

SETAR'S BEST EFFORT POLICY, DECEMBER, 2023

SETAR's broadband Internet service is engineered and maintained with the goal of enabling customers to enjoy the broadband Internet service speeds to which they subscribe. SETAR advertises the speeds as "up to" a specific level, actual speeds vary depending upon a variety of conditions. The SETAR broadband Internet service is a "Best Effort Service". SETAR does its utmost to provide the best possible service and highest speed to the broadest base of customers possible. However, SETAR cannot guarantee that the customer will reach the maximum "up to" speeds at all times. The maximum speed of the Internet connection as experienced by the end-user depends on numerous factors, many of which are outside the control of SETAR. Some conditions which may affect the actual speed are described below. Furthermore, the maximum speed is not necessary to achieve an excellent Internet experience on a particular device, it does however allow for multiple devices sharing a connection to achieve excellent experience concurrently.

The SETAR broadband Internet service and network is designed to allow multiple customers and devices to experience an excellent Internet experience concurrently, rather than just focusing on allowing one device to attain a maximum speed briefly during a speed test.

INTERNET CONGESTION

The Internet is a network of networks, consists of millions of private and public, academic, business, and government networks of local to global scope that are linked together by fiber-optic cables, satellite links, coax or copper wires, wireless connections, home or business networks and other technologies. Since we do not have control over where the various Internet websites are hosted and the number of subscribers accessing those websites at any time, there are no guarantees that you will always get the maximum speed from your Internet connection. Slow access or interconnection points anywhere in this large network can degrade the Internet surfing experience for the end-user. The end-to-end user experience can only be as good as the weakest link.

CONGESTION CONTROL

Many edge providers or service providers (that provide services via websites or applications) limit the speed at which visitors to their services can download from their sites. Most servers connected to the Internet also have a maximum throughput speed at which they can service each individual user trying to access services on that server.

USER ENVIRONMENT/NETWORK

Computer networks: As soon as a customer connects more than one device to the Internet service it becomes a home computer network and special attention, and skill is needed to

properly configure and maintain such a network. Different devices and networks have different protocols overhead levels and may be susceptible to interference and “signal noise”.

Business networks: Generally, a business has more extensive demands on the quality of a computer network. Business customer should use high quality and properly configured routers, firewalls, switches, or WiFi access points, especially in a business-critical environment. Often lower quality/cost devices have lower performance or less capabilities. They may work well in a residential setting but not in a demanding business environment. SETAR provides services with Service Level Agreement (SLA), specifically tailored to businesses, and can provide advice and professional IT support.

Unsecure networks: Slowdowns or malfunctioning of Internet services can also be caused by unsecure networks or devices. If not properly secured, devices could be hacked and computer viruses, malware Spyware, Adware etc. can be installed by malicious users, causing unexpected results. These threats can cause major Internet slowdowns, not only for one user. You should always protect your PC and install the latest Antivirus, Spyware, Adware, and Firewall programs. For more information go to our website at “<http://www.SETAR.aw>” and click on “support”.

PERFORMANCE OF DEVICES

The speed experienced ultimately depends on the capability, configuration, version and performance tuning of the computers, tablets, smartphones, or any other type of devices accessing the Internet service. Please note many devices perform at reduced capacity when using battery power (DC). Many factors could affect the top performance of devices, generally , testing at speeds higher than 300 Mbps takes special effort.

SPEED TEST

A “speed test” test can be done to measure the Maximum Speed achievable on a connection to the Internet. A speed test is designed to show a maximum speed attainable by one device under ideal conditions. It is however not a good indicator of the overall quality of Internet service. In general, if one device has a minimum of 25 Mbps of constant throughput available, low latency and low packet loss, all services should work well.

As a rule of thumb, SETAR has a policy that during non-peak hours, the end-user running a controlled speed test should obtain maximum or “Up to speed” of at least 80% compared to the Subscription Rate (SR), on one device running the speed test. To be able to reach this rate, all factors that can negatively affect the speed test should be resolved or removed. When running a speed test to determine the “Up to” speed is indeed available, this test should be done as described here.

Before running a speed test, please restart your gateway, modem, or router. This should be done every few weeks for the device to refresh itself and update its software, if necessary. This can help optimize and secure your connection and speed.

The speed test should be done via a wired connection (Ethernet cable), directly to the Modem. If done via WiFi, an allowance should be taken due to the capabilities and nature of WiFi technology as described later in this document.

