

# Your new Hawaiian Telcom monthly statement is enclosed.

**Starting this month**, your Hawaiian Telcom statements will be delivered to you in a new format that's easy to read and clearly details your payments and credits for the billing period. It also includes detailed account activity for each of your Hawaiian Telcom services, including your home or office phone, long distance, and high-speed Internet service. For businesses, conference-calling, directory assistance, equipment and service charges are also included in this consolidated statement.

## HERE'S A USEFUL GUIDE TO READING YOUR NEW STATEMENT.

- A** **COVER PAGE**  
Billing Information - This section includes your account information and customer service contact number. "Service period" is the period for which you are being billed. "Usage period" is the date range in which call detail appears on this statement. The same information appears on every page.
- B** **Account Summary**— A summary of your previous balance, payments and adjustments, and late fees if any.
- C** **New Charges by Service Type**— An itemization of your new charges for each of your Hawaiian Telcom services, for the billing period indicated.
- D** **Total Amount Due**—The payment amount due. If you have automatic payment, the date your bank account will be debited is shown below the payment amount.
- E** **Payment Slip**— If you pay by check or would like to sign up for recurring direct withdrawal from your checking or savings account, or to notify us of an address change, please use this payment slip and mail in the enclosed reply envelope. Please note that the new payment remit address is: Hawaiian Telcom, P.O. Box 30770, Honolulu, HI 96820-0770.

**ACCOUNT SUMMARY**

Account Number: 1234567890  
 Billing Period: 01/01/2010 - 01/31/2010  
 Usage Period: 01/01/2010 - 01/31/2010

**NEW CHARGES BY SERVICE TYPE:**

Service Type	Amount
Local Phone	\$1.00
Long Distance	\$2.00
Internet Service	\$5.00
Conference Calling	\$1.00
Directory Assistance	\$0.50
Equipment	\$1.50
<b>TOTAL NEW CHARGES</b>	<b>\$11.00</b>

**TOTAL AMOUNT DUE: \$11.00**

- F** **PAGE 2 OF STATEMENT**  
Balance Forward—An itemization that starts with your previous balance, subtracts credits, and adds late fees during the billing period.
- G** **Account Activity Detail**— This section confirms carrier changes for applicable long distance, inter-island and international calling. You'll also see detailed information, including service packages, prorated charges, one-time

**BALANCE FORWARD**

Previous Balance	\$0.00
Payments Received	\$0.00
Credits	\$0.00
<b>Balance Forward</b>	<b>\$0.00</b>

**ACCOUNT ACTIVITY DETAIL**

DATE	DESCRIPTION	AMOUNT	BALANCE
01/01/10	Balance Forward	\$0.00	\$0.00
01/02/10	Local Phone	\$1.00	\$1.00
01/03/10	Long Distance	\$2.00	\$3.00
01/04/10	Internet Service	\$5.00	\$8.00
01/05/10	Conference Calling	\$1.00	\$9.00
01/06/10	Directory Assistance	\$0.50	\$9.50
01/07/10	Equipment	\$1.50	\$11.00
01/31/10	<b>TOTAL</b>	<b>\$11.00</b>	<b>\$11.00</b>

- H** **Bill Messages**—Check here for important service information and marketing promotions.
- charges, discounts, usage charges, taxes, surcharges and regulatory fees, as well as total charges for each of the Hawaiian Telcom services to which you subscribe. This includes local service, long distance, Internet service, directory advertising, conference-calling, and other Hawaiian Telcom consumer and business services.

Online bill payment now available at [www.hawaiiantel.com](http://www.hawaiiantel.com)

Please send your bill payment to:  
Hawaiian Telcom, P.O. Box 30770, Honolulu, HI 96820-0770

For customer service, call:  
Residential customers: 643-3456  
Business customers: 643-4411

Thank you for choosing Hawaiian Telcom, your local telecommunications company.  
We offer a wide range of plans and products for your every need along with a commitment to  
service and expertise you'll find only in Hawai'i.



local - long distance - internet - wireless - yellow pages

---

#### HAWAIIAN TELCOM RETAIL STORES

##### O'AHU

**Downtown – Bishop Street**  
521-2722

**Pearlridge Center – Downtown**  
487-1160

**Ward Warehouse**  
592-2420

**Windward Mall Shopping Center**  
235-5775

**Mililani Shopping Center**  
625-0055

##### BIG ISLAND

**Prince Kuhio Plaza**  
959-8868

##### MAUI

**Queen Ka'ahumanu Center**  
877-7345

##### KAUA'I

**Kukui Grove Center**  
245-9511

Visit our website at [hawaiiantel.com](http://hawaiiantel.com) for our authorized dealer locations.