



The Virgin Islands Next Generation Network  
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## Press Release

***For Immediate Release!***  
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### ***Recovery and Restoration Progress of viNGN All Fiber Broadband Network Continues to Move Quickly Throughout the Territory***

*Territory now seeing tremendous benefits of design and construction of viNGN through quick restorations and more high speed Wi-Fi Hotspots throughout Islands*

ST. THOMAS December 1, 2017 - The Virgin Islands Next Generation Network (viNGN) announced that progress around the recovery and restoration efforts throughout the territory continue to move quickly. Credit for the continuing progress was given to the overall design of the all fiber broadband network as well as the underground infrastructure that that was protected from both the recent hurricanes and related storms which devastated the islands.

viNGN Senior Vice President and Chief Information Officer Daryl Wade reported that 50% of the overall territory infrastructure was back up and running, which included 53% of the St. Thomas/St. John and Water Island district, and 46% of the St. Croix district. The current viNGN progress and restoration schedule anticipates 75% of the broadband network being operational by December 31. “We continue to make very significant progress with respect to getting connections to the middle mile back up and running, which has allowed a number of our local Internet Service Providers (ISPs) to get their customers reconnected”, said Mr. Wade.

The continuing progress of the overall restoration efforts have been aided by the fact that in many areas of the islands’ communities, a majority, including up to 48% territory wide, of the viNGN broadband, fiber optic network has been built underground and has allowed for a quick turnaround time for reconnecting major parts of the middle mile infrastructure. Although there are still many existing aerial sections that require reconnecting to the main network, the core sections of the middle mile were operational shortly after the damaging storms.

“We believe that the Virgin Islands are now seeing the tremendous benefits of the design and construction of the viNGN broadband network, with both the speed that we are getting residents, and businesses, back up online and running as well as the increasing number of free high speed Wi-Fi Hotspots that we are continuing to set up throughout the territory,” said viNGN President and CEO Dr. Mark McGibbon.

viNGN’s continued rate of progress around the overall recovery and restoration has happened despite some significant setbacks of major Internet outages caused by the cutting of cables high-up on telephone poles on four (4) separate occasions since Hurricane Maria. These unfortunate fiber cuts, which have come through no fault of viNGN, caused the Internet throughout the St. Thomas/St. John and St. Croix districts to go offline halting government, business and residential operations.

Although viNGN field engineers reported to these sites within as little as ten (10) minutes to re-splice the fiber optic cables and restore broadband Internet access and services as well as free Wi-Fi hotspots to the territory, the concerns around these fiber cuts remain and increased security and supervision around these vital infrastructure locations are now underway.

On a more positive note, Dr. McGibbon pointed out some examples of these latest recovery efforts from the hurricane damage, which include several government agencies such as the VI Department of Labor, which viNGN recently reconnected while providing troubleshooting support to the department's overall Internet network.

Additionally, the continued restoration and recovery progress has allowed viNGN to establish very reliable high speed Wi-Fi Hotspot locations and temporary emergency connections throughout the territory for both residential and business use. ISPs have been able to re-establish connections for their existing customers, including institutions such as the All Saints Cathedral School, which has allowed them to get back up and running. Rebecca Hoffart, who is a Library/Media Specialist and Computer Science Instructor at All Saints recently posted on social media, "Keep up the great work viNGN here at All Saints we are back to work, educating young Virgin Islanders, and so thankful to be online!"

The continually updated recovery and restoration listing as well as the additional Wi-Fi Hotspot locations throughout the territory can be found at viNGN's Network Restoration Status page, at [www.vingn.com/network-restoration-status](http://www.vingn.com/network-restoration-status).

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*The Virgin Islands Next Generation Network (viNGN) was established in 2010 as a public corporation; it is a wholly-owned subsidiary of the Virgin Islands Public Finance Authority. viNGN was funded primarily from an American Recovery and Reinvestment Act (ARRA) grant made by the National Telecommunications and Information Administration (NTIA) as part of a federal program to improve the broadband capacity in the United States, its territories, and the District of Columbia. The program is called the Broadband Technology Opportunities Program (BTOP). For more information regarding viNGN, call (340) 715-8581, or visit [www.vingn.com](http://www.vingn.com).*