

## **Dear Valued TSTT Customer,**

We hope that you and your loved ones are safe and that all is well.

TSTT would like to inform you about an important upgrade to our service that is being rolled out to better serve you, our loyal customer.

As you know TSTT has invested heavily in its various networks to ensure that you receive the most advanced telecommunications services available. From time to time that requires us to retire parts of the old legacy infrastructure. As a result, TSTT is moving all its customers who are on the old copper network to a New Advanced Network. This is an important part of our modernization efforts.

As such we wish to advise that TSTT will discontinue all services on its legacy copper network by September 30th, 2021. To facilitate the smooth transition to the new advanced network, a TSTT agent will contact you to schedule a technician's visit to change out to the new equipment. Additionally, you can visit <a href="here">here</a> to schedule your appointment. We wish to assure you that our technicians will be adhering to strict COVID-19 protocols.

We are excited to showcase this new network to you and we thank you for your understanding and cooperation during the migration. bmobile appreciates your continued loyalty and we apologize for any inconvenience as we continue to deliver the most advanced telecommunications solutions to you.

For further information, please WhatsApp us at 464-WIRE(9473) or email us at bwireless@tstt.co.tt

Regards,

Pernel Roberts

7-116Lh.

General Manager Traditional Services (Ag)

