

BUSINESS MANAGERS REPORT

May 4, 2018

Aloha Sisters and Brothers!

On April 30th, the Hawaii Public Utilities Commission approved the pending merger between Cincinnati Bell and Hawaiian Telcom. In that decision, the PUC ruled that the new company will have to honor our Collective Bargaining Agreement with Hawaiian Telcom also, the Applicants confirmed there will be no employee headcount reductions planned for the first year and no reductions planned beyond normal attrition. The PUC acknowledged that Cincinnati Bell has committed to build out 15,000 new or upgraded connections throughout the islands over the next 4 years and will be investing at least 20 million dollars into the network and in addition to that commitment, a buildout plan by island must be filed that has annual goals and milestones. The PUC also ordered Cincinnati Bell to pay a onetime payment of 5 million into the pension fund and draft a plan within 90 days of closing, addressing the 35.5 million unfunded pension liability.

The Historic Flooding on the Garden Isle's north shore and east Honolulu was tragic. It was amazing to see the pictures of the aftermath of what Mother Nature can do with little or no warning. With all the devastation and property damage it was a miracle no one lost their life. At Unit 4's April meeting, mayoral candidate Derek Kawakami stopped by and shared what he and his team experienced while volunteering with clean-up efforts. He was touched by the dedication of our members to their community and the pride that we as telecommunication workers have with our willingness to go above and beyond the call and restore a community whose connection to the outside world severed. We as telephone employees are extremely proud of the service we provide to the community and when a tragedy such as this arises, we are proud to commit ourselves and restore the community, no matter where disaster occurs. From Hilo to Hanalei our members are always willing to dedicate themselves to our customers and their telecommunication needs. Many of us take for granted the basic conveniences that we all have grown accustomed to such as running water, sewer, reliable electricity and telecommunications and when those things go down, we are at a loss. One thing we share with our brothers and sisters in the utility industry is that no matter how demanding our jobs are, how dirty they might be, we take pride in serving and being there for our customers when disasters occur.

With our current workforce being overworked and spread thin across the islands, please remember that our customers are our priority. With ticket counts getting out of control all across the state, keeping our customers is our main goal. As we have watched Field Operations devolve over the past two years into the constant mess it has now become and with no immediate end in sight, we must stand even more vigilant and take care of our many loyal customers. We as a workforce have been in this situation before a few years ago when we first transitioned from Verizon, with departments that have inept leaders who are in over their

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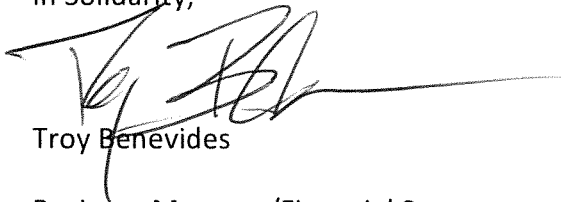
heads and their only style of managing is through fear and intimidation. What brought us out of those dark times was our member's dedication to our customers. When we as a workforce do the best thing each and every day for our customers, we will be successful. When we as a workforce come to work and work safely, we will be successful. When we as a workforce are successful, our company is successful.

Vice President O'Rourke and 9th District staff members Harold Dias Jr., Charlie Randle and Dominic Nolan took time out of their schedules to stop by and meet with the Unit 2 members on Maui last month. Vice President and staff was pleasantly surprised to see the unity in our Maui sisters and brothers. He talked about the upcoming Janis decisions and the importance of staying strong and unified. I would like to thank Unit 2 Recorder Jamie Akiona, Vice President Jody Medeiros and Executive Board Member Craig Pruse for time they put in coordinating the meeting and getting the refreshments.

Memorial Day is Monday May 28th, the day when we honor those who have died defending this great country of ours. Please take time to remember those who have given the ultimate sacrifice in order to protect the freedoms we all enjoy.

May 13th is Mother's Day and even though Mother's Day is only observed once a year, we all know they should be honored each and every day. Happy Mother's Day!

In Solidarity,

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

Troy Benevides

Business Manager/Financial Secretary