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# Sure Connect for Microsoft Teams UK

## Sure Connect for Microsoft Teams UK Service Specific Terms and Conditions

February 2026

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**Sure**  
by Beyon

## 1. Service Overview

The Sure Connect for Microsoft Teams Service for UK phone numbers (the “Service”) comprises voice calls routed via the PSTN network to and from the Customer’s Microsoft Azure tenant. This allows Customers to provision the authorised UK Service Numbers in their own Microsoft Teams tenant to their end users, who can then make and receive phone calls to landline and mobile Service Numbers from the user’s Microsoft Teams application. Sure delivers the Service, in part, by using services it receives from BT.

The Service is an enterprise service only for use by business customers and may not be used by Consumer Customers.

**IMPORTANT INFORMATION:** The Service does NOT support or facilitate Emergency Calls and must not, at any time, be used to make or to receive Emergency Calls in any jurisdiction. The Service is not a replacement for an ordinary mobile or fixed line telephone. Customers must have access to a fixed line telephone or mobile phone service to make Emergency Calls. Further information about Emergency Calls and the Customer’s obligations regarding configuration of the Service for Emergency Calls can be found in paragraph 3.3 - “Emergency Calls to 999 and 112”.

## 2. General Information

### 2.1. Applicable Terms and Conditions

These Sure Connect for Microsoft Teams Service Specific Terms and Conditions (“Sure Connect for Microsoft Teams UK Terms and Conditions”) should be read in conjunction with the following documents:

- Sure General Terms and Conditions: <https://www.sure.com/assets/Uploads/terms-conditions/IsleofMan/General-Terms-and-Conditions-Policies-and-Codes/IOM-General-Terms-and-Conditions-October-2022.pdf> ;
- a) Order Form;  
Acceptable Use Policy; and the Customer must also comply with any other Sure Service Specific Terms and Conditions for services that they purchase from Sure, and which enable connectivity to the Service (e.g. broadband, leased lines and/or ethernet connect).

These documents together comprise the Agreement, which the Customer must comply with.

Where there is a conflict, these Sure Connect for Microsoft Teams UK Terms and Conditions will take precedence. At the back of this document, we have set out the explanations of any capitalised phrases used within these terms and conditions. All other capitalised phrases are defined in the Sure General Terms and Conditions.

### 2.2. Teams Licencing

- 2.2.1. A Microsoft Teams™ subscription is required to use the Service. The Service does not include a Microsoft Teams subscription, and the Customer is responsible for ensuring that it has the correct Microsoft subscriptions in place before they place an Order for the Service. The Customer is responsible for complying with all applicable Microsoft Terms and Conditions.
- 2.2.2. If you terminate your Microsoft Teams™ subscription or if it lapses during the Initial Term, you remain responsible for paying all outstanding charges for the Services to Sure for the remainder of the Initial Term.

## 3. The Service

### 3.1. Service Boundary

The service boundary for the Service is from when a call is connected to the UK PSTN network to when the call is delivered to the Customer's Microsoft Teams tenant ("**Service Boundary**"). You acknowledge that Sure is only responsible for providing this Service. Sure has no control over nor responsibility for the availability, performance configuration or functionality of the Customer's Microsoft Teams service and/or any other services outside this Service Boundary. Call quality can be affected by many things outside of Sure's control and responsibility, including but not limited to, a Customer's and a end-user' internal and external network connections, a end-user's Wi-Fi connection, a end-user's device performance and or headphone quality, or the availability and performance of the Microsoft Teams application or platform.

### 3.2. Numbering

- 3.2.1. Customers may transfer their existing UK numbers into the Service, provided that there are no outstanding charges on these numbers..
- 3.2.2. The Customer can request new phone numbers for any UK location for the Service, which may only be provided if they are available.

### 3.3. Emergency Calls to 999 and 112

The Service must not, at any time, be used to make Emergency Calls using the 999 or 112 short codes, or any other relevant Emergency Calls short code, in any jurisdiction. The Service is not a replacement for an ordinary mobile or fixed-line telephone.

The Customer acknowledges and agrees that it must inform end users that they must not, at any time, use the Service to make Emergency Calls to 999 or 112 or other local emergency numbers and that they must have access to a fixed line telephone or mobile phone service to make Emergency Calls.

Please refer to the Customer welcome pack for further information.

