



## NEWS RELEASE

Thursday 20 September

### **SURE PRESS STATEMENT – Alderney**

“Sure is aware and apologises that some customers are suffering from slow broadband at peak times. There has been a large increase in the amount of internet bandwidth used due to the broadband upgrade project which was further complicated when one of the bailiwick radio channels failed two weeks ago (which connects Alderney to Guernsey and on to the Internet). Some broadband users, mainly on the up to 40Mbps service, will have experienced less than satisfactory performance in the peak evening hours. The failed channel has been repaired and recently hardware has been fitted in Alderney and Sark to provide an additional further channel of capacity, successful tests were carried out over the weekend and Sure are in the process of balancing broadband loads to best utilise this additional channel.

A complete new radio system has already been ordered for Alderney, this state of the art system will provide enough capacity to not only allow for future upgrades in consumer broadband, through 60Mbps to 100Mbps and beyond, but will also provide plenty of capacity for any future ecommerce activities that the Island may attract. Replacement of the current radio system is planned for November. Sure remain fully committed to Alderney and see significant opportunities for growth in Digital businesses in the Island. We see all the right ingredients for growth; data centre and internet infrastructure capacity, along with the ability for nimble legislation through the States of Alderney.”

**ENDS**

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## About Sure

[www.sure.com](http://www.sure.com)

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Sure supplies telecommunication services in seven major offshore jurisdictions: the Isle of Man, Guernsey, Jersey, the Falkland Islands, St Helena, Ascension Island and Diego Garcia. Across the islands, Sure delivers mobile, broadband, fixed line, data centre and enterprise solutions to consumers, corporate and public sector clients.

Sure International is the corporate division of the business and specialises in offshore connectivity, enabling those companies that operate in the islands to reliably and efficiently connect and transact with their global partners.

Sure owns Foreshore, the leading provider of hosting, email solutions, online backup and other internet solutions. Foreshore has been operating in the Channel Islands since 2000.

Sure is a member of the Batelco Group, a leading telecommunications provider to 14 markets spanning the Middle East & Northern Africa, Europe and the South Atlantic and Indian Ocean.

Serving the communities where Sure operates is at the heart of the company's approach, and Sure is committed to behaving in an ethical and socially responsible manner.