



**BOYS & GIRLS CLUB  
OF HAWAII**

## Hawaiian Telcom Internet Resources

### Internet Kokua:

Discounted Internet service (and phone service) for qualifying households-

#### **Home Phone discounts for qualifying senior citizens and low-income residents of Hawaii.**

The Lifeline program provides discounts on your local Home Phone service if you meet certain federal and/or state qualifications. Discounts are available on Basic Service and Go Local Plus. For more information on these options, see our [Calling Plans](#). Hawaiian Telcom is required to obtain proof of your eligibility in order for you to receive the monthly Lifeline credit on your bill.

Lifeline discounts for Hawaiian Telcom's High-Speed Internet services are also available to qualifying customers in eligible areas.

#### **Federal Lifeline Discount\***

1. Review the [Federal](#) Lifeline application form and check to see if you are eligible for federal discounts.
2. If you are eligible, print and complete the application form. Please print clearly and provide accurate information.
3. Gather copies of all necessary documentation. Qualification for the program must be verified with supporting documentation that is current (shows eligibility within the past 12 months).
4. Mail your completed Federal Lifeline application and supporting documents to:

USAC

Lifeline Support Center

P.O. Box 7081

London, KY 40742

Please do not mail your Federal Lifeline application to Hawaiian Telcom. ALL federal applications are processed by the USAC ONLY.

Note: You can also apply online at <https://www.checklifeline.org/lifeline>. If you need help, please call the Lifeline Support Center at 1-800-234-9473.

\* Lifeline is a government assistance program. The service is non-transferable, only eligible customers may enroll in the program, and the program is limited to one discount per household.



**State Lifeline Discount\***

1. Review the [State](#) Lifeline application form and check to see if you are eligible for state discounts.
2. If you are eligible, print and complete the application form. Please print clearly and provide accurate information.
3. Gather copies of all necessary documentation. Qualification for the program must be verified with supporting documentation that is current (shows eligibility within the past 12 months).
4. Mail your completed State Lifeline application and supporting documents to:

Hawaiian Telcom  
ATTN: SRC – Lifeline Team  
1177 Bishop Street, Suite 3  
Honolulu, HI 96813

Note: If you need help, please call Hawaiian Telcom - Consumer Sales & Support Center at 643-3456

\*Lifeline is a government assistance program. The service is non-transferable, only eligible customers may enroll in the program, and the program is limited to one discount per household **Discounted Internet service for qualifying low-income residents of Hawaii.**

The **Internet Kokua** program provides discounts on Internet service for those who meet certain qualifications. If your service address is copper-served, you may be eligible to receive High-Speed Internet Basic (up to 7 Mbps download) for \$9.95/month, which includes the Wireless Gateway Service Fee.

If your service address is fiber-served, you may be eligible to receive High-Speed Internet Extreme (up to 20 Mbps download) for \$12.95/month, which includes the Wireless Gateway Service Fee.

We require proof of eligibility in order for you to receive the monthly discount on your bill. In addition, if you are currently or have been a Hawaiian Telcom customer within the last year, your service cannot have been suspended for non-payment.

**To apply for the Internet Kokua Program, follow these steps:**

1. Review the Hawaiian Telcom [Internet Kokua Program application form](#) and check to see if you are eligible to receive benefits.
2. Complete the Internet Kokua Program application form. Please print clearly and provide accurate information.
3. Gather copies of all necessary documentation. Qualification for the program must be verified with supporting documentation.
4. Mail the completed form and supporting documents to:

Hawaiian Telcom  
ATTN: SRC – Lifeline Team  
1177 Bishop Street, Suite 3  
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\* One-time Internet activation fee of \$29.99 and taxes not included. Internet service not available in all areas and speeds may vary by address. Applicable service terms and conditions apply and subject to change.

[Locations](#) of free Hawaiian Telcom WiFi hotspots

Click this link for map and locations on Oahu, Hawaii, Maui, Kauai: <https://skywave-as-1.skywavebroadband.net/main/map.php>