



MEDIA RELEASE

Telecom 4G Update

Thank you to everyone in the community who has provided feedback on their experiences since the implementation of the 4G network; your feedback helps us to identify the root cause of the issues.

We understand that our customers are frustrated with the delay in fixing some of the outstanding issues. We sincerely apologise for any inconvenience and stress caused, and assure you that we are working with our contractors to implement solutions as quickly as we can.

Below is an update on our progress:

The problem in receiving international SMS messages, particularly banking confirmation codes, has now been rectified.

We are still working on a solution to the problem with the payment system in the Self Care APP which is blocking our system from communicating with the merchant gateway provider. Our contracted technicians are working through this with our merchant provider and we are hopeful that a fix will be implemented early next week.

The problem in accessing the Self Care APP from an ADSL / WiFi / Internet connection on Island has now been resolved. Customers can now access the APP on mobile devices and from our website using a WiFi connection.

We are pleased to have three local businesses as retailers of Norfolk Telecom products: Paw Paws Pumpshed, P and R Groceries and, the Trading Post. If you require credit, please see one of these retailers who will be able to assist you in topping up your phone.

If you are experiencing any issues with phone connectivity, please contact Customer Care on free call 0100 or by emailing customer care@nirc.gov.nf.

Leanne Webb
Manager Customer Service

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