



Sure's Here to Help Guide

Isle of Man

October 2019

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Who We Are

Sure (Isle of Man) Limited, better known as ‘Sure’, provides a range of services, from voice, mobile and broadband to data networks, global connectivity and managed services solutions.

Sure also provides telecoms services in Guernsey, Jersey, Falkland Islands, St. Helena, Ascension Island and Diego Garcia, all through wholly owned subsidiaries of the Bahrain Telecommunications Company (“Batelco”).

Contact Us

If you would like any advice, information or help then please get in touch with us using any of the following means:

Phone: (Calls are charged at the local rate)	General enquiries	Call our Contact Centre on (07624) 247247 or 01481 700700 if calling from outside of the Isle of Man, which are available between the following times: <ul style="list-style-type: none">○ <u>Monday to Thursday:</u> 8am – 8pm○ <u>Friday:</u> 8:30am – 8pm○ <u>Saturday:</u> 9am – 6pm
	Fault reporting	Can be reported 24 hours a day on 151 from a Sure mobile or (07624) 247247 from any telephone.
	Lost or stolen mobile phones only	Can be reported 24 hours a day on 01481 757779.
	Complaints	For details of our Complaints Procedure, please see the relevant section within this document.
E-mail:	talk@sure.com	
Website:	www.sure.com/isleofman	
Post:	Sure (Isle of Man) Limited Fourth Floor, Atlantic House, 4-8 Circular Road, Douglas, Isle of Man IM1 1AG.	
Retail Stores:	<ul style="list-style-type: none">○ 35 Strand Street, Douglas○ 4 Orchard Walk, Port Erin○ 10 Parliament Street, Ramsey	

Our Customer Charter

Our vision

To enrich the lives of our customers in a rapidly changing digital world.

Our pledge

- ✓ To provide a courteous and professional service at all times.
- ✓ To understand the importance of your needs, whatever they may be.
- ✓ To provide a great network experience for all of our customers.
- ✓ To work with you at all times and accommodate your personal circumstance whenever possible.
- ✓ To always respect confidentiality in how we store and use your data.*

*For more information on data protection, please refer to our Privacy Notice which can be found in the Terms and Conditions section of our website.

Our customer promise for mobile

- ✓ Value
- ✓ 4G service
- ✓ Network
- ✓ Choice
- ✓ More than Mobile
- ✓ Easy switching

Here to Help

Our 'Here to Help Guide' aims to provide information and answers to questions that you may have about our products and services, as well as details of how to get in touch with us for any advice or support. **This guide was previously referred to as Sure's Consumer Code of Practice.**

Our guide also helps to explain what to do if things go wrong. It sets out the complaints procedure and how to use it in the unlikely event that you have any difficulties with a product or service that we provide to you.

A copy of this guide and details of specific products and services can be found within the Terms and Conditions section of our website at www.sure.com/isleofman/terms-and-conditions or by visiting any of our retail stores.

Customers who may require additional support

At Sure, we are pleased to offer extra assistance to customers who may require it. For further information, please contact us using one of the methods listed above and we will be happy to talk you through your options.

Issues with your fixed line or broadband service

Within our opening hours shown above, you can speak to our Customer Experience team by calling (07624) 247247 and we will try to resolve them for you. Outside of those times, email talk@sure.com or leave us a voicemail and we will try to resolve them as quickly as possible to limit any inconvenience.

Please note that if a Sure engineer, or a Manx Telecom engineer acting on our behalf, visits your home or office, they will be carrying an identity card. If you are unsure about the validity of the card, then please call us on (07624) 247247 to confirm the identity of the engineer.

Lost or stolen mobile phone

If your mobile phone is lost or stolen:

1. Call us **immediately** on 01481 757779

It is vital that you call us as soon as you realise your phone is missing. Very often, thieves are more interested in the SIM card than the handset and can run up thousands of pounds of calls in a short space of time. You are liable for all charges incurred before you report it to us. The police do not automatically share lost and stolen reports, so it is important you report it to both Sure and the local police separately. When you let us know that your mobile phone is missing, we can put a stop on your account to prevent it from being misused. If you do find your phone again, we can reverse that block, so it's better to be cautious. We can also move your mobile telephone number from the SIM card in your misplaced phone to another SIM card (in a different mobile phone) which means you will be able to continue using your Sure mobile service as normal.

