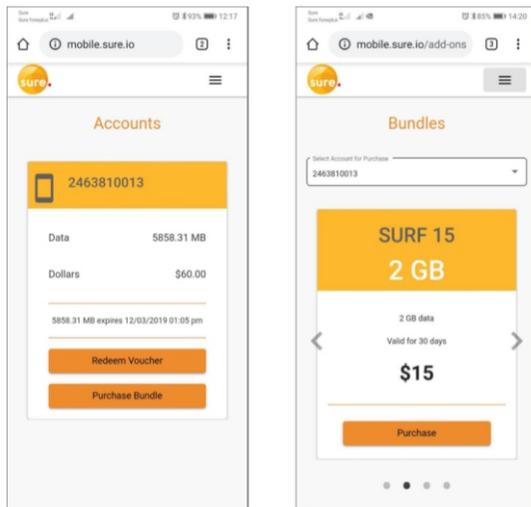


Web Self Care - mobile.sure.io

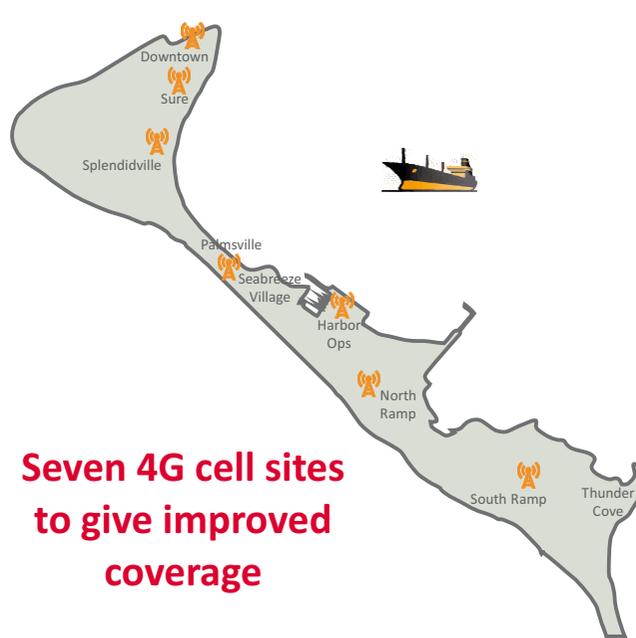
- Easy to use
 - Check your balance
 - Activate a data bundle
 - Top-up your credit with a top-up card (Redeem Voucher)
- Automatically adjusts to device screen size
- Doesn't require a valid data package to access self-care - works even when your data bundle has expired.



SMS Self Care

Our SMS based self care is available to Sure4G Voice users who have an SMS compatible handset:

- To check your credit balance - SMS **Bal** to **183**
- To check your data usage - SMS **Data** to **183**
- To activate data - SMS **Surf10**, **Surf15** or **Surf20** to **183**
- To add credit - SMS your 16-digit top-up card number to **187**



Seven 4G cell sites to give improved coverage



4G top-cards are different from 2G foneplus cards

Please take care purchase the correct card type from the vending machines

Cards are available @:

- Food Court
- NGIS
- PAX Terminal
- Seamen's Centre

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Sure4G

www.sure.io



Sure4G Voice and SMS



Sure4G

Covers Downtown, the Villages, Harbor Ops, PAX Terminal, North Ramp, AIMD, South Ramp and Thunder Cove

Sure4G Voice and SMS

The Sure4G network uses VoLTE technology for voice calls and SMS services. If calling between Sure4G handsets or calling landlines, VoLTE technology will usually give better voice quality and quicker call set up times. Handsets must be VoLTE compatible and network certified to use VoLTE technology.

How do I know I'm using VoLTE?

If your handset is connected to the VoLTE network it displays a VoLTE symbol in the top line of your handset display. They vary slightly but generally look like the examples below. Some handsets show the letters HD to indicate VoLTE instead.

A grey rectangular icon with the text "4G VoLTE" and a signal strength indicator consisting of four vertical bars of increasing height.A grey rectangular icon with the text "VoLTE 4G LTE" and a signal strength indicator consisting of four vertical bars of increasing height.

Migration from 2G Voice and SMS

If you are migrating from 2G voice, we will make the last four digits of your Sure4G number the same as the last four digits of your 2G number. Your number will change from +246 380 XXXX to +246 381 XXXX.

What if my handset is not VoLTE Compatible?

If your handset is not VoLTE compatible then you can continue to use our 2G foneplus mobile for voice and SMS. Sure will operate the 2G foneplus network in parallel to Sure4G until end of March 2021.

Handset Compatibility

The majority of handset vendors only open their handsets for VoLTE once network certification testing of their devices has been undertaken on a carrier's network. The tested networks are then included in the vendor's carrier database on their handsets to allow service. VoLTE certification is required for voice and SMS services.

The Sure Group has an ongoing VoLTE certification programme with Samsung and Apple being priority handsets. Huawei is also part of the programme. Timelines for handset certification are not yet finalised.

Once a handset has been certified by the vendor you will need to update the operating system software on your handset to download the latest carrier database to enable your handset to use Sure4G VoLTE.

Coming Soon - Sure VoLTE App

Later in the year, Sure will be launching an App which can be downloaded from the Google Play Store. The App will integrate with the native dialler on your handset and will allow voice calls to be made using any handset using the Android operating system and using Android 5.0 or later. The App does not support SMS.

Which Handsets can I use Today

You can use the following handsets on the Sure4G network today:

Xiaomi

Many North American/Asia sourced Xiaomi handsets can be VoLTE unlocked by dialling a simple code, they will then work on the Sure4G network with both voice and SMS. European sourced models don't unlock.

Apple

iPhones 6S and newer using the latest iOS are VoLTE semi-open by default. This ensures most iPhones 6S and newer are Sure4G voice compatible. SMS functionality is currently not available on any iPhone version. SMS functionality will be possible once Apple handsets are certified for the Sure4G network.

Can I use the Samsung handset I've purchased from Sure?

Samsung handsets sold by Sure will not be Sure4G VoLTE compatible until the Samsung certification has been completed.

