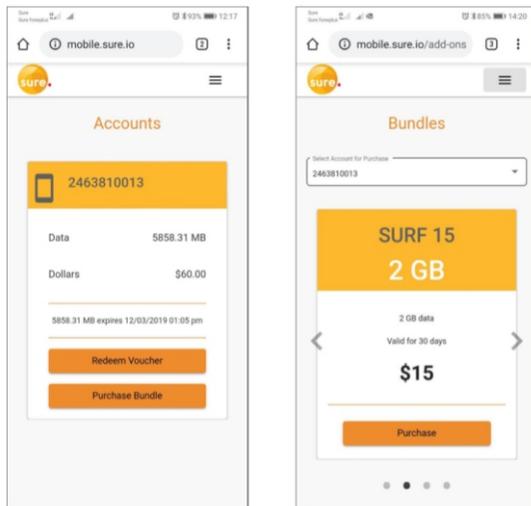


Web Self Care - mobile.sure.io

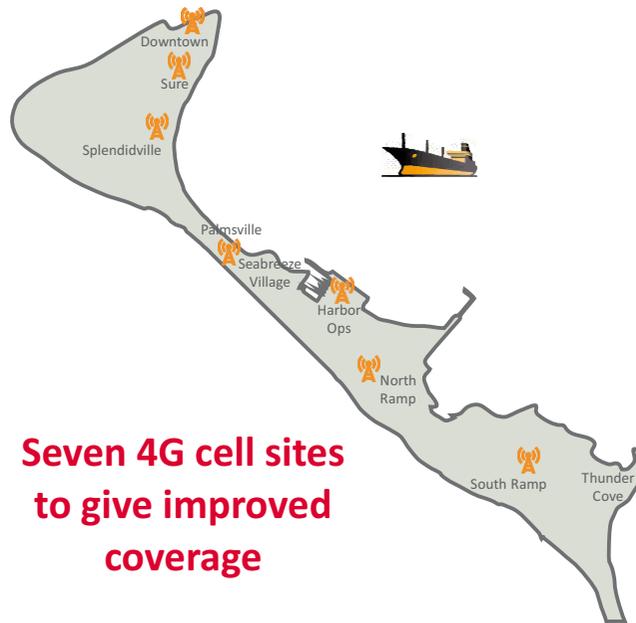
- Easy to use
 - Check your balance
 - Activate a data bundle
 - Top-up your credit with a top-up card (Redeem Voucher)
- Automatically adjusts to device screen size
- Doesn't require a valid data package to access self-care - works even when your data bundle has expired.



SMS Self Care

Our SMS based self care is available to Sure4G Voice users who have an SMS compatible handset:

- To check your credit balance - SMS **Bal** to **183**
- To check your data usage - SMS **Data** to **183**
- To activate data - SMS **Surf10**, **Surf15** or **Surf20** to **183**
- To add credit - SMS your 16-digit top-up card number to **187**



Seven 4G cell sites to give improved coverage



4G top-cards are different from 2G foneplus cards

Please take care purchase the correct card type from the vending machines

Cards are available @:

- Food Court
- NGIS
- PAX Terminal
- Seamen's Centre
- Sure Shop

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Sure4G

www.sure.io



Sure4G Voice and SMS



Sure4G

Covers Downtown, the Villages, Harbor Ops, PAX Terminal, North Ramp, AIMD, South Ramp and Thunder Cove

Sure4G Voice and SMS

The Sure4G network uses VoLTE technology for voice calls and SMS services. If calling between Sure4G handsets or calling landlines, VoLTE technology will usually give better voice quality and quicker call set up times. Handsets must be VoLTE compatible and network certified to use VoLTE technology.

How do I know I'm using VoLTE?

If your handset is connected to the VoLTE network it displays a VoLTE symbol in the top line of your handset display. They vary slightly but generally look like the examples below. Some handsets show the letters HD to indicate VoLTE instead.

A grey rectangular icon with the text "4G VoLTE" and a signal strength indicator consisting of four vertical bars of increasing height.A grey rectangular icon with the text "VoLTE 4G LTE" and a signal strength indicator consisting of four vertical bars of increasing height.

Migration from 2G Voice and SMS

If you are migrating from 2G voice, we will endeavour to make the last four digits of your Sure4G number the same as the last four digits of your 2G number. Your number will change from +246 380 XXXX to +246 381 XXXX.

Which Handsets can I use Today

The majority of handset vendors only open their handsets for VoLTE once network certification testing of their devices has been undertaken on a carrier's network. VoLTE certification is required for voice and SMS services. Sure work with Apple and Samsung to ensure a wide variety of handsets are Sure4G compatible.

Apple

iPhones using iOS15 are fully Sure4G compatible and support data, voice and SMS. iPhones using iOS14 or earlier support voice and data but they do not support SMS. iPhones must be version 6S or newer to work on Sure4G.

Samsung

Samsung handsets including the S21 family and the S22 family are fully Sure4G compatible and support data, voice and SMS. Some A-series models have been activated with more to follow over the next few months. Check with the Sure team for updates on when the different models will be activated.

Xiaomi

Many North American/Asia sourced Xiaomi handsets can be VoLTE unlocked by dialling a simple code, they will then work on the Sure4G network with both voice and SMS. European sourced models don't unlock.

Other Vendors

We know that some handsets from other vendors are fully Sure4G compatible and support data, voice and SMS. We don't have a definitive list for handsets from other vendors.



Can I use the Samsung handset I've purchased from Sure?

Certain models of Samsung handsets sold by Sure are now Sure4G VoLTE compatible. Please speak to our team and they can advise on the specific models.

Sure VoLTE App

Sure have an Android App which can be downloaded from the Google Play Store. The App will integrate with the native dialler on your handset and will allow voice calls to be made using handsets using the Android operating system and using Android 5.0 or later. The App does not support SMS.

The App will also enable you to make calls over your residential broadband connection using your WiFi if you have no 4G signal. Calls made this way will be charged to your Sure4G account.

What if my handset is not VoLTE Compatible?

If your handset is not VoLTE compatible then you can continue to use our 2G foneplus mobile for voice and SMS. Sure will operate the 2G foneplus network in parallel to Sure4G until at least April 2023.

eSIMs

Some versions of handsets such as the US version of the iPhone 14 are eSIM only. At the moment we don't support eSIM only handsets.