



NEWS RELEASE

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Sure continues investment in mobile infrastructure

Sure's engineering teams will be deploying long-awaited new mobile infrastructure in the Governor's Hill area this month.

The work to install the equipment is part of Sure's continuous investment programme in the island to maintain the quality of its mobile network, which was found to be the best overall in the Isle of Man by an independent study conducted by Systemics Group.

Mike Phillips, Sure's chief executive in the Isle of Man, said: "We're making this investment to significantly improve the mobile experience and service to residents.

"With the current coronavirus crisis, this work is especially important as it will benefit those who are following government guidance to work from home with increased capacity and service.

"This essential work has been agreed and approved by government due to the significant benefits it will deliver. Our engineers are fully aware of the guidelines on social distancing and safe working practices and will be following strict procedures while completing this deployment."

Customers shouldn't notice any disruption while the work is undertaken which will ultimately result in a much better experience for them when using their mobile devices and mobile broadband at home. The work is expected to be completed by the end of April.

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Issued by Dan Gallienne, Orchard PR, 01481 251251, dan@orchardpr.com

Notes to editors:

About Sure

www.sure.com

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Headquartered in Guernsey, Sure provides telecommunications and related services across the Channel Islands, the Isle of Man and in the British Overseas Territories of Ascension, Falklands, Saint Helena and Diego Garcia.

Sure provides fixed voice, mobile, broadband and Cloud services in the Channel Islands and Isle of Man. In the British Overseas Territories, Sure operates under exclusive licences with full-feature networks delivering voice, broadband data services and, in certain markets, TV.

The corporate division of the business, Sure International, specialises in offshore connectivity, enabling those companies that operate in the islands to reliably and efficiently connect and transact with their global partners.

Sure's approach to business is based on its values of simplicity, trust, one team and customer-driven. The last of these values has resulted in annual multi-million-pound investments to provide customers with the best and latest services to meet their needs.

Customer experience is at the heart of Sure's approach and the company was found to have the most satisfied customers in the Channel Islands in a 2018 study carried out by the independent regulator in the islands. In the Isle of Man, Sure was rated the best overall network (Source: a Sure-commissioned independent study carried out by Systemics group, 2017).

Sure is a member of the Batelco Group, a leading telecommunications provider to 14 markets spanning the Middle East & Northern Africa, Europe and the South Atlantic and Indian Ocean.