How to read your Hawaiian Telcom bill

Commitment. Always on.

We're always looking for ways to keep our customers happy. So we've designed our bill to be easy to read and clearly detail your services, payments, credits and account activity.

Did you know you can also go paperless and receive, review and process your payments online? For more information visit our website at hawaiiantel.com/gopaperless.

Understanding your bill.

PAGE 1 OF BILL

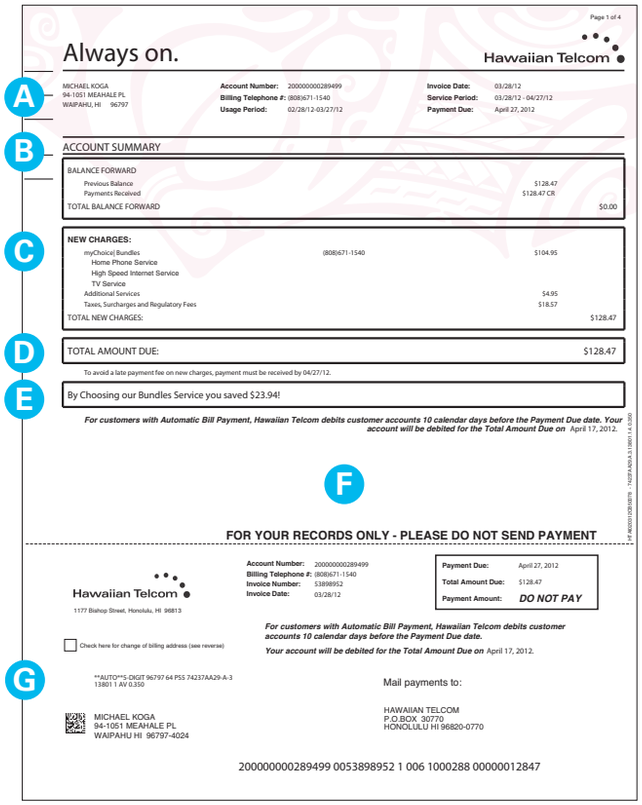
A Billing Information – This section includes your account information and customer service contact number. "Service period" refers to the dates for which you are being billed. "Usage period" is the date range for which call activity details appear on this statement. The same billing information appears on every page.

B Account Summary – A summary of your previous balance, payments, adjustments and late fees.

C New Charges – An itemization of new charges for each of your Hawaiian Telcom services for the billing period.

D Total Amount Due – The payment amount due. If you've signed up for automatic bill payment, the date your bank account will be debited is shown below the payment amount.

E Bundle Savings Summary – If you are a bundle customer, you can clearly see the amount you are saving each month by bundling your services.



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Always on. Hawaiian Telcom

A

MICHAEL KOGA
94-1051 MEAHALE PL
WAIPAHU, HI 96797

Account Number: 200000000289499
Billing Telephone #: (808)671-1540
Usage Period: 02/28/12-03/27/12

Invoice Date: 03/28/12
Service Period: 03/28/12 - 04/27/12
Payment Due: April 27, 2012

B

ACCOUNT SUMMARY

BALANCE FORWARD
Previous Balance $128.47
Payments Received $128.47 CR
TOTAL BALANCE FORWARD $0.00

C

NEW CHARGES:
myChoice| Bundles (808)671-1540 $104.95
Home Phone Service
High Speed Internet Service
TV Service
Additional Services $4.95
Taxes, Surcharges and Regulatory Fees $18.57
TOTAL NEW CHARGES: $128.47

D

TOTAL AMOUNT DUE: $128.47

To avoid a late payment fee on new charges, payment must be received by 04/27/12.

E

By Choosing our Bundles Service you saved $23.94!

For customers with Automatic Bill Payment, Hawaiian Telcom debits customer accounts 10 calendar days before the Payment Due date. Your account will be debited for the Total Amount Due on April 17, 2012.

F

FOR YOUR RECORDS ONLY - PLEASE DO NOT SEND PAYMENT

G

Hawaiian Telcom
1177 Bishop Street, Honolulu, HI 96813

Account Number: 200000000289499
Billing Telephone #: (808)671-1540
Invoice Number: 53898952
Invoice Date: 03/28/12

Payment Due: April 27, 2012
Total Amount Due: $128.47
Payment Amount: *DO NOT PAY*

For customers with Automatic Bill Payment, Hawaiian Telcom debits customer accounts 10 calendar days before the Payment Due date.

Your account will be debited for the Total Amount Due on April 17, 2012.

