



TELBO network migration

During 2014 TELBO will carry through a network migration where key components of the existing network will be replaced by the latest technology. Although the preparations have begun beginning 2014 the first customers will migrate to the new network starting in August.

Since existing connections need to be reconnected the network migration of each connection will cause a brief service interruption. TELBO will inform each customer about the date their connection will migrate.

Work planning process

Amidst 2014 clients of RSS (Remote Sub Station) Sorobon will migrate to the new network, followed by nine other RSS stations. It is expected that the migration of all customers will last until the beginning of 2015. Below you'll find the order of migration by district (area):

- | | |
|---------------|----------------|
| 1. Sorobon | 6. Hato |
| 2. Lagoen | 7. Belnem |
| 3. Seru Largu | 8. Rincon |
| 4. Sabadeco | 9. Antriol |
| 5. Tera Cora | 10. Kralendijk |

TELBO Business Solutions will contact its business customers to inform them about the migration progress. Residential customers will receive an information letter a few weeks before their migration takes place. Up to date information regarding the migration progress will be communicated through www.telbo.an, Facebook and local media.

Quality of service

First of all, this new technology delivers improved signal strength with less chance of service interruptions. Also the follow up of service interruptions will be less time consuming since new modems and setup boxes can be reset and adjusted remotely.

Furthermore, a new automated system will contribute to a more efficient level of service and a faster handling of enquiries at our customer service desk. In addition TELBO will launch an online feature which enables customers to view their invoice and allowing them to add or change services.

New services

Secondly, the network migration is an essential part of the construction of an island wide 'Fiber to the Home' (FttH) network. By constructing an FttH network TELBO continues to provide high-quality sustainable telecom services on Bonaire, which eventually will boost bandwidth and pave the way to new innovative services such as HDTV in the near future.

Change of invoice

Along with the network migration a new billing system will also be implemented. This system ensures that the fixed costs for telephony, TV and internet will be billed in advance and the variable costs (telephone calls) will be invoiced afterwards.

In the current situation, all customers receive an invoice before the 14th of the month in which they are billed for the fixed and variable costs of the past month. A customer who migrates in a specific month will therefore receive two invoices in this month; a new invoice with the fixed costs for the next month and an invoice containing the fixed and variable costs of the past month.

Customers who object to pay both invoices in one month may apply for deferred payment of the invoice with the fixed and variable costs of the past month. Customers who object to the proposed advance payment of the fixed costs can terminate their contract in accordance with the General Terms and Conditions.

Example: A client migrates on October 25 and uses a 3-Play package including home phone. On November 10 the customer will receive an invoice for the fixed costs of the 3-Play package including the variable phone costs of the month October. This customer will also receive on November 10 an invoice for the fixed costs of the 3-Play package for the month of November. On December 10, the customer will receive an invoice for the fixed costs of the 3-Play package for the month of December including the variable costs of the month of November. The intent of the Bill in December is equal to the invoice in the following months.

Change of contract

In some cases a contract will change after migration because the service itself and/or the monthly rate changes. This applies to the following services:



1. Customers using a Fireball contract (4 Mbps internet + TV) will automatically pass to a 2 Play contract (5 Mbps internet + TV) after migration has been completed.
2. Customers using a single play internet connection of 1 Mbps, 2Mbps or 4Mbps will automatically upgrade to a 5 Mbps connection after migration has been completed. In some cases, the customer will be billed a marginal price increase or price reduction.
3. Customers who signed a single play MiTV contract before 1 July 2013 will get billed a marginal price increase after migration to compensate for higher broadcasting costs.

In all cases, the contract period and effective date of existing contracts remain unchanged. Below is an overview of the service changes and rates. Customers who object to the proposed service change can terminate their contract in accordance with the terms and conditions.

Current service	Signed contract	Service after migration	Rate after migration
Fireball contract (TV en 4 MB internet)	Before July 1st 2013	2-Play contract (TV en 5 MB internet)	\$79.95
Single play internet 1 MB	Before July 1st 2013	Single play internet 5 MB	\$65.95
Single play internet 2 MB	Before July 1st 2013	Single play internet 5 MB	\$65.95
Single play internet 4 MB	Before July 1st 2013	Single play internet 5 MB	\$65.95
Single play MiTV Basic Package (0 year contract)	Before July 1st 2013	No changes	\$46.95
Single play MiTV Basic Package (1 year contract)	Before July 1st 2013	No changes	\$40.95

Customers who signed one or more contracts after June 30 2013 will not experience a change of service, see below overview:

Current service	Signed contract	Service after migration	Rate after migration
Single play internet 5 MB	After June 30 2013	No changes	No changes
Single play internet 10 MB	After June 30 2013	No changes	No changes
Single play MiTV	After June 30 2013	No changes	No changes
Single play telefoon	N.A.	No changes	No changes
2-Play contract (TV and 5 MB internet)	After June 30 2013	No changes	No changes
3-Play contract (telefoon, TV and 5 MB internet)	After June 30 2013	No changes	No changes

Customers who have signed separate contracts in the past for single play MiTV, single play internet and/or telephony, may sign up for an advantageous 2-Play package (TV and 5 Mbps internet) or 3-Play package (TV, 5 Mbps internet and telephone with unlimited calling to local landlines).

For additional information please call 9212!