

Sure Updates

April 2022



When visiting our shop, please respect other shop users and observe social distancing practices as required on DG



2022 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. As a reminder, here are tables showing the new broadband and Sure4G allowances and bundles:

Broadband Data Allowances:

Package	Gigabytes Before	Gigabytes Now	Speed-kbps Before	Speed-kbps Now
Bronze	16.5	22.5	1792	2304
Silver	29	39	2304	3072
Gold	50	69	3585	4608
Platinum	85	114	4800	6144
Diamond	110	150	4800	6144

Sure4G data bundles:

Package	Gigabytes Before	Gigabytes Now
Surf 10 - \$10	1.2	1.4
Surf 15 - \$15	2.3	2.7
Surf 20 - \$20	3.5	4.0
Surf 50 - \$50	9.5	11.0
Surf Max - \$100	21.0	24.0
4G Speed	3.3Mbps	4.2Mbps

Sure4G



Online top-ups: We're about to introduce online Sure4G top-ups with final testing currently being completed. Top-ups will be accessed through a tab within the Sure4G selfcare portal. You will be able to select from a range of different top-up values between \$10 and \$100. As for fixed broadband payments there will be a small charge to cover the transaction fee. At launch you will have to have an active data bundle to use online top-ups. We are working on potential solutions to allow online top-ups when you don't have an active data bundle. You must be set up for Sure4G selfcare to access online top-ups. Speak to our team if you need more help or guidance.

Sure4G App for Android: The android version of our Sure4G app is now available through the Google Play Store. The app allows users of Android handsets which are not VoLTE compatible to make and receive voice calls using 4G data. It integrates with the native android dialler on the handset. After you have installed the App from the Google Play Store you will need to visit the Sure Shop to set it up guided by the Sure team.

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.

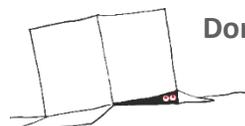
VoLTE Compatability: We continue to work with Samsung to ensure VoLTE certifications of Samsung handsets. Unfortunately progress continues to be slow. Just a reminder that iPhones with iOS15 are fully Sure4G compatible and support voice calls and SMS.

Goodbye to Lita



After twenty years of her looking after you all through our shop we have said goodbye to Lita who has departed for a well earned retirement. Enjoy your retirement Lita! Please welcome Ardel who is our new Office Manager when you visit our shop.

We're Listening



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

We're restarting our customer consultation programme which was suspended due to covid. If you'd like to be part of a team providing feedback and suggestions to improve our services, drop into our shop and speak with Ardel.

Love being 