

**Free Corded Phone for Active Hawaiian Telcom Residential Customers
Frequently Asked Questions
September 9, 2008**

What is happening and why is Hawaiian Telcom giving away corded telephones?

When Hawaiian Telcom sold its print directory business last year, it agreed as part of that transaction to provide a coupon for a corded phone to all active Hawaiian Telcom residential landline accounts at no cost. It's a wonderful opportunity for us to express appreciation to our loyal customers as well as help them prepare for the hurricane and storm season when power outages may occur. Our residential customers will receive a coupon for each account to redeem for the free phone that will work even when commercial electrical power is out. We believe a basic corded phone is an essential part of every household's emergency preparedness kit.

When and how will customers receive these coupons?

We plan to mail coupons to customers in their Hawaiian Telcom landline bills starting on select Neighbor islands, beginning in June. We expect to have sent the coupons to all customers statewide by early November.

Coupons will be on the last page of the following months' bills:

<i>June bills:</i>	<i>Molokai</i>
<i>July bills:</i>	<i>Maui, Lanai, Kauai</i>
<i>September bills:</i>	<i>Hawaii, Oahu</i>

How many phones will each customer receive?

The coupon entitles the customer to receive one free corded phone for each residential customer account.

Why aren't business customers also receiving a free phone?

The free phone giveaway was targeted to help Hawaii's households be better equipped in times of emergency. Many businesses have their own emergency preparedness plans and more complex communication systems that would limit the benefit of a free corded phone.

Where can I pick up my phone?

Telephone redemption locations will be displayed on the back of the coupon. The locations are specific to each island. In some cases, the redemption will be for specific dates and times. Please see your coupon for more information. Pick-up locations include all Hawaiian Telcom retail stores on Oahu, Maui, Kauai and the Big Island (Hilo). In areas where there are no stores, HT is partnering with organizations to assist us with the distribution – see below:

Molokai

*Hawaiian Telcom Office – 30 Kamehameha V Highway, Kaunakakai
Assisted by the Molokai Chamber of Commerce Foundation
June 13, 14, 27, 28; and July 11, 12, 25, and 26; August 1, 2*

9 a.m. to 4 p.m.

Lanai

*E Malama I Na Keiki O Lanai Preschool - 751 Fraser Avenue, Lanai City
July 28 through September 30, Monday through Friday
8 a.m. to 5 p.m.*

Kona

*Kailua Kona KTA Super Stores
Kona Coast Shopping Center
74-5594 Palani Rd., Kailua Kona, HI 96740
Daily; 5:00am to Midnight*

Hawaiian Telcom Retail Store Locations:

Hilo

*Prince Kuhio Plaza
111 Puainako Street, Hilo, HI 96720
M-F 9:30-5:30
Sat. 9:30-5:00
Sun. Closed*

Maui

*Queen Kaahumanu Center
275 Kaahumanu Avenue, Kahului, HI 96732
M-F 9:30-5:30
Sat. 9:30-5:00
Sun. Closed*

Kauai

*Kukui Grove Center
3-2600 Kaunualii Highway., Lihue, HI 96766
M-F 9:00-5:00
Sat. Closed
Sun. Closed*

Oahu (5)

*1177 Bishop Street, Honolulu, HI 96813
M-F 8:00-4:30
Sat. Closed
Sun. Closed*

*Kapolei Shopping Center
94-590 Farrington Highway, Kapolei, HI 96707*

*M–Fri 9:00 to 7:00
Sat 9:00 to 6:00
Sun Closed*

*1409 Kapiolani Boulevard (Formerly Francis Camera), Honolulu, HI 96814
M-F 9:30-6:00
Sat. 9:30-5:00
Sun. Closed*

*Pearlridge Center - Uptown
98-1005 Moanalua Road, Aiea, HI 96701
M-F 10:00-7:30
Sat. 9:30-5:00
Sun. 9:30-5:00*

*Windward Mall Shopping Center
46-056 Kamehameha Highway, Kaneohe, HI 96744
M-F 9:30-6:00
Sat. 9:30-6:00
Sun. 10:00-5:00*

Will you have enough phones for the entire state?

That is our plan.

How long will the redemption period last?

The specific redemption period is stated on the coupon and will vary from island to island. Upon receipt of the coupon, customers will be able to redeem coupons on specific dates at non-retail locations or have at least 30 days to redeem their free corded phone at our retail locations.

What kind of phone is it?

The phone is a corded GE Slimline phone or the equivalent. The phone does not require power to work as it operates off of low-level electrical current provided from the Hawaiian Telcom central offices that have back-up power systems in case of emergencies.

Won't this cost the company big money?

The cost of the phones is significant but this is an opportunity for Hawaiian Telcom to reinforce the value and awareness of the reliability of basic phone service.

The timing also coincides with preparation for hurricane and storm season. We want to continue in our effort to educate the community about disaster preparedness and procedures. A corded phone is an important addition to any emergency kit.

Why are some people getting their coupons and I haven't received mine yet?

To serve a large number of customers most efficiently, Hawaiian Telcom staggered the coupon distribution and redemption by island. Customers on the same island may receive their coupons at different times, depending on their bill cycle, and may have different expiration dates.

I live on Oahu but received a coupon with redemption instructions for a different island. Why did Hawaiian Telcom do this and how can I redeem?

Coupons are sent in customer bills to the billing address on the account, if different from the service address. This was done in the event customers wanted to send the coupon to the individuals who are living at the service address.

I live on Molokai but didn't get a coupon in my bill for my Oahu (or any other island) residence. Why is this?

The distribution schedule of the coupons is based on the postal zip code of the service address according to each island. The coupons are sent to the billing address, if different from the service address. So, your coupon will be mailed to your Molokai billing address according to the coupon distribution schedule for Oahu.

Can Hawaiian Telcom mail me the phone?

If you are unable to pick up your phone in person, please ask a family member, friend or trusted individual to assist you. They will need both your coupon and the front page of your current Hawaiian Telcom bill.

Hawaiian Telcom spread redemption over a 30 day period or longer in most cases to give customers ample time to plan a trip to a redemption location or allow others to assist.

I never received or cannot find my coupon. Can I still get a phone?

Copies or reproductions of the coupon will not be accepted. If you have lost your coupon, please bring in a copy of your most recent bill along with a picture ID. Please remember that Hawaiian Telcom is distributing one phone per Hawaiian Telcom residential landline customer account (not per line). Each coupon can be redeemed only once. Hawaiian Telcom retail stores will be able to inform you if your coupon was already redeemed.

I have an online account and don't receive a monthly paper bill, how do I redeem?

You will receive an e-mail with instructions when coupons are distributed for the island where service is provided. The e-mail will provide you with instructions: print out your coupon, first page of your online bill and bring a picture ID with you when going in to redeem your coupon.

Can someone pick up my phone for me?

Yes, as long as you give your coupon and the front page of your bill to that person.

I already have a slimline phone. Can I use the coupon to upgrade to a different model?

No.

Can I use the coupon to offset my Hawaiian Telcom bill?

No, the coupon has no retail value.

I recently installed a residential landline, but the free phone program already started on my island. Can I still get a phone?

If your residential landline service was installed before the start of the program for your island (e.g. before July 1 on Maui or before September 1 on the Big Island), Hawaiian Telcom will do its best to accommodate you. Upon receiving your first bill, please take the first page to a Hawaiian Telcom retail store and a retail sales consultant will assist you based on phone availability.

What happens if my free phone is defective and doesn't work?

If your new free corded phone is defective, please return the phone and its original packaging to your nearest Hawaiian Telcom retail store within 30 days for a replacement.

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