

**Sure (Guernsey) Limited**  
**Free Broadband Speed Upgrade Offer (Alderney) Terms and Conditions**

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The Sure (Guernsey) Limited (“**Sure**”) Free Broadband Speed Upgrade Offer (Alderney) Terms and Conditions should be read in conjunction with Sure’s:

- General Terms and Conditions;
- Broadband Services Terms and Conditions;
- Pay Monthly Mobile Terms and Conditions (if applicable); and
- Pay Monthly Mobile Broadband Terms and Conditions (if applicable),

all of which apply.

Where there is conflict, these Sure Free Broadband Speed Upgrade Offer (Alderney) Terms and Conditions will take precedence. Sure’s Terms and Conditions are available to view online at [www.sure.com/guernsey/terms-and-conditions](http://www.sure.com/guernsey/terms-and-conditions).

**Offer Overview**

From 19<sup>th</sup> March 2018, Sure is providing a retail offer for the provision of Sure higher speed broadband Services in Alderney. This offer is being provided in conjunction with the States of Alderney and will entitle broadband customers to a free broadband speed upgrade (to VDSL or faster VDSL) when signing up to a new Sure 24 month broadband Service.

**Standard Terms**

1. This offer is available to broadband customers in Alderney who sign up to a new Sure 24 month broadband Service between 19<sup>th</sup> March 2018 and 31<sup>st</sup> December 2019. Please see available Sure broadband speeds below:

Customer buys download speed <sup>1</sup> of:	Customer receives download speed <sup>1</sup> of:	Upload speed <sup>1</sup>
Up to 20 (ADSL)	Up to 40 (VDSL)	Up to 5
Up to 40 (VDSL)	Up to 60 (VDSL)	Up to 10
Up to 60 (VDSL)	Up to 100 (VDSL)	Up to 20

1) Mbps

2. This offer is conditional on You retaining a Sure landline (Line Only, Sure HomeOne or Sure HomeTwo) for the duration of Your 24 month Sure broadband contract. Early termination of Your broadband contract may otherwise occur, with associated charges applicable. Any Sure customer within an existing minimum term broadband contract is eligible to take up this specific 24 month offer without incurring any early termination fees for their existing broadband contract.
3. For existing Sure customers, You can sign up to this offer online via [www.sure.com](http://www.sure.com). New Sure customers can sign up to this offer, but will need to do so in person at the London House retail store (Alderney) or any Sure retail store in Guernsey and provide photographic ID (e.g. passport or driving licence) and a utility bill (issued within last three months).

4. Any Alderney customer who has upgraded their Sure broadband Service between 26<sup>th</sup> January 2018 and 19<sup>th</sup> March 2018 will also have the opportunity to either upgrade their broadband Service to the next higher speed (as set out in the table above) or downgrade to pay for the directly lower speed, whilst maintaining their current speed, as part of this offer.
5. If Your fixed line phone socket is not already VDSL enabled, Sure will provide an associated free enhancement of Your fixed line phone socket (and line wiring, if required). Please note that Sure is undertaking this enhancement programme on an island-wide basis and You will only be eligible to receive this free broadband speed upgrade offer once the area of the island relevant to Your Service has been completed.
6. Sure may, at its sole discretion, choose to provide a mobile based broadband solution in place of a fixed line VDSL Service in the unlikely event that VDSL speeds are not achievable at Your premises once Your area upgrade has been completed.
7. VDSL broadband requires the use of a VDSL compatible router which Sure can provide free of charge, if required. Sure reserves the right to charge the customer up to the prevailing retail subsidised rate for the router, should Sure's input cost for this equipment materially increase prior to the agreed deadline. Please note that there will be no retrospective charge to You if You have already been provided with a free router as part of this offer.
8. If You sign up to a Sure 24 month broadband contract, You are eligible to upgrade Your broadband Service to a faster speed within the first 12 months. Please note that You are not entitled to downgrade Your broadband to a lower speed, other than as set out in Clause 4 of these Sure Free Broadband Speed Upgrade Offer (Alderney) Terms and Conditions.
9. A Sure 12 month broadband contract option is also available, but without the benefit of a free router. Should You require a VDSL router to take up this 12 month offer, Sure can provide one at either:
  - a. A one-off charge of £60; or
  - b. A monthly charge of £5 per month for 12 months (total £60).

All other aspects of the broadband contract offer will be as per those of the 24 month option shown above, but instead over a 12 month contract period.

10. Broadband enhancements of fixed IP or reduced contention rate remain available at the prevailing standard rental charges. Please see [www.sure.com](http://www.sure.com) for details.
11. Sure's broadband discount for Pay Monthly mobile customers will apply as per Sure's standard broadband pricing. Please see [www.sure.com](http://www.sure.com) for details.
12. This offer cannot be used in conjunction with any other offer or discount, other than as set out in Clause 11 of these Sure Free Broadband Speed Upgrade Offer (Alderney) Terms and Conditions.
13. If You cancel Your contract before the end of the minimum term, You will be charged an early termination fee of the full standard price that applied when You entered into Your contract for the remainder of the minimum term.

14. At the end of Your chosen 12 or 24 month broadband contractual term, Your Service will be downgraded to the speed applicable to the prevailing monthly charge that You have been paying for. For example, a broadband Service that has been provided at up to 60Mbps as part of this offer will be downgraded to a standard 40Mbps service. You will have the option of maintaining Your Service at the higher speed, but You will need to sign up to a new Sure contract, which will be chargeable at the prevailing monthly rental charge for that higher speed.
15. Sure reserves the right to vary or amend these Terms and Conditions or withdraw this Sure Free Broadband Speed Upgrade Offer at any time.