



Sure's Here to Help Guide

Diego Garcia

June 2019

Contents

Who We Are	3
Here to Help.....	3
Our Customer Charter	3
Our vision.....	3
Our pledge	3
Contact Us.....	4
Issues with your broadband or mobile services.....	4
Lost or stolen mobile phone	5
Making Calls.....	6
Billing and Payment	6
Ways to pay	6
Payment difficulties and procedure	7
Additional billing charges.....	7
Complaints Procedure.....	7
Reporting a formal complaint.....	7
Investigation.....	8
Resolution.....	8
Compensation	10
We Aim to Please	10

Who We Are

Sure has been providing communications to Diego Garcia since 1982. We now provide a range of services, from voice, mobile and broadband to data networks, global connectivity and managed services solutions.

Sure also provides communication services in Guernsey, Jersey, Isle of Man, Falkland Islands, St. Helena and Ascension Island, all through wholly-owned subsidiaries of the Bahrain Telecommunications Company (“Batelco”).

Here to Help

This ‘Here to Help Guide’ aims to provide information and answers to questions that you may have about our products and services, as well as details of how to get in touch with us for any advice or support.

It also explains what to do if things go wrong. It sets out the complaints procedure and how to use it in the unlikely event that you have any difficulties with a product or service that we have provided to you.

A copy of this Guide, and details of specific products and services, can be found on our website at www.sure.io or by visiting our main office in Building 1501.

Our Customer Charter

Our vision

To enrich the lives of our customers in a rapidly changing digital world.

Our pledge

- ✓ To provide a courteous and professional service at all times.
- ✓ To understand the importance of your needs, whatever they may be.
- ✓ To provide a great network experience for all of our customers.
- ✓ To always respect confidentiality in how we store and use your data.

Contact Us

If you would like any advice, information or help then please get in touch with us using any of the following means:

Phone: (Calls from mobiles are free to Sure numbers)	General enquiries	Call our Customer Service on 370-9000, which is available between the following times: <ul style="list-style-type: none">○ <u>Monday to Saturday: 10am – 7pm</u>
	Fault reporting:	Can be reported 24 hours a day on 370-9000
	Lost or stolen mobile phones only:	Can be reported 24 hours a day on 370-9000
	Complaints	For details of our complaints procedure please see Page 7.
E-mail:	dg.info@sure.com	
Website:	www.sure.io	
Post:	Sure (Diego Garcia) Limited PSC 466 Box 59, FPO AP 96595	
Retail Stores:	Building 1501	

Issues with your broadband or mobile services

We have Licence obligations to ensure that broadband services and mobile services have high availability, subject to external factors outside our control. Issues can be reported 24 hours a day and we will always endeavour to resolve them as quickly as possible to limit the inconvenience that you may experience. If you report a fault, we will respond to you within one working day. We will fix the fault within 2 workings days, subject to there being no external factors outside our control that prevent us from doing so.

If you are having a problem with your Broadband connection, please check the following before calling us to further assist:

1. Cables are correctly connected as indicated on the modem.
2. If a filter is used that the modem and telephone are connected to the correct ports (as indicated on the splitter).
3. Modem is powered on.

Please note that if a Sure engineer calls at your room or office, they will be carrying an identity card. If you are unsure about the validity of the card then please call us to confirm the identity of our engineer.

If a problem occurs outside normal engineering hours (8am to 6pm Mon-Fri), then the problem will be logged by our watchkeeper and attended to on the next business day.

Lost or stolen mobile phone

If your mobile phone is lost or stolen:

1. Call us **immediately** on 370-9000

You **must** report your loss or theft as soon as you become aware of it. The earlier you let us know that your mobile phone is missing, the earlier we can put a stop on your SIM. This will prevent it from being misused and potentially use of your prepaid credit.

After we have put a stop on your SIM you can purchase a new SIM. We can then move your mobile telephone number to the new SIM and you will be able to continue using your Sure mobile service as normal (in a different mobile phone).

2. Report your lost or stolen phone to the police

It is important that you report your missing mobile phone to the BIOT police. They will take the details and give you a reference number. They will also take your details in the event that your mobile phone is found. Please be aware that Sure will not provide a covering letter for any insurance claims.

Calls from Sure

At Sure, we value your opinion and from time to time we may call valued customers for a short feedback survey to help us to improve our services to you in the future. If someone from Sure is calling, they will introduce themselves and say that they are calling from Sure. Please tell us at the time if you wish to no longer receive such calls from Sure.

If you are unsure of someone's identity then we advise you to not give out any personal details over the phone. Please note that Sure does not hold the bank details for any of our customers in Diego Garcia so we will never contact you – whether by phone or e-mail – to ask you to update these details. If anyone does contact you for these details, suggesting they are from Sure, it is a fake call/e-mail phishing attempt so please do not provide any such information.

Malicious, indecent or grossly offensive calls

Making a malicious, indecent or grossly offensive call is a criminal offence. If you are a victim then please call us on 370-9000 where we will do all we can to help you.

If the caller is making direct threats to you please contact the BIOT police on 370-2938.

Making Calls

Sure customers can make calls to a huge number of destinations, ranging from local to international.

Please note that calls from a mobile often cost more than from a landline. For a list of Sure's current call charges please see our website.

Billing and Payment

We are committed to providing you with bills that are both clear and 100% accurate. Your bill will show you which services you used in the last month, and how much you have been charged for them.

For business telephone customers, as an option, we are able to provide itemisation which details information about usage of your service(s). We are able to provide an itemised bill for foneplus cellular prepaid mobile and foneplus prepaid voice services for a small fee.

