

Sure Updates

September 2026

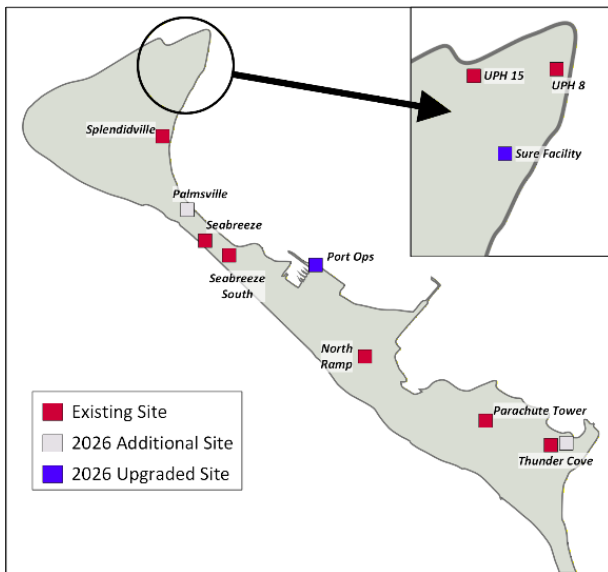


Sure4G Updates



Upgrade to Sure4G Cell Site: To improve performance we're upgrading our cell site in the Harbor Ops area. This investment by Sure will provide extra capacity for users ensuring higher speeds at busy times and improve indoor coverage around the Harbor Ops area. Installation works will start as soon as the new equipment arrives on island. Watch out for our team installing the new antennas and cell equipment.

This upgrade is in addition to the new cell site in Palmsville and upgrades in the Thunder Cove and Downtown areas.



Vendo Top-Up



Just a reminder that if our shop is closed, you can use our vending machines to buy **Sure4G** Top-up cards. The vending machines are located outside the Sure Shop, in the PAX Terminal, in the Food Court and in the Seamen's Center. They give you an out of shop hours cash payment top-up alternative to using online card payments through our selfcare. The Sure shop is open 10:00-18:00 Monday to Saturday.

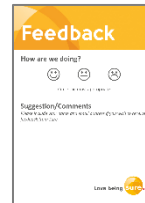
Are You Going on Leave?

If you're going on leave it's a good idea to let us know you're off island. This helps avoid any disconnection charges due to delays in bill payments. If we know you're away we can delay your payment until your return.

International Calling

Just a reminder that you can make international calls from the phone in your room using a Sure foneplus card. Foneplus cards are available for our shop. Dial 9901 from the phone in your room and follow the instructions.

We're Listening



Do you have an idea? A suggestion box is located in our shop. If you want to be anonymous you can, just leave us a message in our box. Using our suggestion box means that you don't have to wait to share your ideas until October when our annual customer survey takes place.

Annual Customer Survey



Our annual customer survey will take place in October. When the survey starts you will be invited by email to take part. Please spend some time completing it as the survey results are very important to us.

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what matters



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