9.99</b>	\$9.99	0%	<b>\$9.99</b>	\$9.99	0%	<b>\$9.99</b>



**SCHEDULE A – NETWORK AND TELECOMMUNICATIONS RATES  
Offer Form OF-3**

Technology Category	1-Year Agreement			3-Year Agreement			5-Year Agreement		
<b>Internet Service Provider</b> Business High Speed Internet	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price

**Notes**

- Prices in Schedule A are monthly recurring charges (MRC), except for those in the table of non-recurring charges (NRC).
- Prices do not include any applicable taxes, surcharges, or fees, which will be applied upon billing at the then-prevailing rates per State of Hawaii Department of Taxation and/or PUC/FCC regulatory guidelines.
- ICB: Design and pricing for a custom solution will be determined on an individual case basis (ICB).

**Terms & Conditions**

Applies to all sections/products:

**All other standard terms & conditions -- including rate elements -- apply; omission from this Rate Quote does not imply a waiver of said charge or rate element.**

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.

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*

Pricing does not include applicable taxes and surcharges.

Hawaiian Telcom may 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.

Applies to all tariff services:

All general tariff terms & conditions apply to the tariff-based service.

Availability of the tariff service will be per the applicable tariff -- Hawaiian Telcom reserves the right to grandfather and discontinue products & services.

**Termination Liability**

**3-Year, 5-Year:**

If Customer cancels this Agreement 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 **twenty-five percent (25%)** of the applicable monthly rate for the terminated Service multiplied 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 this Agreement 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 contract and service preparation.

**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 (%)

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

**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 (CP960)	\$21.25	\$72.25	24%	\$54.91	\$72.25	32%	\$49.13	\$72.25	38%	\$44.80
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- W70H (Handset with Base)		\$49.50	20%	\$39.60	\$49.50	26%	\$36.63	\$49.50	32%	\$33.66
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)	List NRC	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price
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	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price
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

**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
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

<b>Broadband Internet Service</b> (one of the below are required for service)	NRC (APPLIES TO 12MO ONLY)
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<b>High-Speed Internet Options:</b>										
Business HSI - 3 Mbps/768kpbs	\$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
Fioptics 400 (400M/100M)		\$129.99	61%	\$49.99	\$129.99	61%	\$49.99	\$129.99	61%	\$49.99
Fioptics 600 (600M/100M)		\$169.99	52%	\$79.99	\$169.99	52%	\$79.99	\$169.99	52%	\$79.99
Fioptics 800 (750M/100M)		\$199.99	50%	\$99.99	\$199.99	50%	\$99.99	\$199.99	50%	\$99.99
Fioptics 1Gbps (940M/100M)		\$249.99	32%	\$169.99	\$249.99	32%	\$169.99	\$249.99	32%	\$169.99
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
Additional Upload 400 (Fioptics 400 Only)		\$50.00	80%	\$10.00	\$50.00	80%	\$10.00	\$50.00	80%	\$10.00
Additional Upload 500 (Fioptics 1Gbps Only)		\$100.00	80%	\$20.00	\$100.00	80%	\$20.00	\$100.00	80%	\$20.00
Additional Upload 600 (Fioptics 600 & 800 Only)		\$100.00	80%	\$20.00	\$100.00	80%	\$20.00	\$100.00	80%	\$20.00

<b>DIA Options:</b>										
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

<b>Broadband Feature Add On's (Optional; added on to Broadband options above)</b>										
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

**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
<b>Telephone Service Provider (TSP) - VOIP PBX</b>										
<b>HEADSET KITS</b>	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
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									
<b>HEADSET PIECE PARTS</b>										
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									
<b>ADDITIONAL FEATURES</b>										
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

**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
<b>Telephone Service Provider (TSP) - VOIP PBX</b>										
Static IP - 13 Addresses	\$0.00	\$20.00	0%	<b>\$20.00</b>	\$20.00	0%	<b>\$20.00</b>	\$20.00	0%	<b>\$20.00</b>
Static IP - 29 Addresses	\$0.00	\$60.00	0%	<b>\$60.00</b>	\$60.00	0%	<b>\$60.00</b>	\$60.00	0%	<b>\$60.00</b>
DNS Registration	\$25.00	\$0.00	0%	<b>\$0.00</b>	\$0.00	0%	<b>\$0.00</b>	\$0.00	0%	<b>\$0.00</b>
Email Accounts - Block of 50	\$0.00	\$19.95	0%	<b>\$19.95</b>	\$19.95	0%	<b>\$19.95</b>	\$19.95	0%	<b>\$19.95</b>
Email Accounts - Block of 100	\$0.00	\$29.95	0%	<b>\$29.95</b>	\$29.95	0%	<b>\$29.95</b>	\$29.95	0%	<b>\$29.95</b>
Business Toll-Free Number	\$15.00	\$5.00	0%	<b>\$5.00</b>	\$5.00	0%	<b>\$5.00</b>	\$5.00	0%	<b>\$5.00</b>