### 3.4. Information and Permissions

You confirm that in respect of the Service:

- 3.4.1. You have obtained all permissions, licences and consents from third parties that are necessary or desirable for the supply of the Service until its removal (including but not limited to all consents in relation to use and/or transfer of data) and you will use the Service in compliance with all applicable laws.
- 3.4.2. You shall give us no less than seven (7) Working Days' notice of any change of billing address, contact address or contact number.
- 3.4.3. We may assign your Service with a Service Number(s), as well as associated Service features, in order for you to access the Service but at no time will ownership of the number(s) or features be transferred to you.
- 3.4.4. You shall provide us with any information required to set up the Service, without undue delay.

#### Provision of Service

Subject to the terms of this Agreement, we grant to you a limited, non-exclusive, nontransferable, revocable right to use the Services for your internal business purposes (subject to your compliance with this Agreement).

Sure shall provision the agreed Service Numbers (as set out in an Order) and Service to the Customer's Microsoft Teams tenant in accordance with the lead times set out in the table below. This will make it possible for the Customer(s) to manage their end users' phone calling and the management of phone numbers from the Customer's Microsoft Teams administration portal.

Service	Action	Target lead-time
New numbers for Sure Connect for Microsoft Teams UK Services	Install	2 weeks
Other telecom providers' numbers porting into the Service	Install	15 -20 days from the telecom operators releasing the phone numbers to Sure

The times are subject to the Customer's resources being available in a timely manner.

\*If Fixed Number Portability is required, the porting process could impact the delivery timescales. Standard delivery timescales are for guidance only and cannot be guaranteed.

### 3.5. Your Use of the Service & Audit Rights

- 3.5.1. You shall be responsible and liable for all damage or loss caused to Sure or any third party as a result of your or your end user's misuse of the Service or any failure by you to comply with this Agreement, other than loss or damage directly caused by the grossly negligent acts of Sure.

Upon not less than thirty (30) days' notice to you and not more than twice each year, we shall have the right to inspect your books and records to the extent necessary to verify compliance with the obligations set out in this Agreement and to audit actual usage of the Service by you and your end-users.

### 3.6. You:

- 3.6.1. will not use the Service in a way that does not comply with applicable laws, including the terms of any regulatory or legal requirement of a competent regulatory or legislative body or any licence applicable to the Customer or to an end-user;
- 3.6.2. will not use the Service in connection with the carrying out of a fraud or any other criminal or illegal activity or to make Nuisance Calls;
- 3.6.3. will not tamper with, move, modify, or interfere with (including PEN and vulnerability testing) the Service or any equipment without our prior written consent;
- 3.6.4. will not use the Service for purposes which involve sending, transmitting, publishing, displaying, advertising or making available material, information, messages or communications which infringe/s copyright or any other intellectual property right held in any country, which are/is offensive, abusive, obscene, menacing, pornographic, threatening, annoying, defamatory, incite/s hatred, panic or anxiety, breach/es confidence, are/is otherwise unlawful or infringe/s any third party's legal rights of whatever nature under the laws of any jurisdiction;
- 3.6.5. will not use the Service for the purpose of making Emergency Calls using the 999 or 112 short codes, or any other relevant Emergency Calls short code, in any jurisdiction;
- 3.6.6. acknowledge that this Service is for enterprise customers only and is not to be used as a consumer solution;
- 3.6.7. have suitable Microsoft licensing available for use by end-user's registered in a location in the UK;
- 3.6.8. not use the service in a manner that is in any way unlawful, fraudulent or in bad faith or, to your knowledge, has any unlawful, fraudulent or bad faith purpose or effect;
- 3.6.9. not use the Service in a manner that, in our reasonable opinion could materially affect the quality of any telecommunications service, including the Service;
- 3.6.10. acknowledge that the Service is not designed to be a carrier interconnect and that the platform and this Service will not support diallers of any description;
- 3.6.11. not use the Service in a manner which could have a detrimental effect on Sure's, or any of Sure's subcontractors', brand or reputation
- 3.6.12. will not use the Service in a manner which may impair the security or integrity of Sure's or Sure's systems or may impair the operation of Sure's or Sure's subcontractors' Systems or the Service;

