



26A Annas Retreat
St Thomas VI 00802
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July 7, 2025

The Honorable Marvin A. Blyden
Senator
36th Legislature of the Virgin Islands
Capitol Building, P.O. Box 1690
St. Thomas, U.S. Virgin Islands 00804

RE: Response to June 20th inquiry

Dear Senator Blyden,

Thank you for your letter of June 20, 2025 requesting additional information as follow up to the May 14, 2025 hearing before the Committee on Housing, Transportation, and Telecommunications. Below please find our responses.

1. Being that One Communications, formally Viya, is an RT Park company, what are the yearly cost savings provided by the Government?

One Communications has not performed an analysis to calculate the yearly cost savings, if any, provided by the Government. Our RT park participation required significant investment and payments by One Communications in exchange for certain tax benefits. It will take considerable time and effort to properly tabulate these.

2. What are the exemptions on RT Park?

We understand this question to refer to the tax exemptions made possible by RT Park participation. There are a range of exemptions available related to income tax, excise tax, real estate tax, and gross receipts tax.

3. Why is the 340 Area Code not accessible when calling from the mainland?

The 340 area code is accessible when calling from the mainland. One Communications has all of its active telephone numbers included in the Local Exchange Routing Guide (LERG), which is the database of telephone numbers that all carriers utilize to route traffic. To the extent that Senators or their constituents have had difficulties accessing the 340 area code from the mainland, that would be due to call routing issues of the carrier they are using on the mainland. For instance, if a person were using T-Mobile in the United States and attempted to call the 340 area code and were unable to, that would be an issue with T-Mobile, not One Communications.

4. What are the total monthly revenue and expenses for ONE Communications?

One Communications does not publicly report its financials. Financial information about One



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Communications parent company, ATN International is available at
<https://www.sec.gov/edgar/browse/?CIK=879585&owner=exclude>

5. What are the fees charged when making bill payment via credit card?

One Communications does not charge any fee when making a bill payment via credit card.

6. What are the fees charged for all payment methods in STT and STX?

One Communications does not charge any fee when making a bill payment, regardless of the method of payment.

7. Customers in Guyana are paying half for internet service compared to the USVI can you provide Guyana's pricing structure for pricing comparison to the USVI?

One Communications prices for Internet service in Guyana can be found here
<https://onecomm.gy/en/fibre>

It is important to note that Guyana has a population of over 836,000 people, which is ten times as large as the population of the USVI (87k in the 2020 census). Also, USVI has between 33,000 and 46,000 homes (based on FCC data). Guyana aims to allocate 50,000 home lots in 2025 alone, on top of the existing housing stock of more than 225,000. These population and housing statistics are relevant because the larger and more dense markets are cheaper to serve than smaller markets.

It is also important to note that per capita income in the USVI was \$44k in 2022, while Guyana's per capita income was \$13,500 in 2023. This goes to the issue of affordability.

8. What is the exact number of employees ATN International acquired between 2015-2025?

It is unclear what is being asked in this question. ATN International is comprised of multiple companies throughout the world. One Communications in the Virgin Islands has hired 26 people in the past twelve months. Changes in technology, government subsidies, and competition have forced One Communications to adapt its workforce to the new realities of the market. We will continue to evolve our workforce to meet the needs of the business and our customers.

9. What percentage of employees were VI residents?

Virtually 100% of One Communications' employees in the Virgin Islands are residents.

10. What percentage of the jobs were outsourced?

During negotiations for our last Collective Bargaining Agreement with our Union, a total of 12 positions were identified for elimination: 8 in January 2025 and 4 in December 2025. Of the 8 that were eliminated in January, 4 of the employees were reassigned to other parts of the Company and the remaining 4 did not wish to continue working with the Company in different capacities.



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11. Were Senior Management positions also outsourced?

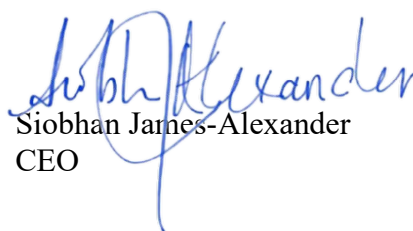
No senior management positions have been outsourced. One Communications is operating on a regional basis now in order to expand opportunities beyond just the Virgin Islands and throughout the Caribbean region. Some functions have management reporting outside of the Virgin Islands.

12. Analysis on why it was better to outsource the jobs to Guyana.

As a general matter, jobs are not being outsourced to Guyana. During negotiations for our last Collective Bargaining Agreement with our Union, information was shared confidentially demonstrating the strategic and operational necessity of moving a narrow call center function to our affiliate WeSolve, based in Guyana.

While cost savings are a significant benefit of transferring the call center function to WeSolve, WeSolve has evolved to provide much more value-added services to its clients that One Communications would not be able to realize on its own efforts without substantial investment of resources that One Communications simply does not have access to. WeSolve is able to generate customer journey improvements, improve efficiencies, reduce operating costs, streamline processes and enhance the overall customer experience. One Communications has repeatedly emphasized to employees, the Virgin Islands Legislature, and the Virgin Islands Public Service Commission that improving customer experience is the only way that the Company is going to survive in the long-term in a highly competitive, capital-intensive telecommunications market. WeSolve provides One Communications with critical support in this area.

Kind regards,


Siobhan James-Alexander
CEO