

Hawaiian Telcom Custom Routing Service

Day-to-Day Usage

Hawaiian Telcom's Custom Routing Service enables the transfer of groups of lines to other locations with one toll-free call. The Group Redirect functions of Custom Routing Service can be activated only by authorized personnel from on-site or remote locations.

Below are instructions for using each of the features.

Group Redirect

To change the routing option for any Group Redirect:

1. Call 877-482-3888
2. At the voice prompt, enter your 14-digit personal identification number (PIN).

PIN # _____

3. At the next voice prompt, enter your 3-digit group number.
4. Choose the Group Redirect Option you want:

To deactivate redirection, press **0**

To activate Option 1* redirection, press **1**

To activate Option 2* redirection, press **2**

To activate Option 3* redirection, press **3**

*These options are the decision graphs you and your sales representative created when you began the service.

General Notes

As you become familiar with the voice prompts, you can key in your responses during the voice prompts. If you decide to terminate your call without entering a response, no change will be made to your service. If you need any assistance in using your service, please call the Hawaiian Telcom Help Desk at 1-877-482-3900.