

TKS easyConnect Basic

Available Service & Location	Maximum Download Speed	Monthly Fee Without easyTV	Monthly Fee With easyTV (Basic = €27.95)	
			Regular Price	Special *
DSL Connections	50 Mbps	€ 49.95 (41.98)	€ 77.90 (69.93)	€ 77.90 (69.93)
	100 Mbps	€ 64.95 (54.58)	€ 92.90 (82.53)	

Basic Service Includes:	Calling flat rate for landlines & mobile to all German networks, U.S. (does not include territories), Canada, & UK (does not include British Virgin Island & Ireland), Internet flat rate , and the myTKS App , all according to the fair use policy. For details refer to TKS easyConnect price list and specifications.
Basic Flat Countries	Germany, United Kingdom of Great Britain and Northern Ireland, Canada, United States of America

Requirements	Deposit	A € 50 deposit is required at sign-up and is credited on the final bill.
	Activation Fee	There is a onetime activation fee of €59.95 (50.38) on the first bill.
	Hardware	Required hardware is not subject of the contract and needs to be leased by the customer (monthly leasing fee is € 5.95), this does not apply to on-base service (on-base buildings have pre-installed hardware).
Additional Options	TDYRelaxed	€ 24.00

TKS easyTV

Service Package →	easyTV Basic (IP)	easyTV Family (IP)	easyTV Gold (IP)	easyTV Platinum (IP)
Monthly Fee	€ 27.95	€ 52.95	€ 64.95	€ 84.95
Module	Basic	included	included	included
	Discovery	not available	included	included
	Starz	not available	included	not available
	US Sports	not available	not available	included
	Gold	not available	not available	included

NFL RedZone	not available	not available	Additional Option Season Ticket: 1x €59.95	Additional Option Season Ticket: 1x €59.95
Family Option	The Family Option provides the capability to stream parallel on 3 mobile hardware devices additionally to the Set-top box.			
	Additional Option € 12.95 (monthly)	Additional Option € 24.95 (monthly)	Additional Option € 29.95 (monthly)	Additional Option € 39.95 (monthly)

Included Charge Free Services In All Service Packages

easyTV Mobile	This additional option provides the capability to receive easyTV over a mobile hardware device. Registration and login is necessary to access the service. The simultaneous use of services on more than one mobile hardware device is only possible with the Family Option.
Flex Option	The Flex option provides the capability of : Cloud DVR [Network Personal Video Recorder (NPVR)], Replay On Demand, Start Over, and Timeshift.

Requirements	Deposit	A deposit for the amount of one monthly fee is required at sign-up and is applied to the final bill.
	Hardware	Required hardware (e.g. set-top box) is not subject of the contract and needs to be leased by the customer (monthly leasing fee is € 2.95 for the set-top box). Note: With off-base service there is only one box available
Optional	Hardware	Wi-Fi Adapter: monthly leasing fee is € 1.95 for each adapter / Wi-Fi Repeater: monthly leasing fee is € 1.95

TKS easyConnect Global

Available Service & Location	Maximum Download Speed	Monthly Fee Without easyTV	Monthly Fee With easyTV (Basic = €27.95)	
			Regular Price	Special *
DSL Connections	50 Mbps	€ 59.90 (50.34)	€ 87.85 (78.29)	€ 87.85 (78.29)
	100 Mbps	€ 74.90 (62.94)	€ 102.85 (90.89)	

