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STATE OF HAWAII
DEPARTMENT OF HAWAIIAN HOME LANDS

Ka 'Oihana 'Āina Ho'opulapula Hawaii'i

160 BAKER AVENUE
HILO, HAWAII 96720

May 17, 2024

Dear Beneficiaries,

We are writing about the phone and internet services you receive from Sandwich Isles Communications (SIC) and the recent threats SIC has made to stop providing these services.

SIC is a private company with a troubled history. Its contract with DHHL requires the company to provide reliable services to beneficiaries. Now, SIC has stopped providing service to some beneficiaries. The company has told other beneficiaries that SIC is not responsible for continuing to provide dependable service. **This is false. SIC is required to provide reliable services and was paid by DHHL to do so.**

Why is SIC Threatening to Stop Providing Service?

- SIC has been fined \$50 million by the Federal Communications Commission.
- In a separate case, a jury ruled that an SIC executive used company money for massages, vacations and personal luxuries.
- Now SIC says they don't have enough money to provide service to you.

DHHL is Working to Maintain Service

- DHHL is continuing our efforts with SIC to ensure you have access to phone and internet services.
- We are reminding SIC that it is required to meet its responsibilities to beneficiaries.
- We are also exploring alternative services in case SIC stops providing service.

What You Can Do

- Forward any threats from SIC to stop providing service to dhhl.broadband@hawaii.gov
- Email us about other issues you experience with SIC phone and internet service – including details of service interruptions and connection quality issues.
- We will share your reports with the Public Utilities Commission and the Department of Consumer Affairs and seek assistance from those agencies to address these issues.

We understand that uncertainty about your phone and internet service is frustrating. SIC is a private company that has a contract with DHHL to provide you with service. We are working on behalf of beneficiaries to remedy this situation as quickly as possible and ensure that beneficiaries receive reliable service.

Thank you for your patience. We will continue to provide you with updates as they become available.

Sincerely,

Jaren Tengan

Broadband Coordinator

Department of Hawaiian Home Lands