



Dear Valued Customer,

AMPLIA wishes you all the best for the New Year and would like to thank you for letting us be your number one entertainment service provider.

As we continue to improve our service to you, our valued customer, we are pleased to announce that we will be moving to a paperless environment effective **March 1st, 2021**.

As a result of this initiative, all customers who currently receive a physical billing statement will now be required to register an active email address to their account by contacting our toll-free number, **800-HOME (4663)** by **February 28th 2021** to update their contact information.

When you call our Customer Care Center, a Customer Service Representative will request your preferred email address to update your account information. Additionally, they will assist you with setting up your AMPLIA 4U Self Service App.

AMPLIA 4U 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.

Once your email address has been updated in our system, you will begin receiving your monthly bill statement via the email address provided to us.

Should you require a printed copy of your bill, this can be downloaded via the email received as well as via the AMPLIA 4U Self-Service site <https://account.amplia.co.tt>

Requests for printed bills made at our AMPLIA's El Socorro head office can be facilitated at a cost.

Our mission as a communications service provider is to deliver best in class service and customer experience. We look forward to working with you as we transition to this paperless environment and thank you for your understanding and support.

Sincerely,

AMPLIA