

BUSINESS MANAGERS REPORT

August 3, 2018

Aloha Sisters and Brothers,

Over the past month I met with General Manager and President John Komeiji, Chief of Staff Su Shin and Chief Operating Officer Tom Simpson several times to discuss various topics regarding Hawaiian Telcom's direction under Cincinnati Bell. After these meetings, it is clear to me that HT's new leadership team is committed to making our company, its customers, and more importantly, their employees successful. It will take some time to introduce many of the ideas that Cincinnati Bell has for the islands but we all realize that Hawaiian Telcom will not succeed if they continue to do things the way they have been for the past year and a half.

Last month I reported that an Unfair Labor Practice was filed with the National Labor Relations Board against Hawaiian Telcom because of their refusal to honor the agreement with the IBEW for the technicians that were on loan to Station. With the return of the techs to their rightful work group, the Unfair Labor Practice was withdrawn. The IBEW continues to have disagreements with Network Operations and how they treat our sisters and brothers and it reflects in the amount of grievances we have filed. In 2017, a total of 24 grievances were filed with 15 of them in Network Operations, and in 2018, 13 of the 17 that were filed are in Network Operations as well. What this data shows is that the leaders in Network Operations are refusing to work with the IBEW to resolve issues and choose to do things their own way, bully our members, and hurt morale. Only by working within the Collective Bargaining Agreement and with the IBEW will things improve, however let's not be fooled with lip service. Our members have long memories and the only way that we will truly believe that Network Operations wants to work with the IBEW is through their actions.

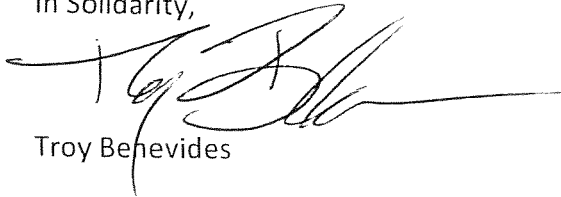
As the amount of contracting grows, so do the complaints. I do not understand the allegiance that Network Operations management have to these outside vendors, but it is clear that the contractors poor work quality is costing HT money and customers. As our technicians know, the workmanship of the contractors are inferior to our IBEW members because we have pride in the work we do for our customers. I encourage all members to immediately report any poor quality work of any contractor to your local manager and your management team or to our office. We will continue to urge the company to eliminate contracting of work so that every customer can have a better experience with an HT or IT&E employee.

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It is always important to remember to work safe each and every day at work. As we endure these summer months, please remember to stay hydrated to mitigate heat related issues. Also, it is important to continue following all company safe driving practices if you are operating a company vehicle. Please use your cones when parked, lock your vehicle and be mindful and aware of all speed limits. Always be where you are supposed to be and ask your supervisors permission if there is a need to deviate in your workday.

In Solidarity,

A handwritten signature in black ink, appearing to read 'Troy Behevides', with a long horizontal flourish extending to the right.

Troy Behevides

Business Manager/Financial Secretary