2. Report your lost or stolen phone to the police

It is important that you report your missing mobile phone to the police. Please note that if you are outside of the Isle of Man you still need to report the loss to a police station in the area. They will take the details and give you a crime reference number to aid in any subsequent insurance claim. They will also take your details in the event that your mobile phone is found. Please be aware that Sure will not provide a covering letter for any insurance claims.

3. Report your lost or stolen phone to Immobilise at www.immobilise.com

We recommend that you register your mobile phone with Immobilise. They will then be able to log that your mobile phone is missing and, if found, the police will be able to identify the phone as yours. Please note that Sure is not associated or affiliated in any way with Immobilise.

Preventing unwanted or malicious calls

There are different types of unwanted calls – those that are known as marketing ‘cold’ calls from companies normally trying to sell you something or a malicious, indecent or grossly offensive call which is a criminal offence. Please see below for more details.

Marketing ‘cold’ calling

The Direct Marketing Association (DMA) runs two free registration schemes designed to reduce the amount of unwanted phone calls that you receive from sales and marketing organisations based in the UK.

By registering your telephone and/or fax line with them, the DMA can ensure that your number is no longer available to organisations, including charities and voluntary bodies, who might call you with offers and information you do not want to receive. Their contact details are as follows:

Telephone Preference Service (TPS)

Phone: 0345 070 0707

Email: tps@dma.org.uk

Web: www.tpsonline.org.uk

Facsimile Preference Service (FPS)

Phone: 0345 070 0702

Email: fps@dma.org.uk

Web: www.fpsonline.org.uk

The DMA is also a source of useful information, which can be found at www.dma.org.uk.

Still getting calls?

For more information as to why you may still be getting calls, even though you are registered with TPS, then please visit their website at www.tpsonline.org.uk/tps/stillgetcalls.html.

Calls from Sure

From time to time, we might contact you with offers we think you would like or occasionally for feedback on our services. If someone from Sure is calling, they will introduce themselves and say that they are calling from Sure. If you are unsure of someone’s identity, then we advise you to not give out any personal details over the phone. Please tell us at the time if you wish to no longer receive such calls from Sure.

Malicious, indecent or grossly offensive calls

Making a malicious, indecent or grossly offensive call is a criminal offence. Although rare, if you are a victim then please read the information below or call us on (07624) 247247 where we will do all we can to help you.

There are some basic initial precautions you can take that may be of help:

1. If you are in doubt about the caller, do not give your name, address or telephone number. This will help prevent nuisance callers - who sometimes dial at random - from calling you again.

2. If your phone rings again immediately after you have ended your call, do not speak first. A genuine caller will be quite willing to speak first and to give you details about themselves.
3. If you have an answering machine, make sure you do not to leave your name or telephone number in the answer message.
4. If you suffer from malicious calls, we can arrange a change of number. Please call the Customer Support Centre to arrange this. Please note that this may be chargeable.
5. If the caller is making direct threats to you or your family and you believe those threats to be real and immediate, call 999 straight away.
6. If you believe that the threats are not immediate, then you should call the police on their non-emergency number.

Making Calls

Sure customers can make calls to a huge number of destinations, ranging from local to international. It can sometimes be confusing knowing what type of call you are making, particularly if the only information you have available is the phone number itself.

In the following table we set out the main call types:

Calls from the Sure network to numbers beginning:	Main call type/destination
00	International
01	National (Geographic)
02	National (Geographic)
03	National (UK wide)
07	Mobile
0800/0808	Non-Geographic (Free)
0844/0845/0870/0871	Non-Geographic
09	Premium Rate
118xxx (6-digit numbers)	Directory Enquiries
123 (3-digit number)	Speaking Clock
2xxxxx (6-digit numbers)	Local
3xxxxx (6-digit numbers)	Local
4xxxxx (6-digit numbers)	Local
6xxxxx (6-digit numbers)	Local
7xxxxx (6-digit numbers)	Local
8xxxxx (6-digit numbers)	Local

Calling Directory Enquiries

Directory enquiries are available through several different providers, all of which are within the number range of 118xxx.

In addition, BT provides a national directory online at www.bt.com/directory-enquiries.

Calling non-geographic or premium rate UK numbers

These have a different charging mechanism to other call types. Charges are split into two distinct elements:

1. a service charge, which can be duration based, fixed fee or a combination of the two. This is charged by the telecoms provider of the service (billed to you by Sure) and is the same regardless of whether the call is made from a fixed phone or a mobile; and
2. an access charge, which is a local provider (in this case, Sure) duration-based charge. Access charges can vary depending on whether a call is made from a landline or a mobile.

