Mālama Hours

In addition to supporting many community organizations, non-profits, and educational institutions, we launched our Mālama Hours program in 2019 to further support our commitment to Hawai‘i. Hawaiian Telcom’s team members are encouraged to use up to 40 hours of paid work time a year to volunteer in our community.

Many HT team members are deeply involved with local non-profit organizations, and actively volunteer their personal time caring for our ‘āina, kipuna, keiki and more. The Mālama Hours program provides our team with the opportunity to expand their reach into our local communities, and exemplifies Hawaiian Telcom’s FAST values: Fierce Resolve, the Aloha Spirit, Superior Service, and being Trustworthy.

We’re proud to raise the bar for corporate community engagement in Hawai‘i.

Connecting Rural Communities

Hawaiian Telcom is committed to enabling Hawai‘i’s rural communities with integrated communications, including high-speed internet, data, video entertainment, as well as local and long distance voice services that keep us connected to the world. With the support of the Federal Communications Commission’s Connect America Fund (CAF), we have provided more connectivity to rural and neighbor island communities throughout Hawai‘i than any other provider. In fact, Hawaiian Telcom has enabled more than 6,000 rural locations throughout Hawai‘i with fiber broadband since 2011.

In 2011, Hawaiian Telcom submitted a bid for and won $1.4 million in CAF support for Phase I (2011-2014), and $26.5 million for Phase II (2015-2020). We were the only Hawai‘i-based service provider that submitted and won a competitive bid for the CAF Phase II Auction (a second allocation of FCC Phase II funds, 2018-2024) held in the summer of 2018. Hawaiian Telcom was awarded $18.2 million in CAF Phase II Auction funds to deploy high-speed internet service of 1 gigabit per second download and 500 megabits per second upload to approximately 4,000 unserved rural locations statewide over the next six years.

Rural Locations Connected Through CAF Phase I:

- Hawai‘i Island: ‘Ainåloa, Fern Acres, Fern Forest, Glenwood, Hawaiian Acres, Hawaiian Ocean View Estates, Miloli'i/Papa, and Orchidland Estates

Rural Locations Connected Through CAF Phase II:

- Moloka‘i: Maunaloa
- Maui: Huelo and Makawao

With CAF Phase II Auction support, we will expand internet service to unserved areas over the next several years including:

- Hawai‘i Island: Hawaiian Acres, Hawaiian Ocean View Estates, Kohala, Laupāhoehoe, Orchidland and Pepe‘ekeo
- Maui: Ha‘ikū, Hāna and Olowalu
- Moloka‘i: Kaunakakai and ‘Ualapu‘e
- Lāna‘i: Lāna‘i City
- Kaua‘i: Hanapepe, Kīlauea, Kōkē, Kekaha and Waimea
- O‘ahu: Kahuku and Mālaekahana