- 3.6.13. will take all reasonable steps (including testing with the latest commercially available virus detection software) to ensure that any equipment, data and software used with or in conjunction with the Service is not infected by viruses and/or logic bombs, worms, trojan horses and any other type of disruptive, destructive or nuisance programs;
- 3.6.14. will not use the Service in breach of this Agreement. If Sure or Sure's subcontractors have reasonable grounds to suspect such use, the Service may be suspended immediately by 48 hours ' notice, where practicable, except in the event of an Emergency, by notice to the Customer;
- 3.6.15. acknowledge that use of VoIP, like other network-based services, carries certain security risks to the systems and networks of customers, Sure and third parties (including Sure's third parties), including, but not limited to: misuse; unauthorised access; alterations; theft; fraud; destruction; corruption; and attacks. The Customer will ensure that they, at their own expense, take security measures including but not limited to the use of firewalls, passwords, access restrictions, encryption, policies, and physical access restrictions to protect from all VoIP traffic, equipment, software, data and systems located on the Customer's premises or otherwise in the Customer's control and used in connection with VoIP, whether owned by the Customer, Sure, or Sure's subcontractors. The Customer is responsible for all security measures, even if the Customer uses a third party to configure and implement them.
- 3.6.16. will not use the Service to send , knowingly receive, upload, download, use or re-use material which is offensive, indecent, defamatory, obscene or menacing.
- 3.6.17. will provide Sure with details of each end-user created on the Portal including providing a valid UK address for which the end-user resides for the majority of their time and keep Sure up to date if this changes. Sure retain the right to share this with its subcontractors or their third parties for the purpose of Emergency Services.

### 3.7. INTELLECTUAL PROPERTY RIGHTS

- 3.7.1. Except as expressly provided in this paragraph, nothing in this Agreement will have the effect of assigning or otherwise granting a party any rights or licences in the other Party's Intellectual Property Rights.
- 3.7.2. Subject to the terms of this Agreement, if documentation or manuals are provided to enable the Customer to receive and use the Service, Sure grants the Customer, for the duration of this Agreement, a non-exclusive, revocable, non-transferable licence to use such documentation or manuals for the Customer's own internal business use for that purpose.
- 3.7.3. Except as permitted by applicable law or as expressly permitted under this Agreement, the Customer will not, without Sure's prior written consent, copy, de-compile or modify any software, nor copy the manuals or documentation relating to that software and Service, nor knowingly allow or permit anyone else to do so.
- 3.7.4. Ownership of all Intellectual Property Rights in any software (including the Service) (including software application) and subsequent modifications or derivations, or use and exploitation on platforms, will, as between the Customer and Sure, remain with Sure (or the relevant subcontractor or third party licensor, as appropriate).
- 3.7.5. Except as expressly provided in this clause, nothing in this Agreement will have the effect of assigning or otherwise granting one Party any rights or licences in the other Party's Intellectual Property Rights.
- 3.7.6. Subject to the terms of this Agreement, if documentation or manuals are provided to enable the Customer to receive and use the Service, Sure grants the Customer, for the duration of this Agreement, a non-exclusive, revocable, non-transferable licence to use such software, documentation or manuals for the Customer's own internal business use for that purpose.
- 3.7.7. Except as permitted by Applicable Law or as expressly permitted under this Agreement, the Customer will not, without Sures' prior written consent, copy, de-compile or modify any software (including the Service), nor copy the manuals or documentation relating to that software (including the Service), nor knowingly allow or permit anyone else to do so.
- 3.7.8. The Customer agrees not to:
  - A. use any Sure or Sure subcontractors' Intellectual Property Rights or Corporate Marks;
  - B. authorise any third party to use any of our or our subcontractors' Intellectual Property Rights or Corporate Marks; or
  - C. use any photographs or representations of any our or our subcontractors' buildings,

Including in any promotional literature, without our prior written consent.

3.7.9. The Customer agrees not to use or register or attempt to register as a trade mark, company name or domain name, anything that is identical to, similar to, or likely to be confused with any of our or our subcontractors' corporate marks.

