



Check data usage

How to check web portal for data usage.

- Please go to website www.sure.io
- Click the link “Check your Broadband Usage”.
- Log in with your user id and password.
- Remember to check on a regular basis

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Sure Broadband

www.sure.io

Options for Overage





Options for Overage

There are two ways to use additional data once you have used your inclusive allowance.

- Option to automatically disconnect on full use of inclusive allowance to prevent any overage.
- Just continue using data without interruption, limits apply.

Auto Disconnect

Your account automatically disconnects on full utilisation of your inclusive data allowance to prevent you paying for overage. You will receive an automated email warning that you are nearing your data allowance.

- **How do I opt in for auto-disconnect?**
Visit Sure Customer Services and request to opt-in to auto disconnect.
- **How do I buy top-up data boosters?**
You simply visit the Sure Customer Services and pay for your top-up. It is open Monday-Saturday 10am to 7pm. *It is not possible to buy boosters outside of these times.*

- **How much do I pay for top-up data boosters?**
You purchase boosters in increments of half Gigabytes. The minimum top-up booster is \$10.00 for one half Gigabyte.
- **Can I transfer unused top-up data boosters to the next month?**
No, top-up data boosters must be consumed in the month of purchase. There can be no carryover or refund of the unused portion of data boosters.
- **Can I still use the Night Time Window when my account is disconnected?**
No, the night time window is only available to customers with data available to download.
- **Can I opt-in one month when funds are tight and then the following month choose to have normal overage?**
You may make changes to take effect for the next month, but not the current month.

Overage - Just Continue Using Data

Once you have used all of your inclusive data allowance, you will just continue. This usage will be added to your bill at the end of the month. You will receive automated emails warning that you are nearing your data allowance, or have reached/exceeded your data allowance.

- **I don't want to opt-in to Auto Disconnect, what should I do?**
Visit Sure Customer Services and request that your account is not auto disconnected.
- **How much additional data can I use before disconnection?**
This is dependent on the package you have chosen. Your account will automatically disconnect at these protection limits to avoid unexpected bills.
 - Bronze – 1 Gigabyte
 - Silver – 2 Gigabytes
 - Gold – 3 Gigabytes
 - Platinum – 4 Gigabytes
 - Diamond – 5 Gigabytes
- **How much do I pay for additional data?**
Additional data (overage) is charged at \$0.20 per 10/Mbytes. It will be added to your bill at the end of the month.
- **What if I still need additional data over my “protection limit”**
You will need to visit the Sure Customer Services and pay for your top-up boosters in increments of 0.5GB at \$10.00. It is open Monday-Saturday 10am to 7pm. *It is not possible to buy top-up boosters outside of these times.*