

Sure Updates

January 2019



Sure Commits to Diego Garcia



Sure has been awarded a new operating licence by the BIOT Administration. This new eleven year licence issued on the 2nd October 2018 will deliver a wide range of improvements to customers through significant capital investment by Sure. The two biggest changes you will see are broadband enhancements and 4G mobile deployment.

Broadband Enhancements



We're currently procuring additional satellite capacity to deliver significant broadband enhancements. This is the start of a four year programme to increase data volumes and speeds. We will also be renaming our packages and adjusting the pricing to make them more logical. The first enhancements will be on 1st March so we are working very hard to be ready.

The new packages from 1st March will be:

| Package | Gigabytes | Speed-kbps | Cost |
|----------|-----------|------------|-------|
| Bronze | 7.5 | 768 | \$50 |
| Silver | 13 | 1024 | \$75 |
| Gold | 23 | 1536 | \$125 |
| Platinum | 38 | 2048 | \$175 |
| Diamond | 50 | 2048 | \$225 |

Card Payments



You will soon be able to pay your Sure bill using credit and debit cards. We have now signed an agreement with a card services provider allowing us to take card payments. We're just waiting for the machines to arrive on island. Due to the cost of card payment processing, there will be a small additional charge for making card payments.

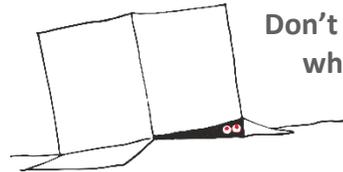
4G Mobile



The team are busy planning for the installation of a 4G network to replace the current 2G network. We're aiming to have it ready by the end of the year though our promise to the BIOT Administration is by April 2020.

We will keep you informed of progress. Later in the year we will explain more about how it will work and what services and bundles will be available.

We're Listening



Don't hide in your room, tell us what you think!

Thanks to all of you who took part in our customer survey. These surveys will become a regular part of our operations on Diego Garcia.

We will soon be creating a customer consultation committee. This will make it easier for customer feedback to be considered and ensure that our messages are clearly understood by our customers.



Do you have an idea? A suggestion box is located in our shop. If you want to be anonymous you can, just leave us a message in our box.

