



Sure's Here to Help Guide

Bailiwick of Guernsey

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Who We Are

Sure (Guernsey) Limited, better known as 'Sure', can trace its history in the Bailiwick of Guernsey back to 1896, when the States Telephone Department established an independent telephone system. Sure has come a long way since then and now provides a range of services, from voice, mobile and broadband to data networks, global connectivity, and managed services solutions.

Sure also provides telecoms services in Jersey, the Isle of Man, Falkland Islands, St. Helena, Ascension Island and Diego Garcia, all through wholly owned subsidiaries of Beyon in Bahrain.

Contact Us

If you would like any advice, information or help then please get in touch with us using any of the following means:

| | | |
|--|--|---|
| Phone: (Calls are charged at the local rate) | General enquiries | Call our Contact Centre on (01481) 700700, which is available between the following times: <ul style="list-style-type: none">○ <u>Monday to Friday:</u> 8:30am – 7pm○ <u>Saturday:</u> 9am – 6pm○ <u>Sunday:</u> Closed |
| | Fault reporting | Can be reported 24 hours a day on 151 from a Sure mobile or a local landline or on (01481) 700700 from any telephone. |
| | Lost or stolen mobile phones only | Can be reported 24 hours a day on (01481) 757779. |
| | Complaints | For details of our Complaints Procedure, please see the relevant section within this document. |
| Website: | www.sure.com/guernsey/contact-us | |
| Post: | Sure (Guernsey) Limited PO Box 3, St. Peter Port, Guernsey, GY1 3AB. | |
| Retail Store: | Waterloo House, 27 High Street, St. Peter Port, Guernsey, GY1 2JX. | |

Our Customer Charter

Our purpose

Connecting our island communities for a better future.

What we do

We help transform how people and business connect with each other through innovative communications and technology solutions.

Here to Help

Our 'Here to Help Guide' aims to provide information and answers to questions that you may have about our products and services, as well as details of how to get in touch with us for any advice or support. **This guide was previously referred to as Sure's Consumer Code of Practice.**

Our guide also helps to explain what to do if things go wrong. It sets out the complaints procedure and how to use it in the unlikely event that you have any difficulties with a product or service that we provide to you.

A copy of this guide and details of specific products and services can be found within the Terms and Conditions section of our website at www.sure.com/guernsey/terms-and-conditions or by visiting any of our retail stores.

Customers who may require additional support

At Sure, we are pleased to offer extra assistance to customers who may require it. For further information, please contact us using one of the methods listed above and we will be happy to talk you through your options.

Issues with your fixed line or broadband service

Within our opening hours shown above, you can speak to our Customer Support team by calling (01481) 700700 and we will try to resolve any questions or issues you may have. Outside of those times, you can log a ticket with us at help.sure.com or leave us a voicemail and we will try to resolve them as quickly as possible to limit any inconvenience.

Please refer to our handy Fault Self-Help Guide on the next page as this may help you to quickly resolve or identify where the issue lies.

Please note that if an engineer (in either a Sure or Guernsey Fibre¹ uniform) visits your home or office, they will be carrying a Sure identity card. If you are unsure about the validity of the card, then please call us to confirm the identity of our engineer:

- For Sure branded staff, please phone (01481) 700700;
- For Guernsey Fibre branded staff, please phone (01481) 700900.

If one of our engineers is called to your premises to repair your telephone service during normal working hours, then you will only be charged for the visit if the fault relates to equipment (including wiring) beyond your master socket (for copper-based services) or Optical Network Terminal (for fibre-based services). This is where our fixed line telephony service terminates. The cost of any repair to our line up to this point is included in your rental charge. You'll always be advised of any charges payable by you before we undertake chargeable work.

If you require an engineer outside of their normal working hours, you may incur a Standard Engineering Charge. If you experience a fault with your telephone handset and you did not purchase that handset from us, then please contact the supplier from whom you purchased the handset rather than Sure, as this will save you from incurring unnecessary charges.

We offer limited emergency cover for faults on Saturdays, Sundays and Bank Holiday and these visits are chargeable. You can find out about our engineering call out charges by visiting our [Calling out an engineer – Sure webpage](#).

¹ 'Guernsey Fibre' is a project being undertaken by Sure, on behalf of local telecoms retailers, to move all landline and broadband services from our copper network to fibre.

