

Subject: Forbearance

Dear Valued Customer,

We appreciate your business, and we want to inform you that effective 10/8/2009, Hawaiian Telcom will grandfather certain services in accordance with relief received in connection with Verizon Telephone Companies' Petition in WC Docket No. 04-440. When this petition was filed, Hawaiian Telcom was known as Verizon Hawaii, a Verizon subsidiary, and included as an operating company in that petition, which was subsequently granted on March 19, 2006. This means that we will be able to offer certain common carrier products on a negotiated private carrier contract basis rather than through our regulated tariff.

The services eligible for Forbearance include the following:

- Etherpoint**
- Custom Connect** (DS1 and DS3 speeds not included)
- Transparent LAN Service (TLS)**
- Frame Relay Service III** (56/64 and 128Kbs speeds not included)
- ATM Cell Relay Service**
- LAN Extension Service (LES)**
- Hawaiian Telcom Dedicated Wavelength Services**

We look forward to continuing to service your communications needs and are pleased that we can now offer you private carriage contracts for certain common carrier products. These private carriage contracts allow us to develop customized solutions to meet your specific needs. Your account manager will be contacting you to discuss your options but in the meantime, please feel free to contact your account manager if you have any questions.

Sincerely,

Hawaiian Telcom