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In Face of Legislative Threat, Liberty Says Migration Process Expected to be Completed this Week

General Manager responds to potential FCC complaint and ongoing investigations

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Liberty VI has responded to the news that the territory’s lawmakers are threatening to file an official complaint against the company to the Federal Communications Commission over ongoing telephone service issues. If Governor Albert Bryan approves of Bill 35-0247, the Public Services Commission would be required to issue the complaint, independent of their [ongoing investigation into Liberty VI’s service](#).

In his response, Liberty VI’s general manager Ravindra Maywahlall said that the company was “available to answer any questions the Federal Communications Commission may have regarding our migration process or any other issue.” He assured that Liberty VI “will continue to address

any concerns from the USVI Senate, the Virgin Islands Public Services Commission and our valued customers.”

Acknowledging the current investigations, Mr. Maywahlall noted that Liberty VI has been “responsive to all matters presented by the PSC as well as any other regulatory and government agency.”

Migration from AT&T’s network has not been a smooth process for Liberty VI, with scores of customers continuing to register complaints about the quality of the paid service. Acknowledging the “complexities of this transition,” Mr. Maywahlall said Liberty VI has “made investments and taken action to improve the situation.”

The company believes its continued efforts are beginning to pay off, and reports that “calls and visits to our service centers have notably declined and the volume of troubleshooting visits at stores has gone down significantly.” According to Mr. Maywahlall’s statement, the migration process is expected to be completed this week, on par with the deadline provided by Liberty [in January](#).

Following a successful migration process, Liberty expects to turn its attention to “the limited number of complex device-related issues” and address other customer issues.