

## NORFOLK TELECOM – 4G SIM CARD COLLECTION

The customer service modules in the 3G/4G software system are in the final stages of testing; we are optimistic that this testing will be completed this week. Once this part of the project is finalised Customer Care can begin issuing 4G SIM cards - an update on the date that SIM cards can be collected will be provided early next week.

Here are some important things that you need to know about your new SIM card:

1. SIM cards are available for collection from Customer Care prior to the date of go live (12 January 2021) for existing Telecom mobile customers only i.e. those who have an active mobile number.
2. You will be required to complete the registration process in order to receive a 4G SIM, however, you will be allocated the same mobile number that you have currently.
3. At the time of registration, you will need to present photo ID to verify your identity.
4. SIM cards for existing customers are free, however, if you lose your SIM card you will be required to purchase a replacement.
5. The new 4G SIM card will not work until the 4G system goes live, until this time you will need to continue to use your existing 2G SIM card.
6. Your 2G SIM card will not work after the go live date, for mobile coverage after 12 January 2021 you will need a 4G SIM card.

For more information, contact Customer Care on free call 0100 or by emailing [customercare@nirc.gov.nf](mailto:customercare@nirc.gov.nf).

**Leanne Webb**

MANAGER CUSTOMER SERVICE  
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