

**Update: Earthquake in Haiti**  
**January 16, 2010**  
**17:30 Eastern Standard Time**

Our Voilà team members in Haiti have obviously been devastated by the earthquake. While information continues to change and is somewhat unreliable, to the best of our knowledge, of our 575 team members in Haiti we have confirmation of the deaths of four members of our team, but many team members are still missing or unaccounted-for. In addition we know of dozens of members of our team who have lost immediate family members and a large number of team members who lost their homes. We ask that your thoughts and prayers be with our entire team.

Our system is operational and processing an enormous volume of calls. As of midday today, 76% of our sites are on the air, only 6% were completely destroyed by damage in the quake and the remaining balance are off the air but under repair. Critical issues remain getting physical access to sites, fuel and fuel transport. We continue to make progress fortifying the Voilà network, which CNN has confirmed is the only operational cell phone service in Port-au-Prince, and which is seeing tremendous levels of traffic on its network. While the local situation remains grim, and increasing numbers of aid workers assemble in Haiti in effort to provide assistance in this crisis, our service is a critical component to facilitating relief efforts. We have provided large numbers of phones to government leaders, first responders and relief workers.

Our wireless service in Haiti could not have been restored so quickly after the earthquake without the help of our colleagues at our operation in the Dominican Republic. Their immediate action moments after the quake made an enormous difference in saving lives and helping our Haitian employees, customers, relief and government organizations. Hours after the quake, after we were forced to shut down the Voilà network to ensure its integrity, the Trilogy Dominicana/Viva team mobilized people and equipment, providing expertise, money, water, supplies and most importantly, leadership in responding to this crisis. Along with our teams from Florida and Bellevue, they were able to restore service and make an enormous difference in the lives of Haitians. In the four days since then their tireless and unselfish efforts have enabled Voilà to provide critical services to Haiti.

With the Voilà network up and stable, our non-technical teams in Haiti have begun to take stock of other areas of operation. With most of Port-au-Prince reduced to rubble and many of our employees now without homes, we have set up a "tent city" in effort to address the great need for shelter. We are making every effort make contact with all employees to ensure their safety and that of their families.

As we gather additional information, we will continue to post updates to our website: [www.trilogy-international.com](http://www.trilogy-international.com) In addition we are making progress in improving our communications on the Voilà Foundation and now have website up with information on how to make donations at [www.voilafoundation.com/](http://www.voilafoundation.com/).