



**For Immediate Release**

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### **Hawaiian Telcom Prepared for Hurricane Lane**

*In Anticipation of Storm Impacts, Thursday Appointments for Maui County and Hawai'i Island were Rescheduled*

HONOLULU (August 22, 2018) – Committed to Hawai'i and the communities we serve, [Hawaiian Telcom](#) is taking precautions to minimize impact from Hurricane Lane and our team stands ready to respond to any service issues as soon as it is safe to do so.

In anticipation of impacts from Hurricane Lane that include high winds, heavy rains, high surf and storm surge, our Big Island and Maui County operations will be closed on Thursday, Aug. 23. All Thursday appointments in Maui County and Hawai'i Island will be rescheduled. O'ahu and Kaua'i operations are business as usual at this time and are constantly evaluated as weather conditions change.

Earlier this week Hawaiian Telcom teams statewide began preparedness activities such as testing generators, fueling vehicles, and preparing sandbags for locations in low-lying areas. Our state-of-the-art Network Operations Center monitors our network and weather conditions 24 by 7 by 365 and our team has been monitoring Hurricane Lane closely and sharing informational updates with our employees. Hawaiian Telcom also works with state and county civil defense agencies such as the Department of Emergency Management to share information and align response plans.

### **What Customers Should Know**

- Customers may report service issues to our 24-Hour Service Center at 643-6111 or online at <http://support.hawaiiantel.com>. Repairs will begin when weather conditions have returned to normal and it is safe for our employees to begin the work.
- If high winds cause Hawaiian Telcom cables to fall, service may not be impacted unless the cables are severed. Fallen utility poles/cables can be reported to our 24-Hour Service Center at 643-6111 or online at <http://support.hawaiiantel.com>.
- For your safety, avoid downed lines as they could be active power (electric) lines that are potentially dangerous to touch. Moving them could also hamper restoration efforts.

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### **About Hawaiian Telcom**

*Hawaiian Telcom, established and headquartered in Honolulu since 1883, offers a full range of services to business and residential customers including Internet, video, voice, wireless, data network solutions and security, colocation, and managed and cloud services - all supported by the reach and reliability of*

*its next generation fiber network and 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 Telecom is proud to be Hawai'i's Technology Leader. For more information, visit [hawaiiantel.com](http://hawaiiantel.com).*