



NEWS RELEASE

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Sure responds to GCRA penalty decision

CEO of the Sure Group Alistair Beak said:

“This penalty is based on an investigation process which, in our view, was completely flawed from the outset and we are appealing through the Royal Court. We are steadfast in our belief that we have done nothing wrong; at all times Sure has acted in accordance with the spirit and letter of the law.

“We have now faced three different versions of the GCRA's case. Twice the GCRA has had to rewrite its case when it realised that Sure was right and that their allegations were completely baseless. Yet again, with this latest penalty process, we find ourselves facing a regulator which seems determined to find against us, in the face of clear and compelling evidence that there has been no wrongdoing.

“The magnitude of the fine is extraordinary and one which sends a potentially chilling message on conducting business and attracting investment into Guernsey. It is also a concern that there should be such a significant disparity in the fines proposed for Sure and JT. While in large measure this reflects our respective market share, the increased fine for Sure is genuinely astonishing and, from our perspective, based on a polarised and fundamentally wrong view of the evidence.

“We are appealing through the Royal Court the flawed decision on which this fine is based and remain confident that we will clear the name of Sure and prove that there has been no wrongdoing. We will also continue to stand by the members of the Sure team who have acted with integrity and professionalism throughout this process, despite the spurious claims made against them by the GCRA, which are equally fundamentally wrong.

“Inevitably we will now need to spend further time, effort and legal fees on challenging this punitive action, on top of the work already done addressing the earlier versions of the GCRA's case. We would much rather be spending our time and resources delivering the best possible service to customers and continuing our investment in the Guernsey economy through our fibre broadband project.”

ENDS

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Notes to editors:

About Sure

www.sure.com

Twitter: <https://twitter.com/SureGuernsey?lang=en>

Facebook: <https://www.facebook.com/SureGsy/>

LinkedIn: <https://www.linkedin.com/company/surebusiness/?viewAsMember=true>

Headquartered in Guernsey, Sure provides telecommunications and related services across the Channel Islands, the Isle of Man and in the British Overseas Territories of Ascension, Falklands, Saint Helena and Diego Garcia.

Sure provides fixed voice, mobile, broadband and Cloud services in the Channel Islands and Isle of Man. In the British Overseas Territories, Sure operates under exclusive licences with full-feature networks delivering voice, broadband data services and, in certain markets, TV.

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

Sure's approach to business is based on its values of simplicity, trust, one team and customer-driven. The last of these values has resulted in annual multi-million-pound investments to provide customers with the best and latest services to meet their needs.

Sure is a member of the Batelco Group, a leading telecommunications provider to 13 markets spanning the Middle East & Northern Africa, Europe and the South Atlantic and Indian Ocean.