

# Sure Updates

## January 2026



### Highlights of 2025

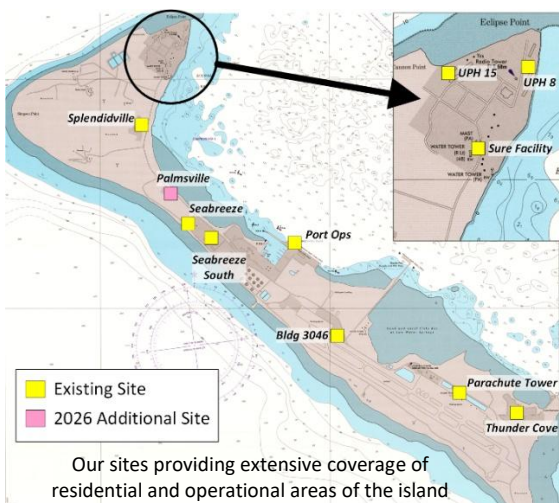
2025 was a busy year with lots achieved. The key highlights that have benefited you as our customer are:

- In October we delivered enhancements to Sure<sup>4G</sup> mobile and broadband service bringing bigger data bundles and higher speeds
- To improve coverage around Thunder Cove, with the support of the Air Force we installed a new mobile cell site. We're coordinating with the Air Force to keep this in place long term.
- To ensure our network elements are fully vendor supported we have continued with behind the scenes hardware refreshes on critical traffic management infrastructure.

### Sure<sup>4G</sup> Updates



**New 4G Cell Site:** To support the growing population of Palmsville we have started a project install a Sure<sup>4G</sup> cell site within the village. Palmsville coverage today mostly comes from the tower in the north west corner of Seabreeze but we note that the coverage is affected by the trees alongside the golf course. This investment by Sure will improve indoor coverage throughout the village. We expect installation works to start soon. Watch out for our team installing the new antennas and cell equipment.



### Hints and Tips



Sometimes if you are having problems with your broadband service all you need to do is power cycle your router. As an example, last year when we had power issues, power cycling of customer modems solved most connectivity problems. If you are uncertain about doing this or power cycling does not solve your problems visit our shop and speak to our team or call us on 370 9000.

### Online Card Payments



Just a reminder that you can pay your broadband bills online. You can also top-up your 4G credit online through selfcare. If you're not doing this already then speak to our team to find out how.

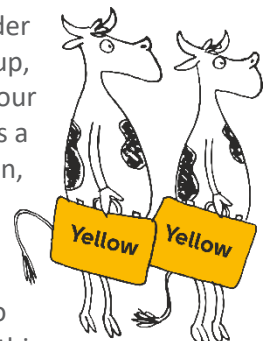
### Network Outages

Unfortunately there were some service outages due to problems with our power equipment in September and October of last year. We can confirm that we have installed replacement parts and there have been no more occurrences of the problems experienced.

### Brand Refresh



To highlight the wider benefits of our Group, we've refreshed our Group brand. Beyon is a technology group born in Bahrain, dedicated to bringing technology closer to people and businesses with best-in-class connectivity and digital solutions. In Diego Garcia you will see impact of this brand refresh in 2026.



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# Sure Updates

## January 2026 - Supplement



### Annual Customer Survey



Thank you to everyone who completed our annual customer survey which took place in October. We are pleased to share your feedback. All scores out of 10.

#### Strengths:

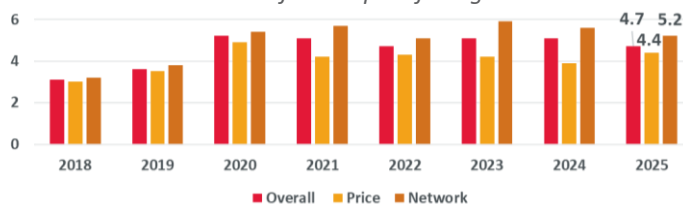
- Customer service continues to be highly rated and continues to underpin overall customer satisfaction.
- Positive feedback from many users about our services.

#### Challenges:

- Although the score for mobile pricing improving, pricing and the perception of value for money remain the areas with the lowest satisfaction.
- Despite increases, slower speeds contribute to customer dissatisfaction, particularly when compared to the speeds experienced in other locations.

#### Mobile

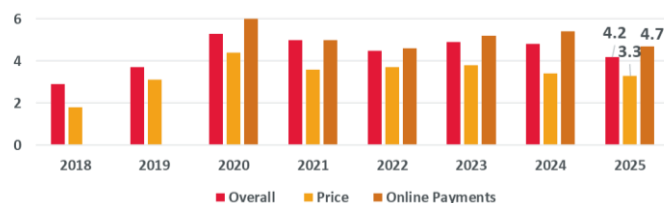
- Satisfaction with mobile services has declined slightly
- Some customers report strong performance and good speeds.
- A slight decline in satisfaction with network performance but improved scoring for pricing.
- Some users report experiencing coverage issues in some areas of the island.
- Customer comments:
  - *Thanks for the good service, keep it up*
  - *Speed is very good*
  - *Excellent customer service*
  - *Generally very happy with the service that Sure provide*
  - *4G mobile service on Diego Garcia is spotty and coverage is not that great*
  - *Networks keep dropping on and off during day time*
  - *Small island but lots of blind spots for signal*



#### Broadband

- Overall satisfaction with mobile services has reduced marginally with customers highlighting they would like to see improvements in speed and value for money.
- Staff continue to be recognised for their professionalism and helpfulness despite challenges beyond their control.

- Some customers note frustration with connectivity and pricing, others acknowledge improvement compared to past experiences.
- Customer comments:
  - *Brilliant Service*
  - *The staff are amazing*
  - *I'm satisfied that we have any sort of internet at all on the island*
  - *Allowance is more important but speed could be a lot better*
  - *Overall pretty happy with the broadband service to date*
  - *It's too expensive*
  - *The pricing should be reduced and the speed increased*



#### Overall Customer Satisfaction

- In store customer satisfaction remains strong. Some very positive comments about staff in the shop with some noting that Customer Service is the best part of Sure.
- Customers would like an in-store card payment option.
- Many customers praise Sure's staff as "friendly and helpful", "polite", "wonderful" with some describing their overall experience as "excellent".
- The website has mixed feedback with some customers suggesting improvements are required.
- A small decline in feedback on communications with some customers requesting more timely notifications during service outages.



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