Lost or stolen mobile phone

If your mobile phone is lost or stolen:

1. Call us **immediately** on (01481) 757779

It is vital that you call us as soon as you realise your phone is missing. Very often, thieves are more interested in the SIM card than the handset and can run up thousands of pounds of calls in a short space of time. You are liable for all charges incurred before you report it to us. The police do not automatically share lost and stolen reports, so it is important you report it to both Sure and the local police separately. When you let us know that your mobile phone is missing, we can put a stop on your account to prevent it from being misused. If you do find your phone again, we can reverse that block, so it's better to be cautious. We can also move your mobile telephone number from the SIM card in your misplaced phone to another SIM card (in a different mobile phone) which means you will be able to continue using your Sure mobile service as normal.

2. Report your lost or stolen phone to the police

It is important that you report your missing mobile phone to the police. Please note that if you are outside the Bailiwick you still need to report the loss to a police station in the area. They will take the details and give you a crime reference number to aid in any subsequent insurance claim. They will also take your details in the event that your mobile phone is found. Please be aware that Sure will not provide a covering letter for any insurance claims.

3. Report your lost or stolen phone to Immobilise at www.immobilise.com

We recommend that you register your mobile phone with Immobilise. They will then be able to log that your mobile phone is missing and, if found, the police will be able to identify the phone as yours. Please note that Sure is not associated or affiliated in any way with Immobilise.

Preventing unwanted or malicious calls

There are different types of unwanted calls – those that are known as marketing 'cold' calls from companies normally trying to sell you something or a malicious, indecent, or grossly offensive call which is a criminal offence. Please see below for more details.

Marketing 'cold' calling

The Direct Marketing Association (DMA) runs two free registration schemes designed to reduce the amount of unwanted phone calls that you receive from sales and marketing organisations based in the UK.

By registering your telephone and/or fax line with them, the DMA can ensure that your number is no longer available to organisations, including charities and voluntary bodies, who might call you with offers and information you do not want to receive. Their contact details are as follows:

Telephone Preference Service (TPS)

Phone: 0345 070 0707

Email: tps@dma.org.uk

Website: www.tpsonline.org.uk

Facsimile Preference Service (FPS)

Phone: 0345 070 0702

Email: fps@dma.org.uk

Website: www.fpsonline.org.uk

The DMA is also a source of useful information, which can be found at www.dma.org.uk.

Still getting calls?

For more information as to why you may still be getting calls, even though you are registered with TPS, then please visit their website at www.tpsonline.org.uk/tps/stillgetcalls.html.

Calls from Sure

From time to time, we might contact you with offers we think you would like or occasionally for feedback on our services. We will only do this if you have opted in receive marketing from us. If someone from Sure is calling, they will introduce themselves and say that they are calling from Sure. If you are unsure of someone's identity, then we advise you to not give out any personal details over the phone. Please tell us at the time if you wish to no longer receive such calls from Sure.

Malicious, indecent, or grossly offensive calls

Making a malicious, indecent, or grossly offensive call is a criminal offence. Although rare, if you are a victim then please read the information below or call us on (01481) 700700 where we will do all we can to help you.

There are some basic initial precautions you can take that may be of help:

1. If you are in doubt about the caller, do not give your name, address, or telephone number. This will help prevent nuisance callers - who sometimes dial at random - from calling you again.
2. If your phone rings again immediately after you have ended your call, do not speak first. A genuine caller will be quite willing to speak first and to give you details about themselves.
3. If you have an answering machine, make sure you do not to leave your name or telephone number in the answer message.
4. If you suffer from malicious calls, we can arrange a change of number. Please call the Customer Support Centre to arrange this. Please note that this may be chargeable.
5. If the caller is making direct threats to you or your family and you believe those threats to be real and immediate, call 999 straight away.
6. If you believe that the threats are not immediate, then you should call the police on their non-emergency number.

Making Calls

Sure customers can make calls to a huge number of destinations, ranging from local to international. It can sometimes be confusing knowing what type of call you are making, particularly if the only information you have available is the phone number itself. Please note that calls to certain numbers and destinations will cost more than others. If you are unsure about the cost of making a call, please check out our call charges by visiting our [Call Charges | Sure Guernsey](#) and [Mobile Call & Data Charges | Sure Guernsey webpages](#).

