

TKS Double- / Triple Play Specifications

Within the framework of its technical possibilities TKS Telepost Kabel-Service Kaiserslautern GmbH & Co. KG (called TKS in the following) leases to its customers cable connections to the multimedia broadband network.

1 Standard Services

By providing cable connection via a TV outlet on the customer's premises (which is connected to the TKS multimedia cable network) TKS makes it possible for customers to access the TKS cable TV network, the TKS Movie Channel as well as the Internet. The product is marketed under the name TKS Double Play, if it also includes a TKS Cable Phone access it is marketed under the name TKS Triple Play.

1.1 Double Play

The product TKS Double Play includes

- a) Access to the TKS cable TV service with a program offer which may vary at different locations. The programs which are available at individual locations are listed separately.
- b) Utilization of the TKS Movie Channel with a movie offer changing every month. The current movies on offer are listed separately, respectively on the TKS Website.
- c) Fast Internet access.

The rate-dependent transmission speeds for Downstream (6016 resp. 2048 kBit/Sek) and Upstream (576 resp. 192 kBit/Sek) represent the upper limit and cannot be guaranteed. The actually reached transmission speed depends on user density and usage intensity at the given point of time.

The transmission speed only refers to the direct Internet access; bottlenecks within the Internet itself, which may lead to reduced transmission speeds, cannot be influenced.

Allocation of a permanent IP address is not part of the service scope. User IP addresses are allocated dynamically.

- The cable modem access is designed for the operation of one host per cable modem. If several hosts are operated alternatively with the same cable modem, a reset of the cable modem must be performed after each change.
- To utilize the fast Internet access, customer connects a cable modem to the designated connection unit.

- Provision of a suitable cable modem lies within customer's responsibility. As far as the transmission standards are concerned, the cable modem must be DOCSIS certified.

TKS offers its customers type-approved MTAs (Multi Terminal Adapters) for purchase. For MTAs purchased from TKS, TKS offers support for taking the MTAs into operation as well as subsequent operation of the MTAs. TKS reserves the right to charge additional costs for this support.

- TKS provides a multimedia-capable antenna outlet as connection unit for the MTA.

The rate-specific activation of the MTA's (cable modems) for fast Internet access is performed via the preset and unchangeable 12-digit MAC address (Format: xx:xx:xx:xx:xx:xx). TKS must inform customer in writing about this MAC-address. Activation is only performed if the customer has signed a utilization contract.

- Customer needs to conclude a utilization contract with TKS to be able to use fast Internet access, i.e. to transmit contents and data to and from the Internet (e.g. Double Play or Triple Play). The TKS price list for Double / Triple Play contains the prices for the transmitted data volume.
- Within the framework of the existing technical and operational possibilities, TKS may provide additional services upon request. Such services are subject to separate charges.

1.2 Triple Play

The Triple Play product contains:

- a) all service features of the product Double Play, as described under 1.1
 - b) a telephone access within the TKS network area. Upon conclusion of a utilization contract TKS will allocate one call number (for TKS Cable Phone Eco rate) resp. two call numbers (for TKS Cable Phone Family rate) to the customer. Those numbers are 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.
- 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.

- Service Features of the TKS Cable Phone Access
 - Phone number transmission
As standard service the phone number of the caller is transmitted to the calling party. Customer may suppress call number display either permanently or for individual calls only.
For calls to emergency numbers like police and fire department call number display cannot be suppressed.
 - 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.
 - 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.
 - 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.
 - Speed Dialing
It is possible to enter up to 8 speed dialing destinations which can be activated by pushing a key.
 - 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.

- Wake-up Call
After the wake-up time has been entered, there will be a wake-up call to this connection.
- Connections
TKS provides self-dialled connections to national and international destinations. The TKS price list contains a list of available destinations as well as the applicable connection rates. Within the free rate option „Best Country“, customer has the right to choose 3 destinations which can be called at special rates. The TKS Cable Phone price list also includes rates for „Best Country“ connections.

2 Additional TKS Services

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:

- 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

- 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.
- 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 "Fault-clearing periods" doesn't apply.
- 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.