

The Virgin Islands Consortium

Viya Updates DLCA On Network Enhancements

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Department of Licensing and Consumer Affairs Commissioner Devin Carrington recently met with Viya executives Alvaro Pilar, chief executive officer, and Jennifer Matarangas-King, vice president of public relations and governmental affairs.

The meeting, initiated at the request of Viya, was to apprise the department of the company's efforts to improve its network in order to better serve its clients, according to a recently issued D.L.C.A. release. The discussion comes on the heels of the department's publicly stated concerns regarding the level of service that USVI consumers are receiving from Virgin Islands cellular phone and internet providers. D.L.C.A. said its concerns were prompted by repeated consumer complaints concerning dropped calls, dead zones and generally less-than-acceptable cellphone and internet service in the islands.

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"I was happy with the initiative demonstrated by Viya, a local telecommunications provider and community entertainment sponsor. I was informed that the company has been investing in improving its infrastructure to develop an advanced LTE 4G network," Mr. Carrington said. "The Viya officials told me they will be launching the improved network shortly and that the public will see improvements not only in speed and reliability, but in the quality of connections.

"I restated my concern regarding dropped calls and dead zones, and the company was forthcoming in acknowledging the existence of these issues in their network. However, Viya stated that their ongoing plans are aimed at addressing these types of service issues. At the end of the day," said Carrington, "all cellular and internet providers must provide consumers with the products and services that they advertise and that consumers pay hard earned money for.

"This meeting was an effort to provide such an assurance on the part of Viya. The Department of Licensing and Consumer Affairs is pleased with the proactive approach of Viya, which was aimed at speaking to these consumer concerns," he concluded.