



MEDIA RELEASE

Telecom Invoices

Customers who receive their Norfolk Telecom account via email would be aware that the issuing of Telecoms invoices on Monday did not go entirely as planned. Unfortunately, the email invoice generation program coincided with a drop in connection which resulted in the system trying multiple times to run the program successfully, this generated lots of emails to customers. As a general rule, you can keep the first email and disregard the rest as they are duplicates, however, if you have concerns about the content of your invoice, please contact Customer Care who can confirm the balance of your account.

The content of invoices issued on 28 February 2021 includes:

1. Lease and/or Plan charges for the month of March
2. Usage for the month of February

If you have made a payment to your Telecom account by BPAY after Friday 26 February, this payment may not appear on your account due to delays in receiving BPAY files. If you have any concerns, please contact Customer Care on free call 0100 or by emailing customercare@nirc.gov.nf

Invoices with an issue date of 28 February 2021 have a due date of 7 April 2021.

We thank you for your patience and apologise for any inconvenience caused. We anticipate that the programming issues will be rectified for the next month's invoices.

Leanne Webb
Manager Customer Service

12 February 2021