



MEDIA RELEASE

Telecom Invoices

Norfolk Telecom invoices for landline and ADSL services were issued last weekend. The due date of these invoices has been extended to 19 March 2021 to compensate for the delay in posting these accounts.

A number of issues with the invoices have been raised by customers. These have been passed to our contracted technicians who will work through the items before invoices are posted in March.

Some changes that you will notice on your bill include:

- a summary of each service
- information about the change to the disconnection process for non-payment is outlined on the summary page
- charges for excess internet usage are now calculated by Megabyte (MB) and not by Gigabyte (GB)

Other changes you may have noticed since the system went live include:

- the removal of an off-peak rate for both landline and mobile services
- calls made to a mobile from a landline, or mobile, are charged per minute
- calls made from a mobile to anywhere are also charged per minute and,
- international phone calls are charged per minute

It is anticipated that the billing cycle will revert to normal in March. We understand that this leaves a relatively short amount of time between the due dates of invoices. If you require financial assistance, please talk to Customer Care to arrange a payment arrangement. Customer Care can be contacted on local free call 0100 or, by emailing customer care@nirc.gov.nf

Leanne Webb
Manager Customer Service

25 February 2021