

Congress of the United States

Washington, DC 20510

August 28, 2023

John Stankey
CEO
AT&T
208 S. Akard Street, Suite 2954
Dallas, Texas 75202

Dear Mr. Stankey,

Thank you for your recovery efforts so far to restore communications services to West Maui. We are writing you to learn about the status of communications recovery efforts in West Maui and when the people of West Maui can expect to have their communications services fully restored. Your communications services are critical, especially as those in West Maui need connectivity to ensure their safety and to receive and share emergency information as we are already seeing more fires. As you know, on August 7 and 8, wildfires broke out on Maui amid severe drought conditions and high winds from an offshore hurricane. Despite heroic efforts by first responders, fires that traveled a mile a minute caused the deadliest wildfire disaster in the United States in over 140 years.

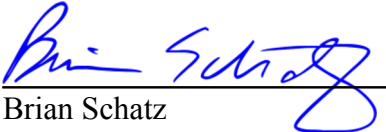
We understand that your communications infrastructure sustained substantial damages in the wildfires, and now that we are over two weeks out from this terrible disaster, we are hoping you can provide a clear picture of the current status of communications on West Maui and a clear and comprehensive timeline for restoration of services. People living in West Maui depend on your communications services, including for school, work, healthcare, emergency information, and to connect to family. Services have been extremely limited in the two weeks since the fire in West Maui. Communications access is absolutely critical for relief and recovery efforts. Moreover, we are especially concerned about the impact of the limited connectivity on West Maui students and parents as the school year has already started. We need a clear picture of when services will be restored and full assurances that you are treating West Maui as a highest priority.

Please provide responses to the following no later than Wednesday, August 30th.

1. The FCC reports that there are 21 cell sites that were originally taken out of service in West Maui.
 - a. When will terrestrial backhaul services to your cell sites or the cell sites you serve be restored to their pre-fire levels?
 - b. Please provide dates of restoration for each cell site your company provides or purchases service for.

Thank you for your efforts to restore communications services on Maui.


Sincerely,



Brian Schatz
United States Senator



Mazie K. Hirono
United States Senator



Ed Case
Member of Congress



Jim Tokuda
Member of Congress

Congress of the United States

Washington, DC 20510

August 28, 2023

Christopher Winfrey
CEO
Charter Communications
400 Washington Blvd.
Stamford, CT 06902

Dear Mr. Winfrey,

Thank you for your recovery efforts so far to restore communications services to West Maui. We are writing you to learn about the status of communications recovery efforts in West Maui and when the people of West Maui can expect to have their communications services fully restored. Your communications services are critical, especially as those in West Maui need connectivity to ensure their safety and to receive and share emergency information as we are already seeing more fires. As you know, on August 7 and 8, wildfires broke out on Maui amid severe drought conditions and high winds from an offshore hurricane. Despite heroic efforts by first responders, fires that traveled a mile a minute caused the deadliest wildfire disaster in the United States in over 140 years.

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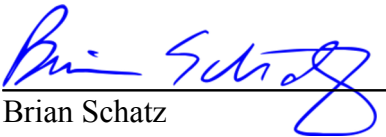
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2. The FCC reports 14,147 wireline voice customers remain out of service, a number that has remained materially unchanged since August 13. Since this is only reporting related to voice, this likely means many more internet customers remain out of service. Please provide:
 - a. When all customers will be restored (excluding structures that were destroyed by fire).
 - b. Daily projections on number of customers restored.
 - c. An explanation and example of the communications to your customers about when they can expect to have their services restored, and whether that is specific to the day and specific to individual addresses.

3. Does your company provide services to FEMA housing locations?
 - a. Have services to these locations been restored?
 - b. If not, please provide projected dates of restoration for each location.

Thank you for your efforts to restore communications services on Maui.


Sincerely,



Brian Schatz
United States Senator



Mazie K. Hirono
United States Senator



Ed Case
Member of Congress



JM Tokuda
Member of Congress

Congress of the United States

Washington, DC 20510

August 28, 2023

Su Shin
President and General Manager
Hawaiian Telcom
1177 Bishop Street
Honolulu, HI 96813

Dear Ms. Shin,

Thank you for your recovery efforts so far to restore communications services to West Maui. We are writing you to learn about the status of communications recovery efforts in West Maui and when the people of West Maui can expect to have their communications services fully restored. Your communications services are critical, especially as those in West Maui need connectivity to ensure their safety and to receive and share emergency information as we are already seeing more fires. As you know, on August 7 and 8, wildfires broke out on Maui amid severe drought conditions and high winds from an offshore hurricane. Despite heroic efforts by first responders, fires that traveled a mile a minute caused the deadliest wildfire disaster in the United States in over 140 years.

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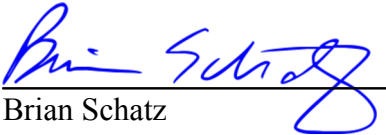
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Washington, DC 20510

August 28, 2023

Mike Sievert
CEO
T-Mobile
3625 132nd Ave SE
Bellevue, WA 98006

Dear Mr. Sievert,

Thank you for your recovery efforts so far to restore communications services to West Maui. We are writing you to learn about the status of communications recovery efforts in West Maui and when the people of West Maui can expect to have their communications services fully restored. Your communications services are critical, especially as those in West Maui need connectivity to ensure their safety and to receive and share emergency information as we are already seeing more fires. As you know, on August 7 and 8, wildfires broke out on Maui amid severe drought conditions and high winds from an offshore hurricane. Despite heroic efforts by first responders, fires that traveled a mile a minute caused the deadliest wildfire disaster in the United States in over 140 years.

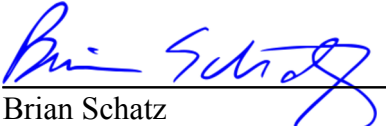
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August 28, 2023

Hans Vestberg
Chairman and Chief Executive Officer
Verizon
One Verizon Way
Basking Ridge, New Jersey 07920, USA

Dear Mr. Vestberg,

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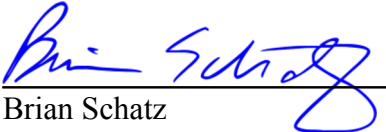
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