

# UTS

Willemstad, February 18, 2011

Dear Customer,

UTS dearly appreciates the loyalty of its customers and UTS is very keen in continuously providing more and better service to its customers. In October 2010 UTS completed the Fiber to the Curb Project which enables UTS to provide higher Internet ADSL speeds at even more affordable prices to the majority of its customers. In March 2011 UTS will launch new ADSL packages to replace the current packages; consequently a great part of the existing packages will expire at the end of the current contract period.

With this letter UTS would like to inform you on the new ADSL packages and rates and the migration options that apply for your current situation.

As a customer with an ADSL speed no higher than *1Mbps*, you are eligible to apply for the following packages of **PLAN B**:

- |   |                |
|---|----------------|
| 4. <b>Internet ADSL: 16Mb</b>   | ANG 99, - p/m  |
| 5. <b>Double Play Premium: 26Mb &amp; Unlimited Calling Fixed to Fixed local</b>                        | ANG 179, - p/m |
| 6. <b>Triple Play Premium: 26Mbps &amp; Unlimited Calling Fixed To Fixed local &amp; TDS Basic Plus</b> | ANG 249, - p/m |

**These options are the most obvious and valid migrations you can choose from, however you can always choose a package of higher value.**

*Please note: your current package will cease to exist at the end of your current contract period and you will have to migrate to one of the new packages still. With the introduction of these new packages the TRA-Account (if applicable in your current package) will also cease to exist on the 1<sup>st</sup> of March 2011.*

**Starting March 1, 2011 the new packages will be available on [www.uts.an](http://www.uts.an)**

**To apply please do the following:**

- Access [www.uts.an](http://www.uts.an)
- Fill out the necessary information
- Click 'Apply Now'
- Then fill out your personal information and choose the correct package
- Please click 'Apply' after reading:
  - o UTS Application Terms
  - o Terms and Conditions
  - o Fair Use Policy
- Please check if your personal information is correctly displayed and then click 'Yes'
- Please read the generated contract and print or save it for future reference
- Click 'submit'

After submitting, your application is official and your contract is valid for 2 more years, starting on the date you applied. For more information call **9221**.

If you applied already or migrated to another package, please disregard this letter.

We are honored to continue offering you the best services at the lowest prices and we would like to thank you for your persistent loyalty to UTS.

Sincerely,

Paulus de Geus  
CEO  
UTS NV