



For Immediate Release

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Hawaiian Telcom Update – Tropical Storm Lane
*Moving Toward Business as Usual Operations Today on O‘ahu and Kaua‘i;
Monday for Maui County and Hawai‘i Island*

HONOLULU (August 25, 2018) – Aligned with the updated weather forecast, [Hawaiian Telcom](http://www.hawaiiantel.com) is moving toward business as usual operations on O‘ahu and Kaua‘i today to serve customers. If weather conditions remain stable, operations on Hawai‘i Island and Maui County should return to business as usual on Monday, August 27.

Hawaiian Telcom’s Field Operations team has begun conducting damage assessments where it is safe to do so. Our Network Operations Center continues 24 by 7 monitoring of changing weather conditions and our network and infrastructure, which has held up well.

“I want to extend special thanks to our employees and first responders, many of whom braved the heavy rain and storm conditions to restore connectivity to our customers,” said President and General Manager John Komeiji. “While Tropical Storm Lane is not over yet, our team remains on high alert and ready to respond. I’m very proud of their efforts and commitment to Hawai‘i.”

Updates

- Hawaiian Telcom’s Consumer Sales Center (643-3456) will be open from 10:30 a.m. to 5:30 p.m. today.
- Hawaiian Telcom TV Sales & Service Center – Downtown (1177 Bishop St.) will be open from 10:30 a.m. to 5 p.m.
- Hawaiian Telcom TV Sales & Service Center - Kapolei (91-979 Kamaaha Ave.) will be open from 10:30 a.m. to 6 p.m.
- 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.
- 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 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 Telcom is proud to be Hawai'i's Technology Leader. For more information, visit hawaiiantel.com.