



Hawaiian Telcom

HAWAII'S TECHNOLOGY LEADER



For Immediate Release

CONTACT: Ann Nishida Fry
(808) 546-1888
Ann.nishida@hawaiiantel.com

Hawaiian Telcom joins other Hawai'i utilities against aggressive scammers to alert customers during Utility Scam Awareness Week

HONOLULU (Nov. 14, 2018) – Hawai'i residents and small businesses are losing thousands of dollars to increasingly aggressive thieves and scam artists posing as utility workers and bill collectors. As part of national Utility Scam Awareness Week, local utilities, police and consumer experts are joining forces to prevent customers from being scammed.

To combat scammers who target utility customers, [Hawaiian Telcom](#), the Hawaiian Electric Companies, Hawai'i Gas, Board of Water Supply, Kaua'i Island Utility Cooperative, the state Office of Consumer Protection and Honolulu Police Department held a [press conference](#) today, urging customers to be alert and learn to recognize scams to avoid becoming victims.

"More than 90% of successful cyber attacks begin with a phishing scam," said Matt Freeman, Director of Information Security. "Phishing scams are ramping up in frequency and sophistication so it's important to think before you click on a link or an attachment."

"Unfortunately, scammers are always looking for potential victims, and the utility scam is one of the common ruses," said Honolulu Police Deputy Chief John McCarthy. "Whenever you receive a phone call or email or letter that sounds suspicious or out of the ordinary, always check with the organization or business before making any payment or giving out personal financial information. You don't want criminals to get your hard earned money."

Scammers are targeting customers who rely on vital services such as electricity, water, gas and telecommunications. Utilities often see a spike in scams during the holidays.

The utilities offer the following tips:

- If you receive an email from your utility urging you to click on an embedded link or attachment to resolve a utility issue or pay a bill, think before you click. It's likely a scam.
- If the caller says your utility account is delinquent and threatens to shut off service immediately unless payment is made, it's a scam.
- If someone calls from a utility demanding immediate payment over the phone, via money transfer, prepaid debit cards or by Bitcoin, it's a scam.
- If the caller asks to meet the customer in person to pick up a payment, it's a scam.
- If a utility worker shows up at your home or place of business, ensure that person is wearing official attire with a logo, driving a properly labeled vehicle and carrying company identification. When in doubt, call the utility's customer service center.

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About Hawaiian Telcom

Hawaiian Telcom, established and headquartered in Honolulu since 1883, offers a full range of services to business and residential customers including Internet, video, voice, wireless, data network solutions and security, colocation, and managed and cloud services - all supported by the reach and reliability of its next generation fiber network and 24/7 state-of-the-art network operations center. With employees statewide sharing a commitment to innovation and a passion for delivering superior service, Hawaiian Telcom is proud to be Hawai'i's Technology Leader. For more information, visit hawaiiantel.com.