<b>CALLING PLAN OPTIONS</b>	NRC									
Conference Connections - 60 Minutes	\$0.00	\$9.00	100%	<b>\$0.00</b>	\$9.00	100%	<b>\$0.00</b>	\$9.00	100%	<b>\$0.00</b>
International - Business Call Asia	\$0.00	\$7.95	0%	<b>\$7.95</b>	\$7.95	0%	<b>\$7.95</b>	\$7.95	0%	<b>\$7.95</b>
International - Connections	\$0.00	\$5.95	0%	<b>\$5.95</b>	\$5.95	0%	<b>\$5.95</b>	\$5.95	0%	<b>\$5.95</b>

<b>LAN HARDWARE</b>	NRC									
Managed IP Phone - Conf. Mic. Pkg.	\$21.25	\$8.25	16%	<b>\$6.93</b>	\$8.25	24%	<b>\$6.27</b>	\$8.25	32%	<b>\$5.61</b>
Managed IP Phone - VVX Exp. Module	\$21.25	\$9.65	16%	<b>\$8.11</b>	\$9.65	24%	<b>\$7.33</b>	\$9.65	32%	<b>\$6.56</b>
Managed IP Phone – Cordless Mic Pkg YL (CP-960)	\$21.25	\$8.25	16%	<b>\$6.93</b>	\$8.25	24%	<b>\$6.27</b>	\$8.25	32%	<b>\$5.61</b>
Managed IP Phone – Conference PoE Adapter YL (CP-960)	\$59.00	\$0.00	16%	<b>\$0.00</b>	\$0.00	24%	<b>\$0.00</b>	\$0.00	32%	<b>\$0.00</b>
Managed IP Phone – Exp Module YL (Yealink Models)	\$21.25	\$7.35	16%	<b>\$6.17</b>	\$7.35	24%	<b>\$5.59</b>	\$7.35	32%	<b>\$5.00</b>
Managed IP Phone – Wifi Dongle YL (Yealink Models)	\$29.00	\$0.00	16%	<b>\$0.00</b>	\$0.00	24%	<b>\$0.00</b>	\$0.00	32%	<b>\$0.00</b>
Managed IP Phone – BT Dongle YL (Yealink Models)	\$29.00	\$0.00	16%	<b>\$0.00</b>	\$0.00	24%	<b>\$0.00</b>	\$0.00	32%	<b>\$0.00</b>
Managed IP Phone – Cordless Repeater YL (Yealink Models)	\$21.25	\$16.25	16%	<b>\$13.65</b>	\$16.25	24%	<b>\$12.35</b>	\$16.25	32%	<b>\$11.05</b>
Managed Wireless AP	\$85.00	\$16.50	0%	<b>\$16.50</b>	\$16.50	24%	<b>\$12.54</b>	\$16.50	32%	<b>\$11.22</b>
Additional UPS - TPLTECO850	\$110.00	\$0.00	0%	<b>\$0.00</b>	\$0.00	0%	<b>\$0.00</b>	\$0.00	0%	<b>\$0.00</b>
Additional UPS - TPLTSM1500	\$325.00	\$0.00	0%	<b>\$0.00</b>	\$0.00	0%	<b>\$0.00</b>	\$0.00	0%	<b>\$0.00</b>
Additional UPS - APCSMX1500	\$920.00	\$0.00	0%	<b>\$0.00</b>	\$0.00	0%	<b>\$0.00</b>	\$0.00	0%	<b>\$0.00</b>

