

Our products and services.

sure.

# THE BIG GUIDE



# What can you get from Sure?

- 1 **A range of packages to suit your requirements** choose from our multiple options of mobile and broadband packages, and take advantage of our discounted overseas calls from your home telephone using TalkAway. With a wide variety of plans to choose from for all budgets, you can get exactly what you need from us.
- 2 **Service** our friendly and knowledgeable staff won't confuse you with jargon but will make sure they can help you choose what's right for you. Plus you can call our customer service centre whenever you need a hand on freephone 131.

Your notes

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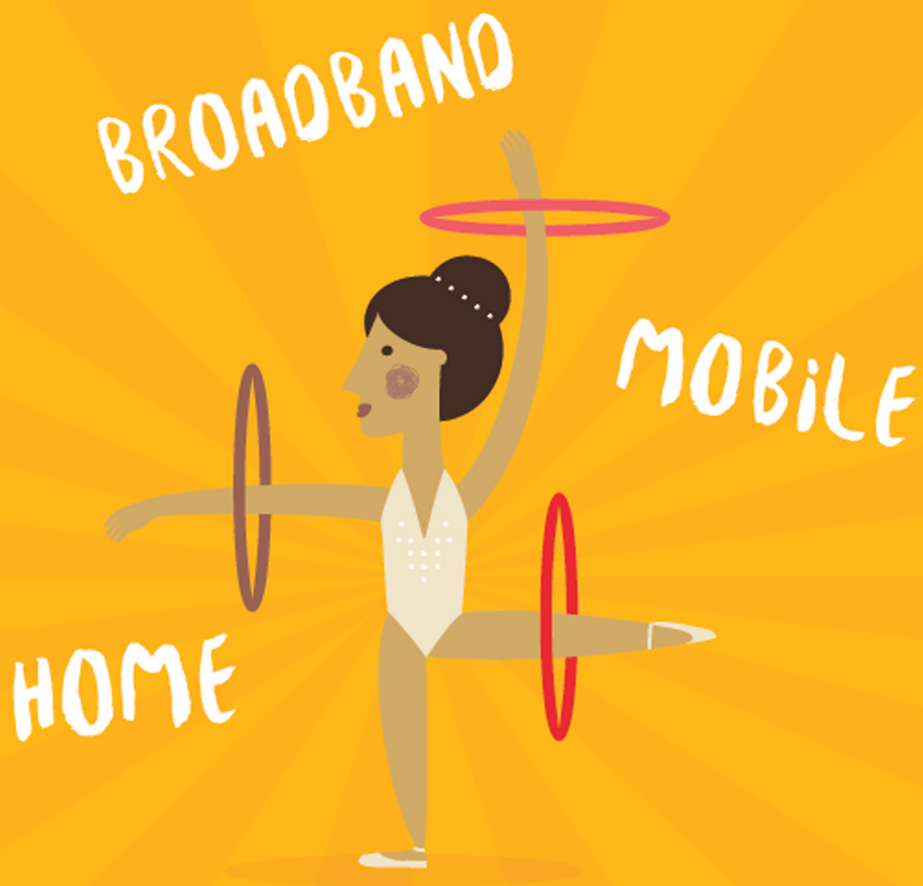
All information correct as at 01 October 2018

Sure  
Ross Road,  
Stanley,  
Falkland Islands

Find us on



Sure, Falkland Islands



# Discover a whole new world with Sure 4G.



**Faster, smarter and available now.**

Mobile data on the islands is changing for the better. Not only will the new Sure 4G network enable speeds of up to ten times that of the previous 2G, but you'll also get more data, call and text allowances. Discover a whole new world, sign up today to our new better value plans. It's a smart move.