Check here for change of billing address (see reverse)

AUTO5-DIGIT 96797 64 PS5 74237AA29-A-3
13801 1 AV 0.350

Mail payments to:

MICHAEL KOGA
94-1051 MEAHALE PL
WAIPAHU HI 96797-4024

HAWAIIAN TELCOM
P.O.BOX 30770
HONOLULU HI 96820-0770

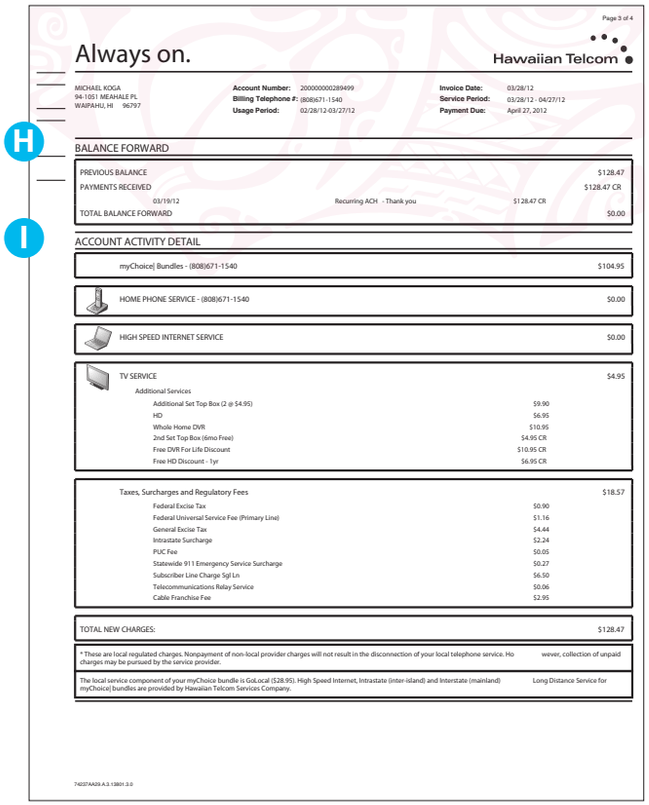
200000000289499 0053898952 1 006 1000288 00000012847

F Important Messages – Check here for important service information.

G Payment Slip – To pay by check, sign up for automatic bill payment from your checking or savings account or to make an address change, mail the payment slip in the enclosed reply envelope to: Hawaiian Telcom, P.O. Box 30770, Honolulu, HI. 96820-0770.

PAGE 2 OF BILL

H Balance Forward – An itemization that starts with your previous balance, subtracts credits and adds any late fees for the billing period.



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Always on. Hawaiian Telcom

MICHAEL KOGA
94-1051 MEAHALE PL
WAIPAHU, HI 96797

Account Number: 200000000289499
Billing Telephone #: (808)671-1540
Usage Period: 02/28/12-03/27/12

Invoice Date: 03/28/12
Service Period: 03/28/12 - 04/27/12
Payment Due: April 27, 2012

H

BALANCE FORWARD

PREVIOUS BALANCE $128.47
PAYMENTS RECEIVED $128.47 CR
03/19/12 Recurring ACH - Thank you $128.47 CR
TOTAL BALANCE FORWARD $0.00

I

ACCOUNT ACTIVITY DETAIL

myChoice| Bundles - (808)671-1540 $104.95

HOME PHONE SERVICE - (808)671-1540 $0.00

HIGH SPEED INTERNET SERVICE $0.00

TV SERVICE $4.95
Additional Services
Additional Set Top Box (2 @ $4.95) $9.90
HD $6.95
Whole Home DVR $10.95
2nd Set Top Box (6mo Free) $4.95 CR
Free DVR For Life Discount $10.95 CR
Free HD Discount - 1yr $6.95 CR

Taxes, Surcharges and Regulatory Fees $18.57
Federal Excise Tax $0.90
Federal Universal Service Fee (Primary Line) $1.16
General Excise Tax $4.44
Intrastate Surcharge $2.24
PUC Fee $0.05
Statewide 911 Emergency Service Surcharge $0.27
Subscriber Line Charge Sgl Ln $6.50
Telecommunications Relay Service $0.06
Cable Franchise Fee $2.95

TOTAL NEW CHARGES: $128.47

* These are local regulated charges. Nonpayment of non-local provider charges will not result in the disconnection of your local telephone service. However, collection of unpaid charges may be pursued by the service provider.

The local service component of your myChoice bundle is GoLocal ($28.95). High Speed Internet, Intrastate (inter-island) and Interstate (mainland) Long Distance Service for myChoice| bundles are provided by Hawaiian Telcom Services Company.

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I Account Activity Detail – This section confirms charges for services to which you subscribe as well as detailed information regarding service packages, prorated charges (see the back side of this page for further explanation about prorated charges), one-time charges, discounts, usage charges, taxes, surcharges and regulatory fees.

Hawaiian Telcom

Prorated Charges

"Prorated Charges" occur any time you make changes to the products and services that you receive from Hawaiian Telcom. This is due to the fact that all recurring charges (such as your phone or high-speed Internet service) are billed one month in advance. When you add a new service or make changes to an existing service, your next invoice will reflect these new charges for the current partial month of service as well as a full month of charges for the next month of service.

For example, if you established service in the middle of the month and your normal invoice billing cycle occurs at the beginning of the month, your invoice will reflect charges for the remainder of the current month plus a full month of charges for the next month.

Although "Prorated Charges" can result in a larger than normal invoice, please be assured that subsequent invoices will be consistent with your expectations.

Hawaiian Telcom