In the following table we set out the main call types:

| Calls from the Sure network to numbers beginning: | Main call type/destination |
|--|-----------------------------------|
| 00 | International |
| 01 | National (Geographic) |
| 02 | National (Geographic) |
| 03 | National (UK wide) |
| 07 | Mobile |
| 0800/0808 | Non-Geographic (Free) |
| 0844/0845/0870/0871 | Non-Geographic |
| 09 | Premium Rate |
| 118xxx (6-digit numbers) | Directory Enquiries |
| 123 (3-digit number) | Speaking Clock |
| 120xx (5-digit numbers) | Local Information Lines |
| (01481) 2xxxxx (6-digit numbers) | Local (from Landline) |
| (01481) 7xxxxx (6-digit numbers) | Local (from Landline) |
| (01481) 8xxxxx (6-digit numbers) | Local (from Landline) |

Calling Directory Enquiries

Directory enquiries are available through several different providers, all of which are within the number range of 118xxx. We are pleased to provide you with the following dedicated Sure directory enquiries services:

| | |
|---|----------------|
| Local and national directory enquiries | 118 163 |
| International directory enquiries (Not available from Public Payphones) | 118 161 |

Our directory enquires services are provided at reasonable rates, which can be found on our [Call Charges | Sure Guernsey webpage](#). Please be aware that certain UK nationally advertised 118xxx providers often charge considerably more.

Copies of our printed local directory (the Bailiwick of Guernsey Telephone Directory) are available for free from any Sure retail store.

You can also access our local directory online at www.theguernseydirectory.com.

In addition, BT provides a national directory online at www.bt.com/directory-enquiries.

Calling non-geographic or premium rate UK numbers

These have a different charging mechanism to other call types. Charges are split into two distinct elements:

1. **a service charge**, which can be duration based, fixed fee or a combination of the two. This is charged by the UK telecoms provider of the service (billed to you by Sure) and is the same regardless of whether the call is made from a fixed phone or a mobile; and
2. **an access charge**, which is a local provider (in this case, Sure) duration-based charge. Access charges can vary depending on whether a call is made from a landline or a mobile.

All UK businesses and organisations that customers contact via a non-geographic number are required to specify the service charge for calling that number. Additionally, they must also state that an access charge will also be applied by your local provider.

Certain other call related features (such as reminder calls and call diversions) can be accessed by using Sure's Star Services. For more details please refer to Sure's website or to the introductory section of a Sure telephone directory.

Billing and Payment

The best way to access your bills is through your online account. Current and historic bills are viewable online at no charge. If you choose to continue to receive your Sure bills by post, a £2.50 monthly paper bill charge will be applied.

When you receive a bill from us, it will provide a summary of the services that you have used during the relevant billing period. However, as an option, we are able to provide itemisation which details information about usage of your services. If you register for our online self-service, you can view your bill including the itemisation of the charges. By default, we do not itemise individual calls with a value of less than 20p but you can choose a preferred value that best suits your needs. To arrange this please call us on (01481) 700700.

We can also provide paper copies of historic bills. However, please note that these facilities are chargeable.

In exceptional circumstances where you cannot access online billing, we may waive the paper bill charge.

Ways to pay

The date by which we must have received your payment is shown on the bill. This date is normally the end of the month in which the bill was issued.

There are various options by which you can choose to pay your bill, but the free and simplest method is by using Direct Debit, whereby you instruct your bank to authorise Sure to collect the amount due from your account. This is collected on the last working day of each month, as shown on your bill. If you would like to set up this facility, then please contact us and we will provide you with the required forms for completion. The forms can also be found in our 'Ways to pay' section of our website. Please note that should any Direct Debit be unsuccessful, payment will be required by another method, which may incur a charge.

If you choose not to pay using our free Direct Debit option then, for a fee, you can choose one of our other payment methods:

- ✓ Pay your bill using the MySure app - Registration is free and easy and enables you to manage your account and pay bills online. If you don't have our MySure app, it can be downloaded from the App Store or Google Play.
- ✓ Pay your bill by post – Tear off the payment slip at the bottom of your bill and enclose it with a cheque made payable to Sure (Guernsey) Limited and send it to: Sure, P.O. Box 3, St. Peter Port, Guernsey, GY1 3AB. If you require a receipt, then please enclose a stamped self-addressed envelope. Please note that when paying by cheque, payment will be deemed to be received when the cheque arrives at our offices.
- ✓ Pay your bill at the post office – Take your bill with you to be able to pay. Post offices can only accept payment in full, by cash, card, or cheque. Please visit www.guernseypost.com/locations-opening-hours for their locations and opening times.
- ✓ Pay your bill by phone – To pay your bill by debit or credit card please call our Contact Centre on (01481) 700700. Please make sure you have your account number and bill reference number to hand, both of which are printed at the top of your bill. We can only accept the full amount of the bill by card, and we accept payments by MasterCard, Visa, Delta, and Maestro cards.

