



MEDIA RELEASE

Telecom 4G Update

The go-live process for Norfolk Telecom's new 4G system is a staged implementation to allow our technicians to work through any issues that may arise during each stage of the process.

In stage one, landlines and mobile phones were transitioned to the new 3G/4G platform and the management of mobile phones, as well as mobile phone top-ups and bundles, was completed.

In stage two the focus is on our post-paid system which generates invoices for landline and ADSL services. Normally, Norfolk Telecom accounts are generated in the first week of the month with a payment due date at the end of the month. Unfortunately, due to some issues in stage one of go-live, the production of invoices has been delayed.

We are currently working through the process of issuing postpaid invoices. We aim to have these to customers by next week. The due date on the invoice will be extended to compensate for the delay in getting these accounts to our customers.

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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