



🕒 01 June 2023, 07:48 (ChST)

GTA Typhoon Mawar Restoration Update – 6/01/23

Tamuning, Guam (Thursday June 1, 2023) - GTA is actively working around the clock to restore network services following the disruptions caused by Typhoon Mawar. The lack of island power and long fuel lines have posed significant challenges, but GTA teams are dedicated to resolving the issues and ensuring that all areas are fully restored. During these challenging times, GTA assures customers that there will be no disconnections or late fees until further notice.

OPERATIONS UPDATE

Retail Location Hours:

- Micronesia Mall: 10 AM - 6 PM; Daily
- GTA Experience Center (Camacho Landmark Building): 8 AM - 4 PM; Daily
- AAFES and NEX locations are closed until further notice

Support Center Hours and Contact Information:

- Support Center Hours: 7 AM - 7 PM; Daily
- Call: 671-644-4482
- Email: ask@gta.net
- Live Chat: www.gta.net

NETWORK UPDATE

Core Network: Our core network is fully operational and off-island internet connections are stable with ample capacity. We are currently running on generator power, but we have been working closely with GPA to get our Core Network sites on island power. We would like to thank them for their partnership and prioritizing GTA as critical infrastructure to keep the island connected.

Wireless Services: Our wireless network is operational with outages in some areas mainly due to lack of power to wireless cell sites. Our main challenges are keeping the generators fueled amid long fuel lines and restoration of island power to cell sites. However, our crews are working 24/7 to keep sites fueled and operational while we also assess and repair damaged sites. Customers that are experiencing wireless service issues can contact our Support Center for updates.

Fixed Services (Internet, Phone, Digital TV): GTA has been prioritizing restoration to public safety and health facilities, but our crews have begun assessing and repairing infrastructure in the villages. The restoration of island power is needed to fully restore Fixed Services (Internet, Phone, Digital TV). If island power is restored to your home or business and you have service issues, please contact our Support Center.

GTA is fully committed to restoring network services to all our customers as quickly as possible, and we deeply appreciate your patience and understanding as we work to keep you connected.



GTA Service Solutions Tech II Pete Manglonga assesses pedestals near NCS in Dededo.



GTA Service Solutions Tech III Johnny Charfauros assesses pedestals in Tumon.

ORIGINAL URL

<https://news.gta.net/226548-gta-typhoon-mawar-restoration-update-6-01-23>

ABOUT GTA

GTA provides complete communications services in Guam. These include local and long-distance telephone service, 3G and LTE mobility service, High Speed Internet Access, Dedicated Ethernet, Carrier-Class High Capacity Services over SONET and SDH networks, and advanced television, or IPTV. GTA operates a data center on Guam offering a secure, managed environment for customers who need an alternative site for business data storage. The company also runs Guam's first locally owned cable landing station and data center in Piti.

Based in Tamuning, Guam, GTA is a U.S. and locally owned company and locally managed. The company's website is www.gta.net.



GTA