

Sure (Guernsey) Limited Promotional Terms and Conditions

The Sure (Guernsey) Limited (“**Sure**”) Promotional Terms and Conditions should be read in conjunction with the:

- General Terms and Conditions;
- Broadband Services Terms and Conditions;
- Pay Monthly Mobile Terms and Conditions; and
- Pay As You Go Mobile Terms and Conditions,

all of which apply.

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

Between 30th March 2020 and 30th June 2020 (the “**Promotional Period**”), Sure is offering the following promotions to the Customers identified below (“**Promotions**”):

1. **Free broadband router**

- a. During the Promotional Period, any customer signing or re-signing a 24-month broadband service will be entitled to a free broadband router.
- b. Customers signing or re-signing a 12-month contract will be subject to a fifty-five pounds (£55) charge.

2. **Free Broadband upgrade**

- a. Customers with ADSL services that are served via a line length of less than 1,200m are entitled to receive a free speed upgrade (from 16Mbps to 34Mbps average download speed) until the end of the Promotional Period.
- b. Customers wishing to upgrade during the Promotional Period will not be subject to any connection or upgrade charges.
- c. At the end of the Promotional Period, standard charging for Sure’s Standard Broadband service will apply.
- d. Should you no longer require Sure’s Standard Broadband, you will be free to downgrade to Sure’s Basic Broadband service without penalty at any time before 31st December 2020.
- e. Customer wishing to avail of this Promotion can check eligibility and order online at www.sure.com/faster

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3. Fixed Line

- a. During the Promotional Period, Sure is offering free calls to local landlines 24 hours a day for those Customers who are Piper Lifeline or Telephone Assistance Scheme (**TAS**) Customers. This Promotion will automatically be applied to eligible Customers' accounts by 10th April 2020 to last until 30th June 2020.
- b. Customers who do not have a Piper Lifeline or TAS service, but consider themselves to be vulnerable, may request a free upgrade to Sure HomeOne, which shall be valid for the Promotional Period. Details of Sure HomeOne are available [HERE](#)
- c. Mobile and landline calls to the States of Guernsey COVID-19 hotlines are free of charge for all Customers during the Promotional Period.

4. Mobile

- a. On request during the Promotional Period, Sure will provide data roaming, roaming calls and texts boosters free of charge for any Customers who are overseas outside the Bailiwick of Guernsey, Jersey or the Isle of Man.

Sure reserves the right to vary or amend these Terms and Conditions or withdraw the Promotions at any time.