# NEW Sure 4G

## Pay Monthly plans

	Recommended		
<b>SML</b>	<b>MED</b>	<b>LRG</b>	<b>XL</b>
<b>£30</b>	<b>£40</b>	<b>£50</b>	<b>£65</b>
per month for 12 months or 24 months	per month for 12 months or 24 months	per month for 12 months or 24 months	per month for 12 months or 24 months
<b>LOCAL</b>	<b>LOCAL</b>	<b>LOCAL</b>	<b>LOCAL</b>
<b>500MB Data</b>	<b>1GB Data</b>	<b>2GB Data</b>	<b>3GB Data</b>
250 minutes and 50 texts	350 minutes and 70 texts	450 minutes and 150 texts	500 minutes and 300 texts
<b>INTERNATIONAL</b>	<b>INTERNATIONAL</b>	<b>INTERNATIONAL</b>	<b>INTERNATIONAL</b>
<b>£0.80 per min</b>	<b>£0.80 per min</b>	<b>£0.80 per min</b>	<b>£0.80 per min</b>
<b>£0.25 per text</b>	<b>£0.25 per text</b>	<b>£0.25 per text</b>	<b>£0.25 per text</b>

### 500MB DATA BOOSTER AVAILABLE £10

If you make calls or send texts outside of what's included in your Pay Monthly plan, here's what you can expect to pay.

Local Calls      £0.10 per min


Local Text      £0.10 per text

All plans require a one off £30 connection fee.\*


\*Connection charges of £30 required. Free to customers migrating from Pay As You Go to Pay Monthly. Minutes can be used to call all mobiles and landlines in the Falkland Islands. Texts are to all Sure Falkland Islands mobile numbers. To upgrade your phone any remaining balance on the 'device' portion of the plan must be paid off in full.

# Add on the phone you want to your Monthly Plan


You can add any phone and spread the cost over 12 or 24 months.  
All include Sure's 'Fair deal' promises:




No upfront charges to pay



Upgrade your phone whenever you like



No data bill shock guaranteed



Your bill automatically reduces when your phone is paid off

## Taking your phone abroad

If you are signed up to our Pay Monthly mobile service, you are able to take you're phone with you whilst travelling abroad. We have roaming partners in various countries and an up to date list can be found on our website. If you are planning on using the roaming facility, give Customer Services a call on freephone 131 before you leave to ensure that roaming is activated on your SIM.

Roaming call charges per minute				
When you're calling from:	Falkland Island calls	Rest of the World calls	Receiving calls	Sending texts
Europe	0.60	1.85	1.15	0.30
U.S	1.25	3.10	1.15	0.30
South America	0.50	1.65	1.15	0.30
Rest of the World	0.90	2.00	1.15	0.30

Take care ... roaming abroad can be expensive



**Roaming is available with our Pay Monthly plans.**

Ask in store for details or visit [www.sure.co.fk](http://www.sure.co.fk)



# Pay As You Go

## Pay As You Go shouldn't be complicated...

That's why you can pick up one of our Pay As You Go SIM cards from a number of retailers around Stanley and MPC, as well as our stores.



Pay As You Go	Price
Connection Fee	£30.00
Credit Included	£10.00
Initial Validity	60 days
Local Calls	£0.15 per min
International Calls	£0.90 per min
Local Text	£0.10 per text
International Text	£0.25 per text
Payment Method	Top Up
100 MB 7 day booster	£6.00
200 MB 14 day booster	£10.00
400 MB 30 day booster	£15.00



# Package details

- 60 days' initial validity on your account. This timer will restart each time credit is applied, or used in the form of calls, texts or data usage.
- Free upgrade to a Pay Monthly account, plus balance transfer.
- £5 SIM replacement if yours gets lost or stolen, plus you can keep your number and transfer your credit\*.

What are you waiting for?

**Sign up today!**

\*Active data boosters cannot be carried over to replacement SIMs.







## Useful Numbers

Customer Service	131
Top Up - to apply your top up card	call 450 or dial *450*PIN#
Top Up - charged to account	131
Booster - to apply a booster	*456*1# for 100MB *456*2# for 200MB *456*3# for 400MB
Balance Check	*453#
Voicemail	400
Fault reporting	121



# Home Broadband

A range of broadband options to suit your needs whether you use broadband all the time or just now and then.

