

Dear Valued Customer,

At Amplia, we constantly review how to improve service to you, our valued Customer. Over the past few months we have been working on upgrading our online payment portal and we are happy to announce that we have completed that enhancement to make it easier, safer and more efficient for you to pay your bill online. This payment portal upgrade comes into effect on **February 1st, 2021**.

You can access the online payment portal by using your Amplia4U credentials on our website or on the app. Amplia4U is our self-service app where you can view your bill and payment history, manage your WIFI, request support, pay your bill online and so much more.

The Amplia4U app is available on the Apple App Store and Google Play store and can also be accessed online at: <https://account.amplia.co.tt>

You will first need to register your account in Amplia4U, if you have not already done so. The illustration below outlines the registration steps. Please ensure that your contact information is up to date when registering for the Amplia4U app.

<b>STEP 1</b>	<b>DOWNLOAD THE AMPLIA 4U APP</b> Available on the App Store   GET IT ON Google play
<b>STEP 2</b>	<b>ENTER YOUR CRM ACCOUNT NUMBER</b> (e.g. CRM_000000222)
<b>STEP 3</b>	<b>SELECT FORGOT PASSWORD</b> A temporary password will be sent to you.
<b>STEP 4</b>	<b>SELECT RECOVERY METHOD</b> Please select if you would like to receive it via SMS or email.
<b>STEP 5</b>	<b>ENTER THE TEMPORARY PASSWORD THAT WAS SENT TO YOU</b> (e.g. nari1234)
<b>STEP 6</b>	<b>RESET YOUR PASSWORD</b> Passwords must be a minimum of 8 characters. They must contain capital letters, numbers and special characters. (e.g. Amplia!123) Examples of special characters: !"#%&'()*+,-./:;<=>?@[^\`{ }~

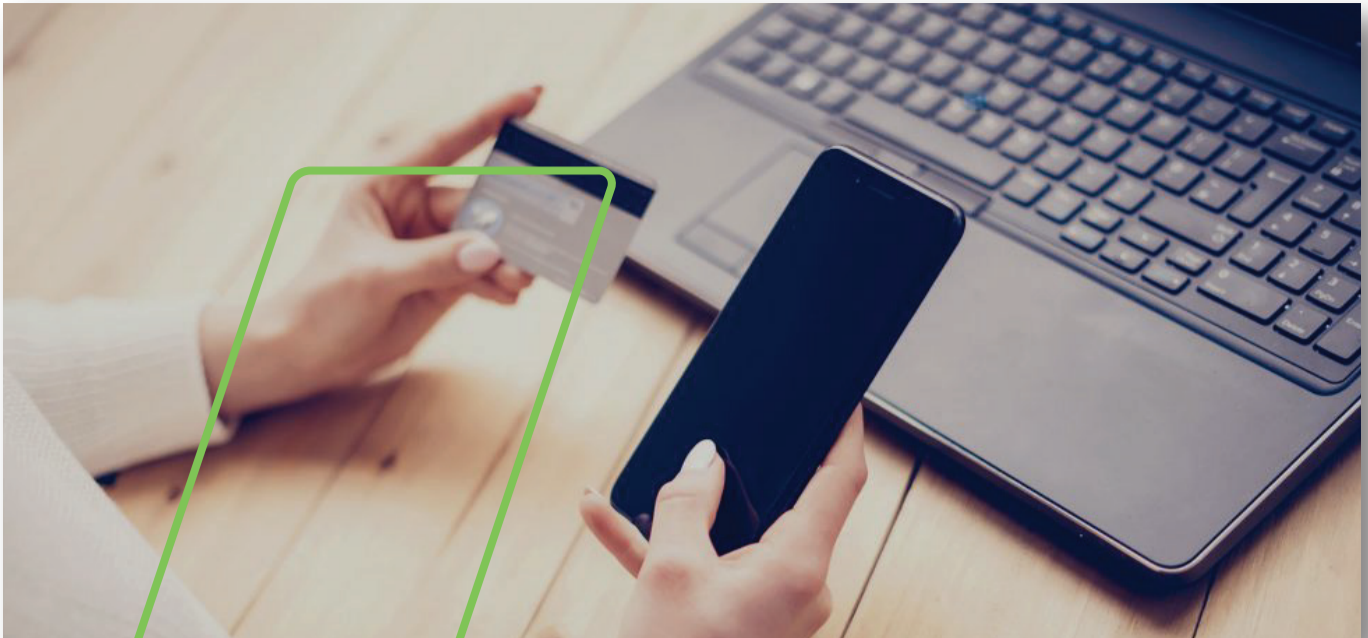
Amplia offers a variety of ways for you to pay your bill, both online and in person. Please see our website for more information on our convenient payment options:

[amplia.co.tt/pay-your-bill](https://amplia.co.tt/pay-your-bill)

We constantly look at ways to improve your customer experience.

Please call us at **800- HOME (4663)** for any questions about our online payment portal update and one of our warm and friendly customer service representatives will be happy to assist you.

Sincerely,



Dear Valued Customer,

At Amplia, we constantly review how to improve service to you, our valued Customer. Over the past few months we have been working on upgrading our online payment portal and we are happy to announce that we have completed that enhancement.

Effective **February 1st, 2021**, you will now be guided to our Amplia4U website for access to view your bill, pay your bill online, view payment history, manage your WIFI settings and password, as well as request technical support remotely. Amplia4U app is also available for download on the Apple App Store and the Google Play Store.

Customers will be required to use their Amplia4U credentials to access this site, utilizing your CRM account number displayed on your bills. This begins with the identifier "CRM" before the customer account number.

Unfortunately, if this account number is not available on your current bill, you will not be able to pay your bill using AMPLIA 4U as of **February 1st, 2021**.

AMPLIA still offers a variety of ways for you to pay your bill. Please see a full list of all our other convenient payment options on our website: [amplia.co.tt/pay-your-bill](https://amplia.co.tt/pay-your-bill)

We apologize sincerely for the inconvenience this may cause, but we do invite you to take this opportunity to migrate to AMPLIA's primary customer service platform so that you can access the Amplia4U app and restore your ability to pay online.

You can find out more information about our app on our website: [amplia.co.tt/self-service-app](https://amplia.co.tt/self-service-app). We constantly look at ways to improve your customer experience. Please call us at **800- HOME (4663)** to learn about optimizing your service so that you can take full advantage of all the value adding services & features that AMPLIA has to offer.

Our customer care representatives look forward to your call and will be happy to assist you.

Thank You.



AMPLIA



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