

# Sure Updates

## April 2021



When visiting our shop, please respect other shop users - wear a mask and queue using the orange lines

Six Feet



## Broadband Enhancements

On the 1st March we upgraded all our residential services with speed and data increases for residential broadband and Sure4G. There was also a speed increase for Sure foneplus WiFi. The next upgrades will take place on 1<sup>st</sup> March 2022.



### Residential Broadband

Our new packages have faster line speeds and larger data allowances. Overage costs have been reduced and boosters have got bigger. Overage is now only \$8.30 per Gigabyte and our boosters have increased in size to 1.5 Gigabytes

Package	Gigabytes Before	Gigabytes Now	Speed-kbps Before	Speed-kbps Now
Bronze	12	16.5	1280	1792
Silver	21	29	1740	2304
Gold	37	50	2560	3584
Platinum	60	85	3380	4800
Diamond	80	110	3380	4800



### Sure4G

Sure4G now has bigger bundles and faster speeds, there is also a new Surf 50 data bundle to bridge the gap between Surf 20 and Surf Max. The Sure4G speed has been increased to 3.3Mbps, a 65% increase. The bigger bundles are shown in the below table.

Package	Gigabytes Before	Gigabytes Now
Surf 10 - \$10	1	1.2
Surf 15 - \$15	2	2.3
Surf 20 - \$20	3.0	3.5
Surf 50 - \$50	---	9.5
Surf Max - \$100	18.0	21



### WiFi

Although many users have moved from WiFi to 4G services, foneplus WiFi remains part of our product portfolio and also our annual upgrade commitments. We increased speeds to allow WiFi connections of up to 2.5Mbps.

## Network Replacement

In February we started replacing our main broadband access node, the old node having been in operation since 2006. The migration of all customers onto the new equipment has now been completed. Unfortunately there was some disruption to broadband users during the migration due to some unexpected technical issues. All of these issues were resolved by mid March.

## Sure4G

### Delays in Sure foneplus Cellular 2G Shut Down

As Sure4G Voice and SMS services were launched on the 1<sup>st</sup> May of last year we're now into the countdown for the shutdown of our 2G network. Shutdown was planned for April 2021 however this has now been delayed, initially until October but it may be delayed a little more. If you are still using our 2G network you will need to make sure you have a compatible handset prior to 2G shutdown so that you can start using Sure4G for data, voice and SMS. We will provide further updates as we get closer to this revised 2G shutdown date.

### Sure4G Voice App

Our app for android is now working and we are completing final testing prior to launch. It will allow users of Android handsets which are not VoLTE compatible to make and receive voice calls using 4G data. The app will integrate with the android native dialler on the handset. It will soon be available through the Google Play Store.

## We're Listening



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.

