



29 August 2025

Dear Customer

### Price Change – 1 October 2025

At Sure, we have always worked hard to keep our prices as low and as competitive as possible. However, due to rising costs beyond our control we are now reviewing our pricing across the various services which we provide.

We understand that price increases are never welcome, but it is important to note that the last change to fixed line rentals was in 2023 and our Broadband and Mobile charges have not increased for over five years. In 2024 when we increased both the Broadband and Mobile quota and package allowances, our prices remained unchanged. The price changes are permitted within the exclusive licence and Price Cap Agreement between Sure and the Falkland Islands Government, and is managed by the Communications Regulator.

We have made every effort to keep these changes minimal and increases have not been applied to every service.

Below is a list of standard residential and business services which have been affected and will come in to effect from 1 October 2025. These changes will also be on our website [www.sure.co.fk](http://www.sure.co.fk).

	Current Monthly Charge		New Monthly Charge	
<b>Fixed Line:</b>				
Basic Residential Line Rental	£	11.00	£	12.00
Basic Business Line Rental	£	22.00	£	24.00
Senior Citizens Line Rental	£	6.50	£	7.00
<b>Mobile:</b>				
Mobile Basic Rental- 12 mths	£	20.00	£	21.00
Mobile Smart 1 Rental - 12 months	£	30.00	£	31.00
Mobile Smart 3 Rental - 12 months	£	40.00	£	42.00
Mobile Smart 10 Rental - 12 months	£	50.00	£	52.00
Mobile Smart 15 Rental - 12 months	£	65.00	£	67.00
Mobile Basic Rental - 3 months	£	25.00	£	26.00
Mobile Smart 1 Rental - 3 months	£	35.00	£	36.00
Mobile Smart 3 Rental - 3 months	£	45.00	£	47.00
Mobile Smart 10 Rental - 3 months	£	55.00	£	57.00
Mobile Smart 15 Rental - 3 months	£	70.00	£	72.00

	Current Monthly Charge	New Monthly Charge
<b>Broadband:</b>		
Broadband XSML Rental	£ 15.00	£ 16.00
Broadband SML Rental	£ 37.00	£ 39.00
Broadband MED Rental	£ 82.50	£ 85.00
Broadband LRG Rental	£ 110.00	£ 113.00
Broadband XL Rental	£ 198.00	£ 200.00
Broadband PRO Rental	£ 330.00	£ 333.00
Broadband PRO XL Rental	£ 467.00	£ 470.00
<b>Broadband Unlimited Standard Rental</b>	<b>No Change</b>	
<b>Broadband Unlimited Pro Rental</b>	<b>No Change</b>	

**Call/SMS Rates:**

Fixed Line calls to Fixed Lines - Local (per min)	£ 0.06	£ 0.07
Mobile PAYG local calls (per min)	£ 0.15	£ 0.16
Mobile PAYG International Call (per min)	£ 0.90	£ 0.92
Mobile PAYG SMS Local	£ 0.10	£ 0.12
Mobile PAYG SMS International	£ 0.25	£ 0.30

**No changes to postpaid mobile call & SMS rates**

**No changes to Fixed Line International rates**

**Others:**

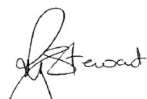
Second home broadband rental	£ 12.00	£ 14.00
Internet Extra BUS Email Address	£ 2.00	£ 2.50
Internet Horizon Web Page 5MB	£ 2.00	£ 2.50
Internet Domain Maint Fee	£ 2.00	£ 2.50
Internet Addit MB Email Box	£ 2.00	£ 2.50
Monthly Charge Email address	£ 10.00	£ 11.00

Those customers on bespoke services will be contacted directly of any increase to their service.

If you have any questions or concerns about these changes, please email us at [falklands.info@sure.com](mailto:falklands.info@sure.com).

We appreciate your understanding and continued support as we work to maintain and improve the quality of our services.

Yours sincerely



Roma Stewart

**Chief Executive, Falkland Islands**