

The Virgin Islands Consortium

Viya Customer Hours Of Operation, Include Cashier, Now Open Monday Through Saturday

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The newly merged Innovative and Choice Communications, now known as Viya, announced on Wednesday that in an effort to further promote the customer-centric model at the customer experience center, the company extended its operational hours at the start of May.

The company's customer experience centers at Tutu Park in St. Thomas and at Estate Diamond in St. Croix are now open 8:00 a.m. to 6:00 p.m., Monday through Friday and on Saturdays 8:00 a.m. to 5:00 p.m., according to the release. At the St. John office located at the Marketplace, operational hours are Monday to Friday 8:30 a.m. to 4:00 p.m.

Effective immediately, cashiers will now be available Monday to Saturday from 8:00 a.m. to 3:00 p.m. at the Tutu Park and Estate Diamond customer experience centers.

The announcement of all-day, Monday to Saturday hours especially for paying bills using cash, is a change for the company. Last year, Innovative had completely discontinued cash payments at traditional payment windows, only to be [forced by the Public Services Commission](#) to reopen the windows, albeit on a limited basis.

However, the company said while it's now welcoming cash at its stores, other available means to make payments remain in place, including the following:

- Pay-by-Phone - Call 340-774-2PAY (2729) 24 hours a day from anywhere at any time.
- Pay Online - Use your computer, tablet or cell phone to set up an account and pay your bills on line 24 hours a day at www.viya.vi.
- Pay at a Bank- Pay at any Banco Popular, First Bank, Scotia Bank or Bank of St. Croix branches in the territory.
- Pay by Mail - Mail the payment to the address indicated on the statement stub.
- Pay by Drop Box - Drop your check or money order in the night deposit box along the outside wall of our Customer Experience Center.
- Auto Pay - Set up to have your monthly bills automatically charged to your credit card.
- Phone Call to CSR - Pay through a Customer Service Representative by calling 777-Viya.
- Recurring Direct Debit- Recurring Direct Debit requires a one-time set up, and offers customers the option of having their checking or savings account automatically debited each month.

According to Wednesday's release, the service center team, which is responsible for troubleshooting service issues and scheduling service and repair appointments for business and residential customers, has also extended their hours. For cable TV or phone repairs, Viya customers calling from landlines should dial 912. The hours of operation are also 8:00 a.m. to 6:00 p.m. from Monday through Friday and on Saturdays, Sundays and holidays from 8:00 a.m. to 5:00 p.m.

Customers utilizing wireless phones to reach the service center should call (340) 778-1742. Customers are asked to have available the telephone number, statement number, address, description of problem and brief directions, according to the release.

For assistance with high-speed data/Internet service, customers should call (340) 777-Viya or call (340) 714-3700 directly for technical support assistance.

Customer Service is also available to wireless customers directly at (340) 777-8899.