

Sure (Jersey) Limited 4G Broadband Terms and Conditions

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

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

all of which apply.

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

1 Service Overview

Sure’s 4G Broadband plans allow You to use Your 4G Broadband Router or 4G MiFi Unit to access the Internet by connecting to Our Mobile Network and provide You with a monthly allocation of data. Plans are available on either a 12 or 24 month minimum term contract, or a 1 month rolling contract. Prices are available on Our website at www.sure.com.

2 Definition and Interpretation

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

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

“**4G MiFi Unit**” means portable, battery powered equipment that utilises a SIM card to convert Mobile network signals to Wi-Fi and Ethernet.

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

“**Like New Condition**” means that the 4G Broadband Router or 4G MiFi Unit 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.

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

3 Telecommunications Network and Customer Equipment

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

3.2 12 or 24 month minimum term contract – You can purchase a 4G Broadband Router from Sure at the advertised prevailing price for this Service or You can use Your own compatible device.

3.3 1 month rolling contract – You can purchase a 4G MiFi Unit or 4G Broadband Router from Sure at the advertised prevailing prices for this Service or You can use Your own compatible device.

4 Usage Caps and Data Booster(s)

4.1 A daily fair usage cap of 50GB applies to all 4G Broadband Services.

4.2 If You reach Your daily fair usage cap, Your data allowance will be suspended until it is reset at midnight.

4.3 Once Your allocated monthly data allowance has been used, You will not be able to use the Service until 00:01 on the first day of the following month, unless You purchase a data Booster. We will use reasonable endeavours to notify You via SMS to Your 4G Router or 4G MiFi Unit of when Your data usage has reached i) 25% ii) 50% iii) 75% iv) 95% and v) 100% of Your allocated monthly allowance.

4.4 You have the option to purchase a data Booster through Your 4G Router or 4G MiFi Unit which will provide You with an additional 50GB of data for £5. For information on how to purchase a data Booster, please see <https://jerseyhelp.sure.com/hc/en-gb/articles/360000630725-NEW-4G-Broadband>. This data Booster, when applied to Your account, will enable You to continue to use the Service until this additional data allowance has been exhausted.

4.5 You may purchase and use multiple data Boosters each month. Each data Booster purchased will last for 30 days from the date of application and any unused data at the end of the 30 days will expire. If a data Booster is still active at the start of a new calendar month when Your monthly allocation of data is refreshed, any additional data purchased within the previous calendar month will be used first before Your allocated monthly data allowance.

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5 Cancellation and Returns

12 or 24 Month Minimum Term Contract - Within 30 Days

- 5.1 If You want to cancel Your 4G 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.
- 5.2 If Your 4G Broadband Router was supplied by Us as part of this Service, Your Service will be deemed to be cancelled only once We have inspected the condition of Your 4G Broadband Router. If it is in a Like New Condition, We will refund You the applicable charge for Your 4G Broadband Router. If it is not in a Like New Condition, You will be liable to pay the prevailing device-only charge and it will then become Your property.
- 5.3 Regardless of whether or not Sure provided You with a 4G Broadband Router, You will not be required to complete the remainder of Your minimum 24 month contractual term or be liable for any early termination charges.
- 5.4 If You have used Our 'Within 30 Days' cancellation and returns facility and You take out a subsequent 4G Broadband Service, You are not eligible to make use of the cancellation and returns facility again within a period of 12 months from when You last used it.

12 or 24 Month Minimum Term Contract - After 30 Days

- 5.5 If You choose to cancel Your contract after 30 days of purchase, You will need to give Us one month's notice and pay all early termination charges in relation to the remainder of Your contract (rental and 4G Broadband Router). 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.
- 5.6 Any device that You have purchased from Sure for use with this Service will become Your property.

1 Month Rolling Contract

- 5.7 If You choose to cancel Your contract, You will need to give Us one month's notice. 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.
- 5.8 Any device that You have purchased from Sure for use with this Service will remain Your property.

6 Amendment and Withdrawal

Sure reserves the right to vary or amend these Sure 4G Broadband Terms and Conditions or withdraw the Service at any time.