

Broadband, Cell Phone, Home Phone, and Cable TV

County of Maui Communications Update

As of September 15, the County advised that the three major wireless carriers are reporting near pre-fire operations with near-equivalent coverage and capacity. The County is publishing daily updates on many issues, including communications, at

<https://www.maui-county.gov/CivicAlerts.aspx>.

Latest Information on 911

The Maui 911 answering point is fully functional.

Low-Income Phone and Broadband Subsidy

If you are not already enrolled, qualifying low-income customers may be able to enroll in the Lifeline Program (\$9.25 per month off of internet or phone services) and Affordable Connectivity Program (\$30 per month off of internet or phone services and a \$100 device subsidy). The FCC has announced that if you if you are receiving individual assistance from the Federal Emergency Management Agency's (FEMA) Individuals and Households Program (IHP), you will qualify for Lifeline and just need to provide the documentation that you are receiving the assistance. If you enroll in the Disaster Supplemental Nutrition Assistance Program (D-SNAP), you will also be eligible for the Affordable Connectivity Program, as well as for Lifeline. More information and how to enroll is available at www.fcc.gov/lifeline-consumers and www.getinternet.gov.

Company Updates

Carriers are reporting that services are at or near the level they were pre-fire, with the exception of structures that were completely destroyed.

Here are the webpages where carriers reported Maui fire updates, along with their announced billing policies during the crisis:

- **AT&T**—AT&T waived overage charges from August 9, 2023 through September 7, 2023 to provide unlimited talk, text, and data for AT&T Postpaid & Prepaid customers with billing addresses in Maui. (<https://about.att.com/pages/disaster-recovery/2023/maui-wildfires>)
- **Charter**—Charter committed that they worked to identify impacted locations to shut off billing and will be crediting impacted customers for outages. (<https://www.spectrum.net/support/general/hawaii-wildfire-update>)
- **Hawaiian Telcom**—Hawaiian Telcom paused billing charges for customers in the fire destruction zones. (<https://info.hawaiiantel.com/maui-response>)
- **T-Mobile**—T-Mobile offered unlimited talk, text, and data from August 10 through August 31 to all prepaid and postpaid Maui customers. (<https://www.t-mobile.com/news/community/support-for-customers-and-employees-in-maui>)
- **Verizon**—Verizon waived call/text/data usage incurred for prepaid and postpaid consumer and small business customers in Maui from August 10 to August 31. (<https://www.verizon.com/about/news/emergency-resource-center>)