<b>TRAINING</b>	Training NRC									
Live Webinar - Admin	\$0.00	\$0.00	0%	<b>\$0.00</b>	\$0.00	0%	<b>\$0.00</b>	\$0.00	0%	<b>\$0.00</b>
Live Webinar - End User	\$0.00	\$0.00	0%	<b>\$0.00</b>	\$0.00	0%	<b>\$0.00</b>	\$0.00	0%	<b>\$0.00</b>
On-site Training - User Course	\$300.00	\$0.00	0%	<b>\$0.00</b>	\$0.00	0%	<b>\$0.00</b>	\$0.00	0%	<b>\$0.00</b>
On-site Training - Admin Course	\$600.00	\$0.00	0%	<b>\$0.00</b>	\$0.00	0%	<b>\$0.00</b>	\$0.00	0%	<b>\$0.00</b>
<b>Call Center as a Service Training</b>										
On-site Training Receptionist	\$500.00	\$0.00	0%	<b>\$0.00</b>	\$0.00	0%	<b>\$0.00</b>	\$0.00	0%	<b>\$0.00</b>
On-site Training - Call Center Agent Course	\$450.00	\$0.00	0%	<b>\$0.00</b>	\$0.00	0%	<b>\$0.00</b>	\$0.00	0%	<b>\$0.00</b>
On-site Training - Call Center Supervisor Course	\$550.00	\$0.00	0%	<b>\$0.00</b>	\$0.00	0%	<b>\$0.00</b>	\$0.00	0%	<b>\$0.00</b>
On-site Training -Call Center Admin Course	\$600.00	\$0.00	0%	<b>\$0.00</b>	\$0.00	0%	<b>\$0.00</b>	\$0.00	0%	<b>\$0.00</b>

**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
<b>Telephone Service Provider (TSP) - VOIP PBX</b>										
<b>LABOR CHARGES</b>	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 - Travel Charge	\$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
Inside Wiring - Cat 5e Cable Run	\$150.00	\$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
<b>MS TEAMS VOICE OPTIONS</b>	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/ Unlimited Local & Domestic LD	\$0.00	\$12.00	16%	\$10.08	\$12.00	20%	\$9.60	\$12.00	26%	\$8.88
<b>MS TEAMS VOICE ADD ON OPTIONS</b>										
MS Teams Direct Route Calling Plan 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.



**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) - 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

10. 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.

11. \*ICB or Individual Case Basis - customized pricing.

12. \*Headset Kits and Headsets - Hawaiian Telcom will assist enduser to make an appropriate choice of headset.

13. 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)

14. 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)



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

**Business Voice Essentials (MRC\*)**

**HOSTED USER PACKAGES**

Hosted User - Analog	\$0.00	\$32.50	24%	<b>\$24.70</b>	\$32.50	32%	<b>\$22.10</b>	\$32.50	38%	<b>\$20.15</b>
Hosted User – Conference YL (CP960)	<del>\$21.25</del>	<del>\$72.25</del>	24%	<del>\$54.91</del>	<del>\$72.25</del>	32%	<del>\$49.13</del>	<del>\$72.25</del>	38%	<del>\$44.80</del>
Hosted User – Conference YL (CP935W)	\$21.25	\$72.25	24%	<b>\$54.91</b>	\$72.25	32%	<b>\$49.13</b>	\$72.25	38%	<b>\$44.80</b>
Hosted User– Conference YL (CP930W)	<del>\$21.25</del>	<del>\$72.25</del>	24%	<del>\$54.91</del>	<del>\$72.25</del>	32%	<del>\$49.13</del>	<del>\$72.25</del>	38%	<del>\$44.80</del>
Hosted User- W70H (Handset with Base)		\$49.50	20%	<b>\$39.60</b>	\$49.50	26%	<b>\$36.63</b>	\$49.50	32%	<b>\$33.66</b>
Hosted User- VP59	\$21.25	\$72.25	24%	<b>\$54.91</b>	\$72.25	32%	<b>\$49.13</b>	\$72.25	38%	<b>\$44.80</b>
Hosted User – Yealink T54w	\$21.25	\$53.25	24%	<b>\$40.47</b>	\$53.25	32%	<b>\$36.21</b>	\$53.25	38%	<b>\$33.02</b>
Hosted User – Yealink T57w	\$21.25	\$56.15	24%	<b>\$42.67</b>	\$56.15	32%	<b>\$38.18</b>	\$56.15	38%	<b>\$34.81</b>
Hosted User- Yealink T53w	\$21.25	\$49.50	24%	<b>\$37.62</b>	\$49.50	32%	<b>\$33.66</b>	\$49.50	38%	<b>\$30.69</b>
Hosted User Premium License (Bundled w/ Hosted UC w/ Webex for Softphone)		\$27.28	24%	<b>\$22.00</b>	\$25.52	32%	<b>\$17.35</b>	\$25.52	38%	<b>\$15.82</b>

