

NETWORK MANAGEMENT POLICIES

As described above, WorldNet reserves the right to employ network management practices, for example, to prevent the distribution of viruses or other malicious code, as well as to block, in accordance with applicable law, the transfer of illegal content such as child pornography or the illegal transfer of content. In addition, WorldNet may have agreements to offer Internet services to third-party establishments (such as coffee shops, bookstores, hotels or libraries) that may then offer this service to its customers, guests or others. None of what has been described in this document proposes to address network management practices, performance characteristics or commercial terms that may be adopted by third-party operators of those locations in relation to the provision of Internet services for others.

WorldNet requires customers to use the modem that is provided with the activation of services or a compatible modem to connect to their network. WorldNet recommends that customers replace equipment that does not comply with a compatible device.

For WorldNet's ADSL broadband service, the company offers the modem to the preconfigured customer for the contracted services. The customer may choose to use their own modem at their own cost and responsibility. We will continue to provide assistance, but the customer is responsible for the administration and operation of the modem provided by the customer and / or additional equipment. The use of an unsupported modem may be subject to interruption of service due to network updates and may limit some type of support or technical troubleshooting assistance that our staff may offer. For additional information about compatible modems please contact our technical support staff at (787) 277-0210.

WorldNet also uses certain practices to protect the safety of our customers and our networks of unwanted and harmful activities. WorldNet uses the email applications of the FortiNet Mail platform (FortiMail) to provide our clients with protection against SPAM from the Internet. To do this, once WorldNet identifies a particular ADLS service that uses the WorldNet domain, the Internet service will be disconnected from that user specifically and a notification will be sent informing him of the SPAM activity from his account so they can attend and Remove the cause of the problem from the network. Once confirmation is received from the client that the problem has been corrected and that the virus, defective device or other cause of the problem has been eliminated, and subject to the verification, we will reconnect the services. The use of security measures may affect the performance characteristics of the service or the ability to access certain suspicious portals, but such means are used in a manner designed to avoid the discriminatory impact to clients in similar conditions.

WorldNet does not favor certain websites or Internet applications by blocking, throttling, or modifying particular protocols on its broadband Internet access service. Specifically, WorldNet does not favor certain websites or Internet applications by blocking or throttling lawful Internet traffic on the basis of content, application, service, user, or use of nonharmful devices on its broadband Internet access services. Nor do we modify particular protocols, protocol ports, or protocol fields in ways not prescribed by the protocol standards. However, WorldNet may occasionally need to block or limit the flow of traffic from certain locations or take other appropriate actions in response to a specific security threat against our network or our customers.

WorldNet also does not directly or indirectly favor some traffic over other traffic (such as through prioritization, resource reservation, or traffic shaping) in its provision of broadband Internet access service either (1) in exchange for consideration (monetary or otherwise) from a third party, or (2) to benefit an affiliate, except to address the needs of emergency communications, law enforcement, public safety, or national security authorities, consistent with or as permitted by applicable law. Additionally, WorldNet offers a wide variety of services to its customers. These services share WorldNet's network infrastructure and may rely on network practices to assign different levels of priority consistent with applicable law. Use of these services may affect the availability of network resources for broadband Internet access services, and thus the performance of that service. For example, your service may be interrupted, delayed, or otherwise limited in the event of a disaster or emergency, or during periods of congestion, to accommodate the needs of national security and emergency preparedness personnel.

PERFORMANCE CHARACTERISTICS

WorldNet provides what is known as a fixed broadband Internet access service, designed to provide the ability to transmit and receive data to and from substantially all Internet points. WorldNet offers varied Internet access packages for residential and commercial use with a variety of speeds, features and limitations to broadband uses, which could affect the convenience of such services for real-time applications. The characteristics, prices and other commercial terms of our service offers are modified from time to time, and not all packages are available in all areas. The price of the packages reflects the speed, characteristics and limitations in the broadband use of each package. You can find complete descriptions and prices of the packages currently available on the portal www.worldnetpr.com. These statements correspond exclusively to the applicable services.