You can find out about the fees for other payment methods by visiting our [Ways to pay – Sure webpage](#).

If you wish to query any item on your bill, then please contact us as soon as possible by calling (01481) 700700 to let us know so that we can sort this out for you. We would ask that you pay the undisputed amount whilst we investigate the query for you.

Payment difficulties and procedure

If you are having difficulty paying your bill, then please call us on (01481) 700700 where one of our team will be happy to discuss your situation and your options. The earlier you inform us, the more we can do to help you.

Unpaid bills

If we do not receive your payment by the date shown on your bill, and you have not contacted us to raise a dispute or let us know that you are having difficulty paying your bill, then we will carry out the following process:

1. We will send you a reminder that payment must be made within seven days of the date of the reminder and a late payment fee may be applied. Our late payment fees can be found on our [What happens when a bill is not paid – Sure](#) webpage.
2. If we have not received your payment within the seven days, we may suspend your services and will not reactivate your services until we have received full payment of the outstanding amount. Please note that you are still required to continue to pay rental charges during any period of suspension.
3. Once you have paid the outstanding amount, we may charge a fee for the reactivation of any services which have been suspended.
4. If we still have not received full payment of the outstanding amount within a further seven-day period, you will receive a final demand for payment stating that it must be made within seven days of the date of the letter.
5. If after this final seven-day period you still have not paid the outstanding amount, we are entitled to terminate your contract and services with immediate effect. We will send you a final bill which will state all applicable charges.
6. Should your final bill not be paid, we may initiate further action, including legal action, to recover any outstanding amount.

We strongly advise that you do not rely on being reminded to pay your bill on time to avoid any additional fees being applied. If you are experiencing difficulties paying your bill, then please let us know as soon as you can. Once you have let us know, there are lots of options we can discuss to help you when times get tough, and a member of our team will get in touch to discuss your needs.

Additional billing charges

Additional payment charges may apply. For further details of these charges including: Credit Card transaction fees, reactivation charges and late payment fees then please go to the [What happens when a bill is not paid – Sure](#) section of our website.

Complaints Procedure

Despite our best efforts, we realise that things may go wrong from time to time. If you are unhappy with any of our products or services, then please let us know and give us the opportunity to put things right for you.

Please note, if your complaint is particularly serious or we are unable to resolve your complaint within three months, we may be required to inform the Guernsey Financial Services Commission (GFSC) or to the Trading Standards Service (Trading Standards). If we do tell the GFSC or Trading Standards about your complaint, we will let you know.

Reporting a complaint

If you would like to make a complaint, please email us at complaints@sure.com including as much detail as possible and letting us know how you would like us to contact you. Alternatively, you can call us during working hours on (01481) 700700. We always aim to resolve your complaint as quickly as possible.

You can also write to us: Complaints Manager, Sure (Guernsey) Limited, P.O. Box 3, St. Peter Port, Guernsey, GY1 3AB.

What if I want to speak to someone in person?

We can arrange a private meeting for you and a Sure representative at our offices if you wish. We cannot promise that we will be able to resolve your issue for you while you are with us as we may need to further investigate the matter.

What if I am disabled or have sight or hearing difficulties?

Please contact us using the method of your choice to inform us that you would like additional assistance as we aim to help wherever we can.

What if English is not my first language?

Please ask us whether we have a representative available who speaks your native language. Alternatively, you are welcome to have someone assist you, who can translate and help you to get your concerns across to us, or with permission from you, act on your behalf.

Investigation

As soon as we have heard from you, we will issue you with a reference number (which we refer to as a 'ticket'). We will send this via whichever communication method you chose when you logged your complaint.

We will start an investigation into your issue and update you along the way. We aim to contact you personally within two working days of receiving your complaint.

At that stage we may need to ask a few more questions to better help resolve your complaint.

We will make every effort to resolve your complaint within seven working days, however, depending on the complexity of the issue, it may take longer to fully investigate a complaint.

We will keep you regularly updated along the way so that you can be assured that we are dealing with your issue.

