

GOVERNMENT OF THE VIRGIN ISLANDS  
OF THE UNITED STATES

*Public Services Commission*

IN RE: ) PSC Order No. 28/2009  
Virgin Islands Telephone Company )  
Waiver of Out of Service Credits )  
\_\_\_\_\_ )

**ORDER**

**WHEREAS**, On October 16, 2008 the island of St. Croix suffered the effects of Hurricane Omar that damaged phone lines and interrupted telephone service; and

**WHEREAS**, the Virgin Islands Telephone Company (VITELCO) was required to pay subscribers out-of-service credits equal to one and one half (1½) times the daily rate for service disruptions exceeding seventy-two (72) hours; and

**WHEREAS**, on October 21, 2008, the Commission received a request from VITELCO to reduce the out-of-service credits for a period of sixty (60) days for subscribers on St. Croix from the one and a half (1 ½) times rate to one (1) times the daily rate for service disruptions exceeding seventy-two (72) hours; and

**WHEREAS**, on December 8, 2008, the Commission met in regular session at the Port Authority Conference Room in Rohlsen Airport on the island of St. Croix; and

**WHEREAS**, upon deliberation and consideration the Commission voted for VITELCO to:

1. Reduce the out-of-service credits from one and a half times (1½) the daily rate to one (1) times the daily rate for service disruptions exceeding seventy-two (72) hours for subscribers on the island of St. Croix affected by Hurricane Omar.
2. The reduction to be in effect for sixty (60) days from the date of this notice

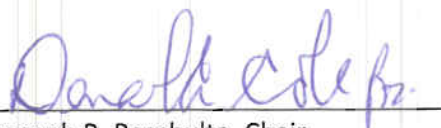
**NOW THEREFORE**, it is hereby **ORDERED** that VITELCO:

1. Reduce the out-of-service credits from one and half times (1½) the daily rate to one (1) times the daily rate for service disruptions exceeding seventy-two (72) hours for subscribers on the island of St. Croix affected by Hurricane Omar.
2. The reduction to be in effect for sixty (60) days from the date of this notice.

*So Ordered.*

For the Commission

Dated: 12/24/08

  
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Joseph B. Boschulte, Chair