The laboratory tests carried out periodically by WorldNet internally show that for our typical ADSL services of speeds of 1.2 and 5 mbps for downloads and 768 kbps for loads, between 7:00 p.m., 12:00 a.m. in the evenings and weekends, normally they throw over 95% of the volume and speed configured for our internet router (internet gateway) and the modem of 8 ms or less. The same test, carried out during business hours and extended to several points on the island, yields an average result of 80% of the configured speed with an average delay of 29ms. The results of

the tests show that as we move out of metropolitan areas, we experience a degradation in performance that may be influenced by several factors described below. There are tools for subscribers to measure the performance of WorldNet's DSL service, and they are available at speedtest.worldnetpr.com. The test tool provided by WorldNet tells you the typical speed at which your line will transfer Internet traffic between the modem in the customer's premises and the WorldNet router equipment. Note that the results of these tests can be impacted by the equipment and the configuration of the network at the subscriber's house and do not take into account the delays inherent in the Internet backbone or the demand for use at any given time; and may have internal deficiencies. Therefore, the results of these tests should not be considered as accurate performance measures or guarantees. If you want to measure the speed of your Internet taking into account the response time of the backbone, you can use any external speed test, for which we include an external test that can be accessed from www.speedtest.net.

The speeds and any other announced performance characteristics are subject to numerous factors, including the quality of the copper connections for telephone lines, the distance of the central office, the variations in the use of the network and the intervention of third parties; therefore, they are provided from the best possible effort and cannot be guaranteed. Among the factors that can impact the real speed that a user experiences are (i) the capacity of the client's computers or the devices of their local network (LAN), such as their wireless router; (ii) latency (the delay in transmission or receipt, largely impacted by the distance between the transmission points); (iii) the performance of the content and application providers to which the client is accessing, such as search engines and video transmission portals; and (iv) transmission performance characteristics in sections of the Internet that are not under the control of WorldNet.

COMMERCIAL TERMS

As noted above, WorldNet offers multiple service options, whose prices, terms and conditions can be found at www.worldnetpr.com. For specific details of the services accepted by the client, please refer to the Customer Services Agreement (or, when applicable, your rate), which is provided to the client when accepting the service.

Internet packages are offered as part of a service contract between you and WorldNet. The duration of these service contracts varies. In the event that the customer terminates the service contract before its specific termination date, the customer may be liable for the payment of an early termination fee. The Customer Service Agreement (or, when applicable, your rate) will include the early termination charge or penalty applicable for specific types of service and contract durations.

Your privacy is very important for us. The private information you provide to WorldNet is governed by the Company's Privacy Policy, published on the WorldNet portal at www.worldnetpr.com/en/terms-and-privacy and is subject to change from time to time. The personal information you provide to WorldNet is used primarily to provide you with a

personalized experience as you use our services, and it is not generally shared with third parties. WorldNet reserves the right, as required or permitted by law, to provide third parties with account and user information, including email, and to cooperate with law enforcement authorities in the investigation of any criminal or civil matter. This cooperation may include, but is not limited to, monitoring the WorldNet network according to applicable law.

You can direct your complaints, concerns and questions about WorldNet’s network management practices to our Customer Service Department by calling (787) 277-0210. In addition, the Federal Communications Commission (FCC) has established a process to handle formal and informal complaints. For more information, visit <https://www.fcc.gov/guides/getting-broadband>.

Internet access services without broadband (Non-Broadband Internet Access Services (“Non-BIAS Services”)) WorldNet reserves the right, under the FCC Requirements, to offer Internet access services without broadband (non-BIAS Services) through its network. In general, these (non-BIAS Services) are services that share the capacity of the WorldNet network with applicable services that are not used to access large segments of the Internet. They are not a generic platform, but a specific service at the application level. These services can include elements such as cloud computing services, data hosting, information technology (IT), telemedicine, and other services without broadband that WorldNet can develop. For such non-broadband services, WorldNet may, in accordance with and subject to the FCC Requirements, use network management to isolate the ability to use these services from the ability to use Applicable Services in a manner that ensures priority and quality of these specialized services. These measures may have the effect of occasionally impacting the speed, quality or availability of broadband in the network for the Applicable Services.