

Setar's Best Effort Policy

Setar Internet access is a "Best Effort Service." While Setar does its utmost to provide the best possible service, we can not guarantee a definitive maximum speed for Internet connection. The maximum speed of the Internet connection as experienced by the end-user depends on numerous factors: Internet congestion, remote server congestion or overload, international Internet line problems, the user's PC and network environment, the distance between the user and the central office, and various other technical factors.

INTERNET CONGESTION

The Internet consists of millions of private and public, academic, business, and government networks of local to global scope that are linked by copper wires, fiber-optic cables, wireless connections, and other technologies. Since we do not have control over where the various Internet websites are hosted and the amount of subscribers accessing those websites at any one time, there are no guarantees that you will always get the maximum speed from the Internet connection. Slower access points in this large network can degrade the Internet surfing experience for the user. The end-to-end user experience can only be as good as the weakest link. For example, most servers connected to the Internet have a maximum throughput speed at which they can service each individual user trying to access services on that server.

USER ENVIRONMENT

Computer Networks: A computer network should be configured and maintained by a well trained IT administrator. As soon as a customer connects more than one PC to the DSL service, special attention is needed to properly configure and maintain such a network. For example, a customer should not employ the cheapest residential modem or IP routers or switches in a business-critical environment. SETAR provides services specifically tailored to businesses and can provide advice and professional IT support.

Residential DSL service is not intended for business network use! Spyware, Adware or Virus: You should always protect your PC and install the latest Antivirus, Spyware, Adware, and Firewall programs. These threats can cause major Internet slowdowns. For more information go to our website at <http://www.setar.aw>, and click on "support".

Unsecure Wi-Fi connection:

Slowdowns of Internet can also be caused by an unsecured user wireless access. Unauthorized users can access your local Internet connection and misuse the Internet traffic. You should always secure your DSL Wi-Fi modem. For more information visit the website at http://www.practicallynetworked.com/support/wireless_secure.htm.

INTERNET THROUGHPUT (Speedtest)

As a rule of thumb, Setar has a policy that during non-peak hours, the end user should obtain at least 80% throughput when compared to the service rate. The service rate is equal to the bandwidth sold as a package, or the maximum linerate,

if this happens to be lower than the package rate for the given location (refer to the section online rate). For example, if the advertised and subscribed “package rate” is 4 Mbps and the modem can connect at a line rate of 10 Mbps, the service rate in this case is 4 Mbps. If the package rate is 4 Mbps and the modem can connect at a maximum of e.g. 3 Mbps, then the service rate is 3 Mbps. A “speed test” test can be done to measure the throughput. The connection to the speed test server itself is also subject to all the factors that can affect Internet throughput. 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 DSL throughput. A reliable speedy test can be done using either the local SETAR Speedcheck service provided to our customers through the following website: <http://speedcheck.setarnet.aw>, or a system test by Setar technicians using Setar’s technical facilities.

LINE RATE OR MAXIMUM ATTAINABLE CONNECTION SPEED

The 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 dependant on different factors, such as the distance, type of cables used, interference sources, etc. SETAR has employed the latest and most stable DSL technology, referred to as ADSL2+, in order to achieve the best line rates. However, SETAR cannot guarantee that all customers can receive the maximum connection speeds as advertised. A small fraction of customers cannot receive the maximum advertised speeds. 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. SETAR has a norm that it maintains which indicates what speed is attainable at each distance. SETAR will troubleshoot to increase the line rate up to the norms it has set. As technology improves the norms are adjusted. The line rate can only be tested and analyzed by SETAR-trained technicians using professional test equipment.

FAIR USE POLICY

For the use of DSL services, a Fair Use Policy applies. For residential users (Comfort and Advanced packages), SETAR reserves the right to limit the use in the event the usage of a specific account supersedes three times (3X) the average usage of all DSL users. When recurring excessive usage occurs, SETAR reserves the right to close the account. For business users (Business or Corporate packages), SETAR reserves the right to limit the use in the event the usage of a specific account supersedes six times (6X) the average usage of all DSL users. When recurring excessive usage occurs, SETAR reserves the right to close the account. SETAR has special Internet services for businesses requiring high bandwidth, guaranteed Quality of Service (QOS), or constant high throughput. These services are called NETDSL and Metro Ethernet.

These unlimited packages are engineered to have higher QOS and no FUP applies to them. We continuously strive to provide the best Internet service in Aruba, and we are proud to serve you. For more information please visit our website at <http://www.setar.aw>.