Speed test servers hosted abroad are not always a reliable source for checking the quality of the local service. The measurements can vary from day to day or hour to hour. That is why a speed test based on Internet servers outside of the control of SETAR cannot be used as a reliable indication of the Internet throughput. A reliable speed test can be done using the local SETAR “Speed Check service” provided to our customers through the following link:

<https://speedcheck.setarnet.aw>

Generally, the Internet service usage by customers may have high Peak speed (“Bursts”) or Maximum measured speed up to the advertised Service Rate (SR), but we expect residential users to have a lower average speed during normal usage. We rely on the statistical nature of normal residential Internet usage to provide a good service level with high maximum speeds to all users over time. That is why a Fair Use Policy (FUP) and an Acceptable Use Policy (AUP) is applicable to the SETAR Broadband Internet service.

SETAR offers Broadband Internet services via different networks and each can have its own characteristics and limitations, these are described in the sections below.

SPECIAL PROVISION FOR DSL SERVICES

DSL is an older technology implemented by SETAR in the past. The DSL systems are being decommissioned and are being replaced with Internet services over SETAR’s modern Hybrid Fiber-Coax (Cablenet) and Fiber networks (Fibernet).

The DSL line rate, or maximum attainable connection speed, is the maximum speed at which the physical connection between SETAR’s equipment and the customer’s modem can be run in a stable and reliable manner. The line rate has technical limitations that makes it dependent on different factors, such as the distance, type of cables used, interference sources, etc. SETAR has employed the ADSL 2+ technology to achieve the best line rates. However, SETAR cannot guarantee that all customers can receive the maximum connection speeds as advertised. Rather than limit all users to the maximum speeds that could be guaranteed 100% across Aruba, SETAR has opted to increase the DSL service speeds with the known limitation that not all users can obtain the maximum speed. This policy successfully benefits a substantial proportion of the Internet customer base.

SPECIAL PROVISION FOR CABLENET AND FIBERNET SERVICES

Shared Bandwidth: The bandwidth and network resources used to deliver our Broadband Internet service over Cable or Fiber are not unlimited and are shared among users in a

neighborhood (Service Groups). While we strive to provide sufficient bandwidth to meet the foreseeable needs of our customers, the speed received by the customer may vary over time depending on the usage pattern of all users in a Service Group. Generally, a service may have high Peak rates (“Bursts”) up to the advertised Service Rate (SR) as described under the section “Maximum Speed” above. SETAR Monitors the traffic on all the Service Groups and makes engineering changes where possible in order to ensure customers receive a good and reliable broadband Internet service.

SPECIAL PROVISION FOR MOBILE WIRELESS SERVICES

Mobile Technology: Mobile technology is constantly changing (2G/3G/4G/5G and so on) and SETAR as an innovator is always deploying the latest technologies. Each generation of Mobile service has different speeds and latency characteristics. Customers should ensure they always have devices that support the latest technology to be able to get the best speeds.

Shared Radio Spectrum. The Mobile wireless and WiFi technologies are based on wireless transmission using Radio Technology. All Radio communications uses a shared spectrum which has implications for the maximum attainable speeds. In general, the speed of connections over radio technology decrease with distance (due to lower signal strengths). Depending on how busy or interfered the Radio Spectrum is, the customer may receive lower or higher speeds.

In the Mobile Wireless Network SETAR continuously performs updates to ensure there is enough capacity and throughput, at the lowest latency possible. Over time the capacity and speeds of the mobile networks continues to be upgraded to keep up with the increase in usage of Internet services by our customers.

SPECIAL PROVISION FOR WIFI NETWORKS

WiFi networks have a complete different set of challenges and the speeds achieved depend on a wide range of factors, especially the distance and attenuation caused by walls between your device and the nearest WiFi Access Points and the absence or presence of interfering systems (WiFi or otherwise). Another important factor is the amount and type of WiFi devices connected to the WiFi network.

In general WiFi is engineered to be backwards compatible and to sustain enough speeds for multiple devices at rates that allow users to enjoy their Internet services. Older devices on a WiFi network will affect the speed and experience of all devices on that WiFi network.

Manufacturer of WiFi routers or access points advertise “Theoretical” maximum speeds of their WiFi devices which are not achievable but are more to specify the technical capabilities and enable consumers to differentiate between different types of devices.

OTHER PERFORMANCE METRICS

Although download and upload speeds remain the network performance metric of greatest interest to the consumer, there are two other key network performance metrics often mentioned: latency and packet loss.

Latency: is the time it takes for a data packet to travel across a network from one point on the network to another. High latency rates may affect the perceived quality of some interactive services such as phone calls over the Internet, video chat and video conferencing, or online multiplayer games. All network access technologies have a minimum latency that largely is determined by the data rate limitations of the technology. There are many other factors that affect latency though, including the location of the server with which one is communicating, the route taken to the server, and whether or not there is any congestion on that route. SETAR has no basis for stating what level of latency should be expected by any particular user at any particular time but notes that latency on its own is usually a reflection of the physical type of access network.

