

Sure Updates

August 2022

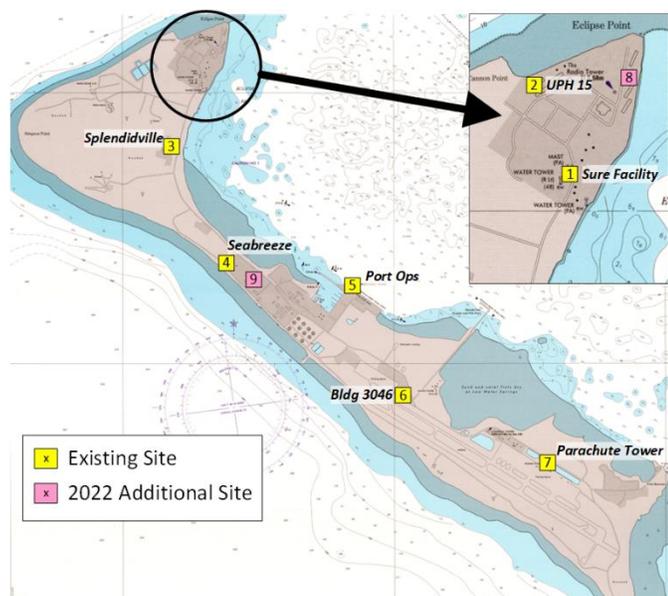


When visiting our shop, please respect other shop users and observe social distancing practices as required on DG



Additional 4G Sites

We're building two new 4G cell sites later this year to improve in-building coverage. One site will be located downtown to improve coverage in UH 7, UH 8 and UH 9. The other site will be located adjacent to Transportation to improve coverage in Seabreeze. This brings the total number of cell sites to nine. The approximate locations are shown in the below diagram.



Online top-ups: We've now started our final testing of Sure4G online top-ups. We haven't yet enabled online top-ups for everyone but if you want to try this out, come into the shop and we can enable online top-ups for your SIM as a trial user.

Before we enable this new capability for all customers we want to make sure everything has been fully tested and any minor issues we discover are resolved.

Top-ups are accessed through the "Add Credit" option within the Sure4G selfcare portal. You will be able to select from a range of different top-up values between \$20 and \$100. As for fixed broadband payments there will be a small charge to cover the transaction fee. At this time 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, for instance when your data bundle has been fully used. You must be set up for Sure4G selfcare to access online top-ups. Speak to our team for more information.

Sure4G App: Just a reminder that our Sure4G Android app is available through the Google Play Store. It allows users of Android handsets which are not VoLTE compatible to make and receive voice calls using 4G data. Speak to our team for more information.

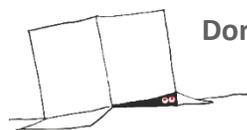
VoLTE Compatibility: We continue to work with Samsung to ensure VoLTE certification of Samsung handsets. Unfortunately progress continues to be slow however Samsung S21 and S22 handsets are now Sure4G compatible. iPhones with iOS15 are already fully Sure4G compatible and support voice calls and SMS.

Community Sponsorship



Sure supported the United Seamen's Service Diego Garcia with their annual celebration of National Maritime Day through the donation of the event T-shirts. This is an important event for us as the mariners are an important part of our small community here on DG.

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 **sure**.



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