

## **SURE PAY MONTHLY ROAMING BOOSTERS (FOR DATA, CALLS AND TEXTS) TERMS AND CONDITIONS**

These Terms and Conditions should be read in conjunction with the Sure (Guernsey) Limited Pay Monthly Mobile Service Specific Terms and Conditions. Where there is conflict, these Sure Pay Monthly Roaming Booster Terms and Conditions supersede the Sure Pay Monthly Mobile Service Terms and Conditions.

These roaming Boosters allow You to receive a discounted rate when You use mobile data, calls or texts when roaming, so long as You are in a country covered by Your selected Booster. Outside of the listed countries, standard data, call and text roaming rates apply.

Please refer to Our website for the list of countries and roaming zones:

<https://web.sure.com/guernsey/mobile/roaming>

### **Roaming Booster**

Sure's 'Roaming Booster' provides You with discounted data, call and text rates when used in the countries and zones listed here:

<https://web.sure.com/guernsey/mobile/boosters/travel-boosters>

Charges for usage can also be viewed if You follow the link above.

1. You can purchase this Booster in store, online or via Sure's Contact Centre. If You are a business customer Your Account Manager can also arrange this for You.
2. Boosters may take up to 24 hours to become active and Sure will notify You by email and/or text when activation is complete.
3. Boosters are charged per calendar month, so they will always expire on the last day of the month and will be charged the full monthly rate irrespective of when, during that month, the Booster was applied to Your account. The Booster will be applied on a monthly basis until such time that you choose to cancel it. This can be done at any time, but no refund will be provided in relation to any remaining days within that calendar month.
4. Usage in countries outside of the listed destinations is chargeable at standard roaming rates.
5. This Booster is only available to Sure Pay Monthly mobile customers.
6. Calls and texts to premium rate and non-geographic numbers are excluded from any discounts associated with this Booster and will be charged at standard rates.
7. Sure will endeavour to notify You via text of any modifications being made to the Booster.

### **Smart Roamer Booster**

Sure provides various Smart Roamer Booster plans. Each plan offers a defined amount of data for a fixed monthly charge, as well as discounted call and text rates when used in the countries and zones listed when You follow the links below:

Option 1: 500Mb of data (available to business customers and consumers)

Option 2: 1Gb of data (available to business customers only)

Option 3: 2Gb of data (available to business customers only)

For business customers, the charges and the countries in which the Booster can be used are shown at <https://international.sure.com/mobile/business-plans>.

For consumers, the charges and the countries in which the Booster can be used are shown at <https://web.sure.com/guernsey/mobile/boosters/travel-boosters>.

1. Sure's 'Smart Roamer Booster' can be purchased in store, online or via Sure's Contact Centre. If You are a business customer Your Account Manager can also arrange this for You.
2. The Smart Roamer Booster has a 12 month minimum contract period and one month rolling contract thereafter.
3. Boosters may take up to 24 hours to become active and Sure will notify You by email and/or text when activation is complete.
4. Boosters are charged per calendar month, so they will always expire on the last day of the month and You will be charged the full monthly rate irrespective of when, during that month, the Booster was applied to Your account. Boosters can be cancelled at any time however You will incur contractual charges if this is within the minimum 12 month contract period. Please note that once the minimum 12 month contract period has expired, You will be charged on a rolling calendar monthly basis unless You request that Your Booster is cancelled.
5. Any unused monthly data allowance will not carry over to the next calendar month.
6. While subscribed to a Smart Roamer Booster You cannot access Sure's standard data roaming rates when You are Roaming in a country in which the Smart Roamer Booster can be used. Data consumed outside of the countries covered by this Booster is charged at Sure's standard data roaming rates.
7. If You use all of Your data prior to the end of the calendar month and wish to continue using mobile data whilst roaming during the remainder of that month You must purchase another Smart Roamer Booster. Please note that any unused data in an existing Booster will be lost when moving to a new Booster. Consumers may only purchase a 500Mb Booster. Business customers may purchase any of the Booster plans available. These can be bought over the phone via Sure's Contact Centre (+44 1481 700700) and will be charged at the published rates.
8. For business customers only, should You change Your Booster option (1, 2 or 3) during the contract period You will lose any remaining data allowance of Your existing Booster. Your new Booster option will become Your default option from the 1<sup>st</sup> of the following month until We receive instruction from You before that date to change to a different Smart Roamer option.
9. Calls and texts to premium rate and non-geographic numbers are excluded from any discounts associated with the Booster and will be charged at standard roaming rates.
10. This Booster is only available to Sure Pay Monthly mobile customers.
11. Sure will endeavour to notify You via text of any modifications being made to the Booster.