

January 15, 2019

Board of Directors
Crowne at Wailuna
98-2051 Kaahumanu Street
Aiea, HI 96701

Dear Board of Directors:

Subject: **Crowne at Wailuna
Bulk Proposal for Hawaiian Telcom TV Service**

Thank you for giving Hawaiian Telcom the opportunity to submit a bulk proposal for entertainment and communication services for Crowne at Wailuna.

Over the years, continuous investments have been made to Hawaiian Telcom's fiber-optic network, enabling the delivery of the latest in technology with unsurpassed reliability. With these investments in place, your residents now have a **real choice** in superior home entertainment.

We look forward to sharing the many benefits available to your property and why your association should consider Hawaiian Telcom as your communications provider of choice. As consumer needs for broadband continue to grow each year, future-proofing your property is key. Our "fiber to the home" solution will well position your property and address this demand.

Thank you for your interest and allowing us to submit this bulk proposal for your consideration. Should you have any questions on the information provided, please feel free to contact me. We look forward to working with you on this project.

Mahalo,

Kawelu Medeiros
MDU Account Manager – Direct Consumer Sales
Phone: 808.546.1739
kawelu.medeiros@hawaiiantel.com

Bulk Proposal for Crowne at Wailuna

With a Bulk package, all 158 units will enjoy the features and benefits of Hawaiian Telcom's next generation fiber optic network. Three options have been provided for your consideration.

Option 1: Hawaiian Telcom High Speed Internet service

Symmetrical High-Speed Internet Service
Up to 300 Mbps download/ 300 Mbps upload

McAfee Antivirus Security software
Free Access to HT Wi-Fi hotspots
Multiple email accounts – up to 10

Equipment included:

- One (1) Residential Gateway – built with Wi-Fi capabilities
- One (1) Optical Network Terminal (ONT)

Option 2: Hawaiian Telcom TV Service

Advantage TV Package (175+ channels)
Including:

High Definition (HD) service

Equipment included:

- One (1) Residential Gateway – built with Wi-Fi capabilities
- One (1) Optical Network Terminal (ONT)
- One (1) Set Top Box with remote control

Option 3: Hawaiian Telcom TV and High Speed Internet service

Advantage TV Package (175+ channels)

Including:

High Definition (HD) service

Symmetrical High-Speed Internet Service

Up to 300 Mbps download / 300 Mbps upload

Including:

MacAfee Internet Security software

Free Access to HT Wi-Fi hotspots

Multiple email accounts – up to 10

Equipment included:

- One (1) Residential Gateway – built with Wi-Fi capabilities
- One (1) Optical Network Terminal (ONT)
- One (1) Set Top Box with remote control

Additional Services Included for the AOA!

- **Free services:** Wi-Fi for the Pavilion and front gate security camera.

Customer Service:

- Local technical support is available 24x7 and will personally assist your resident's service needs
- Dedicated Account Manager serves as your point of contact to provide personalized customer service
- 24x7 Enhanced Network Operations Center is located in Hawaii, vigilantly monitoring our statewide network

Special Notes:

- Fiber optic network upgrade at NO ADDITIONAL cost to the AOA
- Each resident will have the option to further personalize their experience by subscribing to additional TV features (e.g. Movie Packages, Premium and International Channels, and additional Set Top Boxes), High Speed Internet (or upgraded speeds), and/or Home Phone service. *Additional services not included in the Bulk package will be billed directly to the resident. (Charges for non-payment by a resident will not be passed on to the AOA.)*
- Applicable taxes and surcharges are not included and will be assessed to the association. Taxes and surcharges are subject to change.
- The specific features of an offered service may be subject to change during the term of the contract. Hawaiian Telcom will make every reasonable effort to offer a comparable solution.
- Caller ID on TV feature is available with subscription to Home Phone service.
- Many factors affect Wi-Fi performance. Hawaiian Telcom does not warrant that the Wi-Fi will perform at a particular speed.
- Implementation dates will be finalized after determination of level of effort.
- This quote is exclusive to Crowne at Wailuna, confidential and valid for 60 days from quote date.

The future of home entertainment is here.



Enjoy state of the art technology for the best experience in home entertainment with Hawaiian Telcom TV.

100% digital signal, brilliant color, crystal-clear images and 100% Dolby Digital sound for crisp audio.

All **Set Top Boxes** are High Definition (HD) and Digital Video Recorder (DVR) ready

Revolutionary Whole Home DVR

Let's you watch what you want, when you want, where you want

- Record, pause and play programs from any TV in your house
- Record up to 4 shows at the same time with as much as 500 hours of recording space
- Manage your DVR from anywhere with our Remote DVR application

Interactive Program Guide and Advanced Search

- Instant channel change means less time waiting and more time watching
- Picture-in-Picture feature lets you see what's going on other channels without leaving your current program
- Browse, search and select what you want to watch by title, director and actor

One subscription, all access means your channels and features are available on every connected TV without duplication charges

TV Everywhere

Lets you watch live and pre-recorded programs in even more ways -- laptop, tablets, smartphones, streaming players, smart TVs and game consoles. Visit hawaiiantel.com/TVEverywhere for additional information and available channels.

TV Apps

Take your TV experience to a new level with enhanced interactive TV Apps like MultiView, Home Shopping Network, Twitter, Stingray Music, Stingray Karaoke and more!

Caller ID on TV lets you see who's calling without leaving the comfort of your couch

Access to hundreds of movies with **Video on Demand** and **Pay Per View** music and sporting events.

Compare, Switch and Love your Hawaiian Telcom TV!

Hawaii's fastest Internet is here – with speeds up to 1 Gbps

Enjoy these benefits with your Hawaiian Telcom High-Speed Internet subscription. And, did we tell you that you no longer have to share your Internet pipeline? That's right. A dedicated line to your home gives you the consistent speed you've been waiting for.

- Unlimited Internet access on Hawaii's most reliable network
- McAfee Internet Security Software included (see website for details)
- Free Wi-Fi hotspots, statewide
- ESPN3 live sports programming and events
- On-line portal for access to HT provided content
- 24x7 customer service and technical support via phone, email or online

In-Home Wi-Fi Plus

Wi-Fi Plus is a big plus if you like the best possible performance from your Wi-Fi connection. During installation of your High-Speed Internet service, our expert technicians will assess your home to ensure you have optimal Wi-Fi coverage eliminating "dead zones" around the house, even while using multiple devices. -



Compare, Switch and Love your Hawaiian Telcom High-Speed Internet!