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

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

**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
<b>Telephone Service Provider (TSP) - VOIP PBX</b>										
<b>HEADSET KITS</b>										
Headset Kit ICB	ICB									
<b>HEADSET PIECE PARTS</b>										
HEADSET PIECE PARTS ICB	ICB									
<b>ADDITIONAL FEATURES</b>										
Fax Messaging	\$0.00	\$2.00	0%	<b>\$2.00</b>	\$2.00	0%	<b>\$2.00</b>	\$2.00	0%	<b>\$2.00</b>
Assistant-Enterprise Toolbar	\$0.00	\$5.00	0%	<b>\$5.00</b>	\$5.00	0%	<b>\$5.00</b>	\$5.00	0%	<b>\$5.00</b>
Automated Attendant - Single-tree	\$0.00	\$5.00	0%	<b>\$5.00</b>	\$5.00	0%	<b>\$5.00</b>	\$5.00	0%	<b>\$5.00</b>
Automated Attendant - Multi-tree	\$0.00	\$15.00	0%	<b>\$15.00</b>	\$15.00	0%	<b>\$15.00</b>	\$15.00	0%	<b>\$15.00</b>
Virtual User	\$0.00	\$9.95	0%	<b>\$9.95</b>	\$9.95	0%	<b>\$9.95</b>	\$9.95	0%	<b>\$9.95</b>
Hosted UC w/ Webex- Basic	\$0.00	\$8.99	0%	<b>\$8.99</b>	\$8.99	0%	<b>\$8.99</b>	\$8.99	0%	<b>\$8.99</b>
Hosted UC w/ Webex- Calling	\$0.00	\$13.00	0%	<b>\$13.00</b>	\$13.00	0%	<b>\$13.00</b>	\$13.00	0%	<b>\$13.00</b>
Hosted UC w/ Webex - Collaborate	\$0.00	\$16.00	0%	<b>\$16.00</b>	\$16.00	0%	<b>\$16.00</b>	\$16.00	0%	<b>\$16.00</b>
Hosted UC w/ Webex- Premium	\$0.00	\$40.00	0%	<b>\$40.00</b>	\$40.00	0%	<b>\$40.00</b>	\$40.00	0%	<b>\$40.00</b>
Telephone Number - Additional (Per TN)	\$0.00	\$0.10	0%	<b>\$0.10</b>	\$0.10	0%	<b>\$0.10</b>	\$0.10	0%	<b>\$0.10</b>
<b>CALLING PLAN OPTIONS</b>										
Conference Connections - 60 Minutes	\$0.00	\$9.00	100%	<b>\$0.00</b>	\$9.00	100%	<b>\$0.00</b>	\$9.00	100%	<b>\$0.00</b>
International - Business Call Asia	\$0.00	\$7.95	0%	<b>\$7.95</b>	\$7.95	0%	<b>\$7.95</b>	\$7.95	0%	<b>\$7.95</b>
International - Connections	\$0.00	\$5.95	0%	<b>\$5.95</b>	\$5.95	0%	<b>\$5.95</b>	\$5.95	0%	<b>\$5.95</b>
<b>LAN HARDWARE</b>										
Managed IP Phone - Conf. Mic. Pkg.	\$21.25	\$8.25	12%	<b>\$7.26</b>	\$8.25	12%	<b>\$7.26</b>	\$8.25	12%	<b>\$7.26</b>
Managed IP Phone - VVX Exp. Module	\$21.25	\$9.65	16%	<b>\$8.11</b>	\$9.65	24%	<b>\$7.33</b>	\$9.65	32%	<b>\$6.56</b>
Managed IP Phone – Cordless Mic Pkg YL (CP-960)	\$21.25	\$8.25	16%	<b>\$6.93</b>	\$8.25	24%	<b>\$6.27</b>	\$8.25	32%	<b>\$5.61</b>
Managed IP Phone – Conference PoE Adapter YL (CP-960)	\$59.00	\$0.00	16%	<b>\$0.00</b>	\$0.00	24%	<b>\$0.00</b>	\$0.00	32%	<b>\$0.00</b>
Managed IP Phone – Exp Module YL (Yealink Models)	\$21.25	\$7.35	16%	<b>\$6.17</b>	\$7.35	24%	<b>\$5.59</b>	\$7.35	32%	<b>\$5.00</b>
Managed IP Phone – Wifi Dongle YL (Yealink Models)	\$29.00	\$0.00	16%	<b>\$0.00</b>	\$0.00	24%	<b>\$0.00</b>	\$0.00	32%	<b>\$0.00</b>
Managed IP Phone – BT Dongle YL (Yealink Models)	\$29.00	\$0.00	16%	<b>\$0.00</b>	\$0.00	24%	<b>\$0.00</b>	\$0.00	32%	<b>\$0.00</b>
Managed IP Phone – Cordless Repeater YL (Yealink Models)	\$21.25	\$16.25	16%	<b>\$13.65</b>	\$16.25	24%	<b>\$12.35</b>	\$16.25	32%	<b>\$11.05</b>
Network equipment- ICB	ICB									
<b>TRAINING</b>										
	Training NRC									
Live Webinar - Admin	\$0.00	\$0.00	0%	<b>\$0.00</b>	\$0.00	0%	<b>\$0.00</b>	\$0.00	0%	<b>\$0.00</b>
Live Webinar - End User	\$0.00	\$0.00	0%	<b>\$0.00</b>	\$0.00	0%	<b>\$0.00</b>	\$0.00	0%	<b>\$0.00</b>
On-site Training - User Course	\$300.00	\$0.00	0%	<b>\$0.00</b>	\$0.00	0%	<b>\$0.00</b>	\$0.00	0%	<b>\$0.00</b>
On-site Training - Admin Course	\$600.00	\$0.00	0%	<b>\$0.00</b>	\$0.00	0%	<b>\$0.00</b>	\$0.00	0%	<b>\$0.00</b>

