Dear Valued Customer,

NGCOM Network Solutions is pleased to inform you that you were successfully integrated into our network. You are provisioned on the **FIBERMAX LITEPLUS** service plan with (CIR: 2Mbps, MIR: 12Mbps). Your link has been observed to be up and running normally.

You are advised to raise a trouble ticket on http://support.ngcomworld.com:8888/support/ if you have any issues. All outages/emergencies should be escalated to our Support team via support@ngcomworld.com,noc@ngcomworld.com or you dial **08090203800**

You can also renew your subscription and activate your account on our self-service portal.

Your Username: **edidiong_akpaenin**

Please follow the link to activate your account and make payment.

To Activate Account

Follow the link below

https://myaccount.ngcomnetworks.com/auth

Login with your Username: **edidiong_akpaenin**

Your temporary Password: **edidiong_akpaenin**

You can as well use the **NGCOM's mobile app** to make payments, submit trouble tickets, update your profile, and initiate a LIVE CHAT with us.

TO GET STARTED

Kindly scan the QR or visit https://myaccount.ngcomnetworks.com/auth

Sign into the app using your existing username and password for the NGCOM payment portal.

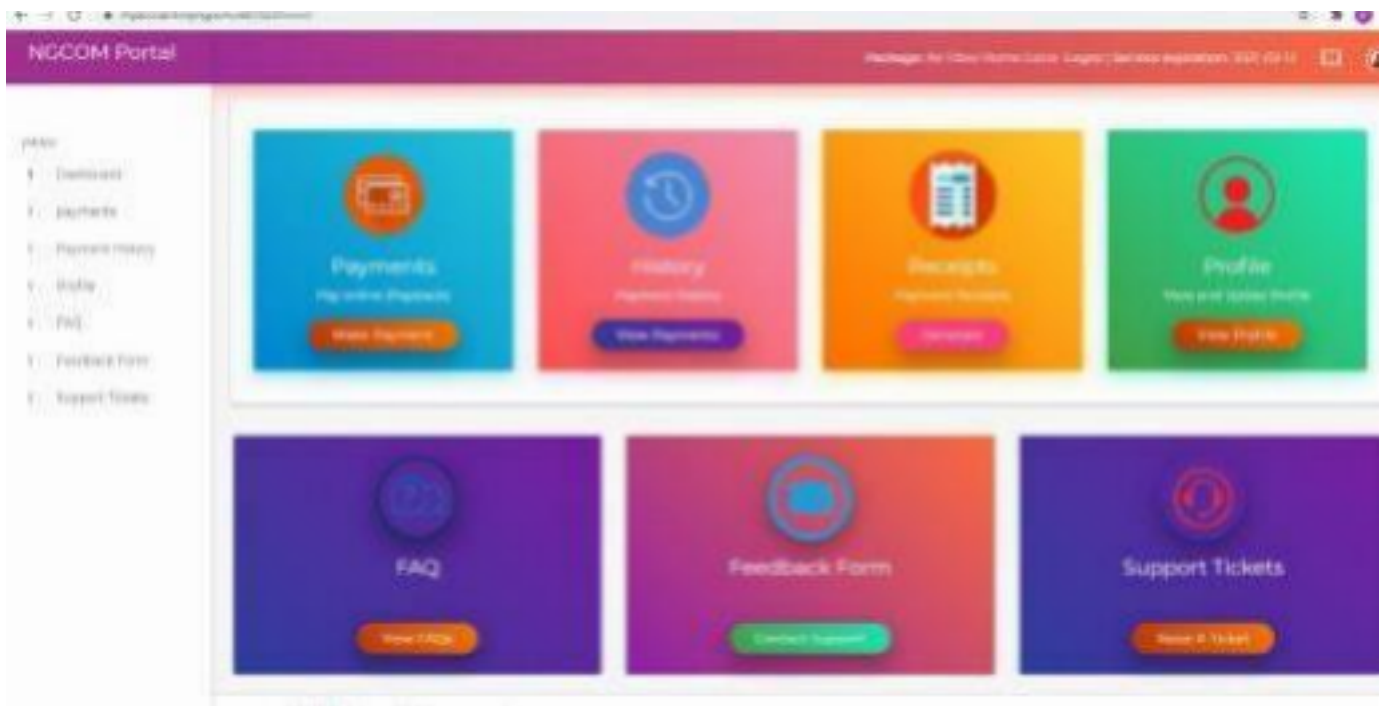Login with your Username: **edidiong_akpaenin**

