

# Sure Updates

## July 2019

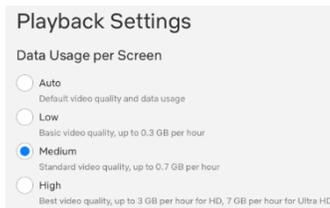
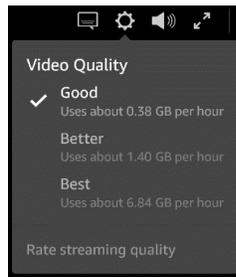


### Watch your favourite shows



Are you missing your favourite shows? Streaming using your Sure broadband is possible if you manage your usage carefully. Sure has been testing

streaming using Netflix and Amazon Prime, both work well on our Silver and above broadband packages. Our tests have demonstrated that streaming uses about 500 Mbytes per hour when you select an appropriate video quality. With Amazon Prime we recommend you select Good video quality and with Netflix select Medium data usage. The Amazon Prime Video Quality and Netflix Playback Settings menu options are shown here. Speak with our team if you need any advice or would like further information.



I was pleased to have the chance to visit DG in June, to see the progress that is being made and to meet with representatives of various customer groups. I know that many users are frustrated by high prices, low data speeds and data caps on broadband service. Unfortunately, this is to some extent inevitable given the small scale and remote location of DG, but Sure significantly increased bandwidth to all customers in March this year and will continue to do so annually as part of a programme of continuous service improvement. It is part of my role to ensure that these improvements do happen and more generally to promote the interests of consumers.

Should you have any issue that you would like to raise with me, I can be contacted by email at [regulator@biotcommunications.org](mailto:regulator@biotcommunications.org)

David Rogerson, Com Communications Regulator.

### 4G Mobile



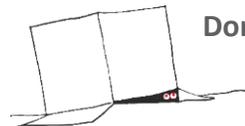
The team are busy with our service providers, equipment vendors, and island stakeholders. Equipment is already being configured off island to ensure a rapid deployment once everything arrives. Soon we will be able to tell you more about how it will work and what services and bundles will be available. We're still on track to have 4G ready by the end of the year.

### A Message from our Regulator



I'm grateful to Sure for the chance to introduce myself, as the Communications Regulator for the British Indian Ocean Territory. The role of regulator is a new one, established as part of the communications reforms of 2018, with responsibility for overseeing the provision of commercial electronic communications in Diego Garcia.

### We're Listening



Don't hide in your room, tell us what you think!

In May we had our first customer consultation session focussing on customer communications which was very successful. We have a number of actions from this session, the first being improved instructions for our foneplus WiFi service which are already available in out shop. If you are interested in being involved in future consultation sessions, please come and talk to us.



Do you have an idea? A suggestion box is located in our shop. If you want to be anonymous you can, just leave us a message in our box.

