

# Sure Updates

## January 2021



When visiting our shop, please respect other shop users - wear a mask and queue using the orange lines

Six Feet



## Broadband Enhancements



On 1<sup>st</sup> March we will be implementing our annual broadband package enhancements giving you more data and more speed, the new packages are shown in the below table. If you want to change your package because of our package changes you must tell us before the end of February. There may be some short interruptions to internet services in February when we upgrade our international IP capacity to support broadband packages and 4G bundle enhancements.

The new packages from 1<sup>st</sup> March will be:

Package	Gigabytes Now	Gigabytes March	Speed-kbps Now	Speed-kbps March
Bronze	12	16.5	1280	1792
Silver	21	29	1740	2304
Gold	37	50	2560	3584
Platinum	60	85	3380	4800
Diamond	80	110	3380	4800

As part of our enhancements, overage costs will be reduced and boosters will get bigger. Overage will be reduced to \$8.30 per Gigabyte and our boosters will be increased in size from 1 Gigabyte to 1.5 Gigabytes.

## Sure4G



As Sure4G Voice and SMS services were launched on the 1<sup>st</sup> May we're now into the countdown for the shutdown of our 2G network. Shutdown of our 2G network is planned for 1<sup>st</sup> April 2021. If you are still using our 2G network you need to make sure you have a compatible handset so that you can start using Sure4G for data, voice and SMS. We will provide further updates as we get closer to this date.

### Sure4G Voice App

Work is progressing on our custom app to allow users of Android handsets which are not VoLTE compatible to make and receive voice calls using 4G data. The app will integrate with the android native dialler on the handset. We plan to have this app available through the Google Play Store early in the new year.

## Sure4G Annual Enhancements

Also on 1<sup>st</sup> March we will be implementing our first annual Sure4G data bundle enhancements, just like broadband you will get more data and more speed. The new bundles are shown in the below table.

Data Bundle	Gigabytes Now	Gigabytes March
Surf 10	1	1.2
Surf 15	2	2.3
Surf 20	3.0	3.5
Surf Max	18.0	21
4G Speed	2.0Mbps	2.5Mbps

## Annual Customer Survey

Thank you to everyone who completed our annual customer survey, your feedback is very important to us. We are now pleased to share your feedback with us.

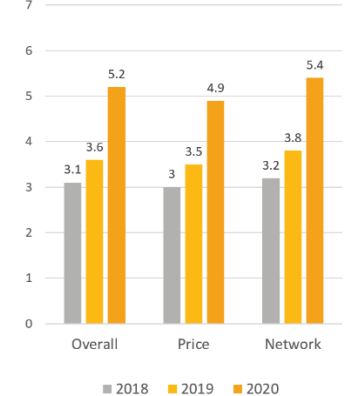
### Broadband

Customer Satisfaction Scores



### Mobile

Customer Satisfaction Scores



## Shop & Telephone Hours



From January we will be opening again on Wednesdays, our hours will revert to:

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

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

