



RELEASE

NORFOLK TELECOM 4G UPDATE

On Tuesday 12 January, Norfolk Telecom's 3G/4G network went live and the 2G network was switched off. As part of the change over to the new system Norfolk Telecom is experiencing some small challenges, here is what you need to know:

Emergency Services

The Emergency Services contact number Triple Zero (000) is available to dial from landlines, however, the fix to allow calling this number from a mobile phone is still being worked on. Customers who require emergency services should use the short codes: 911 – Hospital, 955 – Fire, 977 – Police, when calling from a mobile device.

Purchasing Credit

Technicians are still working through the logistics of connecting Telecom 4G Retailers to our systems. Paw Paws, P n R and the Trading Post will be connected in the near future, however, at this time credit can only be purchased from Customer Care or via the Self Care APP.

To ensure that all customers have mobile phone credit over the weekend Norfolk Telecom will be applying a \$20 credit to each customer's account; this will be available by the evening of Friday 15 January.

Telecom Self-Care APPs

Apple iPhone customers are now able to use the updated Norfolk Telecom Self Care APP. If you downloaded this APP prior to Wednesday evening, please uninstall it and reinstall from the App Store in order to use the latest version.

We are currently waiting on the Google Play Store to upload the updated Norfolk Telecom APP for Android customers, as soon as we have confirmation that the new APP is available we will advise. Android customers who have already installed the Self Care APP should uninstall this.

The Norfolk Telecom Self Care APP is available via the web. To access this you will need to be on your mobile phone device; the address is ntselfcare.gov.nf

Regular updates about the new telecommunications system will be posted on the radio, the Norfolk Telecom webpage and Councils Facebook page [NIRC2899](#).

If you are experiencing issues, please let Customer Care know by phoning 0100; this is a free call from your phone.

Leanne Webb

MANAGER CUSTOMER SERVICE

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