DEPARTMENT OF
HAWAIIAN HOME LANDS

Unfair Phone or Internet Bill?

If your phone or Internet service provider is charging you for service you aren't receiving – or already canceled – here are the steps you can take:

1 Email Your Service Provider

Tell them to stop billing you and explain why.
Using email helps you keep records.

2 Inform DHHL

Email **dhhl.broadband@hawaii.gov**
Include a brief description of your situation.
Consider forwarding your bill or correspondence with the provider.

3 File a Complaint

File a complaint with the Hawaii PUC here.

Learn more about the process here.

Together, we can take action against unfair billing.

Questions? dhhl.broadband@hawaii.gov | (808) 570-4883

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