

# Sure Updates

## February 2025



### Sure4G Updates



**Reduced Coverage:** We'd like to apologise for some coverage issues around Palmsville and South Ramp. This is due to failure of base station equipment and challenges returning it for repair. We purchased new equipment to mitigate however there is a lead time on new equipment and it was not available for immediate shipment. This new equipment will be on the next ship along with repaired equipment. We will be back to full coverage shortly.

### Annual Customer Survey



Thank you to everyone who completed our annual customer survey which took place in October. We are pleased to share your feedback. All scores out of 10.

#### Strengths:

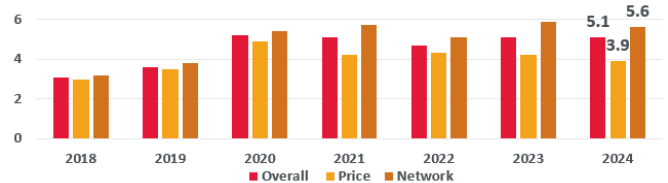
- Scores have remained relatively consistent overall
- Customer service is highly rated and continues to be essential to overall customer satisfaction
- Unlimited data plans are well received

#### Challenges:

- Pricing and the perception of value for money remain the areas with the lowest satisfaction
- Slower speeds contribute to customer dissatisfaction, particularly when compared to the speeds experienced in other locations.

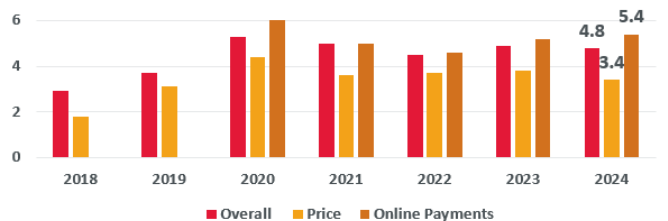
#### Mobile

- Overall satisfaction with mobile services remains stable
- A slight decline in satisfaction with network performance and pricing. Some customers express concerns about high costs and a perceived lack of value for money.
- Some users report experiencing signal loss while moving between locations, and others encounter difficulties accessing 4G within certain buildings
- Customer feedback based on 4G mobile provides a mixed view but overall is broadly positive
  - "The service overall is good"
  - "Thank you for making communications with our loved ones possible"
  - "The service fluctuates from time to time"
  - "Lack of coverage in Thunder Cove"
  - "Unable to use 4G service in some locations"
  - "Make it cheaper and faster"



#### Broadband

- Satisfaction with broadband scores remains relatively steady although scores for pricing and overall satisfaction are slightly lower
- Satisfaction with online payments has improved
- Speed and cost are the primary drivers of dissatisfaction however there is appreciation for the introduction of unlimited plans and the improvements made over time
- Customer comments:
  - "Overall, decent service with great staff"
  - "Unlimited service is the most awesome change so far"
  - "Too expensive for the speed and allowance"



#### Overall Customer Satisfaction

- Generally positive feedback about in shop experiences and services available. Some very positive comments about staff in the shop.
- The words "helpful," "accommodating" and "polite" are commonly mentioned. Numerous comments highlight the staff's attentiveness and willingness to assist, reflecting their dedication to providing excellent service experiences.
- The Sure newsletter is well received, and communication overall has improved in this survey.



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