

## **Voorwaarden Triple Play**

### **Article 1/Definitions**

In these conditions, we use several terms with a capital letter. In this section, we explain these terms and you can read what is meant by them.

#### **Subscription**

An agreement for connection of a service, for which the fees due will be billed to the Customer with an invoice.

#### **Triple Play**

A combined package for internet, fixed telephony, and digital television (cable) services.

#### **Participant**

The SETAR Customer that has registered to participate or who participates in Triple Play. The Customer is the party that will conclude or has concluded an Agreement with SETAR, or has received or will receive an offer or has filed an application to this effect.

#### **Customer Service**

SETAR's Customer Service where the Participant can go for any questions, to register and deregister for Triple Play, to be reached by telephone through number 114 or in writing at the SETAR address, Seroe Blanco 29-A, Oranjestad.

#### **Agreement**

The Agreement for SETAR to provide a telecommunication service to the Customer.

### **Article 2/General Provisions**

2.1 These conditions apply to participation in SETAR's Triple Play. SETAR has the right to change these conditions in the interim and/or terminate (one or more benefits of) Triple Play. Changes can be read on [www.setar.aw/TriplePlay](http://www.setar.aw/TriplePlay).

2.2 Participation will be for an indefinite period of time and as long as the conditions for participation are met. The Participant can benefit from Triple Play if the Participant buys certain products of a fixed telephone subscription and an internet subscription and a television (cable) subscription.

2.3 All Subscriptions are registered with SETAR at the same address in Aruba.

### **Article 3/Extra benefits Triple Play**

3.1 Participating in Triple Play gives the Participant several additional benefits on top of his existing SETAR Subscriptions. The Participant can choose from several Triple Play packages. You can read what these packages include and the benefits attached on [www.setar.aw/TriplePlay](http://www.setar.aw/TriplePlay).

3.2 The Participant will not conclude a new or separate Triple Play agreement. The Participant's existing Agreements and the conditions attached to the Subscriptions will continue to apply unchanged.

3.3 In order to qualify for the benefits of Triple Play, the Participant will always meet the conditions of Article 4, paragraph 1.

### **Article 4/Conditions for participation**

4.1 All Subscriptions must be registered at the same address and for account of the Participant. All connections must be active.

4.2 Should one of the connections be terminated or not be registered for account of the Participant anymore, all benefits of Triple Play will come to an end.

4.3 Mobile connections (both post-paid and pre-paid) do not qualify for Triple Play.

**Article 5/Participating in Triple Play**

5.1 If the Participant meets all the conditions for Triple Play, he can register for it through the Customer Service, in every SETAR Teleshop, or by e-mail.

5.2 SETAR will confirm the registration of the Participant in writing or by e-mail. After SETAR has confirmed to the Participant in writing or by e-mail that the relevant benefits have commenced, the Participant can use them.

**Article 6/Changing and terminating benefits**

6.1 If the Participant changes or terminates one or more Subscriptions, this will have consequences for his Triple Play package. A benefit will change or come to an end in as far as the required condition(s) is/are not met anymore.

6.2 The Participant can deregister from Triple Play while keeping his Subscription(s). If several Subscriptions have been registered for Triple Play, each Subscription/telephone number has to be deregistered separately.

6.3 A change in the speed, bundles, or extra services of Triple Play made by SETAR will not affect the Participant's Triple Play package. A change in the Participant's existing Agreement will not have consequences for his Triple Play package either, as long as the required conditions are met.

6.4 If the Participant moves, he must notify SETAR hereof in the customary way and within fourteen days. All Subscriptions must be taken to the same address in order to be able to continue to meet the Triple Play conditions.