

Sure Updates

October 2022



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



Annual Customer Survey



Our annual customer survey will take place from the 17th 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.

Additional Surveys: As your feedback is important to us we are expanding the feedback we collect throughout the year. Currently we send an email to all new broadband customers requesting feedback but to improve on this we will be automating the process and expanding it to new mobile users too. We also plan to expand this to fault reports too. We hope that by using an online survey similar to our annual customer feedback that we will receive more feedback from you so that we can further improve the way we do things.



Sure4G Updates

Samsung VoLTE Compatibility: Significant progress with Samsung handset VoLTE activation has been made and more handsets are becoming Sure4G compatible supporting voice and SMS as well as data.

VoLTE activated Samsung handsets include the S21 family and the S22 family. Some A-series models have been activated with more to follow over the next few months. Check with the Sure team for updates on when the different models will be activated.

iPhones with iOS15 are already fully Sure4G compatible and support voice calls and SMS.

Sure4G App: Just a reminder that our Sure4G Android app is available through the Google Play Store. It allows users of Android handsets which are not VoLTE compatible to make and receive voice calls using 4G data. Speak to our team for more information.

eSIMs: We have already been asked questions about whether we will support eSIMs after the announcement that the US version of the iPhone 14 will be eSIM only. At the moment we don't support eSIM only handsets. We have started working with our network supplier to understand what is involved in integrating with an eSIM platform. We are very early in our investigations and don't know the costs or the timescales involved. We will keep you updated in future editions of this newsletter.

Additional Sites: We mentioned in our last Sure Updates newsletter that we are building two new 4G cell sites. All of the necessary equipment and materials are now ordered and the team are ready. Construction will start when everything arrives, we are hoping to have the first site in service by the end of 2022 with the other site to follow early in 2023. One site will be located downtown to improve coverage in UH6, UH 7, UH 8 and UH 9. The other site will be located adjacent to Transportation to improve coverage in Seabreeze.

Shop Hours



Due to covid travel restrictions we started closing our shop on public holidays to ensure that our team could take some on-island days off. Now that travel to and from the island is easier and our team can more easily take their leave, our shop is open again on public holidays.

We're Listening



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

The first meeting of our restarted customer consultation programme will be held later this month. If you want to be involved, drop into our shop and speak with Ardel.

Love being  sure.

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