



MEDIA RELEASE

Norfolk Telecom Internet Services

The installation of Norfolk Telecom's new satellite service provider is now complete. After a lengthy tender process Spark was selected as the Island's preferred service provider for the next 2 years. The service commenced 1 April 2021.

The type of satellite used by Spark should provide a more reliable internet service, subject to service interruptions caused by weather for example. The tradeoff however is that for heavy users of data, such as those gaming online, there may be a lag in downloading because of the change in latency from the previous 200 milliseconds to 550 milliseconds.

If you have any queries, please contact Customer Care on local free call 0100 or, by emailing customercare@nirc.gov.nf.

Leanne Webb
Manager Customer Service

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