

Sure (Isle of Man) Limited Pay Monthly Mobile Roaming Upgrades Terms and Conditions

These Sure (Isle of Man) Limited (“**Sure**”) Pay Monthly Mobile Roaming Upgrades Terms and Conditions should be read in conjunction with Sure’s:

- General Terms and Conditions; and
- Pay Monthly Mobile Terms and Conditions,

all of which apply.

Where there is a conflict, these Sure Pay Monthly Mobile Roaming Upgrades Terms and Conditions will take precedence. Sure’s Terms and Conditions are available to view online at www.sure.com/isleofman/terms-and-conditions.

Business Roaming Upgrades

1. Sure offers various business roaming upgrades. Each upgrade offers a defined amount of data, minutes and SMS for use within specified countries and zones for a fixed monthly charge. Details can be found at <https://international.sure.com/mobile/business-plans>.
2. Upgrades are only available to Sure business Pay Monthly mobile customers and can be purchased via Your Account Manager. Consumers are not able to purchase these upgrades.
3. Upgrades have a 12 month minimum term contract period and move on to a one month rolling contract thereafter.
4. Upgrades may take up to 24 hours to become active and Sure will endeavour to notify You by email and/or SMS when activation is complete.
5. The upgrades are charged per calendar month. Charges are prorated from when the upgrade is applied to Your account during the month.
6. Calls and SMS made to any standard landline or mobile worldwide, whilst roaming in the zones covered by Your upgrade, are included within Your defined amount of roaming minutes and SMS.
7. Calls and SMS to premium rate and non-geographic numbers are excluded from any inclusive allowance or discount associated with the upgrade and will be charged at Sure’s business roaming rates.

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8. Data, minutes or SMS consumed outside of the countries covered by Your selected upgrade are charged at Sure's business roaming rates.
9. If You use all of Your data, minutes or SMS prior to the end of the calendar month and wish to continue using these services whilst roaming during the remainder of that month, You will be charged at Sure's business roaming rates.
10. Any unused monthly data, minutes or SMS allowance will not carry over to the next calendar month.
11. Should You change Your upgrade during the contract period, You will lose any remaining data, minutes or SMS allowances from Your existing upgrade. Your new upgrade will then become Your default option.
12. Sure will endeavour to notify You via email and/or SMS of any modifications being made to Your upgrade.
13. Upgrades can be cancelled at any time however You will incur contractual charges if this is within the minimum 12 month contract period. Please note that once the minimum 12 month contract period has expired, You will be charged on a rolling calendar monthly basis unless You request that Your upgrade is cancelled.