

Dear Users

**Update: CrimsonLogic's Network Billing System (NBS) will be 2FA enabled on 19 July 2021**

NBS will be Two-Factor Authentication (2FA) enabled with effect from **19 July 2021**.

The primary objective of this initiative is to:

- a) Enhance security of the overall system;
- b) Keep your billing and transaction information safe; and
- c) Safeguard your account from unauthorized use.

With 2FA, you will need to provide both a password and prove your identity by entering a One-Time Password (OTP) using the Google Authenticator application to gain access to NBS.

**The requirement to establish your 2FA is mandatory after 30 September 2021.**

In the interim, you have the option to skip the 2FA registration and access the billing system without 2FA.

In preparation for the implementation of 2FA, please:

- Download Google Authenticator app in your mobile device.
- Register for 2FA from 19 July 2021.

Please ensure that your email address and mobile number is up-to-date and actively used. If you have not done so, please contact [customeradmin@crimsonlogic.com.sg](mailto:customeradmin@crimsonlogic.com.sg).

If you require clarifications, please e-mail us at [helpdesk@crimsonlogic.com.sg](mailto:helpdesk@crimsonlogic.com.sg)

Yours sincerely

CrimsonLogic Secretariat

(Intereq and PSS – INLIS)