



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.

STEP 1	DOWNLOAD THE AMPLIA 4U APP Available on the App Store GET IT ON Google play
STEP 2	ENTER YOUR CRM ACCOUNT NUMBER (e.g. CRM_000000222)
STEP 3	SELECT FORGOT PASSWORD A temporary password will be sent to you.
STEP 4	SELECT RECOVERY METHOD Please select if you would like to receive it via SMS or email.
STEP 5	ENTER THE TEMPORARY PASSWORD THAT WAS SENT TO YOU (e.g. nari1234)
STEP 6	RESET YOUR PASSWORD 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

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,