

**Minutes from the Electronic Communications Consultative Committee Meeting held
on Friday, 7 November 2025 @ 2 pm
in the Financial Secretary's Office at the Castle**

Present: Mr Dax Richards, SHG Financial Secretary (Chairperson) (DR)
Mrs Susannah Nightingale, Head of Communications Policy,
Regulation and Compliance (SN)
Mr Jeremy Roberts, Chief Digital Officer (JR)
Miss Christine Thomas, Chief Executive (Sure) (CT)
Ms Chris Durnell, Sure Legal & Regulatory Director (CD)
Mr Adam Yon, Sure Networks Manager (AY)

Secretary: Miss Nicole Plato, Executive Assistant to the Chief Secretary (NP)

GoodSAM app and request to zero-rate data: Sure followed up on the request to discuss data charges and the GoodSAM app. Action: reminder to be sent to the Chief of Police that Sure is available to discuss this.

Network capacity for the Education Department:

- 1) Sure has assessed the education network and is testing its limits to identify any required network upgrades.
- 2) St Paul's Primary will receive a new, faster microwave link once the equipment arrives on St Helena.
- 3) The main link at the secondary school will be increased to 1GB

Sure update

- 1) VDSL rollout

A soft launch has taken place with targeted customers invited to join the new VDSL package; positive feedback has been received from the customers that have moved onto VDSL. The service is available in seven locations; more areas will be added before wider advertising begins.

- 2) Mobile network upgrades

Half of the island's mobile sites have been upgraded to Band 20, improving coverage and performance. Remaining sites, including Jamestown, are still to be completed.

- 3) Power issues

Power disruptions caused damage to several pieces of Sure equipment, including TV systems and UPS units. Despite a prolonged TV outage, customer complaints were lower than expected which reflects the fact that customers are aware that this is outside of Sure control and that damaged equipment combined with poor weather conditions impacts on the speed at which services can be returned.

ECCC annual report

Sure has shared data that can be included in an ECCC annual report.