

Subject: Notification to Change the Threshold Levels of the DS1 Term Volume Plan and Eight and Ten Year Term Volume Plan

Dear Valued Customer:

Pending regulatory tariff approvals, this letter is being sent to advise you that effective April 1, 2009, Hawaiian Telcom, Inc. will be implementing new threshold levels for the Term Volume Plan (TVP) and the Eight and Ten Year Term Volume Plan (ETTVP) service offerings that are more appropriate for Hawaiian Telcom's serving footprint.. The new threshold levels for the DS1 Special Access Line (SAL) commitment are as follows:

TVP	ETTVP
2-30	400-600
31-80	601-800
81-150	801-1200
151-300	1201-2000
301-500	Over 2000
501-750	
751-1000	
1001-1500	
Over 1500	

The current TVP and ETTVP thresholds and rates of your existing service will be grandfathered. Therefore, if you currently subscribe to an existing TVP or ETTVP that has not expired, then you will not have to subscribe to a new plan until the expiration date. If your TVP or ETTVP has already expired, you will have up to 90 days from the date of this notification letter to subscribe to a new plan. The new rates and threshold levels can be found in the Hawaiian Telcom FCC Tariff No. 1, Sec. 5.6.14.

Your account manager will be contacting you to discuss your current plan and your options.

Sincerely,

Hawaiian Telcom Wholesale Markets