

# Sure Updates

## October 2021



When visiting our shop, please respect other shop users and observe social distancing practices as required on DG



### Sure4G



The android version of our Sure4G app is going through final closed testing on the Google Play Store and will be available to everyone very soon. The app allows users of Android handsets which are not VoLTE compatible to make and receive voice calls using 4G data. It integrates with the native android dialler on the handset. After you have installed the App from the Google Play Store you will need to set up the App. You will need to do this in the Sure Shop guided by the Sure team.

The app will also enable you to make calls over your residential broadband connection using your WiFi if you have no 4G signal. Calls made this way will be charged to your Sure4G account.



The release of iOS15 by Apple has opened SMS on our 4G network for iPhones. Upgrade your iPhone iOS to make it fully Sure4G compatible for data, voice and SMS. iPhones using iOS14 or earlier support voice and data but they do not support SMS. iPhones must be version 6S or newer to work on Sure4G.



Our 4G billing/selfcare provider is making good progress with our payment service provider to implement online Sure4G top-ups using credit and debit cards. Testing is ongoing and we are still on target to introduce this by year end.

A new tab will be added within the selfcare portal from where you can select from a range of different top-up values between \$10 and \$100. Your new credit will be active immediately on transaction completion allowing you to purchase data bundles, make voice calls or send SMS with your new credit.

You must be set up for 4G selfcare to use this new feature. As for fixed broadband payments there will be a small fee to cover the transaction fee.

### Annual Customer Survey



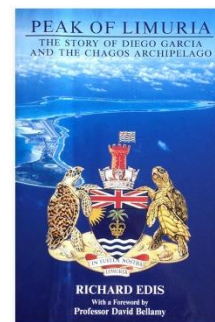
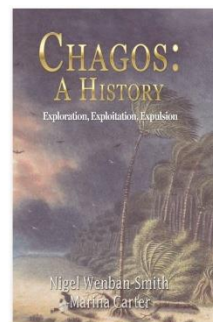
Our annual customer survey will take place from the 4<sup>th</sup> October. You will be invited to take part by email or SMS depending on which Sure service you use. If you do not get an invite please speak to our team and we will share the web link to the survey. Please spend some time completing it. The results of this survey are very important to us, we will share the results with you after completion and processing of the results. The recent introduction of the Surf 50 4G data bundle to bridge the gap between Surf 20 and Surf Max is the result of feedback from our 2020 annual customer survey.

### BIOT Post Office



We have temporarily suspended our outbound postal service while ongoing discussions with the United Postal Union are resolved.

### Chagos Conservation Trust



If you're looking for books about Diego Garcia visit our shop. Sure support the Chagos Conservation Trust through the sale of their books on island.