**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
<b>Telephone Service Provider (TSP) - VOIP PBX</b>										
<b>Call Center as a Service Training</b>										
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
<b>LABOR CHARGES</b>	<b>Labor NRC</b>									
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 - Travel Charge	\$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
Inside Wiring - Cat 5e Cable Run	\$250.00	\$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
<b>MS TEAMS VOICE OPTIONS</b>	<b>MS Teams NRC</b>									
MS Teams Direct Route Calling w/ Unlimited Local & Domestic LD	\$0.00	\$12.00	16%	\$10.08	\$12.00	20%	\$9.60	\$12.00	26%	\$8.88
MS Teams Operator Connect Calling w/ Unlimited Local & Domestic LD	\$0.00	\$12.00	16%	\$10.08	\$12.00	20%	\$9.60	\$12.00	26%	\$8.88
MS Teams Voice Managed Services	ICB	ICB	0%	ICB	ICB	0%	ICB	ICB	0%	ICB
MS-Teams Operator Connect Voice Integration with BAIO	\$0.00	\$0.00	16%	\$8.95	\$10.38	20%	\$8.30	\$10.38	26%	\$7.68
<b>MS TEAMS VOICE ADD ON OPTIONS</b>										
MS Teams Auto Attendant	\$0.00	\$13.34	16%	\$11.50	\$13.34	20%	\$10.67	\$13.34	26%	\$9.87
MS Teams Call Queue Licensing	\$0.00	\$13.34	16%	\$11.50	\$13.34	20%	\$10.67	\$13.34	26%	\$9.87
MS Teams Calling Plan International Connections	\$0.00	\$5.95	0%	\$5.95	\$5.95	0%	\$5.95	\$5.95	0%	\$5.95
MS Teams 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 Operator Connect Setup	\$2,250.00	ICB	0%	ICB	ICB	0%	ICB	ICB	0%	ICB
<b>Teams Voice Direct Route Setup</b>										
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									
<b>Microsoft 365 Business Voice Hardware</b>										
MS Teams Phone- Poly CCX 350	\$253.14	\$42.19	0%	\$42.19	\$10.55	0%	\$10.55	\$8.23	0%	\$8.23
MS Teams Phone- Poly CCX 400	\$283.47	\$47.25	0%	\$47.25	\$11.81	0%	\$11.81	\$9.21	0%	\$9.21
MS Teams Phone- Poly CCX 505	\$422.19	\$70.37	0%	\$70.37	\$17.59	0%	\$17.59	\$13.72	0%	\$13.72
MS Teams Phone- Poly C60	\$874.00	\$145.67	0%	\$145.67	\$36.42	0%	\$36.42	\$28.41	0%	\$28.41
AudioCodes C435HD	ICB	\$40.83	0%	\$40.83	\$10.21	0%	\$10.21	\$7.96	0%	\$7.96
AudioCodes C455HD	ICB	\$51.67	0%	\$51.67	\$12.92	0%	\$12.92	\$10.08	0%	\$10.08
AudioCodes C470HD	ICB	\$58.33	0%	\$58.33	\$14.58	0%	\$14.58	\$11.38	0%	\$11.38