### **3.8. Charges and Payment**

- 3.8.1. Your subscription to the Service will start on the Service Delivery Date, unless:
- 3.8.2. we notify you of a later date for the start of the Service (when the subscription will be chargeable from); or
- 3.8.3. You use the Service before the Service Delivery Date, in which case the subscription will be chargeable from the date you first use the Service.
- 3.8.4. Call charges will be calculated, except where we otherwise determine, using the details provided by us, based on the published tariffs available at [www.Sure.com/SCT\\_UK\\_rates](http://www.Sure.com/SCT_UK_rates) which may be updated from time to time.
- 3.8.5. The call duration shall be the duration from time of call initialisation to call termination and will be rounded up to the next 60-second interval.
- 3.8.6. Chargeable calls will be charged on a per-minute basis from the start of the call and may include a call set-up fee.
- 3.8.7. Any chargeable events, for which the details are not available when the bill is prepared, shall be included in a bill no later than the third monthly bill after the chargeable events occurred, unless a previous agreement has been reached with you in writing.
- 3.8.8. Unless otherwise stated, all prices displayed are exclusive of local tax.

## 3.9. Faults Reporting

### Fault Support

You may report faults to us via our Service Operations Centre:

via email at [serviceoperations@sure.com](mailto:serviceoperations@sure.com)

or

by Phone On 01534 752310.

## 3.10. Service Levels and Fault Categorisation

Sure will aim on a reasonable efforts basis to meet the following service levels with respect to the Service, but such levels are targets only and Sure has no liability to you or any other party for any failure to meet them:

### 3.10.1. Priority 1, Critical Outage –

Problems severely affecting the Service, traffic, billing, and maintenance capabilities require corrective action. Target response time is no greater than 2 clock hours, from when the ticket is logged with Sure, for a email response via the Fault Ticketing Portal. Target restoration time is less than 5 clock hours from when the ticket is logged with Sure. Response and restoration of Priority 1 fault tickets will be undertaken on a 24/7/365 basis.

### 3.10.2. Priority 2, Major Impact

Problems which cause conditions that seriously affect system operation, maintenance, and administration and which require immediate attention. The urgency is less than in critical outage situations because of a lesser effect on system performance. Target response time is no greater than 5 Working Hours from when the ticket is logged with Sure. Target resolution time is no greater than 9 Working Hours from when the ticket is logged with Sure. Response and restoration of Priority 2 tickets will be during Working Hours only.

### 3.10.3. Priority 3, Minor Impact –

Problems which do not significantly impair the functioning of the system nor significantly affect the Service. Target response time is no greater than 8 Working Hours from when the ticket is logged with Sure. Target restoration time is no greater than 24 Working Hours from when the ticket is logged with Sure. Response and restoration of Priority 3 tickets will be during Working Hours only.

### 3.10.4. Priority 4, Informational –

This priority is restricted to “How to...” Questions and therefore handled as non-service impacting. Target response time is no greater than 5 Working Days from when the ticket is logged with Sure, and only during Working Hours.

- 3.10.5. Sure will aim on a reasonable efforts basis to provide a solution within the above target timeframes. For Priority 1, Critical Outage and Priority 2, Major Impact issues, Sure will aim on a reasonable efforts basis to provide a temporary solution, if necessary, to temporarily fix the fault with the Service while a permanent solution is developed.
- 3.10.6. The parties may agree that Priority 1 issues may be downgraded to Priority 2, and Priority 2 issues may be downgraded to Priority 3, following the application of a temporary solution, as set out in the sub-paragraph above.
- 3.10.7. The service levels as set out in this paragraph will apply to faults traced to the Service only, and not to any equipment or service supplied by the Customer or a third party, including any third-party-provided software provided with the Service.
- 3.10.8. It is technically impracticable to provide a fault-free Service and Sure does not undertake to do so.
- 3.10.9. Where a resolution cannot be made at the time of reporting, then we will ask you to provide us with contact details to enable progress on Fault resolution to be made. We will:
- a) provide advice by telephone;
  - b) carry out tests and diagnostics on the Service;
  - c) arrange for a technician to visit your Premises or work at another location on our Telecommunications Network if required;
  - d) work to resolve the Fault within the agreed time period as stated in paragraph 3.10.1 to 3.10.4.
- 3.10.10. Other Sure services, Other Licensed Operators' services, the Microsoft Teams service and a Customer's internet connection or network are not a part of this Service and will not be covered by a Fault repair.
- 3.10.11. If our staff are available, we may, at your request, continue to work on the Fault beyond our standard Working Day, without a break. We will make additional charges for the extra out of hours engineering work, in accordance with our price list.
- 3.10.12. We have the right to charge you for any Faults attended to (at your request) outside of the Working Day times at the applicable Sure rates defined in our Price List.
- 3.10.13. Our Price List provides further information regarding the relevant charges for attending to chargeable Faults. Please contact your Sure account manager for our current price list.