All UK businesses and organisations that customers contact via a non-geographic number are required to specify the service charge for calling that number. Additionally, they must also state that an access charge will also be applied by your local provider.

Certain other call related features (such as reminder calls and call diversions) can be accessed by using Sure's Star Services. For more details please refer to Sure's website or to the introductory section of a Sure telephone directory.

Billing and Payment

The best way to access your bills is through your online account. Current and historic bills are viewable online at no charge. If you choose to continue to receive your Sure bills by post, a monthly paper bill charge will be applied.

When you receive a bill from us, it will provide a summary of the services that you have used during the relevant billing period. However, as an option, we are able to provide itemisation which details information about usage of your services. If you register for our online self-service, you can view your bill including the itemisation of the charges. By default, we do not itemise individual calls with a value of less than 20p, but you can choose a preferred value that best suits your needs. To arrange this please call us on (07624) 247247.

We can also provide paper copies of historic bills. However, please note that these facilities are chargeable.

In exceptional circumstances where you cannot access online billing, we may waive the paper bill charge.

Ways to pay

The date by which we must have received your payment is shown on the bill. This date is normally the end of the month in which the bill was issued.

There are various options by which you can choose to pay your bill, but the free and simplest method is by using Direct Debit, whereby you instruct your bank to authorise Sure to collect the amount due from your account. This is collected on the last working day of each month, as shown on your bill. If you would like to set up this facility, then please contact us and we will provide you with the required forms for completion. The forms can also be found in our 'Ways to pay' section of our website. Please note that should any Direct Debit be unsuccessful, payment will be required by another method, which may incur a charge.

If you choose not to pay using our free Direct Debit option then, for a fee, you can choose one of our other payment methods:

- ✓ Pay your bill using the MySure app - Registration is free and easy and enables you to manage your account and pay bills online. If you don't have our MySure app, it can be downloaded from the App Store or Google Play.
- ✓ Pay your bill by post – Tear off the payment slip at the bottom of your bill and enclose it with a cheque made payable to Sure (Isle of Man) Limited and send it to: Sure, P.O. Box 3, St. Peter Port, Guernsey, GY1 3AB. If you require a receipt, then please enclose a stamped self-addressed envelope. Please note that when paying by cheque, payment will be deemed to be received when the cheque arrives at our offices.
- ✓ Pay your bill by phone – To pay your bill by debit or credit card please call our Contact Centre on (07624) 247247. Please make sure you have your account number and bill reference number to hand, both of which are printed at the top of your bill. We can only accept the full amount of the bill by card and we accept payments by MasterCard, Visa, Delta and Maestro cards.
- ✓ Pay your bill in store - You can pay at any Sure retail store, but you must take your bill with you - you can pay by card, cash or cheque.

If you wish to query any item on your bill, then please contact us as soon as possible by calling (07624) 247247 to let us know so that we can sort this out for you. We would ask that you pay the undisputed amount whilst we investigate the query for you.

Payment difficulties and procedure

If you are having difficulty paying your bill, then please call us on (07624) 247247 where one of our team will be happy to discuss your situation and your options. The earlier you inform us, the more we can do to help you.

Unpaid bills

If we do not receive your payment by the date shown on your bill, and you have not contacted us to raise a dispute or let us know that you are having difficulty paying your bill, then we will carry out the following process:

1. We will send you a reminder that payment must be made within seven days of the date of the reminder and a late payment fee may be applied.
2. If we have not received your payment within the seven days, we may suspend your services and will not reactivate your services until we have received full payment of the outstanding amount. Please note that you are still required to continue to pay rental charges during any period of suspension.
3. Once you have paid the outstanding amount, we may charge a fee for the reactivation of any services which have been suspended.
4. If we still have not received full payment of the outstanding amount within a further seven-day period, you will receive a final demand for payment stating that it must be made within seven days of the date of the letter.
5. If after this final seven-day period you still have not paid the outstanding amount, we are entitled to terminate your contract and services with immediate effect. We will send you a final bill which will state all applicable charges.
6. Should your final bill not be paid, we may initiate legal action to recover any outstanding amount.

We strongly advise that you do not rely on being reminded to pay your bill on time to avoid any additional fees being applied.

Additional billing charges

Additional payment charges may apply. For further details of these charges including: Credit Card transaction fees, reactivation charges and late payment fees then please go to the 'What happens when a bill is not paid?' section of our website.

Complaints Procedure

Despite our best efforts, we realise that things may go wrong from time to time. If you are unhappy with any of our products or services, then please let us know and give us the opportunity to put things right for you.

