

# Sure Updates

## October 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



### Sure4G



As Sure4G Voice and SMS services were launched on the 1<sup>st</sup> May we're now into the countdown for the shutdown of our 2G network. Shutdown of our 2G network is planned for 1<sup>st</sup> April 2021. If you are still using our 2G network you need to make sure you have a compatible handset so that you can start using Sure4G for data, voice and SMS.

#### **Sure4G Onboard**

Thanks to the support of the Captains and EOs we now have Sure4G on most of ships at anchor in the Lagoon.

#### **Sure4G Voice & SMS**

Sure are still working with Samsung and Apple to certify our network to allow use of their handsets on our network. Once this certification is completed you will be able to use your handset for Sure4G voice and SMS.

#### **Sure4G Voice App**

Work is progressing on our custom app to allow users of Android handsets which are not VoLTE compatible to make and receive voice calls using 4G data. The app will integrate with the android native dialler on the handset. We plan to have this app available through the Google Play Store by the end of the year.

#### **Sure4G Service Information**

For more details about Sure4G services, see our Sure4G and Sure4G Voice & SMS leaflets which are available in our shop and on our web site. Watch out for updates on our Facebook page.

### Online Card Payments



Our online payments for your residential broadband services are proving popular. You can now pay all of your broadband set-up charges online too. This capability has proved very helpful for customers in ROM as it has allowed them to set up their accounts or make account changes when they have been unable to visit us in person. If you wish to use online payments it is essential we have your correct email address. It is not yet possible to make payment by card for other services.

Online payments are currently free however from November a small charge will be introduced to cover the transactions fees.

### Annual Customer Survey



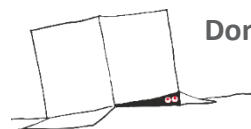
Our annual customer survey will take place in October. Please spend some time completing it. The results of this survey are very important to us, we will share the results with you after completion and processing of the results.

### Facebook



Just a reminder that we're on Facebook, all of our latest news and information can be found here. Like us to get our latest information and updates direct to your home page.

### We're Listening



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

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**.