



For Immediate Release

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Hawaiian Telcom Promotes Morgan to VP – Customer Care and Network Reliability

HONOLULU – Hawaiian Telcom has promoted Ben Morgan to Vice President – Customer Care and Network Reliability. He oversees and manages Hawaiian Telcom’s customer care experience, including its 24-Hour Service Center that handles repair calls for phone, Internet and Hawaiian Telcom TV, as well as its Network Reliability teams, which includes the company’s state-of-the-art Network Operations Center and 911 operations.

Morgan joined Hawaiian Telcom in October 2011 as Director of Customer Care, bringing with him more than a decade of technology and telecommunications experience. In March 2012, he took on an expanded role as Executive Director – Customer Care.

“Ben has proven to be a visionary leader with the values and passion to help grow our business and find new and better ways to serve our diverse base of customers,” said Chief Operating Officer Scott Barber. “His expertise and customer focus are invaluable as Hawaiian Telcom continues its ongoing transformation into an innovative technology leader that offers everything from phone to High Speed Internet, wireless and Next Generation TV services.”

Before joining Hawaiian Telcom, Morgan served as Vice President – Voice Services for MegaPath, Inc. in Seattle, Washington. Prior to that he held management and senior management positions at Speakeasy Inc., which merged with Covad Communications and MegaPath in 2010. Morgan began his professional career in customer service at Amazon.com in 1999.

Morgan earned professional certification in call center management from the International Customer Management Institute (ICMI).

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About Hawaiian Telcom

Hawaiian Telcom Holdco, Inc. (Nasdaq:HCOM), headquartered in Honolulu, is Hawaii’s leading provider of integrated communications and entertainment solutions for business and residential customers. With roots in Hawaii beginning in 1883, the Company offers 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. For more information, visit www.hawaiiantel.com.