

Sure Updates

January 2024



Highlights of 2023

2023 was a busy year with lots achieved. The key highlights that have benefited you as our customer are:

- Early in the year we completed our migration to submarine cable connectivity allowing the shutting down of our satellite links
- In March we delivered Sure4G mobile service enhancements bringing bigger data bundles and higher speeds
- To improve indoor coverage we installed new mobile cell sites at Transportation and UH-8
- In October we agreed new plans with our Regulator to bring benefits from submarine cable connectivity. These were implemented delivering bigger data allowances and higher speeds for broadband customers. Included was the launch of a VDSL service. Further Sure4G mobile service enhancements bringing bigger data bundles were also implemented.

Sure foneplus 2G Shutdown



Sure 2G mobile services which have been available on Diego Garcia since 2009 have now been retired. The shutdown took place on the 2nd January. To minimise the impact on customers we waited until only a handful of customers remained on 2G before finally turning off the old network. Thank you to all who migrated to support the shutdown of our old network.

Sure4G Updates



Sure4G Cell Site Capacity Upgrade: Last year we let you know that to support the growing population of Splendidville we had started a project to increase the capacity of our Splendidville Sure4G cell site.

Installation of the new equipment has started and it will be in service later in January. You might have seen our team installing the new antennas and cell equipment on our Splendidville tower.

eSIMs: To ensure that you can use the latest handsets on our Sure4G network, we plan to implement eSIMs early this year. This is later than we originally indicated but it has taken longer than expected to finalise a commercial agreement with our eSIM provider. We will keep you updated in future editions of this newsletter.

New Sure Max Broadband



As part of our upgrade programme in October we launched our Max broadband package. Sure Max is a VDSL service with a big data allowance of 500 Gigabytes and speeds of 20 Mbps down and 5 Mbps up. The monthly charge is \$275. It also includes access to the Night Time Window providing free internet between 00:00 and 05:00. This package has proved very popular as has our special offer of a free modem for new customers. Due to the success of this offer we're keeping the offer for six months for new customers arriving on island.

Goodbye to Alex



After almost twenty four years of supporting our network and helping customers in our shop (and even longer on island) we have said goodbye to Alex who has departed for a well-earned retirement. Enjoy your retirement Alex!

Annual Customer Survey



Our annual customer survey took place from the 16th to 29th October. Thanks to everyone who completed our survey, your feedback is very important to us. The feedback is shared in the attached Sure Updates Supplement.

Love being **sure**.

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

Sure Updates

January 2024 - Supplement



Annual Customer Survey

Thank you to everyone who completed our annual customer. All scores shown below are out of 10.

Strengths:

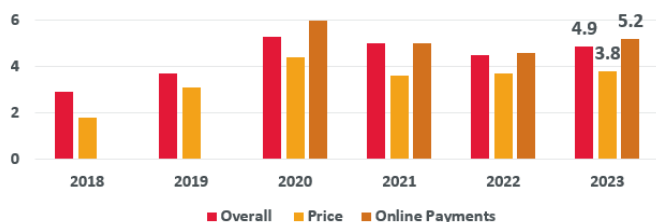
- Scores have improved across most area for both mobile and broadband
- Customer service continues to play a key role in overall customer satisfaction
- New data allowances and increased speeds provide a boost to service offerings
- A reduction in latency has been acknowledged

Challenges:

- Pricing and the perception of value for money continues to be the area of least satisfaction

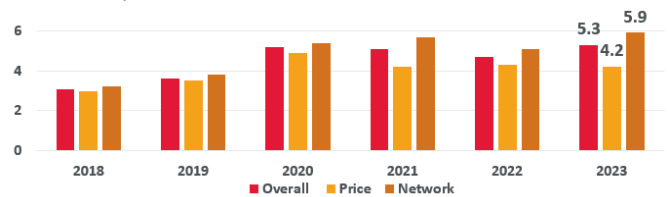
Mobile

- Customer feedback based on 4G mobile provides a mixed view but overall is broadly positive:
 - “Very satisfactory”
 - “Limited 4g coverage to downtown DG and black spots”
- Customer satisfaction with the Mobile network has achieved its highest score recorded so far
- Overall satisfaction with 4G services has also gained points this year
- Coverage in certain areas of the island causes issues for some customers. Two new cell sites were brought online earlier this year designed to support increased coverage in Seabreeze and Downtown and to help indoor coverage challenges.
- Customer perception of value for money is challenged in relation to data allowances and performance



Broadband

- Scores have improved in each of the categories
- New Sure Max 20Mbps VDSL service – increased speeds and data allowances are well received by some
- Customers praise the switch from satellite to cable
- Pricing and perception of value for money, continues to be a challenge
- Customer comments:
 - “It’s very slow in 2023 with streaming and video demands of today.”
 - “The switch to fibre is like night and day as far as latency is concerned. Latency has been vastly reduced since the switch and that has been to my benefit.”



Overall Customer Satisfaction

- Feedback in relation to experience in our shop is generally very positive with many complimentary comments about the service they’ve encountered:
 - “Great Customer service in Diego Garcia”
 - “Everyone there was AMAZING!”
 - “Very helpful as I’m very much a technophobe”
 - “The staff at the Sure shop in DG are some of the most helpful staff that I have met. They are very kind, welcoming and always happy to help with issues that you have with your phone”
- There are mixed reviews about the website. Some customers feel that “it’s difficult to navigate and it takes you round in circles”, while others feel that it “easy enough to access”.

