



# MEDIA RELEASE

## TELECOM UPDATE

During the week Norfolk Telecom had a loss of service within the billing system that was identified as a file storage limitation. This was rectified the same day and full service resumed at about 2.30 pm. We have continued to monitor the system and at this time no faults or concerns are being experienced.

In response to subscribers advising us that they would like to be alerted when data usage has reached 75% of the individual's allowable amount, we recently introduced an alert notification for 'Bundle' customers. We are having a few teething issues with this service and as a result a small number of subscribers have received multiple alerts. For this reason, we have removed this feature so that more offline testing can be completed to ensure its reliability. We thank subscribers for their understanding as we work through these issues. We anticipate that the alert will be available by mid-September. In the meantime, please check your self-care app for usage rates or contact Customer Care on 0100 for further support.

Norfolk Telecom apologises for the inconvenience some customers have experienced with these features.

Leanne Webb  
**MANAGER CUSTOMER SERVICE**

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