

Terms and Conditions

Pick & Choose

SETAR NV

Creating Connections



SETAR

Article 1 / Definitions

In these terms and conditions we use several terms with a capital. In this section we explain these terms and you can read what they mean.

Subscription

An agreement for the connection of a service, under which the costs due are billed to the Customer with an invoice.

Pick & Choose

A combined package consisting of a combination of two of the following SETAR services:

- Internet;
- Telephony;
- Digital television.

Participant

The SETAR Customer that has subscribed to participate or participates in Pick & Choose. The Customer is the party with which SETAR will conclude or has concluded an agreement or that has received or will receive an offer or has applied for an offer.

Customer Service

SETAR's Customer Service where the Participant can go with all questions, registering for and deregistering from Pick & Choose, to be reached by telephone through number 114 or in writing at the address of SETAR, Seroe Blanco 29-A, Oranjestad.

Agreement

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

Article 2 / General Provisions

- 2.1 These terms and conditions apply to Pick & Choose. SETAR has the right to change these terms and conditions and/or to terminate (one or more advantages of) Pick & Choose in the interim. Changes can be read on www.setar.aw.
- 2.2 Participation shall be for an indefinite period of time and as long as the conditions for participation are met. The Participant can profit from Pick & Choose if the Participant buys a combination of two of the following SETAR products:
 - a telephone subscription;
 - an internet subscription;
 - a television subscription.
- 2.3 All Subscriptions are registered with SETAR on the same address in Aruba.

Article 3 / Additional advantages Pick & Choose

- 3.1 Participating in Pick & Choose gives the Participant additional advantages on top of his existing SETAR Subscriptions. The Participant can choose from several Pick & Choose packages. The content of these packages with the accompanying advantages can be read on www.setar.aw.

- 3.2 The Participant shall not conclude a new or separate Pick & Choose agreement. The Participant's existing Agreements and accompanying terms and conditions of the Subscriptions shall remain in effect unaltered.
- 3.3 In order to qualify for the advantages of Pick & Choose, the Participant shall always meet the conditions of Article 4, paragraph 1.

Article 4 / Conditions for participation

- 4.1 All Subscriptions shall be registered at the same address and for account of the Participant. All connections shall be active.
- 4.2 If one of the connections would be terminated or not be registered for account of the Participant anymore, all advantages of Pick & Choose shall be cancelled.

Article 5 / Participating in Pick & Choose

- 5.1 If the Participant meets all conditions for Pick & Choose, he can register for it through the Customer Service at any SETAR Teleshop or by e-mail.
- 5.2 After the Participant has signed the application form meant for Pick & Choose, SETAR shall confirm the Participant's registration in writing or by e-mail. After SETAR has confirmed to the Participant in writing or by e-mail that the relevant advantages have begun, the Participant can use them.

Article 6 / Change and cancellation of advantages

- 6.1 If the Participant changes or terminates one or more Subscriptions, it shall have consequences for his Pick & Choose package. An advantage changes or is cancelled as far as the required condition(s) for it is/are not met anymore.
- 6.2 The Participant can deregister from Pick & Choose while retaining his Subscription(s). If several Subscriptions have been registered for Pick & Choose, each Subscription/telephone number shall be deregistered individually.
- 6.3 A change by SETAR in the speed, bundles, or extra services of Pick & Choose shall not affect the Participant's Pick & Choose package. A change in the Participant's existing Agreement shall not have consequences for his Pick & Choose package either, as long as the conditions required for it are met.
- 6.4 If the Participant moves, he shall report it to SETAR in the customary way and within fourteen days. All Subscriptions shall be taken to the same address in order to be able to continue to meet the terms and conditions for Pick & Choose.