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

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. 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