



RELEASE

COMMUNICATE EASY 3G/4G

USING 3G/4G AND DATA

The 3G/4G network offers a high bandwidth speed (speed of data transfer) heralding a new future of faster and more efficient communications on Norfolk Island. This means that when you are out and about with your smart phone you can do all kinds of things that you had probably never thought of before. There are, quite literally, thousands of programs known as apps, that you can download to your phone, or that are already installed, to help you do a myriad of tasks and fun activities.

Here are just a few ideas:

- find out what the weather will be doing this week
- access the news
- read a book or magazine
- identify a fish or a plant
- identify bird calls
- learn about our historic site as you walk around Kingston
- take photos and post them instantly to social media
- navigate using maps (OK, so Norfolk Island is easy enough to find your way around, but there are still a few laneways you may not know!)
- use your phone as a compass
- play games, such as Sudoku, or solve a crossword while waiting for an appointment
- talk to friends across the world while sitting on the beach
- find a recipe while you are at the shops
- check out the night sky and identify individual stars.

For business, it means a faster, more reliable mobile coverage to connect with customers and clients, or maybe to order stock.

The possibilities are only limited by your imagination.

NIRC'S FACEBOOK PAGE

If you have Facebook, don't forget to keep checking the NIRC Facebook page (@NIRC2899) for regular updates, including information on the 3G/4G network.

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

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
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.

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
- 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

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