

Sure Updates

January 2023



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



Submarine Cable Connectivity

Sure is working to upgrade its internet connectivity to use cable capacity instead of satellite. Initial testing is ongoing with completion planned for earlier in the new year. To support this new connectivity we have been upgrading some elements of our network. The upgrade of network elements to support faster broadband remains to be completed due to very long lead times on Cisco equipment.

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

On the 1st March we will be implementing Sure4G mobile enhancements giving more data and more speed. There will be no broadband increases in March as broadband upgrades agreed within our licence were implemented over four years instead of five years as for Sure4G.

| Package | Gigabytes Now | Gigabytes 1st March |
|------------------|---------------|---------------------|
| 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 | 5Mbps |

So that you don't have to wait long for our next broadband upgrades we plan to implement further service enhancements later in 2023.



Sure4G Updates

Samsung VoLTE Compatibility: Significant progress with Samsung handset VoLTE activation has been made and all A12 and A10 handsets sold by Sure are now fully Sure4G compatible supporting voice and SMS as well as data when fully updated. We're about to start selling A13

handsets which are also fully Sure4G compatible. A mix of other A-series models are also now activated.

Online Top-ups: Sure4G online top-ups went live on the 6th October giving you more options to add credit. We can see from the number of online top-ups that this is a popular capability. The need for this was highlighted strongly in this years the customer survey. Although most users top up without problems, we know some of you have had problems with the 3DS security check and we are working with our payments provider to understand this issue.

Additional Sites: We are awaiting final permissions from PWD so that we can start building two new cell sites. We hope the first site at Transportation will be live very soon. This site will improve coverage in Seabreeze. We are also awaiting one further equipment delivery before we can complete the site at UH-8 which will improve coverage in UH6, UH 7, UH 8 and UH 9.

Sure foneplus 2G Shutdown

As a result of progress with handset VoLTE compatibility we are now ready to move towards 2G shutdown. We will do this in two stages.

- Stage 1 - From the 1st March 2023 we will stop selling new 2G services to customers. We will continue to fully support existing 2G customers.
- Stage 2 – We intend to shut down the 2G network on 31st July 2023, this date remains subject to review and agreement with the Regulator.

We're Listening

The first meeting of our restarted customer consultation programme was held in October and was a great success and is an important part of getting customer feedback. If you want to be involved in this programme, drop into our shop and speak with Ardel.



Sure Updates

January 2023 - Supplement



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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. All scores out of 10.

Strengths:

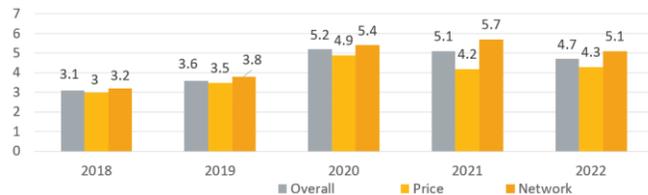
- Customer service in our shop is highly rated.
- The slight dip in mobile customer satisfaction scores is counterbalanced with a good amount of positive feedback.

Challenges:

- Overall satisfaction with broadband and 4G mobile services continues to experience mixed feedback from customers despite ongoing investment and upgrades to both services.
- Pricing and the perception of value for money is one of the biggest customer experience challenges.
- Numerous calls for upgrading the website with self-serve functionality such as 4G billing and payments online. **4G online top ups were launched in October and are now available to customers, this will have been too late to influence this year's survey scores.**

Mobile

- Customer feedback based on 4G mobile provides a mixed view but overall is broadly positive
 - "My 4G is excellent!"
 - "Much better than 2G"
 - "4G is faster than broadband"
 - "Coverage needs to be improved"
- A number of customers highlight a requirement for 4G to include Voice and SMS services, particularly for two factor authentication. **Significant progress has been made in Q3/4 with VoLTE compatibility will should improve this.**
- Coverage in some areas of the island such as Thunder Cove and inside buildings is an issue for some. **Plans for two new cell sites to specifically address indoor coverage issues are awaiting US Navy approval.**



Broadband

- Overall satisfaction with broadband scores show a decline year on year.
- Speed is the primary driver of dissatisfaction as well as perceived network performance.
- Customer comments about value for money perceptions:
 - "The service is good, but expensive"
 - "Slow at peak times (after 6pm)"



Overall Customer Satisfaction

- Generally positive feedback about in shop experiences and services available. Some very positive comments about staff in the shop
 - "Problems always solved very quickly"
 - "Staff are very helpful"
 - "They are professional and do an outstanding job every day"
- The Sure newsletter is well received, however, communication overall has declined in this survey.

