

TKSSnap! (Standard & Universal connections) ADDITIONAL TERMS & CONDITIONS**1) General Terms & Conditions**

The General Terms and conditions for the TKSSnap! services can be found at: www.tkscable.com/agb.

2) Validity of the contract

The contracted service(s) will be validated by a written confirmation to the customer and shall commence on the date stated in the letter of confirmation. Telephone calls made prior to the confirmation are not subject to terms or rates of the contracted TKSSnap! services, and will be billed according to the customer's pre-existing rate schedule.

3) Minimum contract duration time

A minimum contract term of 12 months applies to the TKSSnap! services (The Call Plus Standard/Universal connection is an exception and pertains no contract duration time. It is the only connection without duration time). The minimum duration requirements are also valid for the following cases:

- Customer move.
- Termination of TKSSnap! services by TKS due to non-payment.

4) Cancellation conditions

- The service contract may be terminated by both parties. The customer must submit a cancellation request to TKS in written form at least 1 month in advance of the date of effect, or at least 1 month prior to the end of the contract term. If the contract is not terminated, the contract term will be extended for a period of 12 months, the same terms of cancellation are applicable to an extension. The right of the contractual parties to terminate the contract with good cause will remain unaffected. For TKS good cause means for example, cases in which customer substantially violates the customer's contractual obligations such as payment of agreed prices at due-date or gross abuse of the service. Additional assertion of damage claims is in accordance with legal regulations.
- In case of a cancellation before the minimum contract duration term, the remaining monthly fees for the residential phone will be charged.
- In cases of early cancellation if the customer wishes to accept the "Abschlagszahlung nach Kündigung" (ANK) as being final, the remaining monthly fees will be determined by the TKSShop/CSC and be added to the amount of the ANK.

BY SIGNING THIS FORM, I ACKNOWLEDGE THE ABOVE LISTED ITEMS HAVE BEEN FULLY EXPLAINED TO ME.

PLACE, DATE

CUSTOMER SIGNATURE

TKS Telepost Kabel-Service Kaiserslautern GmbH&Co.KG Address Altes Forsthaus 2 67661 Kaiserslautern
Phone 01804 857762 (0.20 EUR/call)

Bank details Postbank Köln BLZ 37010050 Account number 162317502 DZ Bank Frankfurt BLZ 50060400 Account number 1057533

Sales tax number DE 151 111 630 Legal entry Amtsgericht Kaiserslautern Legal form Kommanditgesellschaft Registered place of business Kaiserslautern HRA 2278

Company with personal liability TKS Beteiligungs-GmbH Registered place of business Kaiserslautern HRB 2682

Managing Director Karl-Heinz Stahl