

VSAT licensing – FAQs

What if I want to stay with Sure but don't want an unlimited broadband package?

If you are an existing Sure broadband customer and you are on a package which is MED/LRG/XL/PRO/PROXL/UnlimitedSTD/UnlimitedPRO and you do not wish to move to the new unlimited packages, then you can remain on this package. If you are on an XSML or SML broadband package, these packages will discontinue on 31 January 2026, so you will need to contact Sure before this date to complete a form to move you on to one of the new unlimited packages.

The MED/LRG/XL/PRO/PROXL/UnlimitedSTD/UnlimitedPRO will no longer be available to new customers after the 1 December 2025.

Will my landline and mobile phone still work if I don't have a Sure broadband package?

Yes, your landline and mobile phone will continue to work if you do not have a Sure broadband package.

What is happening to phoneline rental charges?

If you have a Sure broadband package, your phoneline monthly rental charges will not change from the current rates.

If you are a senior citizen there will be no change in your phoneline monthly rental charges. You will continue to pay existing rates.

If you do not have a Sure broadband package then your phoneline monthly rental charges will increase to £30.00 per month.

Can I move my Sure unlimited package between houses, for example in Stanley and Camp?

In order to be able to access your Sure unlimited package from a different house to the one you have set up your broadband package on, you must apply for a Second Home Broadband. There are rules attached to this plan, which means you cannot access the package simultaneously from different locations; e.g. if you have a family member at home in Stanley, you then cannot also use the package at the same time from your home in camp.

The charge for Second Home Broadband is £14.00 per month.

Can I access my Sure unlimited package through the hotspots?

You may access your Sure unlimited package through the WiFi hotspots. If you are the Unlimited50 plan you will have 5GB of data for use on the hotspots and if you have the Unlimited115 you will have 10GB of data to use on the hotspots.

What happens if I am on a small or extra small package and I don't tell Sure which package I want to move to before 31 January?

If you are on a small or extra small broadband package, you will need to contact Sure by 31 January to move to one of the Unlimited packages. After the 31 January, the small and extra small packages will be discontinued.

What do I do if I can't afford any of the broadband services on offer?

FIG will be issuing guidance very soon on how to apply for a broadband support package, which will give eligible residents access to Sure's new Unlimited50 broadband plan for the reduced price of £20 a month.

Are OneWeb terminals still going to be available through Sure?

The OneWeb terminals are currently only available for trial use through Sure. Sure is actively working with its supplier to explore commercially viable options, that would appeal to customers. When and dependent on if, a suitable solution is identified, Sure will share further updates with customers.

Will I be able to access local services like MiPlayer and Horizon emails without a Sure package?

Horizon emails should remain accessible via Starlink, although this is subject to Starlink's own access policies. MiPlayer is only accessible through a Sure broadband connection.

Can military personnel, and MPC families and contractors, access Sure and Starlink services?

Yes, the same rules apply to MPC as to the rest of the Falklands regarding broadband access.

Can I have a VSAT licence and a Sure package?

Yes, you can have a VSAT licence and a Sure package. However, you will not be able to apply for a broadband support package from Sure if you, or anyone at your address holds a VSAT licence.

I have more than one Starlink device. Do I need a separate licence for each?

Yes. Every Starlink kit requires a VSAT licence.

Do I have to sign up to a Starlink Falkland Islands package, or can I use a package from another location, or a roaming package?

FIG and the Regulator do not mandate what package customers get from Starlink. Users should refer to the terms and conditions issued by Starlink.

Why can't hospitality businesses like hotels use Starlink to give customers free Wi-Fi?

VSAT licences only allow for 'personal use'. This is because only 'personal use' of VSAT is excluded from Sure's exclusivity. You can read more about this [here](#).

If other VSAT services become available, will my licence cover them too?

If you want to use a VSAT from a different provider (not Sure or Starlink) then you will need to apply for a licence to the Communications Regulator. Every VSAT requires a licence.

Will FIG use Starlink or Sure?

FIG's IT services will continue to make use of the best services for delivering internal IT. This will include a mix of Starlink and Sure services.

Do these changes alter Sure's universal service obligation?

No, these changes are being put in place in part to maintain Sure's ability to discharge its obligations under the exclusive licence.

Is this payment instead of the existing subsidy FIG pays Sure?

No. The existing subsidy pays for enhanced bandwidth on the geostationary satellite and this will continue to be paid as per the contract FIG has with Sure. It is separate to this agreement.