AAA IT SERVICES & FEES POLICY

Aruba Airport Authority N.V.

CLIENT: Tenants of Aeropuerto Internacional Reina Beatrix

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1. Introduction

AAA IT Services provides flexible and scalable solutions at Aeropuerto Internacional Reina Beatrix. We offer a variety of services tailored to meet the specific needs of our clients. Managed by the IT Department of the Aruba Airport Authority N.V. (AIT), our services can be adjusted at any time to accommodate changing business conditions.

2. Services

AAA IT Services provides the following options to all tenants of Aeropuerto Internacional Reina Beatrix:

- *LAN connect*

- *VLAN connect*

- *Housing connect*

- *Wi-Fi connect*

- *Telephone connect*

- *Information connect*

- *Other IT services*

1.1.   LAN Connect

LAN Connect offers the use of a single port on AAA's multiservice network which allows you to connect your network devices to an up to 1000 Mbps Ethernet interface. Supported by AIT at most locations within Aeropuerto Internacional Reina Beatrix, tenant devices must be connected within the leased area. LAN Connect offers one network outlet over existing structured cabling. Only one device (e.g., PC, printer) may be connected per outlet. Active components like hubs, switches and routers are not permitted. Each interface will be configured according to the table below.

Speed (Mb/s)	Technology	Patch cable (min)
Up to 1000	Half or Full duplex	CAT6A

The LAN Connect service is intended solely for connectivity of a PC, telephone or printer in the leased location. For a complete company network or for connecting network equipment, AIT offers Housing Connect services.

The LAN Connect interfaces will be configured with port security to enhance network security and prevent unauthorized access. Only registered MAC addresses will be allowed to connect to these interfaces, ensuring that only approved devices can access the network. Any attempt to switch equipment or connect an unregistered device will trigger the port's automatic deactivation as a security measure. In such cases, the AIT must be contacted to review and reactivate the port after verifying compliance. This setup helps safeguard the network by preventing unauthorized device connections and mitigating potential risks such as unauthorized data access or malware infiltration.

The LAN Connect service excludes any new structured cabling.

1.2.   VLAN Connect

AAA offers a point-to-point connectivity through AAA's multifunction network. Each tenant can request a VLAN if they have a lease agreement in place. VLAN Connect service will include creation of a dedicated VLAN for tenant and isolation of said VLAN. This service excludes routing and/or addressing.

1.3.   Housing Connect

Each tenant can set up their network or connect their network equipment in the AIT Main Equipment Room (MER), as such equipment is not permitted in tenant office spaces and must be housed within the MER. The MER is a secured facility equipped with cameras, access control for authorized personnel only, UPS backup, and a fire suppression system. Network connections from the MER to tenant offices will be facilitated through the AIT multifunction network, and devices such as printers and PC's can connect via the ethernet interfaces provided in the leased locations as per the LAN Connect services.

Equipment to be housed in the MER should be preferably rack mountable. Access by the tenant to the MER for scheduled maintenance should be arranged beforehand with the AIT as per the SLA. Access for urgent troubleshooting should be coordinated via OCC as per SLA.

1.4.   Wi-Fi Connect

Tenants can connect to the Aruba Airport WLAN via a dedicated SSID. This service will include configuration of Wi-Fi access point(s) and SSID setup and is subject to sufficient capacity on the access points in the tenant's requested zone. The access to the SSID can be restricted to pre-registered MAC addresses, ensuring only approved devices can connect.

This service excludes any new structured cabling or firewall changes.

1.5.   Telephone Connect

Tenants can request a telephone device including an internal extension number to be used in their leased area. This service will include voice service over existing structured cabling, and a standard IP telephone device. The telephone must be connected within the leased area and must be handled with care. Any damage due to negligence will result in a replacement fee being billed to the responsible tenant.

1.6.　Information Connect

Tenants may require a Flight Information Display System (FIDS) in their leased location. AIT can facilitate having this installed based upon availability of the required hardware. This service includes a screen, PC to control images, brackets, cabling, network configuration, and installation. This service excludes design and display of non-standard information and any new structured cabling. Additionally, tenants may request to have an account at check-in counters to display information on the overhead screen, or a new logo uploaded for the Flight/Gate/Baggage information display system and/or website.

The use of the public address (PA) system is also a service provided. Changes in text, voice or language can be arranged by AIT upon request by tenant.

1.7.　Other IT services

As part of the IT Services, we also provide the following services.

We provide supervised access for tenants or third-party vendors requiring entry to wiring closets. This service ensures security, compliance with internal protocols, and uninterrupted operations. For standard requests, access should be arranged in advance to allow for proper scheduling. Access will be granted only to individuals who have a valid Airport ID Badge and a legitimate business need to be in a wiring closet. Access is allowed according to the AAA IT Wiring Closet Access Policy and Procedures.