If you want to see details of your usage before your next broadband bill is issued, please use the Broadband customer portal at broadband.sure.io. For mobile balances, please call 178 from your mobile.

Broadband invoices are sent out to your command or preferably via email.

Ways to pay

We ask that you pay your broadband bill as soon as possible after you receive it. The date by which we must have received your payment is shown on the bill. This date is normally the 10th of the month (or the 11th if the 10th falls on a Sunday).

- ✓ Pay your bill in the Sure Office – Currently you can only pay by cash, but shortly we hope to be in a position to accept credit and debit cards (subject to a small surcharge).

If you wish to query any item on your bill then please contact us as soon as possible by calling 370-9000 to let us know so that we can sort this out for you. We would ask that you pay the undisputed amount whilst we investigate the query for you.

Payment difficulties and procedure

If you are having difficulty paying your bill then please call us on 370-9000 where one of our team will be happy to discuss your situation and your options. The earlier you inform us, the more we can do to help you.

Unpaid bills

If we do not receive your payment by the date shown on your bill, and you have not contacted us to suspend your account or advised us that you are currently off island, then we will carry out the following process:

- We will try to call you on the 8th or 9th of the month to remind you.
- If we have not received your payment by the 10th we will disconnect your service(s) and will not reconnect your service(s) until we have received full payment of the outstanding amount.
- We will also make a reactivation charge for restoring your broadband service.

We strongly advise that you do not rely on being reminded to pay your bill on time.

Reactivation charge

If your broadband service is disconnected because of an unpaid bill, it will not be reactivated until we have received full payment of the outstanding amount. We will also add a charge for reactivating your broadband service.

If you do not pay the outstanding amount after your service has been disconnected, your contract with us may be terminated and we reserve the right to take legal action to recover the debt.

Additional billing charges

Additional payment charges may apply. For further details of these charges including: Credit Card transaction fees, reactivation charges then please go to the 'Other Charges' section of the associate product page on our website.

Complaints Procedure

Despite our best efforts, we realise that things may go wrong from time to time. If you are unhappy with any of our products or services then please let us know and give us the opportunity to put things right for you.

Reporting a formal complaint

In order to have the most complete record possible we would prefer to receive your complaint in writing. You can write to us:

By email: dg.info@sure.com

Please provide as much detail as possible and let us know how you would like us to contact you. Our aim is to keep you updated and to put your mind at rest.

If you are unable to write to us you can contact us by phone on 370-9000 and ask a customer service agent to log your complaint with our Customer Service Manager.

What if I want to speak to someone in person?

We can arrange a private meeting for you and a Sure representative (usually our Customer Service Manager) at our offices, if you wish. We cannot promise that we will be able to resolve your issue for you while you are with us as we may need to further investigate the matter.

What if English is not my first language?

Please ask us whether we have a representative available who speaks your native language. Alternatively, you are welcome to have someone assist you, who can translate and help you to get your concerns across to us, or with permission from you, act on your behalf.

Investigation

As soon as we have heard from you, we will start an investigation into your issue and update you along the way. We will respond to you personally within two working days of you making your complaint.

At that stage, we may need to ask a few more questions to better help resolve your complaint.

We will make every effort to resolve your complaint within 5 working days but for more complex issues and if we need to undertake internal investigations, this could take up to 10 working days.

We will keep you regularly updated so that you're confident we are dealing with your issue.

Resolution

As soon as our review is complete, we will contact you and set out our position. If we agree that you have a valid complaint, we will offer you a proposed resolution and give you time to consider it. If you are due a refund, a credit or compensation this will all form part of the proposed resolution offer.

What if I don't accept your offer?

We may ask you why you feel that the offer is not what you were expecting and see if we can do anything else to address this. Our aim is to make every effort to put things right. If necessary, we will escalate your concern and reconsider the matter. You will then be contacted again to either confirm the original offer or to discuss any revised proposals.

What if I still don't accept it? Where else can I go?

If, despite our best efforts, we have not been able to resolve your complaint within 10 working days or you are still not satisfied with the resolution that we have offered, then you can take your complaint to the regulator, who is David Rogerson and who may be contacted through the following e-mail address: regulator@biotcommunications.org

Compensation

In certain circumstances, you will be entitled to compensation. We will pay compensation for faults that have not been resolved within 2 working days, provided they are not due to external factors outside our control. Unless we have discussed this with you already, please contact us within one month of the issue(s) that caused the loss of or impact to your service.

We will progress all claims for compensation if we fall outside of any of our Service Level Agreements, unless this is as a result of instructions made or circumstances created by you.

However, no compensation will be paid for any loss or impact to your service(s), or delays to provision or repair if caused by any matter beyond our reasonable control, including but not limited to: fire, lightning, explosion, war, disorder, flood, industrial disputes (whether or not involving Sure employees), severe weather, acts of any third party supplier, acts of government or other competent authorities, or any other matter which would constitute an act of God.

We Aim to Please

We hope that you enjoy being a customer of Sure and our aim is to treat you with respect at all times. We also require the same of you in return when you communicate with us.

In the unlikely event that we consider your conduct to be inappropriate, we have the right to immediately cease that interaction. You may then be required to communicate with us solely in writing, until such time as we decide otherwise. Sure will not tolerate any form of verbal or physical abuse towards any of its staff.

Sure is proud to be a Customer Driven business, and we're always very keen to hear from you about how what you think of our services. From time to time you might be invited to take part in customer feedback sessions, where you can share your experiences. We welcome feedback any time though, so please feel free to drop us a line at dg.info@sure.com with any comments.