

Conditions

SETAR Complete

SETAR NV

Creating Connections



SETAR

Article 1 / Definitions

Several terms are capitalized in these terms and conditions. In this section, we define these terms and you can read what they mean.

Subscription

An agreement for connection of a service for which the charges due will be billed to the Client with an invoice.

SETAR Complete

A combined package for internet, telephony, and digital television services of SETAR.

Participant

The SETAR Client that has registered to participate or that participates in SETAR Complete. The Client 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

The Customer Service of SETAR to apply to for any questions, to register and deregister for SETAR Complete, which can be reached by telephone at number 114 or in writing at the address of SETAR, Seroe Blanco 29-A, Oranjestad.

Agreement

The Agreement under which SETAR provides a telecommunication service to the Client.

Article 2 / General provisions

- 2.1 These conditions will apply to participation in SETAR's SETAR Complete. SETAR has the right to change these conditions in the interim and/or to terminate (one or more benefits of) SETAR Complete. Changes can be found on www.setar.aw.
- 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 SETAR Complete if the Participant buys certain products of a telephone subscription and an internet subscription and a television subscription.

- 2.3 All Subscriptions shall be registered with SETAR at the same address in Aruba.

Article 3 / Extra benefits SETAR Complete

- 3.1 Participating in SETAR Complete gives the Participant several additional benefits on top of his existing SETAR Subscriptions. The Participant can choose from several SETAR Complete packages. You can read what these packages include and the benefits attached on www.setar.aw.
- 3.2 The Participant will not conclude a new or separate SETAR Complete 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 SETAR Complete, 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 Should one of the connections be terminated or not be registered for account of the Participant anymore, all benefits of SETAR Complete will be cancelled.

Article 5 / Participating in SETAR Complete

- 5.1 If the Participant meets all the conditions for SETAR Complete, he can register for it with our 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 SETAR Complete package. A benefit will change or be cancelled if the required condition(s) is/are not met anymore.
- 6.2 The Participant can deregister from SETAR Complete while keeping his Subscription(s). If several Subscriptions have been registered for SETAR Complete, each Subscription/telephone number shall be deregistered separately.
- 6.3 A change in the speed, bundles, or extra services of SETAR Complete made by SETAR will not affect the Participant's SETAR Complete package. A change in the Participant's existing Agreement will not have consequences for his SETAR Complete package either, as long as the required conditions are met.
- 6.4 If the Participant relocates, he shall notify SETAR hereof 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 SETAR Complete conditions.