



DEPARTMENT OF THE ATTORNEY GENERAL

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Hawaii Attorney General Urges Telecom Companies to Keep Us Connected

HONOLULU – Hawaii Attorney General Clare E. Connors today joined a bipartisan group of 27 Attorneys General led by North Carolina Attorney General Josh Stein and Tennessee Attorney General Herbert Slatery urging the telecommunications industry to make further commitments to protect consumers who are struggling financially as a result of COVID-19 and calling upon the FCC for support.

“As good corporate citizens, telecommunication companies need to ensure we all stay connected during a crisis situation,” said Attorney General Connors. “This current pandemic requires flexibility and cooperation from all across the country – including telecomm companies.”

On March 13, 2020, the FCC announced that many companies had pledged for 60 days to (1) not terminate service to residential or small business customers for nonpayment; (2) waive late fees; and (3) open Wi-Fi hotspots to anyone who needs them. These commitments are commendable, but 60 days is not enough.

In their [letter](#), the Attorneys General ask that the companies:

- extend the FCC pledge an additional 90 days,
- use fair and reasonable payment plans,
- reconnect previously disconnected customers,
- expand data caps, and
- educate their customers on the COVID-19 related services they are providing and about COVID-19 related scams.

Attorney General Connors is joined in signing this letter by the attorneys general of North Carolina, Tennessee, California, Colorado, Connecticut, Delaware, Guam, Washington, D.C., Illinois, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Nebraska, New Jersey, New Mexico, New York, Oregon, Puerto Rico, Rhode Island, Vermont, Virginia, Washington, and Wisconsin.

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