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Public Notice: Virgin Islands PSC to Conduct Public Sessions on LibertyVI Wireless Service Quality

Community Invited to Share Experiences and Testimonies on Telecommunications Service, Aiming to Improve Subscriber Satisfaction

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The V.I. Public Services Commission (PSC) is hosting a series of Listening Sessions to gather public input on the quality of service provided by LibertyVI Wireless. These sessions are a direct response to concerns raised by subscribers and are part of PSC Docket 699, initiated by the Commission in February 2024.

The PSC invites all interested parties, especially Liberty subscribers, to share their experiences regarding the service quality, performance, and any other related issues.

This is an opportunity for the public to engage directly with the Commission's Utility Complaints Team and to understand more about the PSC's role in serving the community.

Given the limited availability of time and space, those wishing to provide testimony during the sessions are required to register in advance. The Commission also encourages participants to submit written testimony and any relevant documentation to supplement their oral testimonies.

The deadline for registration is set for April 14, 2024. Interested individuals can email their comments to psc.info@psc.vi.gov or send them via mail or hand delivery to the following address:

V I Public Services Commission No. 1003 Estate Ross (Barbel Plaza), Suite 4 St. Thomas, VI 00802

The Listening Sessions are scheduled as follows:

- Wednesday, April 17, 2024, from 5:30 PM to 7:30 PM at the VIPSC Offices Estate Carlton in St. Croix, USVI.
- Wednesday, April 17, 2024, from 5:30 PM to 7:30 PM at the VIPSC Offices Barbel Plaza in St. Thomas, USVI.
- Thursday, April 18, 2024, from 5:30 PM to 7:30 PM at the Legislature Building Cruz Bay in St. John, USVI.

The PSC plays a vital role in ensuring that the balance between consumer needs and utility services is maintained, safeguarding reliable utility service at reasonable rates, and upholding the consumers' rights and public interest.

For more information on the PSC, utility issues, and to access recent news releases, visit the Commission's website at www.psc.vi.gov. Additionally, updates and information can be found on their Facebook page at www.facebook.com/VIPSC1965.