



DEPARTMENT OF THE ATTORNEY GENERAL

News Release

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CHILD SUPPORT ENFORCEMENT AGENCY SYSTEM MAINFRAME DOWN

HONOLULU – Early January 15, 2013 the communication line used by the Child Support Enforcement Agency (CSEA) to access the system mainframe became disabled when a fire broke out in the airport viaduct area. As a result of the fire, approximately 200 feet of communication lines were destroyed. Without these communication lines, the CSEA is unable to update any incoming client information or post any payments. This situation will only be remedied when the communication lines have been repaired and the system mainframe brought back on-line.

The CSEA understands that the repairs will be completed and access to the system mainframe restored as soon as possible; however, it cannot be determined exactly when the CSEA will be able to access the system mainframe. The CSEA anticipates a delay of one day. Given the expected delay, all persons who normally receive child support payments at or around this time of the month should expect a short delay in receiving the electronic transfer of their support payments.

The Information and Communications Services Division is working in tandem with Oceanic Cable to resolve this problem as soon as possible.

For further information, please contact the Child Support Enforcement Agency Customer Service Center at (808) 692-8265.

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