**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
<b>Telephone Service Provider (TSP) - VOIP PBX</b>										

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

**Terms & Conditions**

1. Above rates do not include applicable taxes, surcharges, or other fees. This Pricing excludes promotions.
2. 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.
3. 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.
4. The customer is responsible for providing all space, power and environmental controlled requirements for the equipment at the customer location(s).
5. The customer is responsible for providing all support structures within the Customer Premises.
6. 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.
7. 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.
8. 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 not completed by the confirmed service install date.
9. 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.
10. 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 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 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 o
11. \*ICB or Individual Case Basis - customized pricing.
12. Only End price rates will be listed on billing statements
13. Equipment listed above will be provided on a rental basis by Hawaiian Telcom
14. MS TEAMS Direct Route Calling and Operator Connect w/ Unlimited Local users must have appropriate MS O365 license and voice license (additional charge)
15. MS TEAMS Direct Route Calling and Operator Connect 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	Non-Recurring Charge (NRC)	Month to Month			3-Year Agreement			5-Year Agreement		
Telephone Service Provider		List Price Monthly (MRC)	Discount (%)	Total Price	List Price Monthly (MRC)	Discount (%)	Total Price	List Price MRC (Monthly)	Discount (%)	Total Price

**Centrex Biz Plus Service**  
*Estimated prices, subject to change per Service and Rate Guides/FCC tariffs or ICB solution, as applicable.*

Single Line (MRC)										
Single-Line		\$20.10	0%	\$20.10	ICB		ICB	ICB		ICB
Centrex Biz Plus - Basic Standard Single Line		\$10.90	0%	\$10.90	NA		NA	NA		NA
Optional Caller ID (Calling Number w/ Name ID)		\$0.00	0%	\$0.00	NA		NA	NA		NA
Voicemail (Standard)		\$4.95	0%	\$4.95	NA		NA	NA		NA
Inside Wire Maintenance		\$2.00	0%	\$2.00	NA		NA	NA		NA
<b>Total MRC Single Line with Voicemail &amp; IW Maint.</b>		\$17.85		\$17.85	NA		NA	NA		NA

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
<b>Total MRC Digital Line with Voicemail &amp; IW Maint.</b>		\$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)	Month to Month			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
<b>Telephone Service Provider</b>										
<b>Non Recurring Charges (NRC)</b>										
Initial Order Charge (1st Line/Multi-Line)	\$26.00									
Initial Order Charge (1st Line/Single line)	\$24.00									
Initial Order Additional Line	\$7.50									
Network Connection (assessed per line)	\$21.50									
Network Connection Change (assessed per line)	\$7.00									
Travel/Premises Visit Charge	\$30.50									
Service Order Processing Charge	\$8.50									
New Voice Mail	\$2.50									
Software Charge - Programming Change	\$5.50									

<b>Telephone Instruments for Purchase (NRC)</b>										
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, no warranty on refurbished phones

**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)	Month to Month			3-Year Agreement			5-Year Agreement		
Telephone Service Provider		List Price Monthly (MRC)	Discount (%)	Total Price	List Price Monthly (MRC)	Discount (%)	Total Price	List Price MRC (Monthly)	Discount (%)	Total Price

**Notes**

1. ~~Estimated pricing: Single Lines and Digital Lines prices may change per prevailing PUC/FCC tariffs or ICB solution, as applicable.~~
1. Non Recurring Charges are subject to change per Service and Rate Guides/FCC tariffs or ICB solution, as applicable.
2. ~~Centrex Biz Plus pricing is Month to Month only. Other terms and solutions to meet customer's requirements will be handled on an individual case basis (ICB).~~
3. Assume Dial "9" - Allows the Customer to place calls outside the group without having to dial the access code "9".
4. Prices do not include do not include federal mandated end user common line charges, any applicable local, state or federal fees, taxes, surcharges or other applicable tariff or service and rate guide charges.
5. Warranty on purchased telephones: 30 days on drop shipped; 1 year on installed; No Warranty on refurbished phones
6. Refurbished telephone instruments (indicated by \*\*) while supplies last: available on a refurbished basis until sourcing is no longer available.
7. Other features associated with Centrex Biz + are available Ala Carte at regular service and rate guide rates