Viya | FOR IMMEDIATE RELEASE

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Viya Continues To Update The Community On Its COVID-19 Initiatives

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Viya, the leading telecommunications provider in the US Virgin Islands, is committed to keeping customers connected in the wake of the COVID-19 pandemic.

The safety of our employees and our customers remain our highest priority during this time. We recognize this is a challenging time for all, and remain deeply committed to keeping you connected as students, businesses, and citizens rely on our network for education and commerce. Our efforts would not be possible without the dedication and continued support of our valued employees. To our valued customers, we thank you for your continued trust in us.

We have modified our service protocols to minimize in person contact between our technicians and customers by limiting in-house installations except for businesses. From April 1, 2020, until further notice, our stores will move to an in store pick-up only model. As we continue to monitor the situation, assess risks, and implement additional precautionary measures needed to ensure a high level of safety for our customers, suppliers and staff, we would like to encourage customers to conduct transactions using

our online sales (www.viya.vi) or tele-customer care option (340-777- Viya [8492]).

We would also like to remind customers 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/.

Our hours of operation are currently 8:00 a.m. to 4:00 p.m. Monday to Saturday. On St. John, we are open from 9:30 a.m. to 3:00 p.m. Monday to Friday. Any modifications to operating hours will be communicated accordingly. Please to log on to www.viya.vi to keep abreast of updates.

Viya's technicians will continue to work around the clock to monitor the network and promptly deal with service-affecting issues that do not require an on-site visit. The Company is making arrangements to ensure that mobile devices (Mi-Fis) are available to customers who are seeking a convenient option to wired service.

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About Viya: Viya is the largest telecommunications provider located in the U.S. Virgin Islands (USVI), providing a full suite of telecommunications and entertainment services. Viya's family of services, for both the business and residential markets, include wireline and wireless voice

service, fixed and mobile broadband and cable television service offered over a hybrid fiber-coaxial wireline network and a state-of-the-art 4G LTE wireless network serving St. Croix, St. Thomas, and St. John.