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Viya Services Fully Restored After Fiber Cut

St. Thomas, St. John, and St. Croix, USVI – March 27, 2021

On Thursday, March 25, 2021, Viya customers were adversely affected due to a fiber cut that was a result of roadside trenching that Liberty Latin America and AT&T are conducting in St. Thomas. Unfortunately, this is the third such service disruptive incident within the last year involving this project.

Viya thanks its customers for their patience during this avoidable service interruption, which affected thousands of subscribers. This incident is especially unfortunate since Viya understands the current focus on remote learning, telework, tele-health and e-commerce during the COVID-19 pandemic.

Chief Executive Officer Geraldine Pitt stated, “We apologize for the inconvenience this event caused to so many of our customers. Throughout the six-hour restoration process, we endeavored to be transparent by providing timely updates as our technical team worked tirelessly to restore the service. We continue to endeavor to collaborate with other utilities and providers to minimize these types of disruptive incidents.”

The network is now fully restored. If, however, customers in the previously affected areas still do not have connectivity, they should contact (340) 777-Viya (8492).

“We are very grateful to our subscribers. To reduce further inconvenience to our customers, we will automatically issue out of service credits to affected customers on their next month’s bill. Again, we thank our customers for their patience and apologize for the inconvenience this has caused them,” concluded Pitt.

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