In cases of emergencies, expedited supervised access to wiring closets can be arranged. This service is subject to the immediate availability of our IT staff and may incur additional charges to account for priority handling.

Our aim is to balance operational security with flexibility, ensuring that both standard and emergency needs are met efficiently.

3. Fees

LAN Connect

Description	Applicable Fee (AWG)	Frequency	Remark
Fee for each additional switchport/Network outlet/Ethernet interface (data port/voice port) not included in the lease agreement	25.00	Monthly	Charges are per network port. Network outlet over structured cabling already exists. Sufficient switch capacity exists.
Fee for relocation of existing network outlet	750.00	One-time	Network outlet over structured cabling already exists.
Fee for registration of new MAC address/change of MAC address	25.00	One-time	Per MAC address
Fee for port reactivation	25.00	One-time	Per port/MAC address reactivation
Fee for structured cabling including fee for installation of new network outlet	2000.00	One-time	Structured cabling from tenant's leased location to appropriate wiring closet

VLAN Connect

Description	Applicable Fee (AWG)	Frequency	Remark
Fee for each VLAN	125.00	Monthly	
Fee for configuration changes of switchport/VLAN	150.00	One-time	Per change

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Housing Connect

Description	Applicable Fee (AWG)	Frequency	Remark
Fee for housing network equipment in shared rack	50.00	Monthly	Per unit/server. Subject to available space.
Fee for housing network equipment in dedicated full rack	2750.00	Monthly	The purchasing price of the new cabinet will be reflected in the price. Subject to available space.

Wi-Fi Connect

Description	Applicable Fee (AWG)	Frequency	Remark
Fee for SSID per access point service (Bandwidth up to 25/25 Mbps)	25.00	Monthly	Per access point
Fee for SSID configuration or change	150.00	One-time	Per new or existing SSID
Fee for access point configuration	15.00	One-time	Per access point. Number of access points required to be determined based on tenant's zone coverage
Fee for MAC address configuration	25.00	One-time	Per MAC address added or removed

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Telephone Connect

Description	Applicable Fee (AWG)	Frequency	Remark
Fee for additional IP Telephone with extension number, not included in lease agreement	35.00	Monthly	Excludes any new structured cabling. Telephone monthly usage to be billed separately.
Fee for replacement of IP Telephone	350.00	Per replacement	Excludes any new structured cabling
Fee for replacement of Telephone Handset	35.00	Per replacement	

Information Connect

Description	Applicable Fee (AWG)	Frequency	Remark
Fee for Information Display screen (FIDS)	125.00	Monthly	
Fee for installation of new Information Display screen	5000.00	One-time	
Fee for replacement of FIDS screen	2500.00	One-time	
Fee for relocation of existing FIDS screen	350.00	One-time	Excludes any new structured cabling

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Other IT Services

Description	Applicable Fee (AWG)	Frequency	Remark
Fee for (AIT supervised) access for works to be performed in wiring closet during business hours	125.00	Per hour	Excludes any Airport ID Badge charges
Fee for (AIT supervised) access for works to be performed in wiring closet after business hours	200.00	Per hour	Excludes any Airport ID Badge charges
Fee to provide tenants with basic IT troubleshooting support and/or technical consultation	125.00	Per hour	Excludes any Airport ID Badge charges

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4. SLA

The AAA Commerce department is to be contacted via email commerce@airportaruba.com during office hours for all AAA IT related services. After office hours OCC should be contacted for urgent or high priority issues. All other after-office hours IT service requests should be directed to the Commerce department.

4.1 Procedures for the tenants

These procedures are for the tenants requesting AIT Support. It is the requester's responsibility to report incidents/issues or requesting services using the steps below. Only AAA-owned IT infrastructure issues/incidents or IT services as specified in this document are to be reported/requested. IT issues should first be evaluated and verified by the Airport User's own IT Support.

Contact

During regular office hours

The tenants should contact the Commerce Department to report an IT problem or request an IT service during regular office hours using:

Email: commerce@airportaruba.com

After regular office hours

After regular hours or during weekends and holidays, the tenant should report an IT issue for priority 1 and 2 only, using:

Telephone: ext. 145/156 (OCC)

Lower priority items and IT service requests are to be reported via e-mail commerce@airportaruba.com

Required information

The email to commerce@airportaruba.com should contain a subject being the topic of the request. Only one (1) issue or request should be placed in a single email. Should there be multiple issues, than preferably multiple emails each describing the separate issues should be sent to commerce@airportaruba.com (one for each issue).

- Users should provide the following information in the email (or when calling 145/156):
- complete name of requester
- company/tenant name
- email address
- contact telephone or mobile number (for AIT to contact back)
- problem type
- problem location and device (label number) where the problem is located
- problem description
- picture or attachment (if applicable)

More information is better than less information. Each piece of information asked for gives the AIT a better idea of the situation. This will help in the resolution of the problem or completion of the IT service request.

