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November 27, 2007

**MEMORANDUM**

**TO:** Consumers who purchased Hawaii tour activities through Top-10-Hawaii.Com LLC or Hawaii Travel Network

**FROM:** Jo Ann Uchida, Complaints and Enforcement Officer   
Regulated Industries Complaints Office

**RE:** Judgment against Top-10-Hawaii.Com LLC/Hawaii Travel Network

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On April 13, 2007, this office filed a lawsuit against Top-10-Hawaii.Com LLC, individually and doing business as Hawaii Travel Network, charging that the company booked Hawaii activities without being properly registered as an activity desk with the state. On September 28, 2007, Judgment was entered in the Circuit Court of the First Circuit against Top-10-Hawaii.Com LLC. The judgment precludes Top-10-Hawaii.Com from engaging in activity desk conduct without the proper registration, and fines the company for violations of the state's activity desk law.

If you are a consumer who booked tour activities through Top-10-Hawaii.Com or Hawaii Travel Network for a future booking, you should contact your tour activity provider directly to determine whether your tour activity provider has received payment from Top-10-Hawaii.Com or Hawaii Travel Network relating to your reservation and whether your reservation is still valid. In addition, if your credit card account has been billed by Top-10-Hawaii.Com or Hawaii Travel Network but you have not received the services you paid for, you may wish to contact your credit card company to dispute the charges. More detailed information about disputing credit card charges can be found in the FTC brochure, "Billed for Merchandise You Never Received?" The brochure is available online at <http://www.ftc.gov/bcp/conline/pubs/credit/billed.shtm>. You may also want to consult a private attorney to discuss any legal remedies you have.

If you have any questions related to the legal action taken against Top-10-Hawaii.com or Hawaii Travel Network by the Regulated Industries Complaints Office, please contact this office at [rico@dcca.hawaii.gov](mailto:rico@dcca.hawaii.gov).