

The Virgin Islands Consortium

Viya to Halt Operations at Noon Today Territory-Wide in Anticipation of Storm

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In anticipation of the arrival of the anticipated ninth named storm of the 2020 Hurricane Season, Viya's operations throughout the territory will close at 12:00 p.m. today, the company announced today.

Viya said it continues to advise its employees and customers that in the event of a severe storm, hurricane, natural or man-made disaster, it is important that they tune to local radio stations, television stations and connect to social media to stay abreast of weather conditions and updates from the Company. Viya's website (www.viya.vi) and Facebook page ([www.facebook.com/ ViyaUSVI](https://www.facebook.com/ViyaUSVI)) are also critical sources of regular updates.

Customers are reminded that Viya's stringent COVID-19 protocols are in place throughout the company. To minimize in person contact between the Customer Care Team and customers and to ensure a high level of safety, Viya would like to encourage customers to conduct transactions, at their convenience, using Viya's online customer care and payment portal: www.viya.vi. For connectivity queries regarding telephone, internet and wireless services, call 340-777-Viya (8492) and please follow the prompts. Customers may experience delays in reaching the call center.

Viya said it will not be conducting any disconnections due to nonpayment until Tuesday, August 4. Since Viya will not be disconnecting over the next few days, and due to limited operations, customers are urged to refrain from calling customer service for billing queries at this time.

Customers are reminded of the payment options available to include auto- pay, pay online, payment at all local banks, and payment through the St. Thomas Federal Credit Union and the Frederiksted Federal Credit Union. A complete list of convenient payment options are available at <http://viya.vi/support/pay/>.

In the event of a disaster, customers should refrain from moving or cutting downed lines on their property or in the vicinity of their homes because they may be active power lines, telephone lines or cable TV lines, Viya said. To report downed lines or any other Viya service-related issues, customers can contact Viya's representatives after the storm by calling (340)777-Viya (8492).