



June 7, 2018

Subject: Amended Discontinuance Notice - Busy Line Verification and Busy Line Interrupt Services

Effective Date: July 31, 2018

Dear Customer:

Hawaiian Telcom, Inc. (HTI) is providing notification of its plan to discontinue inward operator service features Busy Line Verification (BLV) and Busy Line Interrupt (BLI) (collectively Affected Services) throughout the state of Hawaii. With Busy Line Verification, a HTI operator, at the request of another carrier's operator, will determine the status of an exchange service line (e.g. conversation on the line) and report the status to the carrier's operator. With Busy Line Interrupt service, the HTI operator will, at the request of the carrier's operator, interrupt conversation on the line and inform the called party that an attempt to place a call to that line is being made.

Hawaiian Telcom is discontinuing these services because of low market demand, which is attributable to the new products and services available due to advances in technology, and to the existence of many alternate providers of telecommunication services. There has been a decline in demand for the Affected Services since the advent of features such as call waiting, which alerts customers to incoming calls, and voicemail, which allows callers to leave messages for the called party. In addition, the exponential growth of wireless phones has rendered the Affected Services virtually obsolete. Furthermore, newer equipment and updated platform options available to the Company for other Operator Services such as directory assistance and collect calls no longer support the Affected Services.

These services are currently made available to access customers via HTI's FCC Tariff No. 1 as an optional feature in conjunction with Feature Group C (FGC), Feature Group D (FGD), BSA-C, or BSA-D Switched Access services.¹ Please note that this discontinuance is for the BLV and BLI features only and does not include other operator services.

HTI plans to discontinue BLV and BLI features effective July 31, 2018, or as soon after that date as the FCC authorizes this discontinuance. Once the Affected Services are discontinued, these features will no longer be available to the ILECs, CLECs and IXC's that utilize HTI's switched access services enabling BLV/BLI.

¹ Hawaiian Telcom also offers Busy Line Verification and Busy Line Interrupt to its wholesale and retail customers on an intrastate basis. The Company plans to discontinue these services on an intrastate basis as well.

The FCC will normally authorize this proposed discontinuance of service unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 15 days after the Commission releases public notice of the proposed discontinuance. You may file your comments electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the Amended §63.71 Application of Hawaiian Telcom, Inc. WC Docket No. 18-183, Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service.

If you have questions regarding the information provided in this notice, please contact Ellen Robinson at ellen.robinson@hawaiiantel.com, 808-546-6143, or Hawaiian Telcom, Inc., 1177 Bishop Street, Suite 24, Honolulu, HI 96813.