#

NEWS RELEASE

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**Sure supports island community with connectivity measures**

Following the announcement of the circuit breaker lockdown, Sure would like to reaffirm the support that it is providing to islanders.

* Any Sure customers who are unable to return to the island due to the lockdown will be supported with free roaming boosters and discounted roaming rates to ensure they can stay in contact with family and friends here. Those customers should get in touch with Sure directly to arrange.
* Mobile and landline calls to the Covid-19 helpline (111) are free of charge.
* Sure’s broadband packages provide an unlimited service to customers. This allows customers to consume a higher volume of broadband without incurring additional costs.
* Sure’s Pay Monthly plans are available with unlimited calls, texts and data, and can be shared with up to 4 household members to assist with home learning on multiple devices from just £12 per person per month.
* Customers using Sure’s Pay As You Go Rewards receive unlimited data and up to 10,000 minutes and texts when topping up via the MySure app or on the My Sure area of the website.
* Any customers who need to purchase a mobile, mobile broadband or Big Bundle offer can call our Sales Hotline on 01624 692230. The line is operational from 9am to 5pm every Monday to Saturday and customers will need to have their photo ID and proof of address to hand. Customers should also call this number if they need to re-sign their contract, change SIM card or have lost their SIM card.
* Logging a query or fault ticket, paying a bill and topping up on PAYG credit can be done easily via the free MySure app or on the My Sure area of the website and it is recommended that customers use these before calling.

Mike Phillips, chief executive of Sure in the Isle of Man, said: “Much like the island’s first lockdown, connectivity will be key for the community to keep in touch and for businesses to continue to operate from home. Our team is working hard to ensure all customers can continue to access the national critical communication infrastructure that we provide across the Isle of Man.

“We have the procedures in place to maintain the resilience and capability of our networks and our operations and we are confident that the infrastructure can cope with the inevitable change in demand for phone and internet services.”

Details on the coronavirus measures that are available to Manx residents can be found on the Sure website: [www.sure.com/coronavirus](http://www.sure.com/coronavirus)

ENDS

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Notes to editors:

**About Sure**

[www.sure.com](http://www.sure.com)

Twitter: <https://twitter.com/SureIOM>
Facebook: https://www.facebook.com/SureIOM/
LinkedIn: https://www.linkedin.com/company/sure-international

Headquartered in Guernsey, Sure provides telecommunications and related services across the Channel Islands, the Isle of Man and in the British Overseas Territories of Ascension, Falklands, Saint Helena and Diego Garcia.

Sure provides fixed voice, mobile, broadband and Cloud services in the Channel Islands and Isle of Man. In the British Overseas Territories, Sure operates under exclusive licences with full-feature networks delivering voice, broadband data services and, in certain markets, TV.

The corporate division of the business, Sure International, specialises in offshore connectivity, enabling those companies that operate in the islands to reliably and efficiently connect and transact with their global partners.

Sure’s approach to business is based on its values of simplicity, trust, one team and customer-driven. The last of these values has resulted in annual multi-million-pound investments to provide customers with the best and latest services to meet their needs.

Sure is a member of the Batelco Group, a leading telecommunications provider to 13 markets spanning the Middle East & Northern Africa, Europe and the South Atlantic and Indian Ocean.