

**FAO Professor Ronald J Deibert**  
Professor of Political Science  
Munk School of Global Affairs and Public Policy  
University of Toronto

22 April 2026

Dear Sir

**Enquiry regarding Diameter protocol signalling**

Thank you for your letter of 17 April 2026 addressed 'To Whom It May Concern at Sure Jersey Limited'.

In your letter, you indicate that have undertaken research regarding network activity that appears to be associated with Airtel Jersey, who Sure acquired in late 2024. You have also asked for further information regarding the Airtel network. We understand that you are planning to publish a report reflecting your research and note you request for a response by 12pm ET today.

We are always interested to hear from reputable research organisations, such as the Munk School, and therefore thank you for your approach. We would be interested to see your report in due course.

On a general level, we can confirm that we lease signalling services to a small number of specialist providers who provide legitimate services such as anti-fraud detection and SMS two-factor authentication services. We do not lease access to signalling directly or knowingly to organisations for the purposes of locating and tracking individuals or for intercepting communications content. Moreover, Sure take security matters very seriously and at a strategic level, we work closely with the UK National Cyber Security Centre to minimise the risk of misuse and to enable us to act quickly in relation to any potential issues. Sure takes its data protection obligations extremely seriously and endeavours at all times to comply with its data protection obligations, including in relation to the GDPR-equivalent frameworks within Jersey.

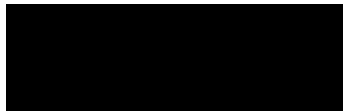
As to your specific queries, we regret that we are not in a position to answer your questions immediately and in particular not within the short timeframe indicated by you. We can confirm that we are actively investigating this matter but the questions that you have posed will take time to investigate and confirm.

It would therefore be helpful for us to see your complete report so we can investigate fully. Thereafter, we would need to confirm whether or not we are able to answer your questions having regard to our contractual, regulatory and data protection obligations.

In the interim, we invite you to provide copies of the materials on which you have reached your preliminary conclusions in order that we can verify whether or not the points you raise do involve activity on the Airtel network. This will also allow us to determine whether or not there is any need to engage with any third parties regarding the issue, such as the data protection and telecoms regulators in our jurisdiction. We have in any event flagged your enquiry with those regulators in the interests of transparency.

We look forward to hearing from you further.

Yours faithfully



Alistair Beak  
Sure Group Chief Executive