



12 Months Free Pay Monthly Promotional Terms and Conditions

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

- Sure General Terms and Conditions; and
• Sure Broadband Services Terms and Conditions; and
• Sure Pay Monthly Mobile Terms and Conditions.

all of which apply (the “Terms and Conditions”).

Where there is a conflict, these 12 Months Free Pay Monthly Mobile Promotional Terms and Conditions will take precedence. Sure’s Terms and Conditions are available to view online at www.sure.com/Jersey/terms-and-conditions.

Between 17th July 2024 and 31st October 2024 (inclusive) (the “Promotional Period”), Sure is offering the following promotion to the individuals specifically identified below (the “Promotion”):

- new Broadband Services customers (including those new customers migrating from another service provider), who sign a new contract for an Initial Term of twenty-four (24) months for both the Broadband Service and Pay Monthly mobile Service; or
• existing Broadband Services customer who are outside of their Initial Term, who sign or re-sign a new contract for an Initial Term of twenty-four (24)-months for both the Broadband Service and Pay Monthly mobile Service,

will be eligible to receive twelve (12) months free on a corresponding Pay Monthly mobile plan defined below:

Table with 2 columns: Broadband Services Tariff and 12 Months Free Pay Monthly mobile plan. Rows include 100MBps Essential (Sure Saver plan), 250MBps Superfast (Unlimited Basic), 600Mbps Ultrafast (Unlimited Standard), and 944MBps Hyperfast (Unlimited Max).

- After the free twelve (12)-month period is complete, standard charges for Sure’s Pay monthly Mobile service will apply for the remainder of the Initial Term and thereafter in accordance with the terms of the Agreement.
• For the duration of the free twelve (12) month period, a discount will be received by you as a credit against your bill, starting on the first full month after your Broadband Services connection is activated.



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- This **Promotion** is available in store, online or through our Contact Centre, during the **Promotional Period** only.
- Sure's Broadband Services may incur extra installation costs for new installations and/or possible delays to connection in certain situations. We will inform you of these upfront. Standard connectivity SLA is fifteen (15) working days.
- Sure's Pay Monthly mobile plan Services will be provided subject to satisfactory credit checks.
- The **Promotion** is available on all standard Broadband Services, but Pro Services are excluded.
- Should you terminate your Service(s) with Sure during the Initial Term, you will be liable for any outstanding contractual charges (including for the avoidance of doubt, any handset and/or equipment charges) in accordance with the terms of the Agreement, and these will be added to your next Sure bill.
- This **Promotion** is not available in conjunction with any other offer, including, but not limited to the Sure Big Bundle, for the duration of the 24-month Initial Term.
- It will not be permitted to downgrade any Services within the Initial Term. Upgrades are permissible, but only when applied to both the Broadband Service and Pay Monthly mobile plan.
- It is only permitted to receive complimentary hardware, namely router and mesh WiFi extenders once during the Initial Term.
- Any outstanding hardware charges must be paid off before availing of this offer.

This Promotion is subject to availability and Sure reserves the right to vary or amend these 12 Months Free Pay Monthly Mobile Promotional Terms and Conditions at any time without notice or withdraw this Promotion at any time without notice.