Reporting a complaint

If you would like to make a complaint, please email us at complaints@sure.com including as much detail as possible and letting us know how you would like us to contact you. Alternatively, you can call us during working hours on (07624) 247247. We always aim to resolve your complaint as quickly as possible.

You can also write to us: Complaints Manager, Sure (Isle of Man) Limited, P.O. Box 3, St. Peter Port, Guernsey, GY1 3AB.

What if I want to speak to someone in person?

We can arrange a private meeting for you and a Sure representative at our offices, if you wish. We cannot promise that we will be able to resolve your issue for you while you are with us as we may need to further investigate the matter.

What if I am disabled or have sight or hearing difficulties?

Please contact us using the method of your choice to inform us that you would like additional assistance as we aim to help wherever we can.

What if English is not my first language?

Please ask us whether we have a representative available who speaks your native language. Alternatively, you are welcome to have someone assist you, who can translate and help you to get your concerns across to us, or with permission from you, act on your behalf.

Investigation

As soon as we have heard from you, we will issue you with a reference number (which we refer to as a 'ticket'). We will send this via whichever communication method you chose when you logged your complaint.

We will start an investigation into your issue and update you along the way. We aim to contact you personally within two working days of receiving your complaint.

At that stage we may need to ask a few more questions to better help resolve your complaint.

We will make every effort to resolve your complaint within seven working days, however, depending on the complexity of the issue, it may take longer to fully investigate a complaint.

We will keep you regularly updated along the way so that you can be assured that we are dealing with your issue.

Resolution

As soon as our review is complete, we will contact you and set out our position. We will offer you a proposed resolution and give you time to consider it. If you are due a refund, a credit or compensation this will all form part of the proposed resolution offer.

What if I don't accept your offer?

We may ask you why you feel that the offer is not what you were expecting and see if we can do anything else to address this. Our aim is to make every effort to put things right. If necessary, we will escalate your concern and reconsider the matter. You will then be contacted again to either confirm the original offer or to discuss any revised proposals.

What if I still don't accept it? Where else can I go?

If, despite our best efforts, you are still not satisfied with the resolution that we have offered, then you can take your complaint to a regulatory body. If you choose to do so, please ensure that you provide them with your Sure 'ticket' number.

This could be the Communications Commission, which regulates us. They will liaise with us and then get back to you.

Please be aware that the Communications Commission will expect you to have tried to resolve your complaint with Sure before approaching them for resolution. A decision will be reached between us and the regulatory body and you will be informed of this.

You can contact them by:

Post: Communications Commission
Ground Floor
Murray House
Mount Havelock
Douglas
Isle of Man
IM1 2SF

Phone: (01624) 677022

E-mail: cc@iomcc.im

Website: <https://www.iomcc.im/>

Nothing within this process is intended to prevent you from seeking resolution through the courts, in the unlikely event that you feel the need to do so.

We will normally keep records for a period of six years following a customer disagreement or complaint.

Compensation

In certain circumstances, you may be entitled to compensation. Unless we have discussed this with you already, please contact us within one month of the issues that caused the impact to your service. We will progress all claims for compensation if we fall outside of any of our Service Level Agreements, unless this is as a result of instructions made or circumstances created by you.

Any compensation request or offer will be discussed in the course of your complaint or query with us.

If You Change Your Mind

Cancelling before the delivery of your service

You may cancel your order prior to the delivery of your service; however, we may charge you for any abortive work undertaken and/or any costs incurred to set up your services including any charges from any third-party suppliers.

Cancelling online or telephone orders, within 7 working days

If you place an order for a service such as landline or broadband online or over the telephone, then you have seven working days after the date of the order to reconsider and possibly change your mind and cancel your order. Any equipment provided, such as a router, will also need to be returned in the same condition, with the box and all accessories.

Terminating your contract at any time

If you would like to terminate a service at any time, we would always advise that you check with us to see if this service is still in contract. If it is, you will be responsible for paying any outstanding rental charges for the remainder of your minimum term, as well as any other applicable charges.

We do ask that in all cases we are given a minimum of one month's notice before any termination request can be acted on, unless explicitly set out by us in any letter written to you as a result of upcoming price changes to your service.

For more information on cancellation and termination of services, please refer to our General Terms and Conditions which can be found on our website.

We Aim to Please

We value your custom and hope that you enjoy being a customer of Sure. We are dedicated to maintaining and improving the service that we provide to you. We always welcome your feedback, so please email us on talk@sure.com if you would like to share your thoughts – good and bad – on our service.