This information also serves to verify identity and contact information and identifies equipment location if applicable.

Ticket handling

When an email to the Commerce Department or a call to OCC is placed, a ticket is created in the AIT ticket handling system.

The request will be duly assigned and scheduled to be carried out. Scheduling is performed according to the service levels described in this document.

Helpdesk availability

The AIT Helpdesk is staffed with an IT Helpdesk Technician during weekdays (on regular business days) from 8:00 a.m. until 4:00 p.m.

Walk-in assistance or direct technician contact is not available. To maintain our response times and resource allocation, we unfortunately cannot accept unscheduled walk-ins or calls and/or emails for support directed to AIT Technicians.

After regular business hours and during holidays, an on-call technician is available only for urgent (1) and high (2) priority issues.

4.2   Incident Requests

The following table shows different priority levels for incident requests, a brief description of what constitutes each priority category, and timelines for problem response and resolution by the AIT. Service levels are determined based on industry's best practices in combination with AIT resource availability.

Priority	Description	Response Time[1]	Resolution Time[2]
1 (Urgent)	Critical (airport) system is down Little to no functionality No workaround Whole organization affected Regulatory or legal implications	15 minutes	Up to 6 hours
2 (High)	Functionality severely restricted No workaround Department, service or >5 users affected	2 hours	24 hours
3 (Medium)	Basic functionality with some restrictions Workaround available One or <5 users affected	Next business day	3 days
4 (Low)	Minor problem Functionality unaffected Cosmetic or an annoyance	Next 2 business days	5 days

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[1] Response time is the time of incident creation until a status update to in progress, measured during normal office hours. After office hours this may be longer.

[2] Resolution time is the time of incident creation until a status update to resolved, measured during normal office hours. After office hours this may be longer.

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4.3   Service Requests

An incident is an unplanned interruption to an IT service. On the contrary, IT Service requests are formal requests from users for information or advice, or for a standard change (a pre-approved change that is low risk, relatively common and follows a procedure) or access to an IT service. Below are common IT Service requests, the expected lead time notice for adequate execution, the request method to be used and the terms if applicable. Additional costs may be applicable.

LAN Connect

Request	Lead time notice	Request method	Terms
Relocation of existing network outlet	20 business days	Email: commerce@airportaruba.com	Subject to material availability
Registration of new MAC address/change of MAC address	5 business days	Email: commerce@airportaruba.com	
Structured cabling/ additional data port	20 business days	Email: commerce@airportaruba.com	Subject to material availability

VLAN Connect

Request	Lead time notice	Request method	Terms
New VLAN configuration	20 business days	Email: commerce@airportaruba.com	
VLAN configuration changes	20 business days	Email: commerce@airportaruba.com	

Housing Connect

Request	Lead time notice	Request method	Terms
Access to housing location	5 business days	Email: commerce@airportaruba.com	

Wi-Fi Connect

Request	Lead time notice	Request method	Terms
SSID configuration/change	10 business days	Email: commerce@airportaruba.com	
Wi-Fi zone configuration/change	20 business days	Email: commerce@airportaruba.com	
Access point configuration/change	10 business days	Email: commerce@airportaruba.com	
MAC address addition/removal	5 business days	Email: commerce@airportaruba.com	

Telephone Connect

Request	Lead time notice	Request method	Terms
New Telephone	20 business days	Email: commerce@airportaruba.com	Subject to equipment availability and existing structured cabling
Telephone access level change	10 business days	Email: commerce@airportaruba.com	

Information Connect

Request	Lead time notice	Request method	Terms
Upload/Update/Removal of airline logo on FIDS/BIDS/GIDS screens/website	20 business days	Email: commerce@airportaruba.com	Subject to required sizes and formats
Installation of new FIDS	20 business days	Email: commerce@airportaruba.com	Subject to equipment availability and existing structured cabling
New APV/PA System account creation	10 business days	Email: commerce@airportaruba.com	
Changes/modification of PA System text, voice or language	10 business days	Email: commerce@airportaruba.com	Subject to voice and language availability

Other IT Services

Request	Lead time notice	Request method	Terms
Access to wiring closet or MER	5 business days	Email: commerce@airportaruba.com	Subject to valid Airport ID Badge and AAA IT Wiring Closet policy and procedures

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4.4   Service limitations

The AIT cannot guarantee service levels when faced with circumstances beyond its control. This includes but is not limited to:

- Natural or man-made disasters
- Fire alarms
- Electrical outages or disruptions
- Building construction
- Equipment failure related to abuse
- Information pending from user or third party
- Operational emergencies

The AIT department is unable to offer the following services:

- Support for devices or software not included in the agreement with AAA or for personal use