Your temporary Password: **edidiong_akpaenin**

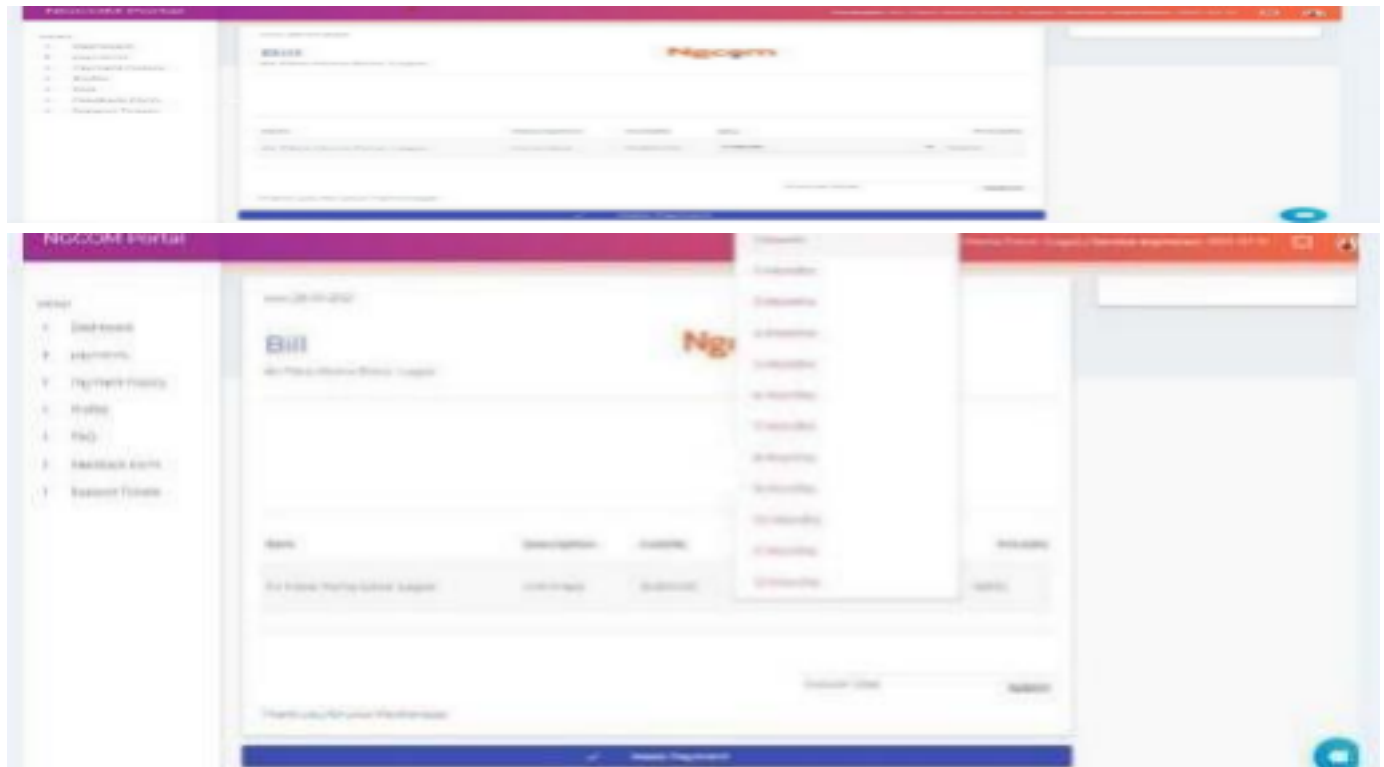You will get a notification that your account has been activated on your registered email address.

2. Check your email inbox or spam mail for the activation email and use the activation password to login on the portal

3. After signing in, you will be prompted to change your password

<u>**To Make Payment**</u>

1. Click on payment from the menu

2. Select the number of months for subscription

3. And click Next

4. Choose a payment option

5. Use the payment interface to complete your payment

6. Once you have a successful transaction message, your airtime will be updated automatically

7. You can also visit the payment history page to see the list of your past payment transactions and query each transaction for their corresponding switch responses

Thank you for giving us the opportunity to serve you.

Thank you for choosing NGCOM