

## Night Time Window (NTW)

A feature for all SURE broadband users providing automatic access to free internet between midnight and 05:00 in the morning. Only those accounts that have remaining data to download are able to enjoy the NTW. Data used during this time will be shown as free in web selfcare.

## Reporting a fault

For internet faults please call us on 370 9000. Support will be available during the following times:

Monday to Friday 07:00 - 19:00  
Saturday 08:00 - 19:00  
Sunday & Holiday - Closed

No dial tone, should be reported to:  
119 (Telephone Trouble Desk).

The most common source of internet faults are the customer's own computer or equipment. Have you tried power cycling both your router and computer? Have you checked the various connections are secure? If you are using Wi-Fi, have you tried connecting to the modem with a cable instead? Do you have another device you can test with, say a laptop, tablet or smart phone?

## WARNING

Never press the factory reset button on the rear of your router as this clears the configuration settings and it will require reprogramming.

## How do I get Broadband?

Just call into our shop and fill in the application form. You can use your monthly MWR credit with your Sure broadband service, contact MWR to arrange this.

## How do I monitor my MB usage?

It is recommended that you check your usage regularly to ensure you stay within your package allowance. Remember your total usage includes both your upload and download. Use our online portal to monitor your usage at [www.sure.io](http://www.sure.io)

## How do I change my package?

Upgrades between packages are allowed at anytime. Downgrades between packages require prior notice and will only take effect for the month following the notice.

## How do I pay?

Sure broadband is a prepaid service. Just visit our shop to make payment, payment must be received before the tenth day of each month. You can also pay for your broadband service online using debit or credit cards. Please contact our team for further details about online payments.

## Going on leave?

Please let us know when you are going on leave, we can provide advice on outstanding payments to avoid any unexpected charges or accidental disconnection.

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# Sure Broadband

[www.sure.io](http://www.sure.io)



# Sure Broadband

We have a full range of broadband packages designed to suit every customer's needs. Speak to the Sure Customer Service Team for help in choosing the right package to meet your requirements.

## Diamond

110GBytes	<b>\$225.00/month</b>
Additional Data	<b>\$.083 per 10MB</b>
Maximum connection speed	<b>up to 4.8Mbps</b>
Deposit	<b>\$175.00</b>
Registration Fee	<b>\$33.00</b>

## Platinum

85GBytes	<b>\$175.00/month</b>
Additional Data	<b>\$.083 per 10MB</b>
Maximum connection speed	<b>up to 4.8Mbps</b>
Deposit	<b>\$175.00</b>
Registration Fee	<b>\$33.00</b>

## Gold

50GBytes	<b>\$125.00/month</b>
Additional Data	<b>\$.083 per 10MB</b>
Maximum connection speed	<b>up to 3.5Mbps</b>
Deposit	<b>\$125.00</b>
Registration Fee	<b>\$33.00</b>

## Silver

29GBytes	<b>\$75.00/month</b>
Additional Data	<b>\$.083 per 10MB</b>
Maximum connection speed	<b>up to 2.3Mbps</b>
Deposit	<b>\$75.00</b>
Registration Fee	<b>\$33.00</b>

## Bronze

16.5GBytes	<b>\$50.00/month</b>
Additional Data	<b>\$.083 per 10MB</b>
Maximum connection speed	<b>up to 1.7Mbps</b>
Deposit	<b>\$50.00</b>
Registration Fee	<b>\$33.00</b>

## CUSTOMER EQUIPMENT CONNECTION

