



# Internet for Kilohana Residents

Maui United Way, in collaboration with ITDRC and Starlink, are proud to announce a program to provide Kilohana residents with Internet access at a reduced rate (1 per household). Please scan the QR code or visit the website for information and to register.

## Instructions:

- 01** Open your phone's camera app.
- 02** Point it at the QR Code
- 03** Tap The Notification to view our menu

Don't need Internet? Take our survey and let us know what else you want or need!



<https://tinyurl.com/kilohanasurvey>



Questions? Need help signing up?  
Call (808) 244-8787



# FAQ



## **How much is the internet?**

Starlink will provide Residential internet service at a rate of \$60 per month (+taxes and fees). The service plan is an upgraded version (not residential) with 2 TB of data. Maui United Way will cover the cost of hardware and installation if funding permits. MUW is unable to do so, you will be notified prior to committing.

## **Can I receive this service outside of Kilohana?**

No. Unfortunately, this pricing only covers units in Kilohana

## **I am moving out of Kilohana, I can I take the satellite and continue service?**

No, unfortunately the satellite and router must be left in the Kilohana unit. Your service will be disconnected upon move out and you will be charged for any missing components. You may purchase and set up your own Starlink at your new residence.

## **Can I share a Starlink with my neighbor?**

Yes! Please note, the Starlink unit/hardware will be attached to (1) house only. The router will be placed inside, this means if you share a unit (1) household will have access/be responsible for the power to the unit. We also cannot guarantee the strength of connectivity to neighboring units. Only (1) person can be the account holder. It is up to the parties sharing the device to arrange any payments amongst themselves.

## **I already bought a Starlink for my unit, can I still sign up?**

Yes, please fill out this registration in full and we will reach out about switching your service.

## **What happens if I miss a payment?**

Payments will be collected each month. If you miss a payment your account will become delinquent and your service will be disconnected.

## **Can I pay in person?**

No. Unfortunately, all payments require a credit or debit card and must be setup through the online portal. If you need assistance please call Maui United Way at (808) 244-8787.

## **My satellite/equipment was damaged, can I get a replacement?**

Users are responsible for all damages except for installation or manufacturer issues. You will be charged for the equipment and we can arrange for a replacement.

## **My internet is not working, who do I contact?**

For Technical Support or Billing Questions, residents may Email [dr-230298@itdrc.org](mailto:dr-230298@itdrc.org), or call 808-431-7800 M-F 6am - 2pm.

## **I am having issues with billing, who do I contact?**

For Technical Support or Billing Questions, residents may Email [dr-230298@itdrc.org](mailto:dr-230298@itdrc.org), or call 808-431-7800 M-F 6am-2pm.

## **I am having \_\_\_\_\_ issue, who do I contact?**

You may contact Maui United Way at (808) 244-8787.

## **I signed up, what next?**

Mahalo! You will also receive an email regarding setting up an installation time as well as an email to complete your billing information.