 <p><b>3GB Starter</b></p> <p>1.28 Mbps download 128 kbps upload</p> <p>£15 per month</p>	 <p><b>9GB Lite</b></p> <p>2.56 Mbps download 333 kbps upload</p> <p>£37 per month</p>	 <p><b>18GB Bronze</b></p> <p>5 Mbps download 768 kbps upload</p> <p>£75 per month</p>
 <p><b>45GB Silver</b></p> <p>5 Mbps download 768 kbps upload</p> <p>£180 per month</p>	 <p><b>75GB Gold</b></p> <p>5 Mbps download 768 kbps upload</p> <p>£300 per month</p>	 <p><b>105GB Platinum</b></p> <p>5 Mbps download 768 kbps upload</p> <p>£425 per month</p>

## Additional Charges

- Residential line rental £8 per month
- Business line rental £20 per month
- No current landline? Connection without engineer visit £45
- No current landline? Connection with an engineer visit £120

If you do not already hold an account with Sure, you may be asked to pay a refundable deposit.

Speeds stated here are the best possible speeds you can achieve. The actual speed of service you will get is dependant on a number of factors. For more information please refer to our FAQ section at the back of this book.

## Boosters

Your internet connection will be disconnected at the end of the hour in which you have reached 100% of your package allowance. Though usage on our portal may show in excess of 100% at the time of disconnection, this will not be chargeable unless you specifically request to purchase a package booster, or opt-in to overage charges. One booster can be purchased in any month and they are available in the following sizes:



To request a booster or authorise excess data charges, telephone Customer Services on freephone 131, informing our representative of your choice of data booster, or if you are opting in to excess charges at the rate advertised for your broadband package. You will need to provide your username to our representative, before the booster will be applied.

# Monitoring your broadband usage

You can monitor your broadband usage through our website [www.sure.co.fk](http://www.sure.co.fk) by clicking on 'Check Your Data Usage'. Enter your broadband username and password. These details can be found in the introductory letter you recieved when you first signed up for your broadband service. If you have lost or forgotten your details, please contact Customer Services on free phone 131.

The Usage Portal shows a breakdown of usage by day, with the chargeable usage shown in the red column, and the free overnight usage shown in the green column. To view an hourly breakdown simply click on the appropriate day in the first column.

Date	Peak Upload (MB)	Peak Download (MB)	Peak Combined (MB)	Off-Peak Combined (MB)
<a href="#">October 1st</a>	99.93	709.33	809.27	61.22
<a href="#">October 2nd</a>	119.83	864.80	984.63	86.30
<a href="#">October 3rd</a>	111.34	602.28	713.62	19.82

We recommend that you also sign up for e-alerts and text-alerts which will advise you when you reach approximately 80%, 95% and 100% of your package allowance.





# Sure Home Phone

Sure's home phone package has international call discounts for different times of the day, so whether you chat away with friends in the morning, or catch up with family in the evening, we have something for you.

## Homephone charges

Connection Fee - Without engineer visit	£25.00
With an engineer visit	£100.00
Line rental	£8.00 per month
International Calls - UK (Peak)	£0.90 per min
International Calls - UK (Off Peak)*	£0.60 per min
International Calls - Rest of the World (Peak)	£1.00 per min
International Calls - Rest of the World (Off Peak)*	£0.80 per min
Local Landline	£0.06 per min
Local Mobile	£0.10 per min
Directory Enquiries (181)	£0.10 per min

\* Off Peak Times - 6pm to 6am Monday to Thursday and 6pm Friday to 6am Monday.

## Save money with Talk Away

Talk Away gives you a 10% discount on up to three international telephone numbers from your fixed line.

Call freephone 131, email [info@sure.co.fk](mailto:info@sure.co.fk) or visit our website [www.sure.co.fk](http://www.sure.co.fk) for more information or to receive an application form.

# Frequently Asked Questions

## Mobile

### What does 2G and 4G mean?

2G and 4G allows smartphone users to access the internet, even without wi-fi access. The G stands for Generation and refers to 2nd and 4th generation of wireless technology. 4G, the newer generation, is faster than 2G.

2G is deployed on each of our sites around the islands, and 4G is accessible from Stanley, MPC, Goose Green, Port Howard & Fox Bay. If you have a data-enabled device you can access your apps, emails and more, using 4G with one of our data bundles.

### What are the advantages of 4G?

You probably check your emails, peruse Facebook and Twitter, keep up with the latest sports scores or generally use the internet on your smartphone over wi-fi hotspots when you are not at home. However, if you are out of wi-fi range your device can use 4G to access those services.

