



RELEASE

NORFOLK TELECOM 4G UPDATE

On Tuesday 12 January, Norfolk Telecom's 3G/4G network went live and the 2G network was switched off. Staff are working to resolve issues as quickly as possible, an update on is provided below:

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 in progress. Customers who require emergency services should use the short codes: 911 – Hospital, 955 – Fire, 977 – Police, when calling from a mobile device.

Purchasing Credit

Credit can be purchased at Customer Care or, via the Telecom Self Care APP.

Telecom Self-Care APPs

Apple iPhone customers can download the latest Norfolk Telecom Self Care APP from the APP Store.

Android customers can download the Norfolk Telecom APP from the Google Play Store, please ensure that you use version 1.0.8

The Norfolk Telecom Self Care APP is available via the web. To access the self-care web page you will need to use mobile data on your 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 advise Customer Care by phoning 0100; this is a free call from your phone.

Leanne Webb

MANAGER CUSTOMER SERVICE

22 January 2021