3.10.14. We are not liable to you in respect of any quality or availability issues with any part of this Service where call routing utilises the Internet Protocol (IP). Call quality and availability can be subject to factors outside of Sure's control e.g. bandwidth contention or quality of service (QoS). Sure has no responsibility for the availability or functionality of the Microsoft Teams service and is only responsible for delivering the Service within the Service Boundary.

### **3.11. Service Care Level Guarantee**

3.11.1. We aim to provide a continuous, high-quality service and will make every reasonable effort to meet contracted service levels set out in paragraph 3.10

## 4. SERVICE MANAGEMENT

4.1.1. Subject to the Service set out above, Sure will use reasonable efforts to provide the Service; however, Sure may:

- (a) for operational reasons, introduce or withdraw Service features, make changes to the Portal, introduce process changes to improve the quality of the Service, change the technical specification of the Service (including Service upgrades) upon giving notice, provided that any such changes do not have a materially adverse effect on the performance or provision of the Service. The Customer acknowledges that Sure has no control over any updates, upgrades, enhancements, amendments, additions and improvements made to any third party software provided as part of the Service and the Customer may not receive notice of such changes;
- (b) give the Customer instructions which it believes are necessary, for reasons of health, safety or the quality of the Service or the quality of any other telecommunications services provided by Sure to the Customer or any other customer of Sure and the Customer will ensure these are communicated to its customers and end-users as soon as reasonably practicable;
- (c) interrupt the Service for operational reasons (including planned maintenance) where it is reasonable for Sure to do so or because of an Emergency. Sure agrees to restore the interrupted Service as quickly as reasonably possible and, Sure will give the Customer as much notice as possible, unless due to an emergency it is impracticable to do so.
- (d) take action to protect the Service if the Customer is using the Service in a manner that is damaging to the Service. This may involve Sure taking actions to block or restrict access to the Service without prior notice to the Customer. Sure will inform the Customer of any action taken under this sub-paragraph as soon as reasonably practicable, provided it is aware of the action taken.

## 4.2. Disaster Recovery

Routing of calls as part of a Customer's disaster recovery plan should be managed within the Customer's Microsoft Teams tenant. This is not a part of the Service, but a Customer may engage Sure's professional services team to design and configure disaster recovery plans in the Customer's Microsoft Teams tenant. This work would be subject to a separate quotation and Order.

## 4.3. Variation and Changes to Service

- 4.3.1. We shall be entitled to amend these Sure Connect for Microsoft Teams UK Terms and Conditions (including the specification and pricing of the Service) as stated in our General Terms and Conditions.
- 4.3.2. We shall be entitled to amend these Sure Connect for Microsoft Teams Terms UK and Conditions where Sure is obliged to comply with an order, instruction or request of a court, government, agency, emergency service organisation or other competent administrative or regulatory authority.

## 4.4. Suspension

We may suspend the Service in accordance with our General Terms and Conditions. In addition, in the event of a security threat ("Threat"), we may, if necessary, limit or suspend immediately the Service without liability if reasonably necessary to prevent any harm to Sure, its systems, a third party or to a Customer or any other customer of Sure. We will provide notice of such limitation or suspension as soon as practicable depending on the nature of the Threat giving rise to the suspension. You must follow all instructions provided by us for the purpose of mitigating the effects of such Threat. Such instructions may include requirements to notify end-users of the extent of such Threat.

## 4.5. Term and Termination

- 4.5.1. The Initial Term applicable to the Service is either thirty-six (36) or sixty (60) months as stated on your Order.
- 4.5.2. You may terminate this Agreement at any time after the Initial Term has expired by giving written notice to us of at least ninety (90) days. If you terminate this Agreement during the Initial Term, you shall remain liable for any outstanding charges at the prevailing rate, including the remaining monthly subscription charges up to the expiry of the Initial Term. Outstanding subscription charges shall not be payable if the Service is replaced with another Service from us that we deem to be non-comparable.
- 4.5.3. Sure may immediately terminate this Agreement or the Service provided pursuant to this Agreement:
- a. at any time, on notice, to comply with a direction from Ofcom or any competent authority to suspend or cease the provision of the Service or any part of it;
  - b. at any time, on notice, if the Customer is directed to comply with a direction from Ofcom or any competent authority to suspend or cease the provision of the Service or any part of it;
  - c. at any time, immediately if the Service is being used in a way that breaches paragraph 3.6 even if the Customer is not aware that the Service is being used in that way.
  - d. following the expiry of the Initial Term, with not less than 90 days' notice, for any other reason.

