



Faster Speeds
Means More Business



Fast & Reliable Internet For Your Business

Viya has made some significant investments in our network, which have enabled the technical teams to continue the task of ensuring that network components are constantly modernized and are at the forefront of technology, including:

- Building a deep FIBER core
- Having Fiber at the curb
- International training standards for Viya technical teams

What does this mean for our customers?

It means now we have been able to optimize our network to a degree that we can now increase download speeds for all of our ViFiber Biz packages by +50mbps, and upload speeds to a total of 50mbps

+50
Mbps | **Increase
Download
Speeds**

50
Mbps | **Total
Upload
Speeds**

FAQs

What is Vi Fiber Biz?

ViFiber Biz is Viya's brand for business internet connectivity delivered over fiber in the territory. ViFiber Biz offers superior speed, higher bandwidth, reliability, and future-readiness improving efficiencies, productivity, and connectivity.

Why is Viya upgrading Internet speeds?

Due to the consistent demands for increased internet speeds, we are consistently making investments to future-proof and ensure that our core network offers the most reliable and resilient options to meet customers' demands for staying connected.

How is Viya delivering ViFiber Biz to customers?

Viya has invested in a deep fiber build and continuously invested in optimization to deliver fiber at the curb which, in turn, gives us the ability to easily provide fiber services to any premises in the territory.

Will the speed upgrade expire?

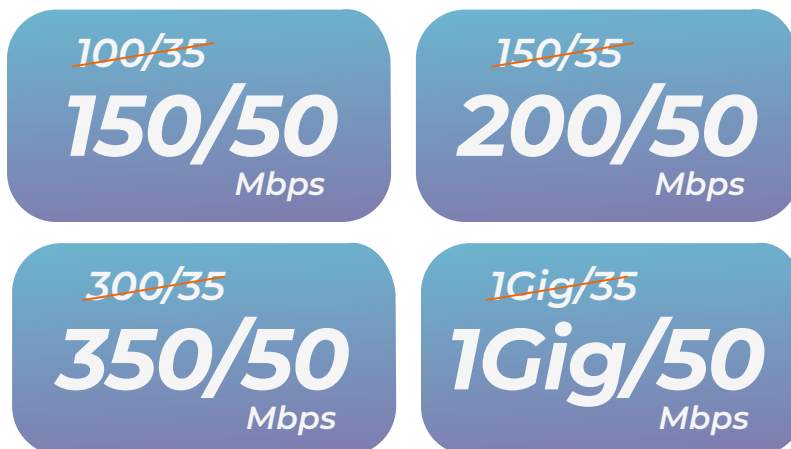
No. The new speed is permanent and will not expire.

Can customers downgrade to the speed they had before and pay less?

The old speeds are no longer available.

How is the new speed different from the old speed? What will be different when I log on?

Existing customers, have been automatically upgraded to the new speed packages. Customers will now have a faster internet experience than before.



Handling Objections

Point 1: Acknowledge Concerns

"I understand your concern about the recent bill increase, and I appreciate you bringing this to our attention. Your feedback is valuable to us."

Point 2: Highlight Improved Service

"It's important to note that this increase is directly tied to significant enhancements in our network. We've invested in expanding our fiber network throughout the US Virgin Islands, which means you'll now experience significantly faster download and upload speeds."

Point 3: Emphasize Value for Money

"With this increase, you're getting more than just faster speeds. You're investing in a more robust and reliable network that will greatly benefit your online experience. We believe this represents real value for your money."

Point 4: Compare to Market Rates

"I understand that any increase can be concerning. It's worth noting that even with this adjustment, our rates remain competitive in the market, especially considering the substantial improvements we're making to our service."

Point 5: Offer Options

"If this adjustment still poses a challenge, we're happy to explore potential options that could better suit your needs. For instance, we can offer a \$10 discount in your next billing cycle, so you can have time to adjust while enjoying an upgraded plan."

Point 6: Express Commitment to Customer Satisfaction

"Ultimately, our goal is to ensure you're satisfied with our service. We're here to work with you and find a solution that meets your needs while also allowing us to continue enhancing our network for all our valued customers."