

Update: Earthquake in Haiti
January 14, 2010
13:30 Eastern Standard Time

After significant effort and coordination between our teams on the ground in Haiti and Trilogy's executives at our crisis command center in Florida, at midnight January 14th, Voilà's core switching elements were restored to a level capable of supporting reliable commercial traffic. Testing of each site was performed to confirm functionality and stability, leading up to the subsequent activation of Voilà's entire network. Upon restoring network service to its customers, over 70% of the cell sites were fully operational, with the remainder requiring repair which will be performed by maintenance teams which are on the ground in Haiti.

In addition, our engineers successfully reconnected our international gateway to our local switching network, enabling Voilà customers to make and receive international phone calls. Voilà's key service platforms are fully operational, including our prepaid system, short message service (e.g., SMS or text) center and recharge methods. With the devastation and growing aid response efforts in Port-au-Prince, we expect extraordinarily high volumes of traffic across the local and international network, which may therefore result in some congestion of our service.

As we gather additional information, we will continue to post updates to our website: www.trilogy-international.com