How to read your Hawaiian Telcom bill

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Commitment. Always on.

We're always looking for ways to keep our customers happy. So we've designed our bill to be easy to read and clearly detail your services, payments, credits and account activity.

Did you know you can also go paperless and receive, review and process your payments online? For more information visit our website at hawaiiantel.com/gopaperless.

Understanding your bill.

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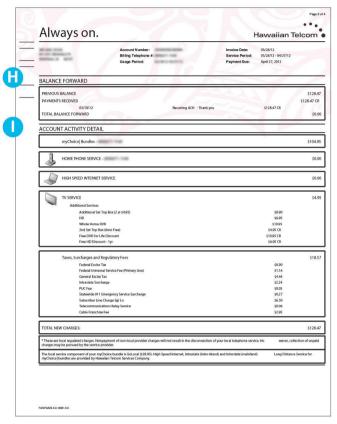
- A Billing Information This section includes your account information and customer service contact number. "Service period" refers to the dates for which you are being billed. "Usage period" is the date range for which call activity details appear on this statement. The same billing information appears on every page.
- B Account Summary A summary of your previous balance, payments, adjustments and late fees.
- **ONEW Charges** An itemization of new charges for each of your Hawaiian Telcom services for the billing period.
- D Total Amount Due The payment amount due. If you've signed up for automatic bill payment, the date your bank account will be debited is shown below the payment amount.
- **Bundle Savings Summary** If you are a bundle customer, you can clearly see the amount you are saving each month by bundling your services.



- F Important Messages Check here for important service information.
- G Payment Slip To pay by check, sign up for automatic bill payment from your checking or savings account or to make an address change, mail the payment slip in the enclosed reply envelope to: Hawaiian Telcom, P.O. Box 30770, Honolulu, HI. 96820-0770.

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Balance Forward – An itemization that starts with your previous balance, subtracts credits and adds any late fees for the billing period.



1 Account Activity Detail – This section confirms charges for services to which you subscribe as well as detailed information regarding service packages, prorated charges (see the back side of this page for further explanation about prorated charges), one-time charges, discounts, usage charges, taxes, surcharges and regulatory fees.



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Prorated Charges

"Prorated Charges" occur any time you make changes to the products and services that you receive from Hawaiian Telcom. This is due to the fact that all recurring charges (such as your phone or high-speed Internet service) are billed one month in advance. When you add a new service or make changes to an existing service, your next invoice will reflect these new charges for the current partial month of service as well as a full month of charges for the next month of service.

For example, if you established service in the middle of the month and your normal invoice billing cycle occurs at the beginning of the month, your invoice will reflect charges for the remainder of the current month plus a full month of charges for the next month.

Although "Prorated Charges" can result in a larger than normal invoice, please be assured that subsequent invoices will be consistent with your expectations.