Packet loss: measures the fraction of data packets sent that fail to be delivered to the intended destination. Packet loss may affect the perceived quality of applications that do not incorporate retransmission of lost packets, such as phone calls over the Internet, video chat, certain online multiplayer games, and certain video streaming services. During network congestion, both latency and packet loss typically increase. High packet loss degrades the achievable throughput of download and streaming applications. However, packet loss of a few tenths of a percent, for example, is common and unlikely to significantly affect the perceived quality of most Internet applications. SETAR aims to keep packet loss below 0.5% for all residential best effort services.

GIGABIT SPEED SERVICE

Gigabit Internet service by SETAR delivers speeds that are faster than some of today's most advanced smartphones, laptops and tablets are capable of running. Therefore, speed testing presents special challenges. For faster speeds, try using the latest device and make sure they have the most up to date software installed. Use an ethernet connection instead of WiFi. If using WiFi, please upgrade to the latest generation of WiFi available.

SETAR NETWORK MANAGEMENT

Our network may be negatively affected by the increasing demands of some users whose actions strain the ability of network to meet the demand of all users. Therefore, we may implement industry standard network management in order to provide the best possible service to the most possible amount of users.

Network Management and Monitoring: We may use Network Management Tools to make our Services operate efficiently. We may monitor your bandwidth usage patterns and your compliance with our Customer Agreements.

Service Level Limits: Each Service level may have a Maximum Subscription Rate, a usage limit or other characteristics. We can set or change the Maximum Subscription Rate, usage limit or other characteristics of any Service level. If we do, we may put in place additional terms to address usage that is not consistent with the resulting Service Level. We will notify you of any new or changed usage limit or any material reduction in the previously published maximum subscription rate of your Broadband Internet service and any related terms.

In Summary: We do not guarantee that you will obtain the maximum subscription rate speed for the level of Service to which you subscribe at any given time or on a continuous basis. The maximum speed you experience at any time will be affected by a number of factors, including the nature of the Internet and its protocols, our facilities, the bandwidth we devote to carriage of protocol and network information, the condition and configuration of our equipment or customer-owned equipment at your location, whether you use an in-home WiFi network (which can significantly limit the throughput rate obtained by devices attached to it), our or other provider's use of network management tools, data volume and congestion on our network and the Internet, the time of day you are using the service, the performance of the website servers you try to access, and the priority we give to our business subscribers' data traffic and specialized services we deliver using our equipment.

FAIR USE POLICY

For the use of Broadband Internet services, a Fair Use Policy (FUP) and an Acceptable Use Policy (AUP) are applicable. Please refer to our website <https://www.setar.aw> and select terms and conditions for an up-to-date copy of the FUP and AUP policies.

SETAR continuously strives to provide the best Broadband Internet service in Aruba, and we are proud to serve you.

PRIVACY POLICY

At SETAR, we prioritize the privacy and security of our customers' personal information. Our privacy statement outlines what type of data we process, why we process the data, and how long we protect your data. Please refer to our website <https://www.setar.aw> and select terms and conditions for an up-to-date copy of the Privacy Statement.

CYBERSECURITY

In the Caribbean, it is noticeable that cybersecurity incidents have quickly risen to be a top concern. As a technology company, SETAR is not immune to these types of attacks and is increasing its security posture with a layered defense to mitigate these risks.

Information security is vital to SETAR's strategy of delivering the most secure and trusted network in the region. It is of utmost importance to ensure confidentiality, integrity and availability of SETAR's data.

Therefore, SETAR has implemented a security framework and is ISO/IEC 27001 certified as of 2021, which is an international recognized standard for information security.

Cybersecurity customers' recommendations

As a customer, you are responsible for the security of your devices and must be aware of cybersecurity threats (e.g., phishing e-mails, insecure apps, malware) that can potentially slow down your devices and steal your personal data when compromised. Security measures include but are not limited to:

- Keeping your device up-to-date;
- Using strong and unique passwords for your devices. Enable MFA (multi-factor authentication);
- Securing your WiFi network with a strong password;
- Using a reputable anti-virus (firewall) software on your devices;
- Exercising caution when opening e-mails and/or clicking on links;
- Backing up your information regularly to ensure you can recover your data in case of a device loss /theft/ attack;
- Visiting only secure websites (look for "https" and a padlock icon in the address bar);
- Educating yourself and family members about online safety and privacy.