

Sure (Guernsey) Limited

4G Unlimited Mobile Broadband Terms and Conditions

These Sure (Guernsey) Limited (“**Sure**”) 4G Unlimited Mobile Broadband Terms and Conditions should be read in conjunction with Sure’s:

- General Terms and Conditions;
- Pay Monthly Mobile Terms and Conditions;
- Acceptable Use Policy; and
- Fair Usage Policy,

all of which apply.

Where there is a conflict, these Sure 4G Unlimited Mobile Broadband Terms and Conditions will take precedence. Sure’s Terms and Conditions are available to view online at www.sure.com/guernsey/terms-and-conditions.

1. Service Overview

- 1.1. Sure’s 4G Unlimited Mobile Broadband Service is only available to those customers who do not have access to Sure’s Standard, Superfast or Ultrafast Broadband Services (“**VDSL Broadband**”).
- 1.2. Sure’s line checker, which you can use to determine whether VDSL Broadband Services are available in your area, can be found using the following link: <https://www.sure.com/guernsey/broadband-and-home/broadband/unlimited-broadband/>.
- 1.3. The 4G Unlimited Mobile Broadband Service enables you to access the Internet by connecting to Sure’s Mobile Network.
- 1.4. Plans are available on one (1) month rolling or 12 or 24-month minimum term contracts.

2. Definition and Interpretation

"Mobile Network" means the mobile telecommunication systems operated by Sure in Guernsey.

"4G Broadband Router" means stationary, mains powered equipment that utilises a SIM card to convert Mobile Network signals to Wi-Fi and Ethernet.

"Mobile Device" means portable equipment that utilises a SIM card.

Any capitalised term not defined in these Sure 4G Unlimited Mobile Broadband Terms and Conditions shall have the meaning given to it in the General Terms and Conditions.

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3. Telecommunications Network and Equipment

- 3.1. A compatible 4G Broadband Router is required to access Sure's Mobile Network, which is subject to its network coverage capabilities.
- 3.2. Data speeds are subject to various factors including signal strength, network coverage and the surrounding environment.
- 3.3. We cannot guarantee that your connection will reach any specified (headline or advertised) speeds.

4. Charges

- 4.1. Service rental will be applied to your monthly bill at the prevailing rate which can be found at www.sure.com. However, please note that:
 - a. If you have a Sure landline on your billing account and choose to continue to pay rental for the Service, then your 4G Unlimited Broadband Service will be reduced by the rental amount you are paying for your standard landline Service.
 - b. If you have a Sure landline on your billing account but choose to terminate this Service, you will no longer receive a reduction for the 4G Unlimited Broadband Service, and you will be charged the full prevailing rate for Sure's 4G Unlimited Broadband Service.

5. VDSL Broadband Availability

- 5.1. If VDSL Broadband becomes available in your area, we will contact you to advise of this and reserve the right to switch your Service to a VDSL Broadband Service.
- 5.2. If we switch your 4G Unlimited Mobile Broadband Service to a VDSL Broadband Service in accordance with paragraph 5.1 above, your minimum contractual term end date will remain the same whilst using the VDSL Broadband Service.
- 5.3. Once your 4G Unlimited Mobile Broadband Service has been switched to a VDSL Broadband Service, you will then be subject to Sure's Broadband Services Terms and Conditions and no longer these 4G Unlimited Mobile Broadband Terms and Conditions.