

Sure Updates

July 2020



Social Distancing

When visiting our shop, please respect other shop users - wear a mask and queue using the orange lines to observe social distancing



Six Feet



Online Card Payments



To enable us to implement online payments for residential broadband services we have now signed an agreement with Mi-Pay who are a UK based payment services provider. Mi-Pay are not connected in any way with the Xiaomi Mi Pay electronic wallet service.

Using Mi-Pay's services you can now pay for your residential broadband online giving you the convenience of card payments from your room, you no longer need to queue up in our shop.

How does it work?

At the beginning of each month you will receive by email your invoice from Sure and an email from Mi-Pay with a paylink. Click on the paylink and you will be taken to the Sure Mi-Pay portal to make payment. Always make sure that your customer name in the Mi-Pay portal matches your customer name on your invoice.

What do I need to do?

If you already receive your monthly invoice by email you don't need to do anything. You will automatically receive an email from Mi-Pay as well as your invoice from Sure.

If you do not receive an email each month from Sure with your invoice, please contact us and tell us your email address. We will then update our systems so that each month you will receive by email your invoice and a paylink from Mi-Pay so that you can pay online.

Can I use my card over the counter?

It is not yet possible to make payment by card over the counter.

Sure4G Voice & SMS



Sure4G Voice and SMS services were launched on the 1st May and is available to everyone with a compatible handset.

If you have an iPhone 6S or newer using the latest iOS or you have a Xiaomi handset your handset should be Sure4G voice compatible. Sure are working to make handsets from other vendors Sure4G compatible.

For more details, see our Sure4G Voice & SMS leaflet, available in our shop and on our web site.

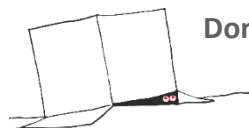
Shop & Telephone Hours



Just a reminder of our shop opening and telephone support hours.

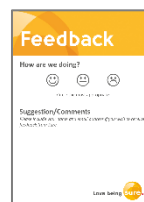
Shop: Mon-Sat: 10:00-13:30 & 16:00-19:00
Tel: Mon-Fri: 07:00-19:00, Sat: 08:00-19:00

We're Listening



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

In line with island practice we suspended our customer consultation sessions to help keep the island safe through social distancing. We're now planning how we can reintroduce these sessions using a face to face format as we did before. If you are interested in being involved in our 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.

Love being **sure**.