

The Virgin Islands Consortium

Innovative To Resume Payments At Business Offices On Monday

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ST. CROIX -- Innovative announced Friday that it would resume payments collection at its business offices here and in St. Thomas on Monday on an interim basis, as it works to install payment kiosks at each of its business offices, which the company, [now owned by Choice Communications](#), said would be ready in six months. The offices will open on Mondays, Wednesdays and Fridays from 1:00 p.m. to 4:00 p.m.

Innovative had discontinued operation of the payment windows and instead made available multiple other ways that residents could pay for the company's services.

The announcement follows a Public Service Commission ruling that required Innovative to [reinstate cash payments](#); a decision that came after strong lobbying by Senator Jean Forde, [who drafted a measure last year](#) that sought to force Innovative's hands to reinstate the operation of its payments windows. Mr. Forde had contended that the move to shutter the option had affected the territory's senior citizens, who he said would be in most need of the convenience.

"As I have said from the outset, I recognize that technology is moving forward at a tremendous pace, but we must take care to ensure that our seniors, and those who do not have access to the latest technology, are not left behind," Mr. Forde said in a press release issued in April. "For our elders, the ability to manage their own affairs is extremely important, and over 5,000 people in our community depend on being able to make their payments in person. I commend the Public Service Commission for also recognizing this reality, and as a representative of all Virgin Islanders, I am proud to play a part in making sure that the needs and interests of all our people are being considered."

The Innovative business offices are located at Estate Diamond on St. Croix, Tutu Park Mall in St. Thomas and The Market Place in St. John. The company currently offers the following methods of payment: