

Sure Updates

August 2021



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



Sure4G

Delays in Sure foneplus Cellular 2G Shut Down



The countdown to 2G shutdown started last year when Sure4G Voice and SMS services were launched with shutdown planned for April 2021. Unfortunately shutdown now is delayed further and will not happen until at least April of next year due to slow progress with handset certification. We are however expecting positive progress with the release of iOS 15 by Apple later this year, iOS 15 is expected to open SMS on our 4G network to complement the already available voice services making iPhones fully Sure4G compatible.

If you are still using our 2G network you still need to prepare for 2G shutdown. We will continue to provide updates as we get closer to 2G shutdown. We will give a minimum of three months notice of shutdown to ensure you have time to obtain a Sure4G compatible handset.

Sure4G Voice App



We are now in the process of publishing the android version of our Sure4G app. It will allow 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.

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.

An iOS version will be published later however as voice calls are already possible from iPhones, the iOS app will only enable you to make and receive Sure4G voice calls over your WiFi connection using your Sure4G account.

Sure4G Online Top-ups

To build on the success of our online payments for residential broadband we are now investigating the options to enable online Sure4G top-ups using credit and debit cards. Our target is to introduce this capability by the end of this year.

Online Card Payments



Our online payments for residential broadband services continue to be popular and are used by a growing number of customers. Unfortunately we had a problem with the paylinks we sent out for our May bills however the problem was quickly resolved, we apologise for this.

Our online payments have allowed us to support personnel arriving on island and who are restricted to their accommodation through ROM regulations. Customers in ROM have been able to pay all of their deposit, set-up and service charges online making the whole broadband sign-up process quick and easy.

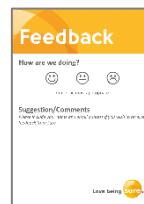
If you wish to use online payments it is essential we have your correct email address so that we can automatically send you a link each month.

BIOT Post Office



We have recently received new stocks of picture postcards showing island images to complement our selection of stamp image based postcards. They're a great way of keeping in touch with your friends and family. Sure operate the BIOT Post Office on behalf of the BIOT Administration.

We're Listening



Do you have an idea? A suggestion box is located in our shop. We do listen, the recent introduction of the Surf 50 4G data bundle to bridge the gap between Surf 20 and Surf Max is the result of feedback from our annual customer survey.

