

C&W 'SURE FRIENDS' PROMOTION TERMS

SURE FROM C&W – 'Sure friends' Promotion

The C&W GUERNSEY (Sure) 'Sure friends' Promotion (the "Promotion") is available to all C&W GUERNSEY (Sure) customers. C&W GUERNSEY has the right to end the Promotion at any time on not less than 21 days notice, unless required to end it earlier for regulatory or other reasons. In addition C&W GUERNSEY has the right to limit the total number of customers using this Promotion and to revoke the Promotion benefits to users who exceed the Fair Usage Limit.

These Sure Promotion Terms and Conditions should be read in conjunction with the C&W GUERNSEY General Terms and Conditions. Either the C&W GUERNSEY Pay As You Go or Pay Monthly Service Specific Terms and Conditions (together "Mobile Terms and Conditions") also apply depending on the service You take from Us. Where there is conflict these Promotion Terms and Conditions supersede the General Terms and Conditions and the Mobile Terms and Conditions.

OVERVIEW

1. Definitions and Interpretation

The C&W General Terms and Conditions and Mobile Terms and Conditions include definitions used in these conditions. These definitions are in addition:

"Designated Number" means a mobile number of another Sure customer who You have chosen under this scheme to be able to make free Calls and Texts to. **"Fair Usage Limit"** means You will only be able to make a total of 2 hours free Calls per day to your Friends under this scheme. Once this amount is exceeded, Calls to Your Friends on that day will be charged at the normal rates.

"Friend" means a customer of Sure whose mobile number has been chosen to be one of Your Designated Numbers under this scheme.

"Promotion" means the promotional scheme on offer from Us, whereby a Sure customer can choose up to three other Sure mobile numbers to which, subject to the Terms and Conditions forthwith, the Sure customer will be able to make Calls and send Texts free of charge.

"Promotion Customers" means customers that elect to take up the Promotion.

"Sure Network" means Sure Guernsey, Sure Jersey and Sure Isle of Man networks

"Sure Website" means Our website located at www.surecw.com

"Unique Five Digit Code" means the code We will Text to Promotion Customers and which is required to register for the Promotion.

2. Registering for the Promotion

2.1 To take up the Promotion you must go to the Sure Website and register on the Sure Friends page by submitting your Sure mobile number. A Unique Five Digit Code will then be sent via Text to your mobile.

2.2 To activate the Promotion you must go to the Sure Friends section of the Sure Website and enter the Unique Five Digit Code, together with up to three Designated Numbers whom you wish to be able to

make free Calls and Texts. If You are already a Friend of another Sure mobile customer their number will appear as a suggested Friend for You. If you do not wish to choose the suggested Friend You can change it to a different Sure mobile number.

2.3 The Unique Five Digit Code is allocated by Us to Your mobile number. No other customer can use Your Unique Five Digit Code.

2.4 You will be sent a Text by Us confirming the Friends you have chosen.

2.5 Each of Your Friends will be sent a Text from You confirming You can make free Calls and Texts to them, along with details of how they can also take part in the Promotion. We will not charge You for this Text message.

2.6 Only Sure mobile customers from the Isle of Man, Guernsey and Jersey can be selected by you as Friends under this Promotion.

2.7 Only Sure mobile customers from the Isle of Man, Guernsey and Jersey are eligible to take part in this Promotion.

2.8 Each of Your Designated Numbers can be changed by You once every 30 days.

2.9 All changes You make to Your Friends will be confirmed by Us afterwards in a Text message.

3. Use of the Service

3.1 Calls will only be free if the Promotion Customers are making a Call or sending a Text within a Sure Network or from one Sure Network to another Sure Network. Standard charges will apply if Promotion Customers make a Call or send a Text from or to a number outside of a Sure Network.

3.2 If You are a Sure customer using one of our Pay As You Go services, You will only be able to make free Calls and Texts to each of Your Friends if you have topped up to a minimum of £5.00 credit within a period of 7 calendar days before the Call or Text is made. If You have not topped up within the previous 7 calendar days to a minimum of £5.00 credit, Calls and Texts will incur the standard charge.

3.3 We reserve the right to revoke Your use of the Promotion if You exceed the Fair Usage Limit. We will send You a Text if We decide to exercise that right.

3.4 Calls to Premium Rate numbers and International numbers are not included in the promotion.

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