



PRESS RELEASE: CONNECTING TO EQUIANO

Connecting to Equiano and Launch of Enhanced Data Services

The entire St Helena community will soon be able to benefit from improved connectivity with Sure in collaboration with the Saint Helena Government (SHG), connecting the island to the subsea fibre optic cable Equiano.

This enhanced connectivity is a key milestone in transforming St Helena's digital landscape and the whole community will benefit from much faster download speeds, greater reliability, and enhanced capacity. Unlimited data plans will also be introduced for the first time, starting from only £67 per month.

Sure's team will connect the island's telecoms network to the cable this year so its game-changing connectivity benefits can be realised as soon as possible, with Sure anticipating providing enhanced broadband services to residential customers from 1 October. Sure will also be enhancing data services for SHG and business customers at this time.

This exciting development is the result of collaboration with Sure and SHG in which SHG has agreed an extension of the current licence agreement with Sure for a minimum period of 18 months, from 1 January 2024.

Sure Chief Executive for Saint Helena, Christine Thomas said: "It is a monumental and long-anticipated achievement for Saint Helena to be transitioning from satellite to cable connectivity via the Equiano subsea cable.

"Our on-island team, in collaboration with the wider Sure Group and SHG, are going to be working extremely hard throughout September with the aim of having new broadband packages ready for residential customers to use from 1 October.

"The benefits of connecting to Equiano are enormous and we're excited to be playing our part in supporting Saint Helena's digital ambitions with greater speeds and capacity, and a brand new set of broadband packages, some of which include unlimited data for the first time."

Below are Sure's new Residential Broadband Plans effective 1 October 2023. Business customers will be contacted shortly.

Residential Broadband customers should contact Sure's Customer Services team on +290 22900 or service@sure.co.sh by 22 September to advise their preferred Broadband Plan for 1 October and to access updated terms and conditions.

Customers are able to view Sure's enhanced mobile data products via the website www.sure.co.sh

If customers have any questions regarding the changes to Sure's products, please contact the Customer Services team on telephone +290 22900 or email service@sure.co.sh

Residential Broadband Plans

1 October 2023

sure.

S

£18

30GB

up to 5Mbps
download speed

up to 1Mbps
upload speed

M

£36

60GB

up to 5Mbps
download speed

up to 1Mbps
upload speed

L

£67

Unlimited

up to 10Mbps
download speed

up to 1Mbps
upload speed

L+

£120

Unlimited

up to 20Mbps
download speed

up to 1Mbps
upload speed

*Entry/Social Tariff available. Contact us on 22900 or service@sure.co.sh for further details.

Additional Data Available

Upgrade plan mid-month or
access Data Boosters

*(T&Cs apply)

Data Boosters

5GB - £5
10GB - £10
(One permitted per
month)

If you've reached your total data
allowance, your service will
automatically be suspended.
Please contact us to access
more data..

The FREE midnight
window will no
longer be available
from 1 October
2023

Pay Monthly Mobile Plans 1 October 2023



SURE 25

£10/PM

- **Connection fee – £10**
- Bundled national minutes 25
- Bundled national SMS 25
- Bundled data allowance (GB) 5
- Local calls per minute 10p
- International calls per minute 80p
- National SMS (text message) 10p
- International SMS 20p
- Over Data charge £2 per GB (pro rata)
- Payment method Monthly bill

SURE 100

£20/PM

- **Connection fee - £10**
- Bundled national minutes 100
- Bundled national SMS 100
- Bundled data allowance (GB) 10
- Local calls per minute 10p
- International calls per minute 80p
- National SMS (text message) 10p
- International SMS 20p
- Over Data charge £2 per GB (pro rata)
- Payment method Monthly bill

SURE 200

£30/PM

- **Connection fee - £10**
- Bundled national minutes 200
- Bundled national SMS 200
- Bundled data allowance (GB) 15
- Local calls per minute 10p
- International calls per minute 80p
- National SMS (text message) 10p
- International SMS 20p
- Over Data charge £2 per GB (pro rata)
- Payment method Monthly bill

SURE 400

£50/PM

- **Connection fee - £10**
- Bundled national minutes 400
- Bundled national SMS 400
- Bundled data allowance (GB) 25
- Local calls per minute 10p
- International calls per minute 80p
- National SMS (text message) 10p
- International SMS 20p
- Over Data charge £2 per GB (pro rata)
- Payment method Monthly bill

Free connection for PAYG customers transferring to Pay Monthly service.

All rates exclude SHG 10% Service Tax

Pay As You Go Mobile Plan

1 October 2023



£16.50 (£10 credit included)

National Calls per min	11p
International Calls per min	94p
National Text	11p
International Text	26p
Out of Bundle Data charge	£2 per GB (pro rata)
Data Bundles- 5GB	£10.00
Data Bundles- 10GB	£20.00

All rates include 10% SHG service tax

£10 and £20 Top Up cards can be purchased from Sure or various vendors on-island (see our current vendor listing)