

December 10, 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 2 (Revised)

Dear Carey Ann Sasaki,

You'll recall there were some questions on the initial submittal for Change Number 2 earlier this year. What is attached here is the revised and updated Change Number 2 for your consideration. To summarize:

- **Appendix 2: Other Services**
 - Hosted User Packages Section: Updated telset offering (replaced Yealink with Polycom E Series)
 - LAN Hardware Section: Added Polycom expansion module
 - Labor Charges Section: Added a Cat6 Cable Run line item
 - MS Teams Voice Options: Modified the MS Teams Voice Add On Options, Microsoft 365 Business Voice Hardware sections & added Microsoft 365 Business Voice Labor Charges & Training sections

Enclosed is the updated pricelist page. 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 (%)	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 (CP960)	\$21.25	\$72.25	24%	\$54.91	\$72.25	32%	\$49.13	\$72.25	38%	\$44.80
Hosted User - Conference Poly Trio 60	\$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 Poly E220	\$21.25	\$53.25	24%	\$40.47	\$53.25	32%	\$36.21	\$53.25	38%	\$33.02
Hosted User Poly E350	\$21.25	\$56.15	24%	\$42.67	\$56.15	32%	\$38.18	\$56.15	38%	\$34.81
Hosted User Poly E550	\$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)											
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	

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										
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
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 - Poly Edge Exp. Module	\$21.25	\$9.65	16%	\$8.11	\$9.65	24%	\$7.33	\$9.65	32%	\$6.56
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%	\$5.64
Managed IP Phone - Conference PoE Adapter YL (CP-960)	\$29.00	\$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

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
Inside Wiring - Cat 6 Cable Run	\$300.00	\$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
MS TEAMS VOICE OPTIONS										
MS Teams NRC for 1-yr term										
MS Teams Direct Route Calling w/ Unlimited Local & Domestic LD	\$0.00	\$12.00	46%	\$10.08	\$12.00	20%	\$9.60	\$12.00	26%	\$8.88
MS Teams Operator Connect Calling w/ Unlimited Local & Domestic LD	\$21.25	\$13.00	16%	\$10.92	\$13.00	20%	\$10.40	\$13.00	26%	\$9.62
MS Teams Voice Managed Services	ICB	ICB	0%	ICB	ICB	0%	ICB	ICB	0%	ICB
Telephone Number - Additional (Per TN)	\$0.00	\$0.25	0%	\$0.00	\$0.25	0%	\$0.00	\$0.25	0%	\$0.25
MS Teams Operator Connect Voice Integration with BAIO	\$0.00	\$0.00	46%	\$8.95	\$10.38	20%	\$8.30	\$10.38	26%	\$7.68
MS TEAMS VOICE ADD ON OPTIONS										
MS Teams NRC										
MS Teams Auto Attendant	\$0.00	\$13.34	46%	\$11.50	\$13.34	20%	\$10.67	\$13.34	26%	\$9.87
MS Teams Call Queue Licensing	\$0.00	\$13.34	46%	\$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
Teams Voice Direct Route Setup										
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									
Microsoft 365 Business Voice Hardware										
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
Telephone Service Provider (TSP) - VOIP PBX										
Microsoft 365 Business Voice Labor Charges										
Standard Activation Fee (per user)	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$10.00
Professional Install-Initial Flat Rate	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$250.00
Professional Install (per telset)	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$20.00
Microsoft 365 Business Voice Training										
On-site Training - User Course	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$300.00

*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.
- 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 and Operator Connect w/ Unlimited Local users must have appropriate MS O365 license and voice license (additional charge)~~
- ~~MS TEAMS Direct Route Calling and Operator Connect w/ Unlimited Local users must have appropriate Hosted User license for add on or standalone options~~
- Customer is responsible for the management, administration, support and provisioning of the Microsoft Teams Tenant (including the provisioning of Telephone numbers assigned by Hawaiian Telcom)

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
	<i>Business Hosted Voice Services</i>									

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.

November 7, 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 4

Dear Carey Ann Sasaki,

Hawaiian Telcom, Inc. is submitting Change Number 4 which is simply a visual representation of the charges associated with PRI (Primary Rate Interface) service. Previously, there was only a reference to the Tariff passage to obtain pricing which could be found on OF-6 Schedule D – Page 10 of 54 under Section 3.2.1.8.1 – Other Services. With this submittal, users will not have to search PUC Tariff No 20, section 8.5 for pricing. They can refer to the attached.

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

Sincerely,

Keith Heininger
HATS Program Manager

cc. Vince Hoang, ETS

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
ISDN-Primary Rate Interface (PRI) and Direct Inward Dialing (DID) Service Monthly Recurring Charge (MRC-Promotional):									
ISDN PRI Service (per system)									
ISDN PRI Service	\$375.00	0%	\$375.00	\$285.00	0%	\$285.00	\$285.00	0%	\$285.00
Caller ID with Name	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00
Interstate Access Port Charge	\$10.00	0%	\$10.00	\$10.00	0%	\$10.00	\$10.00	0%	\$10.00
Interstate Access Line Charge	\$40.75	0%	\$40.75	\$40.75	0%	\$40.75	\$40.75	0%	\$40.75
Direct Inward Dial Service									
DID Service, per number	\$0.10	0%	\$0.10	\$0.10	0%	\$0.10	\$0.10	0%	\$0.10
ISDN PRI Long Distance Plan (per system)									
Hawaiian Telcom Business 3K Long Distance Call Plan	\$115.00	0%	\$115.00	\$105.00	0%	\$105.00	\$95.00	0%	\$95.00
Hawaiian Telcom Business 5K Long Distance Call Plan	\$120.00	0%	\$120.00	\$115.00	0%	\$115.00	\$110.00	0%	\$110.00
Rate Per Minute for Usage in Excess of Alloted Minutes	\$0.04	0%	\$0.04	\$0.04	0%	\$0.04	\$0.04	0%	\$0.04
Non-Recurring Charges (NRC-Promotional):									
One time installation	\$0.00			\$0.00			\$0.00		
Change Charge (per system)	\$200.00			\$200.00			\$200.00		
SIP with PRI Interface			* ICB			* ICB			* ICB
SIP with Native Interface			* ICB			* ICB			* ICB
<p>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.</p> <p>Any such termination liability charge shall be due and payable in one lump sum within thirty (30) days of billing.</p> <p>If Customer terminates this 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 contract and service preparation.</p>									
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 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.									
* ICB or Individual Case Basis - customized pricing.									