

# Sure Updates

## January 2022



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



### 2022 Enhancements

On the 1<sup>st</sup> March we will be implementing our annual broadband and Sure4G mobile enhancements giving you more data and more speed.

If you want to change your broadband package because of our package changes you must tell us before the end of February. There may will be some short interruptions to internet services in February when we upgrade our international capacity to support the enhancements.

Our new broadband packages from the 1<sup>st</sup> March will be:

Package	Gigabytes Now	Gigabytes March	Speed-kbps Now	Speed-kbps March
Bronze	16.5	22.5	1792	2304
Silver	29	39	2304	3072
Gold	50	69	3585	4608
Platinum	85	114	4800	6144
Diamond	110	150	4800	6144

As part of our enhancements, overage costs will be reduced and boosters will get bigger. Overage will be reduced to \$6.25 per Gigabyte and our boosters will be increased in size from 1.5 Gigabyte to 2.0 Gigabytes.

Our new Sure4G data bundles from the 1<sup>st</sup> March will be:

Package	Gigabytes Now	Gigabytes 1st March
Surf 10 - \$10	1.2	1.4
Surf 15 - \$15	2.3	2.7
Surf 20 - \$20	3.5	4.0
Surf 50 - \$50	9.5	11.0
Surf Max - \$100	21.0	24.0
4G Speed	3.3Mbps	4.2Mbps

### Annual Customer Survey

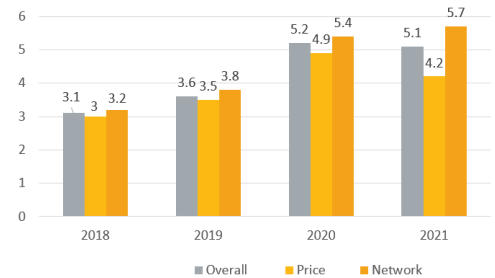


Thank you to everyone who completed our annual customer survey which took place in October, your feedback is very important to us. We are now pleased to share your feedback. The highlight is customer satisfaction with the Sure4G mobile network, which receives its highest rating since the survey started. Scores out of 10.

### Mobile

Customer satisfaction with the 4G network has increased year on year.

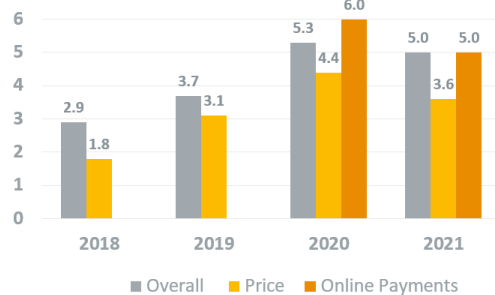
A common theme amongst detractor comments is in-building coverage.



### Broadband

Customer satisfaction for broadband has witnessed a slight dip in comparison to last years results.

The online payment facility continues to be well received. Despite the slight decrease in score this year, the overall satisfaction with broadband services remains strong.



### Shop

The feedback received is very positive. 56% of customers provided a score of between 8 and 10, representing a high satisfaction with our customer service in the shop. There is an appreciation of the knowledge and the helpfulness that the team provide.

