



NEWS RELEASE

15 July 2020

Final call to inform Sure about directory details

Islanders have until **Monday 20 July** to inform Sure of their details if they wish to appear in the 2020/21 telephone directory.

Sure has contacted all customers who are due to be printed in the 2020/21 edition, or have been printed in recent years.

The letter or email sent to customers informs them that they are due to be included or excluded from the free White Page listings, and is part of a number of actions taken to improve the directory. Customers need to inform Sure by Monday 20 July if they wish to change the way their details appear.

Charlotte Dunsterville, chief consumer officer at Sure, said: “We’ve had a huge response from islanders asking us to update their details and we want to remind those that haven’t that they need to do so before Monday 20 July. Our top priority is to make sure that we have the most accurate directory possible as we recognise that the directory is an important resource to the island.”

Islanders who would like to change their directory status, including those who no longer wish to appear in the directory, are advised to complete the form at www.sure.com/directoryform or return paper forms to us before 20 July.

JT customers with a fixed landline service are advised to speak directly to the JT customer service team to confirm their preferences. JT and Airtel customers may also request for mobile services to be added by contacting directoryteam@sure.com but customers should note that this is a chargeable service.

Due to the impact of the global pandemic, there has been a delay to the compilation of the 2020/21 directory which is expected to be available to islanders in November 2020. Sure has also reviewed the directory layout and will be increasing the font size to make the entries easier to read.

ENDS

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Notes to editors:

About Sure

www.sure.com

Twitter: <https://twitter.com/SureGuernsey?lang=en>

Facebook: <https://www.facebook.com/SureGsy/>

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.

Customer experience is at the heart of Sure's approach and the company was found to have the most satisfied customers in the Channel Islands in a 2018 study carried out by the independent regulator in the islands. In the Isle of Man, Sure was rated the

best overall network (Source: a Sure-commissioned independent study carried out by Systemics group, 2017).

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.