



February 15, 2024

**Response on system updates in the U.S. Virgin Islands for the Virgin Islands Source
From: Ravindra Maywahlall, country manager, Liberty VI**

“We are currently in the process of completing the final stage of our mobile business’ integration, which entails migrating customers to our new back-end systems. We started this process last July and will finish in the next few weeks.

We regret any inconvenience our customers have experienced during this process. Like any transition into a new system, we recognize that there have been challenges and we thank our customers for their cooperation and trust. We continue to work very hard to resolve all situations related to the migration process and other issues such as billing, devices, and other services.

This is a temporary process that will lead to permanent progress related to better customer management/service and custom-made offers. Once completed, it will provide permanent improvements and will give us the flexibility to offer rates, promotions and policies custom tailored to the USVI market. For most customers, the update occurs seamlessly, with little or no action required on their part. Some of the cases that have reported difficulties in the transition are mostly due to software updates or the need to upgrade their devices. **Customers who will be migrated are informed previously via email and SMS text. They should make sure that their devices’ operating system is upgraded with the latest software update and take action if we have informed them that they need to change or reconfigure their device.**

Since last year, we have been communicating directly via e-mail and text messages with those customers that require a device change or reconfiguration and urge them to go to a Liberty store and take the necessary actions to avoid any service disruption. We have reinforced our teams with additional personnel at stores and call centers to be more agile and support our customers through this process. **We will also be doing popup stores throughout the territory in an effort to better serve our customers. The first of these events will be at the Agriculture Fair in St. Croix this weekend and next week we are looking to be in St. John. We will be announcing the exact location very soon.** We have also been keeping the Public Service Commission abreast of customer escalation and resolution at every step of the process.

Customers who are about to go through the update process must pay attention to our communications because they carry important information that will ensure a smoother migration experience.

In preparation for a successful migration, we ask customers to do the following:

- Make sure your iPhone, iPad and Apple Watch have the latest version of Apple’s operating system.
- Samsung users should verify their software version and follow these [instructions](#).
- If you have received communication that your device is incompatible or requires reconfiguration, call us at 611 or visit a store today.



- Whenever possible, keep the device turned on and connected to Wi-Fi.
- Turn on the Data Roaming function (Settings/Cellular/Cellular Data/Data Roaming).
- Download the WhatsApp application. If your service is interrupted, you will be able to communicate while connected to Wi-Fi.

Some customers may experience temporary service interruption while the migration is happening. In most cases, the situation is easily resolved by updating the device's operating system or by completing a power cycling of the device (turning off and back on). If these steps do not solve the problem, customers can call us at 1 (833) 641-3035 from any phone. We can help them there with most situations remotely and during the call. Callers have the option of choosing the language at the beginning of the call.

We are fully committed to investing and growing in this market and give Virgin Islanders a world-class mobile infrastructure that will cover all their communication needs. Regarding the investigation proposed by the Public Service Commission, we have been in continued communication with the PSC regarding this process and are working diligently to manage any concerns raised. We are confident that we will overcome the challenges and in the very near future provide our customers the best mobile service in the territory.”

~~Contact: Tomás Dardet, R-17~~

~~Cell. (787) 645-4939~~

~~Tel. (787) 782-8800~~

~~E-mail: tdardet@prlinksco.com~~