

## FAQs – THE NEW 3G/4G NETWORK

- 1. I've heard Norfolk Telecom (NT) is upgrading its network to 3G/4G, what is that?**  
Each 'G' stands for 'Generation', so effectively we are upgrading from 2nd generation to 4th generation technology.
- 2. Why is NT upgrading its network?**  
Our current mobile network is ageing, we are seeing increasing equipment breakdowns, and the technology is 'old' 2G. Norfolk Island Regional Council (NIRC) has decided now is the time to upgrade the network to a new 3G/4G network. Once the new mobile network is fully operational, our tech team will turn off and decommission the old 2G network.
- 3. When will the new service be launched?**  
The new network is currently being installed. NT will be undertaking extensive testing of the system from Monday 28 September, with the go 'live' launch date at 1 am on Monday 2 November.
- 4. How is 3G/4G different to the existing 2G?**  
Our existing 2G mobile network only supports voice and SMS, whereas our new network will support broadband data as well. In addition, we are also putting in a new, and better, billing system, which will include a web Self-care Portal and a mobile Self-care App.
- 5. Will a technician be required to visit my premises to install and set up the new mobile service?**  
No. If you have a compatible mobile phone and have swapped your SIM, then you will automatically start using the new mobile network when we switch it on.
- 6. If I do not wish to upgrade, can I continue with my existing service? Will this continue to be available?**  
You will not be able to continue with your existing service. Once the new 3G/4G network is fully tested and available to the public then we will switch off the old 2G network.
- 7. Will the new service be more expensive than our current service?**  
We will be changing our mobile price plans when we launch the new network because we need to include data. We will provide you with the plans and prices in the next couple of weeks, so everyone has time to decide which plan best suits their communication needs.
- 8. Can I get 4G and/or 3G on my current phone or USB modem?**  
It depends what make and model of phone or modem you have. If your phone supports the spectrum bands that we will be using on our 4G (Band 28) and 3G (Band 8) then you do not need to change. If not, then you will need a new phone or modem.
- 9. Do I need to buy another SIM, or can I continue to use my existing SIM?**  
The new network will require all mobile customers to have a new SIM card as the existing ones will not support 4G LTE technology. Existing customers will be able to do a 'SIM Swap' at the Customer Care office from Monday 5 October, so that all users on the island can to use the new 3G/4G network from day 1.
- 10. Why do I need a new SIM?**  
The existing SIM cards do not support 4G LTE, therefore you will need a new SIM.

**11. Where and when can I get the new SIM?**

You can purchase a new SIM from:

- Pawpaw's Pump Shed
- The Trading Post, Foodland Mall
- P & R Bakery
- Customer Care at 9 New Cascade Road.

**12. Will I be charged for the new SIM?**

No, existing customers who swap their current SIM for a new one will not be charged (and the mobile number will stay the same). If the new SIM is lost or damaged in future, then a fee will be charged for a replacement.

**13. Will I need/get a new phone number when I migrate to 3G/4G?**

No, you will keep your existing mobile phone number.

**14. Do I need a new phone?**

Perhaps. It depends what make and model of phone you have. If your phone supports the spectrum bands that we will be using on our 4G (Band 28) and 3G (Band 8) then you do not need to change. If not, then you will need a new phone.

**15. Will I be able to buy 4G phones from NT?**

NT does not sell phones; however, there are several places in town where you can buy a new smartphone. Alternatively, next time you or a family member are travelling overseas you could buy one then – just make sure the model supports our bands.

**16. Will the plan come with a phone?**

No.

**17. Can I continue to use my landline?**

Norfolk Telecom will continue to offer great landline service in future.

**18. What will happen to my current mobile credit?**

Norfolk Telecom is still to finalise how customer's existing credit balances will be managed during migration to the new network. We would encourage customers to use it up and only top up by small amounts until the go 'live' date. Existing customers will receive a \$10 credit and 200mb of data as a minimum when they do their SIM swap regardless of what their remaining 2G credit balance is.

**INFORMATION ON COVERAGE AND DATA**

**19. How fast is 4G compared to 3G?**

In terms of data speed, while it can vary, 4G is typically five to ten times faster than 3G.

**20. Why should I upgrade to 3G/4G?**

The 2G network is now obsolete and needs to be being decommissioned. The Commonwealth have provided the funds for the new 3G/4G network which will be more reliable and offer broadband mobile data for the first time on the island.

**21. What additional services do we have with 3G/4G?**

The main change will be fast broadband mobile data.

