



Falklands Regulator

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PROBLEMS RECEIVING SOME UK TEXTS

The Regulator has been made aware that consumers are having problems receiving some UK texts. This has becoming an increasing problem as applications, websites, banking and online shopping often require authentication using a code sent by text.

Why can customers not receive UK texts?

Sure customers can receive texts/SMS from a wide range of UK mobile networks but not all. In order for texts/SMS to function between mobile network operators, Sure must have a direct roaming relationship with those operators. Sure currently has roaming agreements with O2, Vodafone, EE and any Mobile Virtual Network Operators operating via these providers. These agreements are dependent on the operator agreeing to establish a roaming relationship and is beyond the control of Sure. In the case of the operator Three UK, Sure has been trying to establish roaming agreements since 2006.

How can we establish roaming agreements with all UK operators?

Sure has made repeated attempts to engage with UK operators but the resolution of this issue sits with commercial agreements. The Regulator has approached OFCOM but the Falkland Islands simply doesn't have the influence to press for these changes. Given the small size of our network and the limited customer base, we are unable to compete with larger networks looking to implement more profitable services such as 4G roaming in other countries.

What alternatives are available to me?

The most effective way to enable 2 factor authentications is to buy a UK Pay As You Go (PAYG) SIM card and either use it with a dual SIM phone or replace the SIM in your current phone when you want to receive an authentication text/SMS. You then register your UK number with the relevant applications or website and when a text is sent to your UK SIM it will arrive on your Falkland Islands handset. You may need to keep some credit on your UK SIM to enable this. SIM cards from O2, Vodafone, EE and any Mobile Virtual Network Operators – such as GiffGaff – should all support 2 factor authentication texts/SMS.



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