



**TESTIMONY OF SIOBHAN JAMES-ALEXANDER, CEO OF ONE
COMMUNICATIONS
BEFORE THE COMMITTEE ON HOUSING, TRANSPORTATION AND
TELECOMMUNICATIONS
April 8, 2026**

Honorable Chairman Marvin Blyden, Members of the Committee on Housing, Transportation and Telecommunications, members of the 36th Legislature and their staff, and the listening and viewing audience.

My name is Siobhan James-Alexander, and I am the Chief Executive Officer of One Communications. Thank you for the opportunity to appear before you today to provide an update on the state of telecommunications in the Virgin Islands and to share how One Communications continues to serve the people of this Territory.

The State of Telecommunications in the Virgin Islands

Telecommunications in the Virgin Islands has changed significantly over the past several years. Customers today expect faster speeds, greater reliability, clear value, and transparency and they now have more choice than ever before. The market has evolved from a single-provider environment to a competitive landscape where consumers can select from multiple technologies and service providers.

This evolution has raised expectations across the board, and that is a positive development for the Territory. It also requires continued investment, operational discipline, and a strong focus on customer experience.

What One Communications Has Delivered

In response to these changes, One Communications has focused on three priorities: network performance, affordability, and predictability.

First, network performance. Over the past five years, we have invested heavily in our broadband network. Today, our minimum internet speed offering is 200 megabits per second, with gigabit speeds available in many



areas. Just five years ago, 25 megabits per second was the standard minimum. This represents a ten-fold increase in baseline speeds for Virgin Islands households and businesses and One Communications is proud that we led the charge on this initiative.

Second, affordability and cost certainty. We recognize that cost of living pressures remains a concern for many families and businesses. In response, One Communications recently introduced a five-year price commitment for customers who bundle mobile and internet services. This initiative is intended to provide predictability and transparency, allowing customers to better plan their household and business expenses while continuing to access reliable connectivity.

In addition, our landline telephone rates have remained frozen for the past five years. These services remain critical for many residents, particularly seniors, and we are prepared to continue working with the Public Service Commission to extend this rate stability.

Third, local commitment. One Communications employs Virgin Islanders, invests locally, and operates critical infrastructure across all three districts. Our focus remains on serving this Territory not only as a service provider, but as a long-term partner in its economic and social development.

Reliability and Resilience

Like all essential services in the Virgin Islands, One Communications has been affected by the stability of the electric grid. Persistent grid instability materially increases the cost and complexity of operating telecommunications infrastructure, requiring the redeployment of technical staff to activities such as generator refuelling, emergency power management, and the repair or replacement of equipment damaged by power fluctuations resources that would otherwise be focused on network improvement and customer service. These dynamic places the operational and customer experience consequences squarely on telecommunications



providers, notwithstanding that the source of disruption lies beyond our direct control.

To protect customers and ensure continuity of service, One Communications has made significant investments in backup power and network resiliency across hundreds of locations throughout the Territory. In a more stable operating environment, this capital would be invested in network upgrades that directly enhance the product delivered to customers.

These investments are often unseen, but they are essential to maintaining connectivity during disruptions and ensuring that residents, businesses, and emergency services can remain connected when it matters most.

Regulation in a Changing Market

As the telecommunications market continues to evolve, it is important that regulatory frameworks evolve with it. A modern telecommunications environment requires regulation that is technology-neutral, competitively balanced, and focused on consumer outcomes rather than legacy market structures.

We believe that a fair and forward-looking regulatory approach supports continued investment, innovation, and improved service for Virgin Islands consumers.

Closing

In closing, One Communications remains deeply committed to the Virgin Islands.

We have invested to dramatically increase broadband speeds. We have introduced initiatives designed to provide customers with price stability and predictability. We continue to invest in resilience to ensure reliable service across the Territory.

We appreciate the opportunity to share this update and look forward to continuing to work with the Legislature, the Public Service Commission, and



the people of the Virgin Islands to ensure that telecommunications remain reliable, affordable, and fit for the future.

Thank you for your time and attention today and giving me the opportunity to present my testimony.