

Sure (Guernsey) Limited

4G Mobile Broadband Terms and Conditions

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

- General Terms and Conditions;
- Pay Monthly Mobile Term and Conditions;
- Acceptable Use Policy; and
- Fair Usage Policy,

all of which apply.

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

1. Service Overview

- 1.1. Sure’s 4G Mobile Broadband Services allow You to access the Internet by connecting to Our Mobile Network.
- 1.2. Plans are available on one month rolling or 24-month minimum term contracts.

2. Definition and Interpretation

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

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

"Mobile Device" means portable equipment that utilises a SIM card.

Any capitalised term not defined in these Sure 4G Mobile Broadband Terms and Conditions shall have the meaning given to it in the General Terms and Conditions.

3. Telecommunications Network and Equipment

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

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4. Data inclusion

- 4.1. Sure offers differing amounts of inclusive mobile data, depending on the plan You take out.
- 4.2. Please refer to Your Order Form for details of Your data allowance.
- 4.3. If You take out a 4G Mobile Broadband plan after the 11th July 2019, Your usage will be limited to the amount detailed on Your Order Form.
- 4.4. If You have taken out a 4G Mobile Broadband plan prior to the 11th July 2019, You will be able to continue using mobile data at Sure's standard Pay Monthly data rates up to a maximum of £20. Usage rates can be found at www.sure.com/guernsey/mobile/usage-rates.