

# Sure Updates

## November 2019



### Sure4G Mobile



The team are making great progress building our 4G network, you may have seen the team up towers and up on top of buildings. We now have six of the seven sites operational. We're being supported specialist engineers from Sure and from our equipment suppliers.

#### Phased Launch

We're still on track to have **Sure4G** ready by the end of the year. We will have a phased launch with data in December to makes services available to you as quickly as possible, voice & SMS services will follow in April.

#### Keep your 2G for voice and SMS

As **Sure4G** will initially be a data only service you will need to keep your 2G service for voice calls and SMS.

#### Data Bundles

We're introducing three new data packages which are bigger and faster! With around twenty times faster speeds than our 2G, keeping in touch with home will be much easier using WhatsApp, Skype, Facebook etc.

The **Sure4G** data service is ideal for cellular tablets. Use your existing handset if you don't need voice or SMS. We will be selling MiFi mobile WiFi hotspots making **Sure4G** available whenever you need it.

Sure4G	Surf 10	Surf 15	Surf 20
Price	\$10	\$15	\$20
Data	1 GByte	2 GBytes	3 GBytes

**Sure4G** data bundles will be valid for 30 days. When your bundle is used up, simply activate another bundle using our web based self-care.

#### Self-Care

We are introducing web based selfcare making it simple to manage your **Sure4G** usage.

#### SIMs

You will need a new SIM card to use **Sure4G**. Existing 2G customers can swap their 2G SIM card free of charge.

#### Coverage

**Sure4G** will have improved coverage compared to our 2G network as we are installing more high power cell sites. South Ramp and Thunder Cove especially will see improved coverage. Coverage is also expected at R&R Site. Ships with Sure foneplus WiFi hotspots and Sure 2G micro cells will be get a **Sure4G** micro cell too.

#### Top-up

Top-up cards will change but they will still be available in \$10 and \$20 values. Our vending machines have already been updated to dispense **Sure4G** top-up cards when we launch the service. Customers who prefer to top-up their phones over the counter will still be able to do this.

#### Handset Compatibility – Band 20

4G networks worldwide have different technical parameters which must be complied with by a user's handset to operate correctly on the network. Sure will use Band 20 to provide service. All 4G compatible handsets sold by Sure will support Band 20. You need to check your handset to see if it is compatible.

### Annual Customer Survey



Our annual customer survey took place in October. Thank you to all of you who spent your time completing it. The results of this survey are very important to us, we will share the results with you soon.

### Card Payments



Unfortunately we have not been able to introduce card payments. We know this capability is very important to you however we have not yet identified a solution which is both cost effective and meets EU regulatory rules under which the Sure Group has to operate. We will let you know when we make any progress.

Love being  **sure**.

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