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Hawaiian Telcom Chooses Intrado for Next-Generation 9-1-1 Services Delivery

*Comprehensive, statewide solution accelerates the migration of
Hawaii's public safety answering points toward
Next-Generation 9-1-1*

HONOLULU, Hawaii; Longmont, Colo, Oct. 17, 2012 — Intrado Inc., a subsidiary of West Corporation and a leading provider of 9-1-1 technology solutions, and Hawaiian Telcom, Inc., a subsidiary of Hawaiian Telcom Holdco, Inc. (NASDAQ: HCOM), the largest full-service provider of communications services, products and solutions in Hawaii, today announced an exciting new collaboration to bring Next-Generation (NextGen) 9-1-1 products and services to public safety answering points (PSAPs) and residents statewide.

This joint effort will significantly accelerate the deployment of advanced 9-1-1 capabilities to agencies serving Hawaii's more than 1.4 million residents, and will result in one of the most technologically advanced and reliable 9-1-1 networks in the United States.

"We're pleased to be working with such an experienced NextGen 9-1-1 provider as Intrado to deliver the latest in 9-1-1 technology solutions for Hawaii's residents and the public safety agencies that serve our communities," said Michael Czerwinski, Hawaiian Telcom's Senior Vice President – Customer Operations. "Intrado's unmatched NextGen 9-1-

1 history and proven technology are the perfect complement to the communications and network services we've provided throughout our State for well over a century."

Intrado leads the industry with the broadest array of products and services, including its comprehensive "Great MigrationSM" NextGen 9-1-1 offer, and the most NextGen 9-1-1 system deployments nationwide. More than 300 Intrado-powered systems have been deployed or are currently in progress. Intrado has also provided enhanced 9-1-1 database management services for Hawaiian Telcom, Inc. since 2005.

"NextGen 9-1-1 provides the State of Hawaii with the foundation to provide many enhancements for our public safety emergency response teams, thereby assisting with advanced life saving communications capabilities for the public," said State of Hawaii Enhanced 9-1-1 Board Chair, Clayton Tom. We've been eager to implement improvements for our 9-1-1 system, and we're excited about the future for our State with the collaboration between Intrado and Hawaiian Telcom."

The Intrado[®] Advanced 9-1-1SM offer is a secure emergency services Internet Protocol (IP)-based package that provides improved reliability and more life-saving capabilities than traditional 9-1-1 systems.

"Intrado is pleased to be a key partner in Hawaiian Telcom's statewide migration to a NextGen 9-1-1 emergency communications network," said Mark Scott, vice president and general manager of Intrado. "We've gained significant NextGen experience in our other system deployments across the country, particularly in statewide systems in Washington and Vermont. The forward-thinking leadership of Hawaiian Telcom allows Hawaii to keep pace with today's rapidly changing consumer communication technologies and will help protect the islands' residents for years to come."

Forward-Looking Statements

In addition to historical information, this release includes certain statements and projections that constitute forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995. In particular, any statement, projection or estimate that includes or references the words "believes", "anticipates", "intends", "expects", or any similar expression falls within the safe harbor of forward-looking statements contained in the Reform Act. Actual results or outcomes may differ materially from those indicated or suggested by any such forward-looking statement for a variety of reasons. More information on potential risks and uncertainties is available in recent filings with the Securities and Exchange Commission, including Hawaiian Telcom's 2011 Annual Report on Form 10-K. The information contained in this release is as of October 17, 2012. It is anticipated that subsequent events and developments may cause estimates to change.

About Intrado

In business for more than 30 years, Intrado, a subsidiary of West Corporation, has maintained a focus and passion for saving lives and supporting the needs of public safety. Agencies and telecommunication services providers throughout the world depend on Intrado for emergency communication services and technology. Intrado's dedicated focus on emergency communications technology allows the company to continue pioneering network innovations that improve emergency response. For more information, visit www.intrado.com. You can also follow us on [Facebook](#) and [Twitter](#) for the latest news.

About Hawaiian Telcom

Headquartered in Honolulu, Hawaiian Telcom is Hawaii's leading provider of integrated communications solutions for business and residential customers. With roots in Hawaii beginning in 1883, we offer a full range of services including voice, video, Internet, data, wireless, and advanced communication and network services supported by the reach and reliability of its network and Hawaii's only 24/7 state-of-the-art network operations center. With employees statewide sharing a commitment to innovation and a passion for delivering superior service, Hawaiian Telcom provides an Always OnSM customer experience.

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