Global Service Includes:	Calling flat rate to all German networks, flat rate for calls made to certain countries (landlines & for some countries mobile), the myTKS App, and Internet flat rate; all according to the fair use policy. For details refer to TKS easyConnect price list and specifications.
Global Flat Countries	Afghanistan, Albania (landline only), Algeria (landline only), Andorra, Angola, Argentina, Australia (w/o EX Territories), Austria, Bahamas, Bahrain, Bangladesh, Belgium, Bermuda's, Bhutan, Bolivia, Bosnia & Herzegovina (landline only), Botswana (landline only), Brazil, Brunei Darussalam, Bulgaria, Burkina Faso (landline only), Cambodia, Canada, Chile (w/o Easter Islands), China, Colombia, Costa Rica, Croatia (landline only), Cyprus, Czech Republic, Denmark, Dominican Republic, Ecuador (landline only), Egypt, Estonia (landline only), Faroe Islands, Fiji, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe (incl. St. Martin, St. Barthelemy), Guam, Guatemala, Honduras (landline only), Hong Kong, Hungary, Iceland, India, Indonesia, Iran, Ireland, Israel (landline only), Italy, Jamaica (landline only), Japan, Jordan (landline only), Kazakhstan, Kenya, Korea Dem People's Republic, Korea Republic of, Kosovo, Kuwait, Laos, Latvia, Lebanon, Liechtenstein (landline only), Lithuania (landline only), Luxembourg, Macao, Macedonia (landline only), Malaysia, Malta, Martinique, Mauritius, Mayotte, Mexico, Monaco (landline only), Mongolia, Montenegro (landline only), Morocco (landline only), Myanmar (landline only), Namibia, Nepal, Netherlands, Netherlands Antilles (<i>Bonaire, St Eustatius, Saba</i>), New Caledonia, New Zealand, Nigeria, Northern Mariana Islands, Norway, Oman (landline only), Pakistan, Palestine (landline only), Panama, Paraguay, Philippines, Poland, Portugal, Puerto Rico, Qatar (landline only), Reunion, Romania, Russian Federation, Samoa American, San Marino, Saudi Arabia, Serbia (landline only), Singapore, Slovakia, Slovenia (landline only), South Africa, Spain, Sri Lanka, Sudan (landline only), Swaziland, Sweden, Switzerland, Syrian, Taiwan, Thailand, Togo, Trinidad & Tobago (landline only), Turkey (landline only), Turkmenistan, Ukraine, United Arab Emirates, United Kingdom of Great Britain & Northern Ireland, United States of America, Uruguay, Uzbekistan, Venezuela, Vietnam, Virgin Islands (U.S.), Yemen, Zimbabwe (landline only).

Requirements	Deposit	A € 50 deposit is required at sign-up and is credited on the final bill.
	Activation Fee	There is a onetime activation fee of €59.95 (50.38) on the first bill.
	Hardware	Required hardware is not subject of the contract and needs to be leased by the customer (monthly leasing fee is € 5.95), this does not apply to on-base service; on-base buildings have pre-installed hardware.
Additional Options	TDYRelaxed	€ 24.00

TKS easyTV

Service Package ➔	easyTV Basic (IP)	easyTV Family (IP)	easyTV Gold (IP)	easyTV Platinum (IP)
Monthly Fee	€ 27.95	€ 52.95	€ 64.95	€ 84.95
Module	Basic	included	included	included
	Discovery	not available	included	included
	Starz	not available	included	not available
	US Sports	not available	not available	included
	Gold	not available	not available	included

NFL RedZone	not available	not available	Additional Option Season Ticket: 1x €59.95	Additional Option Season Ticket: 1x €59.95
Family Option	The Family Option provides the capability to stream parallel on 3 mobile hardware devices additionally to the Set-top box.			
	Additional Option € 12.95 (monthly)	Additional Option € 24.95 (monthly)	Additional Option € 29.95 (monthly)	Additional Option € 39.95 (monthly)

Included Charge Free Services In All Service Packages

easyTV Mobile	This additional option provides the capability to receive easyTV over a mobile hardware device. Registration and login is necessary to access the service. The simultaneous use of services on more than one mobile hardware device is only possible with the Family Option.
Flex Option	The Flex option provides the capability of : Cloud DVR [Network Personal Video Recorder (NPVR)], Replay On Demand, Start Over, and Timeshift.

Requirements	Deposit	A deposit for the amount of one monthly fee is required at sign-up and is applied to the final bill.
	Hardware	Required hardware (e.g. set-top box) is not subject of the contract and needs to be leased by the customer (monthly leasing fee is € 2.95 for the set-top box). Note: With off-base service there is only one box available
Optional	Hardware	Wi-Fi Adapter: monthly leasing fee is € 1.95 for each adapter / Wi-Fi Repeater: monthly leasing fee is € 1.95

Bundle Rebates

TKS easyTV Packages	Basic	Family	Gold	Platinum
TKS easyConnect or easyMobile	€ 0.00	€ 5.00	€ 10.00	€ 10.00
TKS easyConnect and easyMobile	€ 0.00	€ 10.00	€ 20.00	€ 20.00

In order to receive the bundle rebate at least one more TKS service has to be used. The Amount of the bundle rebate depends on the selected easyTV service package and the additionally used service. The above listed rebates are per month and apply on customers' monthly invoice. Rebate applies per month and gets automatically adjusted if one of the bundled services ends.

