



MEDIA RELEASE

Norfolk Telecom Bond Refunds and Message Bank

Norfolk Telecom (NT) is removing the requirement for customers to pay a \$200 bond when signing up for telecommunication services. Current customers who have a bond currently held with Telecom have had this amount credited to their account this week; this credit will appear on the next invoice as a refund. If you have disconnected your service with Telecom, and we have identified that we still hold a Bond for you, a member of the Customer Care team will contact you to discuss the refund of this amount.

4G Voice Message Service (VMS) is now available for use. To have this facility activated on your mobile phone, you will need to opt in to the service. Subscribing to this service is easy, simply contact the Customer Care team during normal business hours; please be aware that charges apply for the use of this service.

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

30 April 2021