



## NEWS RELEASE

02 April 2020

### **Sure increases online customer support to help islanders**

Sure has doubled the number of advisers on its webchat customer support, following the temporary closure of its store in line with the latest Government of Jersey guidance.

Sure's King Street store is closed but the local telecoms provider has set up a telephone sales hotline on 01534 753310 and is offering next-day delivery to continue to serve customers.

Customer support is being provided online, over the phone and via the free MySure app.

Charlotte Dunsterville, chief consumer officer at Sure, said: "We want to keep things running as normally as possible and ensure islanders can still get in touch with our teams, but we recognise that the safety of our employees and customers is of paramount importance. We want to say a big thank you to our customers for their patience and understanding during this challenging period as we serve the island community."

In the first instance, Sure asks that customers with queries visit its website as it has doubled the amount of staff working on its webchat, which allows customers to have an online conversation with a customer service adviser. The website also contains user guides for broadband and mobile services and offers the opportunity to view Sure's mobile devices and offers.

Logging a query or fault ticket, paying a bill and topping up on PAYG credit can be easily done via the free MySure app or on the My Sure area of the website and it is recommended that customers use these before calling.

Islanders who need to purchase a mobile, mobile broadband or a big bundle offer should call the sales hotline on 01534 753310. 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.

Charlotte said: “The importance of keeping our island connected really can’t be overstated, which is why we have ensured that islanders can contact us through a variety of different channels.

“We’re working with Digital Jersey, the Government of Jersey and other local providers to increase the speed of fibre broadband connections to 1Gbit/s at no extra cost so that we can keep our island community connected at this challenging time.”

Details of the connectivity measures can be found on the Sure website [www.sure.com/coronavirus](http://www.sure.com/coronavirus)

#SupportingOurCommunity #JerseyTogether

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Notes to editors:

#### **About Sure**

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

Twitter: <https://twitter.com/SureJSY/>

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

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 14 markets spanning the Middle East & Northern Africa, Europe and the South Atlantic and Indian Ocean.