

The Virgin Islands Consortium

Innovative's St. John Network Affected By Fiber Issue In St. Thomas

Technology / **Published On September 02, 2016 09:43 PM /**

Staff **September 02, 2016**



ST. JOHN -- Innovative said on Friday that it had made tremendous strides to ensure that its new network remains operational on a consistent basis. Yesterday, however, the company experienced an outage in St. Thomas that affected St. John customers.

"Yesterday, Innovative received an alarm notifying us that we lost communication between St. Thomas and St. John. Innovative immediately dispatched our engineers to troubleshoot and they ascertained that the fiber cable that transports Innovative services from St. Thomas to St. John lost connectivity. Innovative and the Virgin Islands Water and Power Authority worked tirelessly to restore connectivity at 2:45 a.m.," said Hector San Roman, chief technology officer at Innovative.

"We sincerely apologize for any inconvenience that the customers may have experienced. We are designing a redundant route to avoid a similar outage in the future. If customers are still experiencing technical problems, they should contact 912," Mr. San Roman added.

Innovative said for cable TV or phone repairs, customers calling from landlines should dial 912. The hours of operation are 8:00 a.m. to 6:00 p.m. from Monday through Friday and on Saturdays, Sundays and holidays from 8:00 a.m. to 4:00 p.m.

Customers utilizing wireless phones can reach the Service Center at (340) 778-1742 or by clicking [this link](#). Customers should have available the telephone number, statement number, address, description of problem and brief directions, Innovative said.

For assistance with high-speed data/Internet service, customers should call (340) 779-9999 and press 4 or call (340) 714-3700 directly for technical support assistance.

Customer service is also available for wireless customers directly at (340) 777-8899.

Innovative customers may also report a service problem online by visiting www.innovative.vi. Customers should fill out the form and select "Service Repairs" as the category, the company said.