

# TKS Cable Phone V + Italy Specifications

## 1. TKS Standard Services

Within the framework of its technical possibilities TKS Telepost Kabel-Service Kaiserslautern GmbH & Co. KG (called TKS in the following) leases to its customers a telephone access in a network area which has been allocated to TKS by the Federal Network Agency (Bundesnetzagentur). Call numbers may be geographic or non-geographic (access code 032) call numbers.

The transfer of existing external call numbers to the TKS network as well as the transfer of TKS call numbers to another provider is not possible.

Establishing call connections via other telephone providers is neither possible temporarily (Call by Call) nor via permanent preselection.

### 1.1 Installation of the Cable Phone Access

The operational provision of an access to the telephone network is performed via a TV outlet within the customer's premises. The outlet must be part of the TKS multimedia cable network. The customer-owned MTA (Multimedia Terminal Adapter) must be connected to this outlet. The MTA provides the actual access for analog standard telephones.

If necessary for operational reasons, different installation techniques may be used. This includes e.g. provision of an access to the telephone network via a standard TAE without the customer needing an MTA.

### 1.2 Service Features

#### 1.2.1 Call Number Transmission

As standard service the call number of the caller is transmitted to the called party. Customer may suppress call number transmission either permanently or for individual calls only.

For calls to emergency numbers like police and fire fighters call number transmission cannot be suppressed.

#### 1.2.2 Calling Line Identification Presentation (CLIP)

The number of the calling party is displayed on the called party's telephone display if the caller hasn't suppressed display of the call number. Display of calling party's number is only possible with compatible (CLIP-capable) terminal equipment.

#### 1.2.3 Call Waiting

During an existing voice call additional calls are signaled by a tone. The calling party's number may be displayed. The waiting call can be accepted additionally – alternating between lines is possible. Customers can request

permanent deactivation of the call waiting feature.

#### 1.2.4 Three-Party Conference

In addition to an existing connection a further connection may be established and the three calls can be switched to have a three-party conference.

#### 1.2.5 Speed Dialing

It is possible to enter up to 8 speed dialing destinations which can be activated by pushing a key.

#### 1.2.6 Call Forwarding

TKS forwards incoming calls to the Cable phone access to the destination access specified by the customer. Depending on the customer's specifications, incoming calls are either

- forwarded immediately

- at the TKS network node or they are

- forwarded if the customer's cable phone access is utilized for another connection (busy), or they are

- forwarded if the call to the customer's cable phone access isn't accepted within 20 seconds (non-acceptance of call).

Within Germany customers can activate and deactivate call forwarding from the cable phone access, from other phone accesses, ISDN accesses and mobile phone accesses. Customers also have to determine the destination access as well as conditions under which calls shall be forwarded.

#### 1.2.7 Wake-up Call

After the wake-up time has been entered, there will be a wake-up call to this connection.

### 1.3 Connections

TKS provides self-dialled connections to national and international destinations. Available destinations and applicable connection rates are listed in the price list TKS Cable Phone V resp. TKS Cable Phone Italy.

## 2. Additional TKS Services

### 2.1 Inclusive minutes for Telephone Calls

On the basis of a special agreement, for TKS Cable Phone V and TKS Cable Phone Italy accesses, TKS provides a certain number of inclusive minutes to contractually agreed destinations which are free of charge.

### 2.2 Within the framework of the existing technical and operational possibilities TKS may provide additional services upon request. Such services are subject to separate charges.

Services and prices are subject to the currently valid service specifications and price list.

### **3. Service**

Within the framework of existing technical and operational possibilities TKS performs fault-clearing of its technical equipment immediately. The following services are offered:

#### **3.1 Acceptance of fault reports**

TKS accepts fault reports every day under its service call number and during the following times:

- Mo–Fri: 08.00 am - 9.00 pm
- Sat–Sun: 10.00 am – 9.00 pm

#### **3.2 Service Availability**

Fault clearing service is available on working days (Monday through Friday) from 8.00 am till 6.00 pm and on Saturdays from 10.00 am till 6.00 pm, provided these days are not legal holidays.

#### **3.3 Setting up a fault-clearing appointment**

If necessary, TKS sets up a fault-clearing appointment at which the service technician comes to the customer's premises (on working days between 8.00 am and 1.00 pm or between 1.00 pm and 6.00 pm).

No appointments are made for Saturdays and Sundays.

If the service cannot be provided within the agreed period of time for reasons within the customer's responsibility, a new date is set. In the event that the service technician has to make an additional trip, additional travel costs may be charged. The fault-clearing period according to item 3.4 doesn't apply.

#### **3.4 Fault-clearing periods**

In the event of fault reports received during working days (Monday 8.00 am till Friday 10.00 pm), TKS will perform fault clearing within 24 hours (fault-clearing period) of the fault being reported by customer. For fault-reports received on Fridays after 10 pm, Saturdays, Sundays or legal holidays, the fault-clearing period starts on the following working day at 8.00 am.

If the end of the fault-clearing period coincides with a legal holiday, the fault-clearing period is suspended and continued on the following working day.

The fault-clearing period is kept if the problem has been solved to the extent that the access may be utilized again, even if there are temporary quality impairments.