

Reduced line rental charge for eligible Income Support claimants

Telephone Assistance Scheme

Please complete the form overleaf and return to:

Telephone Assistance Scheme
Sure, PO Box 3
St Peter Port
Guernsey
GY1 2EY



Telephone Assistance Scheme (TAS)

What is it?

TAS provides eligible customers with a discount of £8 per month on their standard exchange line rental. Based on Sure's charge as at July 2020, this reduces the effective rental from £13.00 per month to £5.00 per month.

Call charges remain the same as for a standard exchange line.

Who can claim it?

To be entitled to TAS you must:

- have been claiming Income Support for more than 6 months. If you wish to know more about Income Support entitlement, please contact Social Security, the details are given below, or the Procureur if you are a Sark resident.
- have the telephone line registered in your name.

How do I apply?

- Complete this application form.
- Get verification for the application
 - In Guernsey at Social Security, Edward T Wheadon House, Le Truchot, St Peter Port (tel: 732508)
 - In Alderney at the States Offices (tel: 822811)
 - In Sark by the Procureur
- Send the completed form to:
Telephone Assistance Scheme
Sure, PO Box 3, St Peter Port
Guernsey, GY1 2EY.

What happens next?

If your application is successful you will be sent a bill giving you notice of the credit due to you for the remainder of your current billing period. On your next bill, you will see a reduced line rental.

If your application is unsuccessful, we shall inform you and explain why this is the case.

Terms and Conditions:

You are obliged to notify Sure when you are no longer in receipt of Income Support.

By applying for TAS you are giving permission for Sure to verify, on application, and periodically as required, your entitlement to this scheme, with Social Security or the Sark Procureur (as applicable).

Should you not currently have an exchange line, one can be provided for you at the prevailing connection (rather than installation) charge.

You are subject to the Sure General Terms and Conditions and the Sure Telephony Service Specific Terms and Conditions. Should disconnection of your line occur as a result of non-payment of your bill, then Sure reserves the right to withdraw the offer of TAS from you.

You are entitled to have an entry level Sure broadband service associated with your TAS service, which will be charged at Sure's prevailing rates (see www.sure.com for details). Should you wish to access a higher speed broadband service, from Sure or any other provider, you will no longer be eligible for TAS.



NOTE: This section needs to be stamped and signed by Social Security before submitting to Sure.

Name:

Address:

Telephone number:

Contact number:
(if different from above)

Social Security number:
(n/a for Sark residents)

Applicant's Signature:

Telephone Assistance Scheme (TAS)

Office use only:

Social Security authorisation stamp:

Signature of Social Security officer (or Sark Procureur):

_____ Date: _____

Signature of Sure provisioning or shop staff:

_____ Date: _____