Resolution

As soon as our review is complete, we will contact you and set out our position. We will offer you a proposed resolution and give you time to consider it. If you are due a refund, a credit or compensation this will all form part of the proposed resolution offer.

What if I don't accept your offer?

We may ask you why you feel that the offer is not what you were expecting and see if we can do anything else to address this. Our aim is to make every effort to put things right. If necessary, we will escalate your concern and reconsider the matter. You will then be contacted again to either confirm the original offer or to discuss any revised proposals.

What if I still don't accept it? Where else can I go?

If, despite our best efforts, you are still not satisfied with the resolution that we have offered, then you can take your complaint to a regulatory body. If you choose to do so, please ensure that you provide them with your Sure 'ticket' number.

The regulatory body that you should contact will depend on the nature of your complaint. If your complaint relates to your mobile, landline or broadband service, you should take your complaint to be the Trading Standards, which deals with consumer complaints. If your complaint relates to your device, including any mobile handset, router, headphones, tablets, or games consoles, then you should contact the Channel Islands Financial Ombudsman (CIFO).

Please be aware that Trading Standards and CIFO will expect you to have tried to resolve your complaint with Sure before approaching them for resolution.

You can contact Trading Standards or CIFO by using the following contact details:

Trading Standards Service

Post: Trading Standards

Trading Standards Service
Trading Standards Office
Longue Rue
Channel Islands
GY4 6HG

Phone: (01481) 220379

Email: tradingstandards@gov.gg

Website: [Trading Standards Services - States of Guernsey \(gov.gg\)](https://tradingstandards.gov.gg)

Channel Islands Financial Ombudsman

Post: Channel Islands Financial
Ombudsman (CIFO)
PO Box 114

Jersey
JE4 9QG

Phone: 01481 722218

Email: enquiries@ci-fo.org

Website: <https://www.ci-fo.org/>

Nothing within this process is intended to prevent you from seeking resolution through the courts, in the unlikely event that you feel the need to do so.

We will normally keep records for a period of six years following a customer disagreement or complaint.

Compensation

In certain circumstances, you may be entitled to compensation. Unless we have discussed this with you already, please contact us within one month of the issues that caused the impact to your service. We will progress all claims for compensation if we fall outside of any of our Service Level Agreements unless this is as a result of instructions made or circumstances created by you.

Any compensation request or offer will be discussed in the course of your complaint or query with us.

If You Change Your Mind

Cancelling before the delivery of your service

You may cancel your order prior to the delivery of your service; however, we may charge you for any abortive work undertaken and/or any costs incurred to set up your services including any charges from any third-party suppliers.

Cancelling and returning devices

If you have purchased a device from us on a buy-now-pay-later basis, meaning you pay for the cost of the device over 12, 24 or 36 months, then you can decide to return that device and cancel your contract with us for up to fourteen (14) days after the date on which you purchased the device. You will need to return the device to us in the same condition in which you purchased it, including the original packaging and documentation, and with proof of purchase. If you do not return the device to us in the same boxed condition, then we may charge you for the device.

Cancelling online or telephone orders

If you place an order for a device or service online or over the telephone, then you also have fourteen (14) days within which to change your mind. For services ordered online or over the telephone, you will have fourteen (14) days from the date of the order to reconsider and

cancel your order. For devices purchased online or over the telephone, you will have fourteen (14) days from the date on which you receive them to reconsider and cancel your contract. Any devices provided, including those that form part of your service such as a router, will also need to be returned in the same condition as they were sold, with the box and all accessories, within 14 working days of the date on which you exercised your cancellation rights. If you do not return the device to us in the same boxed condition, then we may charge you for any returned devices.

Terminating your contract at any time

If you would like to terminate a service at any time, we would always advise that you check with us to see if this service is still in contract. If it is, you will be responsible for paying any outstanding rental charges for the remainder of your minimum term, as well as any other applicable charges.

We do ask that in all cases we are given a minimum of one month's notice before any termination request can be acted on, unless explicitly set out by us in any letter written to you as a result of upcoming price changes to your service.

For more information on cancellation and termination of services, please refer to our General Terms and Conditions which can be found on our website.

We Aim to Please

We value your custom and hope that you enjoy being a customer of Sure. We are dedicated to maintaining and improving the service that we provide to you. We always welcome your feedback, so please log a query with us at help.sure.com if you would like to share your thoughts – good and bad – on our service.