



## **PRESS RELEASE: Disruption to International Calling Services**

### **Disruption to calling between St Helena Island and Ascension Island effective 1 March 2026**

Sure SA Ltd advises our customers that effective 28 February 2026 Sure's public telecommunications licence on Ascension Island will cease.

Due to the change in service provider on Ascension Island there will be a disruption to international telephone calling between St Helena Island and Ascension Island. Customers on St Helena Island will not be able to make calls to or receive calls from Ascension Island via our international calling service from 1 March 2026. This also affects mobile SMS services between the islands.

Sure is currently working with Ascension Island Mobile, the new telecommunications service provider on Ascension Island, to enable calling services between the islands to be reinstated as soon as possible. We will advise customers when services have been restored.

Should you have any questions regarding the above changes; please contact our Customer Services team on telephone +290 22900 or email us at [service@sure.co.sh](mailto:service@sure.co.sh)