

Sure Updates

April 2023



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



Submarine Cable Connectivity

Sure has upgraded its internet connectivity and is now using the new submarine cable. After initial testing, Sure4G mobile services were migrated mid-December and broadband services were migrated mid-January. You will all have noticed lower latency and quicker web page loading. Due to very long Cisco lead times we still have some equipment to install to complete the upgrade of our core network to fully support the new cable capacity.

We are now working with the Regulator to agree mobile and broadband packages for the next period of our licence so that we can pass on the benefits of this cable to you. Due to the remote location of Diego Garcia the new cable capacity is expensive for our small user base and this needs to be considered when we prepare our new packages.

Sure4G Updates



On the 1st March we implemented Sure4G mobile enhancements giving more data and more speed.

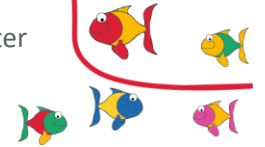
The new Sure4G data bundles:

| Package | Gigabytes Before | Gigabytes Now |
|------------------|------------------|---------------|
| Surf 10 - \$10 | 1.4 | 1.6 |
| Surf 15 - \$15 | 2.7 | 3.0 |
| Surf 20 - \$20 | 4.0 | 4.5 |
| Surf 50 - \$50 | 11.0 | 12.5 |
| Surf Max - \$100 | 24.0 | 27.0 |
| 4G Speed | 4.2Mbps | 5.0Mbps |

Although there were no broadband package changes at this time we have increased the size of broadband boosters to 3 Gigabytes and we have reduced the cost of broadband coverage.

Additional 4G Cell Sites: We have already completed one new site which is located at Transportation. This site is now providing improved indoor coverage in the southern part of Seabreeze. After the delivery of some more power equipment we will build our second new

site on UH8 which will provide better indoor coverage in UH 9, UH 8, UH 7 and UH 6.



Sure foneplus 2G Shutdown



The clock is quickly ticking down to 2G shutdown so it is important you get ready for this if you are still using foneplus 2G services.

We're are shutting down our 2G network in two stages:

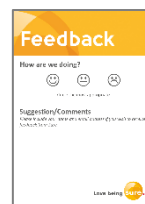
- Stage 1 – Already implemented – On 1st March 2023 we stopped selling new 2G services to customers. We continue to fully support existing 2G customers.
- Stage 2 – We propose to shut down the 2G network on 31st July 2023, this date still remains subject to review and agreement with the Regulator.

Shop Hours



Due to changes in the times of customers visiting our shop we have changed our shop hours to the times most in demand. We are now closing at 18:00 instead of 19:00 and are no longer closing for the period after lunch. We will remain closed on Sundays.

We're Listening



We are expanding our surveys for new customers. All new 4G and broadband customers will be invited to respond to a new online survey about our sign-up process and our service delivery. The feedback will support our continued efforts to ensure a great customer experience. Currently only new broadband customers are invited to provide feedback.

