



RELEASE

NORFOLK TELECOM 4G UPDATE

Thank you to everyone in the community for your patience whilst we worked through the process of ironing out the initial teething problems with the roll out of our 3G/4G Service.

Emergency Services

The Emergency Services contact number Triple Zero (000) is now available to dial from landlines and mobile telephones.

Purchasing Credit

Credit can be purchased at Customer Care, P&R Groceries, Pawpaws Pump Shed 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 Self Care 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

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