

Sure Updates

April 2025



Sure4G Updates

Restored Coverage



We'd like to apologise again for recent coverage issues around Palmsville and South Ramp. This was due to failure of base station equipment and challenges returning it for repair. We are pleased to confirm that we are now back to full coverage in these areas.

Increased Coverage

Feedback from our various customer surveys often mentions 4G coverage in Thunder Cove. We've been working on some expanded coverage in this area on a short term basis, this helps us to understand the amount of extra traffic to justify a longer term solution. Hopefully you will benefit from this expanded coverage.

SIM Expiry



We're often asked about expiry of Sure SIMs. Our customer agreement states *"In order to keep Your service active you must activate a data bundle, make a chargeable call or send a chargeable SMS at least once every 100 days"*. Why do we do this? The reason is that we pay licence costs based on the number of SIMs that are registered on our network. The population here on Diego Garcia is very transitory, especially when visitors are considered. This means the number of SIMs can become very high, many of which are not active. We therefore need a policy that expires SIMs when they are no longer active. We reviewed the time after which inactive SIMs never become active again, and we also considered typical personnel rotations to and from the island. 100 days is a good compromise to ensure we always have network capacity to add new users.

OTPs – One Time Passwords



OTPs via SMS are commonly used to provide authentication when activating accounts such as WhatsApp and also for banking authorisation. We work hard to ensure that OTPs are delivered to DG however the

organisations that send the OTP SMS on behalf of the services performing authorisation often send the SMS through networks that do not correctly route them to DG and therefore they fail to arrive. The routing of these SMS is beyond the control of Sure. We appreciate your frustration that they are not always received here in DG.

Night Time Window



The Night Time Window is a feature for all residential broadband users providing free internet between midnight and 05:00. As data usage during this period is free it is inevitable that usage is very high during this period, we therefore cannot guarantee the quality of service during this time.

Here to Help Guide – Reminder



As many of you will be new to the island since we published our "Here to Help Guide" we'd like to remind you that this guide is available to you. It aims to provide information and answers to questions that you may have about our products and services, as well as details of how to get in touch with us for any advice or support. It also explains what to do if things go wrong or if you have difficulties with a product or service that we have provided to you. It can be found on our web site on the brochures page.

We're Listening



Do you have an idea? A suggestion box is located in our shop. We listen and have implemented changes based on your suggestions. If you want to be anonymous you can, just leave us a message in our box.

Connecting you to
what matters



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