### How can I access 4G?

If you already have a Sure SIM card from before the mobile network upgrade, then our staff will be happy to issue you with a replacement SIM card free of charge and assist you with configuring your handset settings. The process only takes a few minutes and any credit you already have on your SIM will remain the same. If you are a Pay As You Go customer you can purchase data boosters using your available credit, and if you are a Pay Monthly customer you will already have data included in your monthly package.

### Will 4G use all of my credit or run up my bill?

No. We have designed the 4G service to only be accessible through the purchase of Boosters so as to avoid the risk of bill shock, or credit being unknowingly used.



## **Will 4G drain my phone's battery?**

There is little doubt that although smartphones of today are well-powered, you will notice that being in a 4G area will have an impact on the battery life of your phone. This can vary from handset to handset.

## **How can I see how much data I am using?**

Pay As You Go customers can dial \*453# to find out how many MBs are remaining on your booster.

**On an iPhone**, if you want to get an idea of how much data you are using, click on Settings > Mobile > Mobile Data Usage.

Scroll down and you will see Current Period, this is the amount of data you have used in your current billing period (this will typically be monthly even if you are on a Pay As You Go account).

**On Android**, for example Samsung, the you will find Data Usage by clicking on Settings > Connections > Data Usage > Mobile Data Usage.

Scroll down and you will see the amount of data used in your current billing period, and which Applications have used data.

## **How can I control which Apps are using data on my phone?**

**On an iPhone**, click on Settings > Mobile Data > and scroll down and you will see a list of apps that can or cannot use mobile data. These are all stored alphabetically and you can see the amount of data they are using underneath. Take a look and see which apps are using the most internet data, and decide whether you want to keep using those apps on the move. If you want to prevent apps from using mobile data (so you can only use them to access the Internet when connected to a WiFi network) tap the green switch next to the app. It will switch off and the app will no longer be able to access the internet through mobile data.

**On Android**, click on Settings >Connections> Data Usage> Mobile Data Usage This will show you which apps have and are able to use data. If you want to prevent apps from using mobile data tap the app and turn 'Allow background data usage' off.

## What can I do to improve my mobile signal?

Customer feedback has highlighted that some customers struggle to pick up mobile signal from within their homes. Mobile signal within buildings is largely affected by which materials are used in its construction. Try the reception at different windows, as a window will not block the signal as much as a wall would. An open window would be best, if weather permits, because glass can also reduce reception. As buildings, structures and vehicles block mobile signal, going outside might improve the reception.

Given the challenging terrain of the Falkland Islands, higher positions will reduce the probability of obstructions blocking the mobile signal. Finding the highest point in your surroundings and moving there might improve the reception dramatically. We have road coverage maps available on our website, to show where you can expect to receive signal.

Unlike older phones where the antenna was outside the device, new phones use internal antennas. If you have a case on your phone, removing it may improve the signal. Similarly, it is possible to impair signal depending on how you hold the phone. Experimenting with different positions might improve reception.

If you know where the nearest mobile site is, you know where the signal is probably coming from. This will help you identify which side the building is most likely to get a good signal. If you're outside, try to move to a position where there are no obstructions between you and the tower.

Inside buildings where there's a reduced signal, a signal booster can be used. Mobile signal boosters take a weak existing signal and amplify it, providing improved signal levels within the building. Contact Sure on freephone 131 for a quote.

# Broadband

## Broadband speeds explained

**Connection speed:** This is the fastest speed between the telephone exchange or street side cabinet to your router. This is the speed you receive into your home and the speed we quote when you buy a new broadband service.

**Throughput speed:** This is the actual speed you experience on a device (computer/phone/tablet etc.) that's connected to your broadband over Wi-Fi, or wired connection. Due to the nature of Wi-Fi, these speeds may be slower than your connection speed. These speeds are also affected by other factors such as the layout of your home and interference between your router and your devices.

**Up to speeds:** These are the advertised "up to" speeds which are the maximum speeds broadband services are expected to achieve.

## How do I find my broadband speeds?

### Connection speed:

1. Disconnect a computer's (laptop or desktop) Wi-Fi connection and connect it directly to your router using an Ethernet cable.
2. Turn off the router's Wi-Fi connection. Instructions on this can be found within the router's instruction manual.
3. Open the Speedtest located on our website [www.sure.co.fk](http://www.sure.co.fk) in your choice of browser and follow the onscreen instructions to test your Connection Speed.