**22. What devices are supported on 3G?**

Our new mobile network also supports 3G; it will operate on the 900 MHz band (Band 8), which is common in Australia and New Zealand. You will need a device that supports this band. Given the large number of mobile phones available NT is unable to provide direct advice on which phones are supported but there are many websites that will provide comparisons between individual devices and their compatibility to the new network.

**23. What devices are supported on 4G?**

Our new 4G LTE mobile network operates on 700 MHz spectrum (known as Band 28), which is common in Australia and New Zealand. You will need a device that supports this band. Given the large number of mobile phones available NT is unable to provide advice on which phones are supported but there are many websites that will provide comparisons between individual devices and their compatibility to the new network.

**24. Will 4G support voice call?**

The new network will support voice, SMS and data.

**25. What parts of the island will/will not have 3G/4G coverage?**

The new mobile network has been designed so that we have the maximum amount of coverage achievable; however, Norfolk Island has lots of hills and valleys, and inevitably this will mean that there may be a few small 'black spots' with poor or no coverage. The NT tech team are working with the supplier during the network commissioning stage to ensure these areas are minimised.

**26. If I live in a remote part of the Island, will I get 3G/4G service?**

Our computer modelling indicates you will; however, as our terrain is quite challenging, inevitably, this will mean that there may be a few small 'black spots' with poor or no coverage. With the new base stations installed, the NT techs are doing extensive testing and aim to eliminate, as much as possible, any patches of poor signal before the network is accessible to customers. Work will also continue after Go 'live' to address any black spots.

**27. Will it be faster than NBN?**

Data speed on a network is dependent on several factors; this is true of both our new 3G/4G network and NBN's satellite-based system. We offer a reliable mobile data service that allows our customers to fully exploit browsing and streaming activities.

## **INFORMATION FOR TOURISTS AND VISITORS**

**28. I have a 3G/4G phone from another country. Will it work in Norfolk Island after the upgrade?**

It may do. If the phone is compatible with the spectrum bands Band 28 for 4G LTE and Band 8 for 3G then it will work. However, the phone must be unlocked. If it is 'phone locked' to a mobile network from the other country, then it will need to be unlocked. If you are not sure, we can look at it for you when you come to do your SIM swap.

**29. As a tourist, will it be easier/cheaper to use my Australian (or other country's) account when I am on the island?**

No. The best option for tourists will be to buy the new Tourist SIM packs.

**30. Will tourists and visitors be able to connect on the network?**

Yes. As well as offering inbound international roaming we will also offer special SIM-packs designed specifically for tourists who would typically be visiting the island for a about a week.

**31. Visitors to island – can they roam on phone and internet?**

Visitors will be able to either roam using their overseas SIM or buy a special NT Tourist SIM pack, which will offer great value data, voice and SMS for the short time they are on the island.

### USING YOUR NORFOLK TELECOM SERVICE OVERSEAS

**32. Will I be able to use 3G/4G when I visit the Australian mainland, New Zealand, or other countries?**

If you subscribe to international roaming then yes, you will be able to use 3G/4G when overseas; but remember, you will be paying international roaming charges.

### MANAGING YOUR ACCOUNT

**33. How do I top-up my available credit?**

A credit top-up using your debit or credit card will be available 24/7 using either the new NT mobile app or the online web self-care. Alternatively visit Customer care.

**34. Will my unused data + phone credit rollover each month?**

No, but you can change your plan at the end of each month to either give yourself more data and phone credit if you need it, or less if you find you are not using it.

**35. Can I share my data with someone else?**

No, but there will be an option to transfer money from your account to someone else so they can then buy their own data allowance.

**36. Can I self-manage my account online?**

Yes, the new billing system has a web self-care module so all customers will be able to self-manage many parts of their account online.

**37. Do I need Paypal?**

No, you don't. There are multiple payment options available.

**38. Is there be an App for account management?**

Yes, there is. You will be able to download the Selfcare App from the Google Play Store, the Apple Store or from a new NT website, that will be launched soon, and then follow the instructions on your screen.

**39. Can I bundle my landline, ADSL and mobile together?**

No, the landline and ADSL service will appear on one bill. Your mobile service details will be available on the new Norfolk Telecom mobile app or the online web self-care.

**40. Can I have an SMS-only bundle plan?**

It is unlikely that there will be an SMS only plan.



**41. Can I share my data between ADSL and mobile?**

No. This is normal practice in the industry internationally as well.

**ANY MORE QUESTIONS?**

**42. Who do I contact if I have further questions?**

You can contact us using any of the following channels if you have any questions – we look forward to hearing from you: email us at [customer@nirc.gov.nf](mailto:customer@nirc.gov.nf), call us on +6723 22244 or free call 0100, or visit us at the Customer Care office at 9 New Cascade Road.