

# Sure Updates


October 2023



## October 2023 Enhancements

From the 1<sup>st</sup> October our new residential broadband and Sure4G packages will be in place delivering a mix of speed and data increases. Sure foneplus WiFi is also included within our programme of enhancements with a speed increase. Below are comparison tables of before and afterwards showing the new broadband speeds and allowances as well as the new Sure4G bundles:

### Broadband Speeds and Data Allowances:

Package	Gigabytes Before	Gigabytes October	Speed-Mbps Before	Speed-Mbps October *
Bronze	22.5	25	2.25	4
Silver	39	45	3.0	10
Gold	69	90	4.5	10
Platinum	114	150	6.0	10
Diamond	150	275	6.0	10
 Max	----	500	----	20

\* Sure broadband speeds are limited by line length and quality

### Sure4G Speeds and Data Bundles:

Package	Gigabytes Before	Gigabytes October
Surf 10 - \$10	1.6	2.0
Surf 15 - \$15	3.0	3.0
Surf 20 - \$20	4.5	5.0
Surf 50 - \$50	12.5	15.0
Surf Max - \$100	27.0	30.0
4G Speed	5.0Mbps	5.0Mbps

## New Sure Max Broadband



As part of our upgrade programme, from the 1<sup>st</sup> October our new Max broadband package will be available. Sure Max is a VDSL service with a big data allowance of 500 Gigabytes and speeds of 20 Mbps down and 5 Mbps up. The monthly charge is \$275. It also includes access to the Night Time Window providing free internet between 00:00 and 05:00. Options of automatic disconnect or overage are available. To make transfer to Max easy, for customers signing up to Max before 31st December we will provide a free VDSL modem, the only condition is you need to remain on Max for a minimum period of 3 calendar months.

## Sure4G Updates



**4G Cell Site Capacity Upgrade:** To support the growing population of Splendidville we are going to increase the capacity of our Splendidville Sure4G cell site. The necessary equipment is all ordered with delivery to the island expected in December.

Completion of installation works is expected to be in January of next year. We continue to identify areas where we can improve signal levels and address them where it will make a meaningful difference.

**eSIMs:** To ensure that you can use the latest handsets on our Sure4G network, we plan to implement eSIMs towards the end of the year. We are currently finalising contracts with our supplier. We will keep you updated in future editions of this newsletter.

## Sure foneplus 2G Shutdown

The clock is ticking quickly down to 2G shutdown. To support shutdown we stopped selling new 2G services from 1<sup>st</sup> March. If you are still using foneplus 2G services it is important that you get ready for this. Thank you to all who have migrated already. Shutdown is currently scheduled for 31<sup>st</sup> December.

## Annual Customer Survey



Our annual customer survey will take place from the 16<sup>th</sup> to 29<sup>th</sup> October. You will be invited to take part by email or SMS depending on which Sure service you use. If you do not get an invite please speak to our team and we will share the web link to the survey. Please spend some time completing it. The results of this survey are very important to us, we will share the results with you after completion and processing of the results.

Love being  sure.

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