

# Sure Updates

July 2023



## Sure4G Updates



**Additional 4G Cell Sites:** After significant and unexpected delays in getting our power equipment to DG we have now installed and commissioned our new cell site on UH-8. This site is now providing improved indoor coverage within UH-8 and nearby UH buildings. This brings to a total of nine the number of major cell sites providing coverage. We also have 25 micro cells deployed to provide coverage onboard lagoon based ships and within buildings where a boost in signal is required. We continue to identify areas where we can improve signal levels and address them where it will make a meaningful difference.

**eSIMs:** To ensure that you can use the latest handsets on our Sure4G network, we plan to implement eSIMs later in the year. We are currently finalising contracts and timescales with our supplier. We will keep you updated in future editions of this newsletter.

## Sure foneplus 2G Shutdown

The clock is ticking quickly down to 2G shutdown. To support shutdown we stopped selling new 2G services from 1<sup>st</sup> March. If you are still using foneplus 2G services it is important that you get ready for this. Thank you to all who have migrated already.

Despite the significant reduction in the number of 2G users, the final shutdown of 2G is being moved from the published date of 31<sup>st</sup> July as we still have a few customers to migrate. Shutdown is currently scheduled for 31<sup>st</sup> December.

## Here to Help Guide



As many of you will be new to the island since we published our "Here to Help Guide" we'd like to remind you that this guide is available to you. It aims to provide information and answers to questions that you may have about our products and services, as well as details of how to get in touch with us for any advice or support. It also

explains what to do if things go wrong or if you have difficulties with a product or service that we have provided to you. It can be found on our web site on the brochures page.

## A Message from our Regulator



Not all Sure customers may realise that there is a Communications Regulator for the British Indian Ocean Territory. The role of regulator was established by the Communications Ordinance of 2018, and I have been in the post since the start of 2019. My responsibility is to oversee the provision of commercial electronic communications, which largely means overseeing the operations and services provide by Sure Diego Garcia.

This issue of Sure Updates highlights the procedures for customers to follow if they have questions about Sure's services including what to do in case things go wrong. It also explains what to do if customers wish to register a complaint. Complaints that cannot be resolved to the satisfaction of both parties may be referred to me. I'm pleased to say that this happens rarely, but I am equally aware that many users are frustrated by relatively high prices, low data speeds and data caps. Unfortunately, this is to some extent inevitable given the small scale and remote location of DG, and whilst Sure is meeting all its current Licence requirements in terms of prices, speeds etc, we are currently working on price-performance improvements following the successful installation of submarine cable access. More details will follow in the next Sure Updates, with the new regime starting in October 2023.

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, Communications Regulator.

Love being  sure.

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