

Sure (Isle of Man) Limited 4G Unlimited Broadband Terms and Conditions

Sure (Isle of Man) Limited (“Sure”) Product and Service Description

Sure’s 4G Unlimited Broadband Services allow You to use Your 4G Broadband Router to access the internet by connecting to Our Mobile Network. Plans include unlimited data for You to use whilst Your 4G Broadband Router is connected to Sure’s Mobile Network.

SECTION 1 – Service Specific Terms and Conditions

These Sure 4G Unlimited Broadband Terms and Conditions should be read in conjunction with the Sure Isle of Man General Terms and Conditions and Acceptable Use Policy, all of which apply. Where there is a conflict, these Sure 4G Unlimited Broadband Terms and Conditions will take precedence.

1 Definition and Interpretation

Definitions listed below are in addition to those included within the Sure Isle of Man General Terms and Conditions:

“**Like New Condition**” means that the 4G Broadband Router must be in a condition in which it can be re-sold, and must:

- a) be returned in the original packaging (undamaged);
- b) be fully functional;
- c) have no damage (including screens, where applicable) such as, but not limited to, cracks, dents or visible signs of wear and tear; and
- d) not be registered as lost or stolen.

“**Mobile Network**” means the mobile telecommunication systems operated by Sure in the Isle of Man, Guernsey and Jersey.

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

“**4G Unlimited Broadband**” means wired or wireless internet access through a 4G Broadband Router.

2 Telecommunications Equipment

2.1 A compatible 4G Broadband Router is required to access Sure’s Mobile Network, which is subject to its network coverage capabilities. Connection speeds are subject to various factors including signal strength and network coverage. We cannot guarantee that Your connection will reach any specified (headline or advertised) speeds.

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3 Usage

3.1 Usage of these Services are unlimited, subject to compliance with the Sure Isle of Man General Terms and Conditions and Acceptable Use Policy.

4 Cancellation and Returns

Within 30 Days

4.1 If You want to cancel Your 4G Unlimited Broadband Service with Us within the initial 30 days of purchase, You will need to visit a Sure retail store and request that Your Service be cancelled. You will need to return Your 4G Broadband Router that was supplied by Us as part of this Service in a Like New Condition. Your Service will be deemed to be cancelled once We have accepted that Your 4G Broadband Router is in a Like New Condition.

4.2 You will not be required to complete the minimum 24 month contractual term and You will not be liable for any early termination charges, unless Your 4G Broadband Router is not in a Like New Condition in which case You will be liable to a charge of £139.99. The 4G Broadband Router will then become Your property.

4.3 If You have used Our 'Within 30 Days' cancellation and returns facility and You take out a subsequent 4G Unlimited Broadband Service, You are not eligible to make use of that facility again within a period of 12 months from when You last used it.

After 30 Days

4.4 If You choose to cancel Your contract after 30 days of purchase, You will need to give Us one full month's notice and pay any early termination charges in relation to the remainder of Your contract. Notice can be given by visiting Us in store or contacting Us via email. Locations of Our stores and email contact details can be found on Our website at www.sure.com.