



## Terms & Conditions – Message Service

1. Sure (South Atlantic) Limited (“Sure”) will make available the Message Service (“the Service”) to existing Sure fixed line telephone customers. The Service will enable callers to leave a recorded message when your phone line is engaged or unanswered and your monthly fee will be charged to your telephone account.
2. A fixed Monthly Access Charge of £1 per month (or pro-rated to part thereof where the billing cycle is less than one month) will be charged for the Service. This Monthly Access Charge is in addition to the monthly telephone rental charge
3. All calls to the Service to leave or retrieve messages or to configure the service will be charged at local call rates.
4. A set-up fee of £6 will be made to enable the service. A reconfiguration charge of £6 will apply for any requested changes to the Service. No charge will be made to disable the Service. You may cancel this Service at any time upon giving Sure one work day notice in writing or by filling in an application form.
5. You will be provided with a six digit security code which you must change to enable you to access your messages securely. You will be responsible for keeping this number secure. You can change this security code by accessing the Service and following the prompts.
6. If your security code has been forgotten or if you have reason to believe that someone else might have knowledge of it, you should notify Sure. If a security code needs to be replaced for whatever reason a fee of £6 will be charged. A new security code will be issued within one working day.
7. You will be able to retrieve your messages from any telephone\* by calling the Service, entering your phone number and following the prompts.
8. Sure may from time to time give notice to you that an increase or reduction will be made in the Monthly Access Charge for the Service. In such case, Sure will give you one months’ prior written notice.
9. Sure reserves the right to refuse your application for the Service.
10. Sure’ credit control policy will also apply to the Service.
11. These terms and conditions are (1) subject to change at any time and (2) are supplementary to the General Terms and Conditions governing the use of your fixed line telephone account.

\*May not be possible from all PBX extensions or telephones with calling restrictions.

### **Sure (South Atlantic) Limited**

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