

Sure Updates

October 2024



October 2024 Enhancements



Sure Max Broadband Goes Unlimited

As part of our upgrade programme, from the 1st October our Sure Max broadband package goes unlimited.

For customers who want to upgrade, until the end of October only, to make transfer to Max easy we will provide a free VDSL modem. The only condition is you need to remain on Max for a minimum period of 3 calendar months.

Other Enhancements



As well as Sure Max going unlimited, all other broadband and Sure4G customers will also see enhancements to their service. From the 1st October our residential broadband and Sure4G packages

will be enhanced delivering a mix of data increases and speed increases. Below are comparison tables of before and afterwards showing the new broadband data allowances as well as the new Sure4G bundles:

Broadband Speeds and Data Allowances:

Package	Gigabytes Before	Gigabytes October	Speed Mbps
Bronze	25	30	4
Silver	45	50	10
Gold	90	100	10
Platinum	150	175	10
Diamond	275	400	10
Max	500	Unlimited	20

Broadband speeds remain unchanged. Sure broadband speeds are limited by line length and quality

Sure4G Speeds and Data Bundles:

Package	Gigabytes Before	Gigabytes October
Surf 10 - \$10	2	2
Surf 15 - \$15	3	3
Surf 20 - \$20	5	6
Surf 50 - \$50	15	17.5
Surf Max - \$100	30	40
4G Speed	5Mbps	7.5Mbps

Sure4G Updates



eSIMs: Just a reminder that eSIMs are now available for use on our Sure4G network. This means that eSIM only handsets such as US version iPhones can be used on our network. Our eSIMs are for use in handsets and not in devices such as smart watches.

An eSIM is an industry-standard digital SIM that allows you to connect to your mobile network without having to use a physical SIM. If you have questions about our eSIMs, please visit our shop and speak with the team.

Annual Customer Survey



Our annual customer survey will take place from the 16th to 29th October. You will be invited to take part by email. 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.

We're Listening



Do you have an idea? A suggestion box is located in our shop. We listen and have implemented changes based on your suggestions. If you want to be anonymous you can, just leave us a message in our box.

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what matters



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