

# Sure Updates

June 2026



## Sure4G Updates



**New 4G Cell Site:** To support the growing population of Palmsville we've completed a project install a Sure4G cell site within the village. Coverage in Palmsville previously came from the Sure tower in the north west corner of Seabreeze but the signal was affected by the trees alongside the golf course. Having the equipment within Palmsville ensures that there is a good signal for users improving both the outdoor and indoor experience. This investment was delivered using our skilled local technical team. Thanks also to KBR for their support allowing us to install our equipment on the new accommodation building and providing the antenna support.

We've also installed additional equipment to provide more capacity to Sure4G users who are Downtown or in the Thunder Cove area.

## Broadband in Palmsville



Alongside our deployment of a new Sure4G cell site in Palmsville, we're also installing a new MSAN. This will be installed in the new Palmsville comms room being built as part of the KBR accommodation development. When remaining installation works are completed we will bring it into service. This will enable VDSL services in areas of Palmsville for the first time as lines will no longer have to be run from the Downtown Base Exchange where line lengths limit service speeds.

## Broadband Performance

Are you experiencing broadband performance problems? Have you phoned our help desk? We've had a few customers recently experiencing problems with their broadband but they'd not reported it to us. There are many potential causes of performance issues but many of them are easy to fix. The problem could be copper distribution cables, possibly an old broadband router or even the little line filter in your room. Please

do report any issues if you feel your broadband isn't working as it should, we can then have a look at it.

## Goodbye to Ana



After sixteen years of her looking after you all through our shop we have said goodbye to Ana who has departed for a well earned retirement. Enjoy your retirement Ana! Please welcome Vicki who is our new Customer Services Representative when you visit our shop.

## Community Sponsorship



Sure are supporting PIDC in their celebration of the 128<sup>th</sup> Philippines Independence Day. Sure have long been a supporter of this annual event. As with National Maritime Day, this is an important event for us in supporting our small community here on DG.

## Top Up Your 4G Credit Online



Just a reminder that you can save time by topping up your 4G credit online through Sure4G selfcare. If you're not doing this already then speak to our team to find out how.

## GMA TV



We're pleased to announce that after an unexpected major transmitter failure that proved to be unrepairable that we've had new equipment delivered enabling us to restore GMA TV which we broadcast with support from island contractors.

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