## 4.6. Customer Indemnity

You must indemnify and hold Sure, its employees, officers, directors, subcontractors, third parties and representatives and licensors harmless from and against any and all third party claims, costs, damages, losses, liabilities, judgments, penalties, fines and expenses (including legal fees and costs) arising out of, in connection with or relating to:

- i. breach of this Agreement;
- ii. any materials or information provided by or on behalf of you to Sure in connection with the Service, including Sure's compliance with any specifications or directions provided by or on behalf of you or any end-user,
- iii. any claim arising out of your or an end-user's inability to use the Service to contact Emergency Services;
- iv. a claim arising out of or relating to your failure to comply with applicable laws and/or Sure's acceptable use policy,
- v. any gross negligence, fraud, wilful misconduct or other fault in connection with your use of the Service.

## 4.7. Governing Law

The governing law, as stated in the applicable Sure General Terms and Conditions referenced in paragraph 2.1 above shall apply to these Sure Connect for Microsoft Teams UK Terms and Conditions.

## 5. Definition and Interpretation

Any capitalised term not defined in these Sure Connect for Microsoft Teams UK Terms and Conditions shall have the meaning given to it in the Sure General Terms and Conditions.

**BT** means BT Group PLC whose address is 1 Braham Street, London E1 8EE

**“Call”** means a signal, message, or communication that can be silent, visual, or spoken, excluding text messages.

**“Corporate Marks”** means the registered or unregistered trademarks and service marks, house marks and marks of ownership, trading names, brand names, distinctive colour schemes, devices, styles, emblems and other manifestations associated with Sure and/or Sure’s subcontractors and including logotype.

**“Daily Rate”** means the monetary figure calculated from the service subscription which is eligible for a Service Credit.

**“Directory Enquiry Service”** means a directory information service which is operator assisted and involves the operator looking up entries on a database or is available online for you to access yourself.

**“Emergency Services”** means the relevant local public police, fire, ambulance and coastguard services and other similar organisation providing assistance to the public in emergencies..

**“Emergency Call”** means a telecommunications service that enables a user at any time and without incurring any charge, to communicate with the police, the ambulance or fire services or the marine search and rescue services using 999 or 112 short codes.

**“Intellectual Property Right(s)”** means any patent, petty patent, registered design, copyright, design right, database right, rights in designs, invention, semiconductor topography right, know-how, or any similar right exercisable in any part of the world and will include any applications for the registration of any patents or designs.

**“Portal”** is the Sure service management portal available at <https://sure.service-now.com/surecsm> which will provide the Customer with the ability to report and track the current status of its faults.

**“Fixed Number Portability”** means the process of porting fixed numbers from one telecommunications operator to another.

**“Nuisance Call”** means an unwanted Call that causes annoyance to the receiver of the Call and/or is a hoax Call, and/or is of an offensive, spiteful, abusive, indecent, defamatory, obscene or menacing nature including unauthorised or ‘spam’ Calls and ‘silent’ Calls as defined by Ofcom in its ‘Statement of policy on the persistent misuse of an electronic communications service’ published 1 March 2006, and any subsequent update.

**“Ofcom”** means the Office of Communications, which is the communications regulator in the UK, that oversees and regulates various sectors, including TV, radio, telecommunications, and postal services.

**“PSTN”** means a public switched telephone network

**“Service”** means the provision of phone connections from UK normal fixed phone networks into the customers' Microsoft Teams tenant for making and receiving voice calls through the Microsoft Teams application as described in paragraph. 1.

**“Teams”** or **“Microsoft Teams”** means the cloud-based phone service provided by Microsoft Corporation under the Teams brand.

**“Telephone Directory”** means a telephone directory published by a third party from time to time.

VoIP (Voice over Internet Protocol) means the transmission of voice and multimedia content over an internet connection

**“we”, “us”, “our”** or **“Sure”** means Sure (Isle of Man) Limited,

**“Working Day”** means 8.00 to 17.00 Monday to Friday, excluding public or bank holidays in the applicable part of Jersey, Guernsey or Isle of Man and **“Working Hours”** will be interpreted accordingly.