TKS easyConnect Remarks

Fair Use Conditions:	The fair use policy permits a maximum total talk time of 20,000 min per month. The 20,000 min per month is a total talk time of calls to landlines and mobile connections (Basic or Global Flat) and also includes the outgoing calls with the usage of the myTKS App over a mobile device. Price for exceeding included fair use budget will be charged at standard rate & the Global tariff may be changed to the Basic tariff (for further information refer to easyConnect price list & specifications). After 4 hours of continuous use the connection will automatically be disconnected.		
Charge Fee Services, Budgets, & Flat Rates:	Charge free services, included budgets, and flat rates do not include premium rate services, personal numbers, value-added service, service numbers, shared cost numbers, premium billing numbers, maritime services, and satellite connections.		
Maximum Download Speed:	This represents the highest possible technically realizable bandwidth and cannot be guaranteed. The actual available speed may be lower, depending on the physical conditions of the access line. A lower speed does not affect the basic monthly fee. Note: The 200 Mbps is only available for on-base connections when combined with a easyTV connection.		
Off-Base Service - Downgrades	Change to a lower bandwidth is not possible in the form of a downgrade. Change to a lower bandwidth can only be processed with cancelling the present service (normal cancellation process applies) and reapplying for service (activation fee and interruption in service applies).		
myTKS App	General Info	The easyConnect landline number can be used for incoming and outgoing calls over a mobile device by using the myTKS App provided that the customer has an activated TKS easyConnect contract. If the contract is cancelled or terminated the use of the myTKS App will be discontinued. The myTKS App is offered for Android (Version 5.1 or higher) and Apple iPhones (Version 10.3 or higher) devices and can be downloaded free of charge in the respective App stores.	
	App Usage	The myTKS App can be used over Wi-Fi or mobile data. TKS is not liable for data volume used over the mobile device by using the myTKS App without a Wi-Fi connection or for all mobile connections made without using the myTKS App. This also applies for roaming.	
	Login / Pairing	The service can be used via App on one mobile device per contract with the login data provided over the registration of a myTKS account. The registration for myTKS is conducted over the TKS web portal: tkscable.com . The username and password from the myTKS account is the login data for the myTKS App. The user will be prompted to select one of their App relevant contracts for pairing after login. An automatic pairing verification will take place after the contract selection has been made. The use of more than one mobile device per contract is not possible. Pairing of a new / different device to a contract is possible.	
	Roaming	The myTKS App roaming usage is permitted. Data volume deductions may apply when the myTKS App is not used over Wi-Fi. Roaming charge for data usage may be charged if no option is booked. If a data option is booked for roaming the included option data will also be used for the myTKS App when not connected over Wi-Fi.	
	Emergency Calls:	Emergency calls can only be placed via an existing GSM connection. If the customer doesn't have any signal the call will not be possible. Emergency calls via Wi-Fi calling are not possible.	
Billing:	The monthly charges start on the activation date and are prorated based on the remaining monthly time frame. If the price is to be calculated for parts of a calendar month, the exact number of days for which the service is used will be calculated.		
TDYRelaxed	The TDYRelaxed option provides the possibility to temporarily block the connection for a minimum of 1 month & a maximum time frame of 3 months, however a maximum of 90 days within a calendar year. To prevent abuse through third party usage the connection will be blocked for outgoing calls during this time frame. It is further possible to make emergency calls & calls to the TKS customer service center.		
U.S. Forces VAT Forms:	U.S. Forces VAT form can be accepted for all TKS easyConnect plans. The VAT form must be provided to TKS before the end of the month for the following month.		
Cancellation:	easyConnect	DSL Connection	Cancellations are only valid to the end of the following month.
		Cable Connection	The service contract may be terminated daily.

TKS easyTV Remarks

Service Packages & Module:	A mixture of defined service packages with additional modules is not possible. Content of the offered service packages can not be changed by adding additional modules.
Reception:	For the reception of easyTV IP & TKS easyTV Mobile a constant Internet connection is required, that provides next to other technical requirements also an adequate bandwidth. If the bandwidth is too small or if it has to be shared with other applications the easyTV IP streaming might be interrupted. Note: According to which internet connection is being used additional costs for streaming may occur. It is the responsibility of the customer to inform themselves about the internet connection costs with the individual provider. The customer is held fully liable for any connection costs that occur.
TKS easyTV Mobile:	TKS is not liable for costs incurred by the use of the easyTV App via an internet connection or for a limitation of the bandwidth from a mobile data connection, resulting from the use of the easyTV App.
NFL RedZone Season Ticket:	NFL RedZone Season Ticket - Onetime fee for complete NFL season (September 2018 – February 2019). Price does not change, no matter when Ticket gets booked.
Family Option:	The Family Option in combination with easyTV IP (only available for off-base services) permits the usage of Amazon Fire TV devices (devices are not subject of the contract.)
Cancellation:	Termination may be requested at any time, effective to the end of the month.