

February 28, 2024

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 3

Dear Carey Ann Sasaki,

Hawaiian Telcom, Inc. is proposing this Change Number 3 to update Telephone Handset options for the Business Voice Essentials & Business All In One products in Appendix 2. Specifically, we're removing the Yealink product line and replacing with Polycom E Series handsets.

- **Appendix 2: Other Services – Business Voice Essentials**
 - Remove Yealink T series & replace with Polycom E series
- **Appendix 2: Other Services – Business All In One**
 - Remove Yealink T series & replace with Polycom E series

Enclosed is the updated pricelist pages. Thank you for considering our proposal. If there are any questions, please contact me at (808) 546-4963.

Sincerely,

Keith Heininger
HATS Program Manager

cc. Vince Hoang, ETS

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 (CP935W)	\$21.25	\$72.25	24%	\$54.91	\$72.25	32%	\$49.13	\$72.25	38%	\$44.80
Hosted User – Conference Poly Trio C60	\$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 – Poly E350	\$21.25	\$53.25	24%	\$40.47	\$53.25	32%	\$36.21	\$53.25	38%	\$33.02
Hosted User – Poly E550	\$21.25	\$56.15	24%	\$42.67	\$56.15	32%	\$38.18	\$56.15	38%	\$34.81
Hosted User – Poly E220	\$21.25	\$49.50	24%	\$37.62	\$49.50	32%	\$33.66	\$49.50	38%	\$30.69
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

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
Telephone Service Provider (TSP) - VOIP PBX										
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

Broadband Internet Service (one of the below are required for service)	NRC (APPLIES TO 12MO ONLY)
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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 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 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

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

Broadband Feature Add On's (Optional; added on to Broadband 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

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
Telephone Service Provider (TSP) - VOIP PBX										
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									
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

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
Telephone Service Provider (TSP) - VOIP PBX										
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

CALLING PLAN OPTIONS	NRC									
Conference Connections - 60 Minutes	\$0.00	\$9.00	100%	\$0.00	\$9.00	100%	\$0.00	\$9.00	100%	\$0.00
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	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 Poly E550	\$21.25	\$7.35	16%	\$6.17	\$7.35	24%	\$5.59	\$7.35	32%	\$5.00
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 - TPLTSM1500	\$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

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(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
Telephone Service Provider (TSP) - VOIP PBX										
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 - 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
MICROSOFT 365 BUSINESS VOICE OPTIONS										
MS Teams Direct Route Calling w/ Unlimted Local & Domestic LD		\$12.00	16%	\$10.08	\$12.00	20%	\$9.60	\$12.00	26%	\$8.88
MS Teams Operator Connect Calling w/ Unlimted Local & Domestic LD		\$12.00	16%	\$10.08	\$12.00	20%	\$9.60	\$12.00	26%	\$8.88
Telephone Number - Additional (Per TN)		\$0.25	0%	\$0.25	\$0.25	0%	\$0.25	\$0.25	0%	\$0.25
MICROSOFT 365 BUSINESS VOICE ADD ON OPTIONS										
MS Teams Calling Plan International International Connections		\$5.95	0%	\$5.95	\$5.95	0%	\$5.95	\$5.95	0%	\$5.95
MS Teams Calling Plan International Call Asia		\$7.95	0%	\$7.95	\$7.95	0%	\$7.95	\$7.95	0%	\$7.95
Microsoft 365 Business Voice Hardware										
MS Teams Phone- Poly CCX 350		\$42.19	0%	\$42.19	\$10.55	0%	\$10.55	\$8.23	0%	\$8.23
MS Teams Phone- Poly CCX 400		\$47.25	0%	\$47.25	\$11.81	0%	\$11.81	\$9.21	0%	\$9.21
MS Teams Phone- Poly CCX 505		\$70.37	0%	\$70.37	\$17.59	0%	\$17.59	\$13.72	0%	\$13.72
MS Teams Phone- Poly C60		\$145.67	0%	\$145.67	\$36.42	0%	\$36.42	\$28.41	0%	\$28.41
TRAINING										
On-site Training - User Course		\$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).

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			
	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										

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%	\$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	38%	\$44.80
Hosted User – Conference Poly Trio C60	\$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 – Poly E350	\$21.25	\$53.25	24%	\$40.47	\$53.25	32%	\$36.21	\$53.25	38%	\$33.02
Hosted User – Poly E550	\$21.25	\$56.15	24%	\$42.67	\$56.15	32%	\$38.18	\$56.15	38%	\$34.81
Hosted User – Poly E220	\$21.25	\$49.50	24%	\$37.62	\$49.50	32%	\$33.66	\$49.50	38%	\$30.69
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)	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	
	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)



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										
Conference Connections - 60 Minutes	\$0.00	\$9.00	100%	\$0.00	\$9.00	100%	\$0.00	\$9.00	100%	\$0.00
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)	\$24.25	\$8.25	46%	\$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	46%	\$0.00	\$0.00	24%	\$0.00	\$0.00	32%	\$0.00
Managed IP Phone - Exp Module Poly E550	\$21.25	\$7.35	16%	\$6.17	\$7.35	24%	\$5.59	\$7.35	32%	\$5.00
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	46%	\$0.00	\$0.00	24%	\$0.00	\$0.00	32%	\$0.00
Managed IP Phone - BT Dongle YL (Yealink Models)	\$29.00	\$0.00	46%	\$0.00	\$0.00	24%	\$0.00	\$0.00	32%	\$0.00
Managed IP Phone - Cordless Repeater YL (Yealink Models)	\$24.25	\$16.25	46%	\$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

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
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

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 - 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

MICROSOFT 365 BUSINESS VOICE OPTIONS										
MS Teams Direct Route Calling w/ Unlimited Local & Domestic LD		\$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		\$12.00	16%	\$10.08	\$12.00	20%	\$9.60	\$12.00	26%	\$8.88
Telephone Number - Additional (Per TN)		\$0.25	0%	\$0.25	\$0.25	0%	\$0.25	\$0.25	0%	\$0.25

MICROSOFT 365 BUSINESS VOICE ADD ON OPTIONS										
MS Teams Calling Plan International Connections		\$5.95	0%	\$5.95	\$5.95	0%	\$5.95	\$5.95	0%	\$5.95
MS Teams Calling Plan International Call Asia		\$7.95	0%	\$7.95	\$7.95	0%	\$7.95	\$7.95	0%	\$7.95

Microsoft 365 Business Voice Hardware										
MS Teams Phone- Poly CCX 350		\$42.19	0%	\$42.19	\$10.55	0%	\$10.55	\$8.23	0%	\$8.23
MS Teams Phone- Poly CCX 400		\$47.25	0%	\$47.25	\$11.81	0%	\$11.81	\$9.21	0%	\$9.21
MS Teams Phone- Poly CCX 505		\$70.37	0%	\$70.37	\$17.59	0%	\$17.59	\$13.72	0%	\$13.72
MS Teams Phone- Poly C60		\$145.67	0%	\$145.67	\$36.42	0%	\$36.42	\$28.41	0%	\$28.41

TRAINING										
On-site Training - User Course		\$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).

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.

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
Telephone Service Provider (TSP) - VOIP PBX										

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 lump 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 set forth in the Hawaiian Telcom'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 or on behalf of the Customer.
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.