

Sure (Guernsey) Limited
Copper Broadband Free Upgrade and Router Offer Terms and Conditions

The Sure (Guernsey) Limited (“**Sure**”) Copper Broadband Free Upgrade and Router Offer Terms and Conditions should be read in conjunction with Sure’s:

- General Terms and Conditions;
- Broadband Services Terms and Conditions;

all of which apply.

Where there is conflict, these Copper Broadband Free Upgrade and Router Offer Terms and Conditions will take precedence. Sure’s Terms and Conditions are available to view online at www.sure.com/guernsey/terms-and-conditions.

Sure (Guernsey) Limited is licensed and regulated in Guernsey by the Guernsey Financial Services Commission.

1. The Offer is as follows:

- (a) If you are an existing copper broadband customer, you will receive a free broadband speed upgrade to the next available speed and (subject to the conditions below) a free standard router when you enter into a new Agreement with us for a copper broadband and landline service for a minimum period of 24-months.
- (b) This offer is only available between 18th January 2024 and 18th March 2024.
- (c) The free router and speed upgrade is available to existing copper broadband customers (i) who have completed their minimum contract term and who are not yet fibre-ready* or (ii) who are within the final 12 months of their copper broadband contract, are not yet fibre-ready and did not purchase a router from Sure.
- (d) Customers who are within the final 12 months of a copper broadband contract that purchased a router from Sure and who are not yet fibre-ready, will still be able to take advantage of the speed upgrade but will not receive a free router with this upgrade.
- (e) No early termination fees will be payable when you switch to a new Agreement to avail of the offer (this excludes any outstanding router or other hardware charges which remain payable to Sure).
- (f) Ultrafast Unlimited customers will only be eligible for a free standard router as no faster packages are available.
- (g) Your new 24-month minimum term starts on the date that you sign an Order to avail of this offer. At the end of your 24-month minimum term, your Service will be downgraded to the speed that you originally purchased.
- (h) Additional landline products such as the fixed IP Address product, or Sure HomeOne and HomeTwo can still be purchased at their respective standard rental charges. Please see <https://www.sure.com/guernsey/broadband-and-home/smart-home-and-phone/landline-rental/> for details.

- (i) Sure reserves the right to vary or amend these terms and conditions or withdraw this Sure Free Broadband Speed Upgrade Offer at any time without notice.

2. The speed upgrades are summarised in the table below:

Customer buys tariff:	Customer receives download speed of:	Free router
Basic Unlimited (20 Mbps)	Standard Unlimited (40 Mbps)	Basic Router
Standard Unlimited (40 Mbps)	Superfast Unlimited (60 Mbps)	Standard Router
Superfast Unlimited (60 Mbps)	Ultrafast Unlimited (100 Mbps)	Standard Router
Ultrafast Unlimited (100 Mbps)	Ultrafast Unlimited (100 Mbps)	Standard Router

- 3. **This offer is conditional on you retaining a Sure landline (Line Only, Sure HomeOne or Sure HomeTwo) for the duration of your 24-month Sure broadband contract.**
- 4. These Copper Broadband Free Upgrade and Router Offer Terms and Conditions will be governed by the laws of Guernsey and any disputes will be subject to the exclusive jurisdiction of the courts of Guernsey.

* Fibre-ready means the date from which you have been notified in writing by Sure or any other local telecoms provider that your property is ready for fibre installation.