



# RELEASE

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## COMMUNICATE EASY 3G/4G

### RESCHEDULE OF THE 3G/4G 'GO LIVE' DATE

Council previously advised the community that the new 3G/4G mobile network, and landline switch, will 'go live' on Monday 2 November 2020. This date has now had to be rescheduled to Tuesday 12 January 2021.

The principle reason for this is that the Telecom technicians have advised that they will require some additional in-house training in order to be able to confidently provide the necessary support for the new network after 'go live'. The new network represents a significant increase in the technological knowledge and skillsets required by the Telecom team. Although the additional training will be completed by mid-December, the Telecom team strongly recommend shifting the 'go live' date to 12 January 2021. The reasons for this are:

- With any new network there are always likely to be teething problems that will have to be dealt with. Managing these over the Christmas and New Year break will be difficult to resource and address, both on Island and with technical support off Island.
- Most of the mainland and overseas telecommunication providers Norfolk Telecom deal with go into a freeze period from mid-December to the first week of January. During this period the telecommunication providers will not respond to any requests for any system-related changes.

While not likely, if something did occur to the network that required intervention, a quick fix over Christmas may not be possible resulting in a major inconvenience for locals and visitors.

Council regrets that the 'go live' date has had to be rescheduled but hopes the community will understand that this is a major infrastructure project, delivering long-term benefits to the Island, and it is important to ensure the necessary support and systems are in place once the network 'goes live'.

We will continue to keep you informed about the new system in media releases between now and the 'go live' date in January.

### YOU JUST WANT TO USE YOUR PHONE AS A PHONE?

No problem at all.

As an active **existing** Telecom user, you will get a FREE new 4G SIM and your credit balance from your former 2G account will be transferred with this. You can then keep topping your account up, as you do now, in order to keep making calls or to send SMS, either by using the Selfcare App, or buying top ups from participating retailers or Customer Care.

If you let your account lapse, that is if you don't top up your account within 180 days, you have a further 180 days before your phone number will be returned to the pool of available numbers and you will need to start again with a new phone number and SIM, which will cost \$20.

Also, if you lose this SIM you will be charged \$20 to replace it.

If you are a **new** customer, you will be charged \$20 for a new SIM. This charge will give you \$10 of calls and/or SMS as well as 200MB data to allow you to gain access to the Selfcare App when the system goes live. and then you just keep topping up (as above).

Of course, if you want data included, then you will choose one of the other bundles and those will have different fee structures. If you require a plan that uses data only, typically for a tablet/Ipad, you will need to buy a different SIM.

You can find more information on the Norfolk Telecom website: [www.norfolktelecom.gov.nf](http://www.norfolktelecom.gov.nf)

### **WHAT IS THE SELFCAREAPP?**

The Selfcare App is an online service accessed either on your mobile phone or your computer at home or work that allows you to manage your Norfolk Telecom subscriptions.

It is very simple to use, but for anyone who is not sure or who thinks they may need assistance, the Customer Care team will be available to guide you once the system is live.

### **IMPORTANT THINGS YOU NEED TO KNOW**

Once the new 3G/4G system goes live, to use your phone you will need to do the following things:

1. Confirm that your mobile phone is 3G/4G compatible (see the FAQs on our website for more details).
2. It is anticipated that customers will be able to collect a new 4G SIM from Customer Care by mid-December. The Selfcare App is under development and will be available to customers after the 'Go Live' date. Keep an eye on our media releases for the exact dates that these SIMs will be available.
3. Once the Selfcare App is available and you've downloaded it from the Google Play Store, or the Apple Store, you can then follow the instructions on your screen. A link to both stores will be available at [www.norfolktelecom.gov.nf](http://www.norfolktelecom.gov.nf)
4. The friendly team at Norfolk Telecom will get you fully set-up including helping you to migrate to the most appropriate price plan.

You can find more information on the Norfolk Telecom website: [www.norfolktelecom.gov.nf](http://www.norfolktelecom.gov.nf).

### **FAQs**

Do you have some questions? Many will be answered by the comprehensive list of FAQs (Frequently Asked Questions), which is found under the Support tab on the new website. If it isn't covered there, please feel free to call Norfolk Telecom's friendly Customer Service staff.

### **NEED MORE INFORMATION?**

If you have any questions you can contact us using any of the following channels:

- email us at [customercare@nirc.gov.nf](mailto:customercare@nirc.gov.nf)
- call us on +6723 22244 or free call 0100
- leave a message on our contact page on the website
- or visit us at the Customer Care office at 9 New Cascade Road.

Alistair Innes-Walker

**MANAGER CORPORATE & FINANCE**

9 October 2020