## What steps can I take to improve my wi-fi service?

Wi-fi (or wireless) is simply a way of getting broadband anywhere in your home without using wires. To get the best wi-fi signal around your home, follow these tips :

### Sharing your wi-fi

Your network can become crowded when lots of devices connect to it. Turning off any device you aren't using will give it a break but it will also help free up your wi-fi for the devices you are using.

### Devices

The smaller, cheaper or older your kit, the less likely it is to deliver great wi-fi. Laptops and computers will have better wi-fi in your home than phones or tablets. They are big enough to be fitted with large antennas so they can receive signals in more places around the home.

We rarely turn our devices off nowadays but having a device connected all the time can cause your connection to become 'tired'. Restarting your devices once in a while will help you get the best connection to your home's wi-fi.



## Location

It is so important to put your router in the right place, the closer it is to where you will mostly use it, the better. Solid surfaces such as walls, doors and wardrobes slow down your wi-fi speeds.

If you put it in a central location of your home, you will reduce the number of walls slowing down your signal. This means you can get better wi-fi in more places in your home.

Move it away from the window. If you put it next to a window, half of your signal will be sent outside.

Keep the router on show, if you put it in a cupboard, you will reduce your wi-fi performance. The effect is less than going through a wall, but it will still slow down your speed and reduce how far the signal can go.

Put the router on a shelf or table rather than the floor. Like putting it next to a window, if you place it on the floor a large amount of signal will automatically be sent to your floorboards.

Don't put it behind the TV or on top of a metal box, metal objects reflect and scatter your signal.

Keep it away from your fish tank, wi-fi signal gets swallowed up by the water so you'll significantly reduce how far your wi-fi can go.



# Problems with your service?

We promise that you will be able to report any faults with your service 24 hours a day, 365 days a year.

We will respond to your faults within the below timescales, and if it cannot be repaired within this timescale you will be notified and given an expected time of completion.

Service Type	Response	Compensation - Stanley	Compensation - Camp
Business	1 working day	After 2 working days*	After 5 working days*
Residential	2 working days	After 3 working days*	After 7 working days*

We will treat a fault reported after 16.30 on a weekday or anytime at weekends or Public Holidays as if you have reported the fault at 8am on the next working day.

Sure will not be responsible for delays or service failures outside of its control e.g. acts of nature, service failings of other providers, availability of transport to reach some Camp locations, customers delaying access to the premises.

\*a daily rental credit for each whole day that we are late in repairing the service.

# Not happy with your service?

Despite our best efforts we realise that things will go wrong from time to time. If you are unhappy with any of our products or services then please let us know and give us the oppoertunity to put things right for you.

Please follow the process below:

Step 1 -In order to have the most complete record possible, we ask to have your complaint in writing. You can write to us by post, to Sure, Ross Road, Stanley, PO BOX 584 or by email to [complaints@sure.co.fk](mailto:complaints@sure.co.fk). The Customer Services Team will make every effort to resolve your complaint as soon as possible, but depending on the complexity of the issue and the internal investigations required, this may take up to 7 working days.

Step 2 - If you are unhappy with the way your complaint was handled or if it has not been resolved to your satisfaction your complaint can be escalated to our Senior Management Team where it will be reviewed by our Retail, Marketing and Customer Services Manager and Chief Executive. Your complaint escalation will be acknowledged within 3 working days and a conclusion sent within a further 7 working days.



# Contact Us

## **In Store/Postal address**

Ross Road, Stanley, FIQQ 1ZZ

Mon - Fri: 08:00 - 16:00 (open over lunch)

Sat - Sun: Closed

Closed all Bank Holidays

MPC, West Store Complex

Thurs : 09:30 - 14:00 (open over lunch)

Fri - Wed: Closed

Closed all Bank Holidays

## **Electronically**

For general enquiries: [info@sure.co.fk](mailto:info@sure.co.fk)

To log a problem with your service: [fault@sure.co.fk](mailto:fault@sure.co.fk)

To log a complaint: [complaints@sure.co.fk](mailto:complaints@sure.co.fk)

## **By Phone**

For general enquiries call our contact centre on freephone 131

To report a problem with your service call freephone 121

All information correct as at 01 October 2018

