

Sure Updates

October 2026



October Enhancements

From the 1st October our new residential broadband and Sure4G packages will be in place delivering a mix of speed and data increases.

Diamond Broadband Goes Unlimited!



As part of our upgrade programme, from the 1st October our Sure Diamond broadband package goes unlimited! Our Bronze, Silver, Gold and Platinum packages will all have bigger data allowances.

Speed Increases for Max and Bronze Packages



Sure Max is getting faster setting it apart from our other packages with speeds of up to 30Mbps. We're also making Bronze faster, aligning it with our other broadband services by increasing it to 10Mbps.

Summary of Broadband Speeds and Data Allowances:

Package	Gigabytes Before	Gigabytes October	Speed Mbps
Bronze	40	50	10
Silver	75	100	10
Gold	150	200	10
Platinum	250	400	10
Diamond	600	Unlimited	10
Max	Unlimited	Unlimited	30

Sure broadband speeds are limited by line length and line quality.



Sure4G customers will see all data bundles getting bigger to deliver greater value and we're increasing the speed again too which will deliver an even better user experience.

Summary of Sure4G Speeds and Data Bundles:

Package	Gigabytes Before	Gigabytes October
Surf 10 - \$10	2	3
Surf 15 - \$15	4	5
Surf 20 - \$20	7	8
Surf 50 - \$50	20	25
Surf Max - \$100	50	60
4G Speed	Up to 12 Mbps	Up to 25 Mbps

New Basic Service



We're also launching our new Basic package making Sure broadband cheaper. At only \$25 a month it's a great option for low data users. It includes the Night Time Window, a feature for data allowance based residential broadband users providing free internet between midnight and 05:00. Boosters can also be purchased if you need more data. Sure policies on set-up fees and deposit apply.

Package	Gigabytes	Speed
Basic	25	4 Mbps

If you want to know more, please speak to our team in our shop, or call us on 370 9000.

Annual Customer Survey



Our annual customer survey will take place from the 19th to 31st October. You will be invited by email to take part, if you do not get an invite then please speak to our team and we will share the survey web link. Please spend some time completing it as the results of this survey are very important to us. The more responses we receive, the better the feedback, and this helps us understand what will make the services better for you. 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.

Connecting you to
what matters

