

Hawaiian Telcom's Excavation Desk
Drop-off/Pick-up Process
(For Oahu Only)

Hawaiian Telcom's Excavation Desk has a Drop-off/Pick-up service only. Counter service is not available.

The location and hours of operation for the Excavation Desk are:

Drop-off/Pick-up location: 1177 Bishop St, Main Lobby
Reception Desk

Drop-off/Pick-up hours: 8:00 A.M. to 11:00 A.M. and 1:00 P.M. to
4:00 P.M. Monday through Friday, except
Holidays

At time of Drop-off, the contractor/customer MUST:

- a. Provide a completed and **signed** Hawaiian Telcom Drop-Off Form.
- b. Provide **3** copies of site plans, preferably half-size (11x17), and

If the Contractor/Customer provides a copy of their State, City & County or Military trenching permit application form, we will sign the copy. *(Note: If you are excavating on private property this form is not required.)*

Drop-Off Form (on reverse)

It's highly recommended that the Contractor/Customer submit drawings **at least 2 weeks prior to the start of construction** to allow for sufficient time for review of the plans provided. Excavation review will be completed on a First-In/First-Out basis. All attempts will be made to review the plans as soon as possible (typical review times have been within 5 business days). The Contractor/Customer will be contacted as soon as plans are ready for pick-up.

Please call Hawaiian Telcom's Excavation Desk at **546-7746** with any questions regarding this process.

***NEW WEBSITE FOR EXCAVATION INFORMATION** *(see below)*

For on-line information and drop-off form please visit us at:

http://www.hawaiiantel.com/CustomerService_Excavation.htm