

MINUTES OF THE MEETING OF THE TECHNOLOGY DEVELOPMENT GROUP
held on Friday 6th March 2026 at 13:30 in the Liberation Room

Present:

Andrea Clausen	CE	Chief Executive (Chair)
Becky Clark	DDCS	Dir. Development & Commercial Services
Steve Dent	DDDCS	Dep. Dir. Development & Commercial Services
Chloe Freeman	CR	Communications Regulator
Roma Stewart	RS	Sure
Nick Pitaluga	NP	Rural Business Association
Zachary Franklin	ZF	FIDC
Scott Leadbetter	SL	SAERI
Ian Stewart	IS	Construction Sector
Simon Verrechia	GG	Chamber of Commerce
Stephanie Middleton	SM	FI Tourist Board

Apologies:

James Bates	JB	FIFCA
Pippa Christie	PC	FIPLA
Matt Mitchell	DIT	Dir. Information Technology
Paul Brickle	PB	SAERI
Kevin Heatley	KH	MOD
Brian Jamieson	BNJ	Community Rep

Minutes:

Tessa Pole-Evans	SOM	Secretariat Office Manager
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1.0 Apologies for Absence

1.1 Pippa Christie
James Bates
Matt Mitchell

1.2 No communications received from Kevin Heatley or Brian Jamieson.

2.0 Confirmation of the Minutes of the Meeting Held on 20th November 2025 (attached)

2.1 *The minutes were confirmed as a true and accurate record.*

3.0 Matters Arising from the Minutes of the Meeting Held on 20th November 2025 (attached)

3.1 Page 1 – N/A

3.2 Page 2 – 4.4, Action 1 RS – RS explained that there was the ability to do a lines test to tell customers what the maximum speeds available to them would be.

3.3 Page 3 – 4.8, Action 2 RS – RS explained that the query from the MOD was being worked on but that she would provide a response directly to the MOD. SOM/CR would send RS the relevant email contact for her to be able to pick up the discussion out of the meeting.

4.0 Sure Update (RS)

4.1 Bandwidth GEO Services: Feb 26 vs Oct 25 – RS explained that the green charts were the bandwidth differences between the usage over a week and a month and how this correlate to the same data ran in October 2025. RS explained that the spike after midnight is now not seen but there is always still a rise after the usual working hours. IS asked whether Sure still the same bandwidth had as they previously held prior to Starlink becoming legal. RS noted that Sure had purchased more bandwidth when they made the decision to offer unlimited packages which they still held as it was unknown what route members of the public would take.

4.2 Broadband Trends – RS explained that you could see there had been 30% of broadband customers lost since October with 74% customers staying on a sure package with the most popular package being Unlimited 50. RS explained that there were still some customers on the XXML and SML packages but that her teams were going to contact them to organize the move to the unlimited packages.

4.3 IS noted that he was interested to see that a lot of people were now using Starlink and were now not using the Sure capacity at all, therefore the experience for those who were using Sure should be excellent now? RS noted that it was evident to her that there were still several customers who still had a Sure package even if they were using an alternative source as well. CR noted that it would be shown in the reporting that Sure have to provide to the regulator in April/May time whether the service people are receiving is satisfactory.

4.4 DDDCS asked if those who were on a LEO service were able to use miplayer or not? RS explained that they weren't and that miplayer was only available to those on a GEO service therefore they would be blocked from using miplayer. DDDCS noted that with the future role out of LEO packages would businesses that are moved to a LEO package have to have a GEO package as well or was there an obligation for Sure to provide the service? CE noted that it wasn't an obligation with RS confirming this was being looked at.

4.5 Camp – WiFi Improvements & Challenges – RS explained that her team had been working with self-

catering businesses to improve the service provided over the tourist season. She said that equipment had been upgraded, new APs installed, and some moved to the VDSL service. She said one customer had responded very happy with the service provided. RS noted that there had also been more FWA rolled out along with Telrad for those with customers unable to have FWA. RS explained that the challenges they were seeing was for those places who did not have adequate power supply, such as those who don't have 24-hour power or those with power outages regularly. RS wondered if this was something that FIDC could assist with.

- 4.6 IS asked if there was a reason miplayer wasn't accessible by hotspot? SD noted that this was something that had been flagged a while ago and should have been rectified. RS noted that she would double check and come back with an answer for this. **It was confirmed after the meeting that MiPlayer is available via Sure Broadband hotspots.**
- 4.7 Airport Free WiFi – RS explained that this was launched on 14th February, with 1321 logins and over 2000 hours used. RS explained that there are QR codes posted around to assist people with logging in, and reminders about logging off so they don't run out of minutes, explaining that once they run out that was it for 12 hours. SM explained that she had heard someone mention they hadn't seen comms about this at the airport. RS was going to investigate this, along with the availability of WiFi cards at the NAAFI as she knew both posters and cards had been provided to the terminal.
- 4.8 Sponsorships – Sure noted that Sure had sponsored the youth football team going away by paying for their training kit. She noted that Sure were looking at offering a limited charity broadband support, meaning charities approved could have up to 50% of their packages supported by Sure.

5.0 Future Telecoms Project

- 5.1 DDCS explained that Cambridge Management Consulting had completed work on the preliminary market engagement. She said that there had been a set of scenarios used and companies were asked to give their levels on interest. DDCS noted that there had been positive engagement, with the findings being presented to ExCo at the end of March. ExCo would then be asked to make a decision on a planned programme of approach on how the future looks. DDCS explained that giving notice to Sure would be a step taken eventually but that there was a lot of work for both Sure and FIG on how this would look. IS asked if there would be something put out to the public with what the future would look like? DDCS noted that currently the information held was unable to be shared but eventually there would be an exercise carried out which would be public.

6.0 Any Other Business

- 6.1 IS wanted it noted that this was likely to be CR's last TDG meeting. Although he had missed a few meetings, he wanted to thank CR for all the work she had done with VSAT licensing. He noted that CR had done a lot of engaging with SpaceX and he believed her work to be spectacular. CR thanked IS and said that it had been great to meet everyone.
- 6.2 SV asked whether Sure would be putting in a proposal for future telecoms provision, noting that he

would prefer to see a company like Sure, who were already in the Islands to be able to improve their services, rather than an outside company coming in. RS said that Sure would like to continue and would be very interested.

- 6.3 SM thanked RS/Sure for the free internet at the visitor center, noting that it had made a huge difference to passengers coming ashore. She noted that the work done in self-caterings was also incredible and thanked Sure.
- 6.4 CR noted that it was likely to be her last meeting, she said her replacement had started albeit was on leave on the day of the meeting. She noted that Mark Pollard was the new Communications Regulator and that they would have a couple of weeks handover.
- 6.5 CE thanked CR for her role on TDG noting that it was very much appreciated by everyone.
- 7.0 Confirmation of Date of Next Meeting: *A new date would be arranged in due course.***

THERE BEING NO OTHER BUSINESS THE MEETING FINISHED AT 14:05