

Sure Updates

April 2020



Social Distancing

When visiting our shop, please respect other shop users and queue using the orange lines to observe social distancing



Six Feet



International IP Upgrade



Late in March we increased our international internet capacity. Internet traffic globally has increased as people communicate more by internet during the Covid-19 pandemic, this is true also for Diego Garcia.

By increasing our international capacity there is more bandwidth for users at busy times. This means that more people can use Sure internet services at the same time without impacting user experience.

Sure4G Mobile



Sure4G has been operational now just over three months and we're getting close now to launching 4G voice and SMS services. These will be available to customers with compatible handsets from 1st May.

Sure4G Voice & SMS

The Sure4G network uses VoLTE technology for voice calls and SMS services. Handsets must be VoLTE compatible and network certified to use VoLTE technology. The Sure Group has an ongoing VoLTE certification programme with Apple and Samsung being priority handsets. The summary below outlines compatibility of a few makes of handset.

We will shortly be launching an Android App (for Android V5.0 or above) for handsets which are not VoLTE certified to provide voice functionality.

Xiaomi – Many Xiaomi handsets can be VoLTE unlocked by dialling a simple code, they will then work on the Sure4G network with both voice and SMS.

Apple – iPhones 6S and newer using the latest iOS are VoLTE semi-open by default allowing voice functionality on the Sure4G network but not SMS. SMS functionality will be possible once Apple handsets are certified for use on the Sure4G network.

Samsung - Samsung handsets including those sold by Sure will not be Sure4G compatible until Samsung certifications has been completed, Samsung is a priority part of the Sure Group VoLTE certification programme.

For more details, see our Sure4G Voice & SMS leaflet available in our shop and on our web site.

Sure4G Selfcare – Just go to mobile.sure.io

Save time and avoid queueing in our shop by using our web based selfcare and using top-up cards. Contact the team if you need assistance setting up your selfcare.

- Add credit to your phone using top-up cards from our vending machines.
- Check your data usage and activate data bundles using our selfcare – active data bundle not required.

Shop & Telephone Hours



We recently changed our shop opening and telephone support hours.

Shop: Mon-Sat: 10:00-13:30 & 16:00-19:00

Tel: Mon-Fri: 07:00-19:00, Sat: 08:00-19:00

If you have a question for us, why not save time and avoid queueing in our shop by calling us on 370 9000 (*free from cellphones*). Calling us gives you more flexibility as our telephone lines don't close mid-afternoon.

Facebook



Just a reminder that we're now on Facebook. Like us to get the latest information and updates from Sure direct to your home page.

Love being  sure.

Sure (Diego Garcia) Limited www.sure.io +246 370 9000