

The Internet Kokua program provides discounts on internet service for those who meet certain qualifications. There are two eligible internet speeds available for this program; for copper-served addresses – High-Speed Internet Basic (up to 7 Mbps download) for \$9.95/month, and for fiber-served addresses – High-Speed Internet Ultimate (up to 25 Mbps download) for \$12.95/month, which includes the Wireless Gateway Service Fee. Hawaiian Telcom accounts with TV service are not eligible for Internet Kokua.

Complete item 1, and review items 2 through 6. Fill out the required customer information and please sign. Include required proof of income and return to mailing address provided below.

1. My household income is at or below 135% of Federal Poverty Guidelines (FPG):

My monthly total household income is: _____

I certify the number of persons in my household is: _____

2. To qualify for the Hawaiian Telcom Internet Kokua Program, please include copies (not originals) of ALL your sources of income as proof of income-based eligibility. Acceptable documentation includes:

Prior year's State or Federal tax return, prior year's wage and tax statement or W-2, current income statement from an employer or paycheck stub (3 consecutive months' worth), Supplemental Security Income (SSI), a Social Security statement of benefits, VA statement of benefits, retirement/pension statement, or Unemployment/Workmen's Compensation statement of benefits.

2024 Estimated Income Requirements for a Household at or below 135% of the Federal Poverty Guidelines:

Persons in household	Income	Persons in household	Income	Persons in household	Income
1	\$23,369	4	\$48,438	7	\$73,508
2	\$31,725	5	\$56,795	8	\$81,864
3	\$40,082	6	\$65,151		

For each additional person in household, add \$8,356.

3. My Hawaiian Telcom service has not been suspended for non-payment within one (1) year of this application.
4. Neither I nor anyone else in my household is receiving discounts from Hawaiian Telcom's Internet Kokua Program.
5. I will notify Hawaiian Telcom within 30 days if I no longer qualify for the Internet Kokua Program.
6. I acknowledge that once a year, Hawaiian Telcom will mail me an Internet Kokua Program re-certification form, which I **MUST** complete, sign, and mail back, along with proof of eligibility, to Hawaiian Telcom before the renewal deadline. Failure to return the completed and signed form will result in the discontinuation of my Internet discount.

Under penalty of perjury, I hereby certify the information provided in the form above is true to the best of my knowledge. I fully understand that Hawaiian Telcom reserves the right to verify any of the statements in this application. If I knowingly make any false statements concerning my qualifications, I agree to pay all charges to return my service to regular rates, and to pay the difference between regular rates and the discounted rates retroactive to the date when the application was made.

Customer Name (Please Print)		Account Number to Receive Discount (if applicable)	
Customer Service Address	City	Zip Code	
Customer Billing Address (if different)	City	Zip Code	

Customer Last 4 digits of Social Security # Customer Date of Birth (mm/dd/yyyy)

Customer Signature Date Daytime Contact Number

Don't forget to sign the form and include the required income documentation.

Application & Customer Certification
Mail to: Hawaiian Telcom, ATTN: SRC – Internet Kokua Program 1177
Bishop St, Suite 3, Honolulu, HI 96813
For assistance call: (808) 643-3456