

**NORFOLK**



**ISLAND**

## **NORFOLK TELECOM**

### **MEDIA RELEASE**

#### **Telecom offers high quality, reliable ISP services**

The Manager of Norfolk Telecom, Kim Davies, has responded to recent community interest in the future of telecommunications for the island. “In the interests of balance in the public discussion, I wish to advise the community about some of the products and initiatives offered by Norfolk Telecom in its role as an internet service provider (ISP),” Mr Davies said. “It is extremely important to recognise that Norfolk Telecom is committed to offering high quality, reliable services to the entire Norfolk Island community. To do this, it runs a commercial, carrier grade service, ensuring full redundancy and back up power for its communication equipment”.

Mr Davies said that Norfolk Telecom is a public communications supplier offering excellent technical quality, performance and reliability backed up by high levels of customer service, including installations and fault rectification. Norfolk Telecom operates on a C-band satellite utilising a 9.3 metre dish guaranteeing virtually 100% availability throughout the year. C-band is extremely reliable and is not affected by heavy rain or stormy conditions. An automatic-start standby generator will be installed at Norfolk Telecom next month, extending the current battery power backup system and guaranteeing that Telecom's exchange and ISP services will not be affected by power blackouts.

Telecom had initially implemented a secure wireless service but quickly moved to ADSL broadband that operates over existing phone lines. ADSL is a superior technology for service delivery, availability, stability and overall lower cost to the end user. The initial 60 ADSL lines have been sold very quickly and there will be more lines available once the equipment arrives on the island. ADSL allows the same phone line to be used to deliver high speed internet and telephone calls simultaneously, without any degradation in quality or speed.

ADSL operation has been limited to approximately four kilometres from the Norfolk Telecom exchange, however new technology has been sourced that will allow all telecommunications users on the Island to access ADSL. Telecom has recently completed installation of a new 300-pair telephone cable to the eastern side of the island, which will substantially upgrade capacity to this area and cater for full take up of the new ADSL service. Mr Davies said that Norfolk Telecom will continue to review its ADSL pricing to ensure that the service is provided at the most affordable price possible.

In addition, Norfolk Telecom is upgrading its link into the internet so that higher bandwidths can be delivered to users at a lower overall cost, whilst still maintaining the quality of service expected from a public communications supplier.

Mr Davies said that Norfolk Telecom does not provide web design services but does offer web site hosting and secure web site hosting (E-commerce) services. He understood that web design services are available from business suppliers on the island.

The Telecom Manager said that Norfolk Telecom is currently testing packetised voice over internet (VOIP) services for integration into the telephone exchange to allow easy alternate digit access to the cheapest possible routed IDD calls for all telephone users in Norfolk Island. It is expected that this service will ultimately be offered via the normal handset provided by Telecom and will not require a computer or special software. The Norfolk Telecom billing system installed in 2003 is capable of accommodating cheaper routed calls.

Mr Davies said that the satellite earth station at Anson Bay will become the property of Norfolk Telecom at the end of the current Reach agreement in April 2006, providing options for exciting new alternatives for international connectivity. This will also allow for significant reductions in international call charges that can be passed on to the Norfolk Island community.

“Price Waterhouse Coopers have commenced their examination of Telecom’s business and technologies and the island’s future telecommunications needs”, Mr Davies said. “The resultant telecommunications strategic plan will ensure that Norfolk Telecom is positioned to take maximum advantage of modern technical solutions and business opportunities and that it will be able to continue to deliver the highest levels of customer service”.

Kim Davies  
**Manager, Norfolk Telecom**

18<sup>th</sup> March 2005