



NEWS RELEASE

26 March 2020

Sure supports local community with connectivity measures

In response to the global coronavirus outbreak Sure is introducing a series of measures to keep islanders connected. These are designed to facilitate working from home if necessary and to allow islanders to keep in touch.

All measures are valid for April and May 2020.

-) 20% increase to inclusive allowances for all residential broadband packages. This is free and will be applied for all residential customers
-) 50% reduction in local-landline-to-local-landline calling charges from 4p per minute to 2p per minute. This is automatic and applied to billing

In addition to these consumer measures, we are working closely with the St Helena Government to assist with its additional broadband capacity requirements and those of the Health Directorate. We have also in recent days provided additional broadband capacity to other local businesses who support critical operations on the island.

Christine Thomas, Sure's CEO in St Helena, said: "Sure is committed to supporting our local community in whatever circumstances we may face. We have recently provided additional support to our local Government and businesses who rely heavily on telecommunications during times such as these.

"As a provider of critical network infrastructure we realise that we have a key role to play in supporting the community so I am very pleased that we have also been able to identify ways in which we can support our residential customers during this period to ensure they are able to keep in touch.

"I would like to extend special thanks and appreciation to our small Sure team on island who have been working tirelessly to provide the additional support needed and have been meeting the increased demand seen during this very worrying time for our community."

As part of social distancing, we are currently asking that customers call or email us rather than visit our shop if they can. Customers can reach our team on tele 22900 or service@sure.co.sh