

# Sure Updates

## January 2020



### Broadband Enhancements



We're currently planning the implementation of additional satellite capacity to deliver significant broadband enhancements. This is the second year of a four year programme to increase data volumes and speeds. The enhancements will be implemented on 1<sup>st</sup> March and we are working very hard to be ready.

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

Package	Gigabytes	Speed-kbps	Cost
Bronze	12	1280	\$50
Silver	21	1740	\$75
Gold	37	2560	\$125
Platinum	60	3380	\$175
Diamond	80	3380	\$225

Overage costs will be reduced to \$12.50 per Gigabyte.

### Sure4G Mobile



We launched the **Sure4G** data service on 16<sup>th</sup> December and we are very pleased with your feedback. Although we had some initial problems which affected the service, these have now been resolved by the network supplier. We're now working to make 4G voice and SMS services available from 1<sup>st</sup> April.

Unfortunately due to supplier problems we didn't have any MiFi mobile WiFi hotspots available at service launch. These have finally shipped and we are expecting to have them available from late January. These will be available in a bundle with free data and SIM. We will also continue with our popular Samsung Sure4G promotion.

### Internet Busy Periods

Please remember that the first few days of the month are often busy as everyone makes use of their new broadband data allowances, this can affect overall island internet performance including 4G, WiFi and 2G data. The last few days of the month can also be busy as everyone uses up their remaining broadband data.

### A Message from our CCO



I was delighted to visit Diego Garcia in November and thank you to everyone I met for your warm welcome and hospitality. It was great to experience life on the island even briefly and to take part in the customer consultation panel, as well as meet with the Skipper, Commodore, BritRep, mariners and representatives from KBR. Your feedback was very useful and it was good to hear what Sure are doing well and discuss the areas we could improve. As a direct result of the feedback from you all, we have already launched a Sure Facebook page with regular updates and have started a new project to offer payment by credit card. There was also lots of buzz about our 4G launch and the benefits that the new network will bring to people on the island. I returned to Sure Head Office with lots of ideas and feedback and look forward to working with you all in future.

Charlotte Dunsterville,  
Sure Group Chief Customer Officer

### Facebook



We're now on Facebook. Like us to get the latest information and updates from Sure direct to your home page.

### Card Payments



Based on extensive feedback from customers we are working again with a Merchant Services provider to introduce card payments as an option. Due to the cost of card payments it will be necessary to pass on the card transaction charges. Cash payments will of course remain without any transaction charges.

Love being  **sure**.

Sure (Diego Garcia) Limited [www.sure.io](http://www.sure.io) +246 370 9000