

Sure Updates

April 2019



Broadband Enhancements



On the 1st March we upgraded all residential broadband packages. Our new packages have faster line speeds and larger data allowances. Boosters and overage are cheaper too, overage is now only \$20 per gigabyte and boosters are now only \$10 per half gigabyte.

Package	Gigabytes	Speed-kbps	Cost
Bronze	7.5	768	\$50
Silver	13	1024	\$75
Gold	23	1536	\$125
Platinum	38	2048	\$175
Diamond	50	2048	\$225

WiFi Enhancements



Also on the 1st March we implemented upgrades to our WiFi service. We've increased speeds to allow WiFi connections of up to 1536kbps and we introduced reduced overnight off-peak charging. To ensure you get the benefit of these higher speeds we have improved our network connections to the O-Club and Turner Club.

Time	Cost
00:00-05:00	\$4.00 / hour
05:00-00:00	\$4.40 / hour

Card Payments



Unfortunately we have suffered unexpected technical issues with our plan to introduce card payments. Although we now have card payment terminals they are not authorising transactions. We're working with our supplier to make card payments work and give you greater flexibility in the ways you can pay.

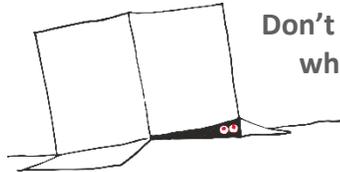
4G Mobile



The team continue planning work for the installation of a 4G network to replace our existing network. Procurement is ongoing and the first contracts have been signed with network equipment suppliers. We are also working with island stake-holders to ensure a rapid deployment of supporting infrastructure.

We're aiming to have 4G ready by the end of the year though our promise to the BIOT Administration is by April 2020. Later in the year we will explain more about how it will work and what services and bundles will be available.

We're Listening



Don't hide in your room, tell us what you think!

We are currently forming a customer consultation committee. This committee will have scheduled sessions with Sure to make it easier for customer feedback to be considered and also ensure that our messages are clearly understood by our customers.



Do you have an idea? A suggestion box is located in our shop. If you want to be anonymous you can, just leave us a message in our box.

Love being **sure**.