



TERMS & CONDITIONS – MOBILE IDD

1. Sure (South Atlantic) Limited ("Sure") will make available the Mobile IDD Service ("the Service") to existing Sure fixed line telephone customers. The Service will enable you to make International Direct Dial (IDD) and local calls from any telephone* on St. Helena and will be charged to your telephone account.
2. Calls made using the Service will be charged at standard rates.
3. 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.
4. No additional charge will be made to enable or disable the Service. You may cancel this Service at any time upon giving Sure one work days' notice in writing or by filling in an application form.
5. If your Personal Identification Number (PIN) has been lost or stolen or if you have reason to believe that someone else might have knowledge of it, you should notify the Sure Operator on telephone number 100 immediately.
6. If a PIN needs to be replaced for whatever reason a fee of £6 will be charged. A new PIN will be issued within one working day.
7. The PIN will consist of 12 digits.
8. You will be responsible for paying for any calls made using your PIN, regardless of whether those calls were made by any other person with or without your knowledge or consent.
9. Where Sure deems it necessary - for technical or other reasons - Sure reserves the right to change your PIN. Under normal circumstances a warning of 24 hours notice will be given prior to such number change.
10. 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.
11. Sure reserves the right to refuse your application for the Service.
12. Sure' credit control policy will also apply to the Service.
13. 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. Internet Access is not possible using this Service.

Sure (South Atlantic) Limited

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