

BOSS Entertainment - Italy Service Specifications

Within the framework of existing technical and operational possibilities and in connection with a TKS cable access, TKS Telepost Kabel-Service Kaiserslautern GmbH, Altes Forsthaus 2, 67661 Kaiserslautern (called TKS in the following) provides customer with the "BOSS Entertainment" service:

- a standard access cable connection with the highest possible technically realizable bandwidth of max. 200 Mbps under the existing technical and operational capabilities
- the ISP service TKSSurf!, including a data flat rate for unlimited data transfer in accordance with the "Fair Use Policy"

1. Standard services

1.1 easyTV App & PC-Client

The "easyTV App" as well as the PC Client offer access to the TKS easyTV service via a mobile device resp. via PC. With easyTV Mobile the customer has the possibility to receive the TKS programs on devices such as smartphone or tablet PC, either through an Internet access included in the booked BOSS Entertainment service or through any other Internet access, providing the required bandwidth.

The following operating systems are permitted:

- Android (Version 4.3 or higher)
Apple iOS (Version 8.2 or higher)
- Windows 7 or higher
Mac OS 10.8 or higher
Linux is not support currently

Devices applicable for the easyTV Mobile, must be registered by TKS. Up to a maximum of five devices can be registered at the same time. Registration is done automatically by the first log-in with the respective device. The list of registered devices can be reset within certain time intervals.

The use of the service on a device precludes the simultaneous use on another device. TKS can exchange the authorized devices at any time resp. the number of authorized devices increase or decrease.

Further information about the registration of devices and the use of this service can be found on the TKS website www.tkscable.com.

1.2 Internet Access

With BOSS Entertainment the TKS provides access to the worldwide internet by means of an assigned dynamic IP address and a flat rate for data transfer within regards to the Fair Use Policy. TKS reserves their right to charge an additional fee for usage and if necessary block the internet access or even terminate, in cases of repetitively disregarding of the Fair Use Policy (refer to www.tkscable.com/terms).

1.2.1 Rate of transmission

With the BOSS Entertainment cable connection the rate-dependent transmission rate for downstream is 200 Mbps and upstream 10 Mbps, which represents the upper limit and cannot be guaranteed. The actually reached transmission rate depends on user density and usage intensity at the given point of time.

2. Availability

Contract sign-ups are only possible for Single Soldiers, living on-Base in Single Soldier Quarters. The average availability of TKS easyConnect connection is 97.0 %. After a 24-hour continuous utilization period the internet connection is disrupted for technical reasons. The reconnection can take place immediately for another 24-hours continuous utilization.

3. BOSS Entertainment Contents

3.1 TKS reserves the right to change the content of services due to licensing reasons; example for such is loss of rights or the acquisition of new rights or for technical reasons. In such a case TKS will inform the customer in a timely manner. The same applies if a change in technical realization should have an influence on the necessary system requirements of the customer.

3.2 Registration and Log-in

The use of services requires the conclusion of a utilization agreement under consideration of the present conditions prior through the customer. Only adults are authorized to use the service

3.3 TKS reserves the right to reject the offer of the customer to conclude the user agreement in individual cases. In addition, TKS may restrict access, if the security of network operations, maintenance of network integrity, in particular the avoidance of serious disturbances of the network, the software or stored data, the interchangeability of the services or the required data protection is at risk.

3.4 The customer is required to enter (log-in data) before each use of service. Log-in data are the TKS customer number (username) and the TKS Password (password). Optionally, the customer has the possibility to perceive the provided function remain logged on with this device/Log-in automatically. The TKS customer number and TKS Password is - by choose of this function - stored on the Smartphone resp. the Tablet PC or PC and the customer stays automatically logged-on for the easyTV App.

3.5 The customer may not pass the log-in data for the use of the easyTV Mobile to minor age persons. In addition, the customer is allowed to provide their log-in data to people that belong within the customers own household.

3.6 TV

The BOSS Entertainment contains various amounts of programs in standard definition (SD) as well as programs with high definition (HD). Content of the offered service packages cannot be changed by the customer.

3.7 TKS has no influence on contents and broadcasting times of individual programs.

If customer is able to use services free of charge which go beyond the described scope of services, customer cannot make a claim for such services. In case TKS decides to stop provision of such services, customer neither has the right to reduce the monthly fee or to claim reimbursement or damages, nor does customer have the right to cancel the contract for cause.

4. Additional services and options

TKS reserves the right to offer timely limited additional services, which are not listed in the general terms and conditions.

5. Included service and options

5.1 Flex Option

This additional option provides the capability of Cloud DVR [Network Personal Video Recorder (NPVR)], Replay On Demand, Start Over, and Timeshift.

All of the flex Option features are only functional if start- and end- time information of a selected program is available in the Electronic Program Guide (EPG).

Through possible transmission interference TKS cannot guarantee that all started EPG program recordings will be completed successfully.

5.1.1 Cloud DVR [Network Personal Video Recorder (NPVR)]

Cloud DVR (NPVR) is a network based digital video recorder stored at TKS's data center rather than at the consumer's private home. The cloud DVR feature is only available if start- and end- time information of a selected program is available in the Electronic Program Guide (EPG). With cloud DVR it is possible to watch one program and parallel record other programs at the same time provided there is enough recording space available. The cloud DVR feature provides recording space for up to 15 hours and storage time per recorded programs for 3 months. After the storage time is exceeded the recorded programs will automatically be deleted. Longer storage time can be realized by using the DVR function of the easyTV set-top box with connected USB storage device. The first priority of the easyTV set-top box is a USB device; therefore, if a USB device is connected the recording will not be made on the cloud DVR. Programs stored on the cloud DVR cannot be transferred to a USB device.

Cloud DVR (NPVR) function is provided to facilitate flexible TV viewing experience but not for enduring storage of programming. Recorded programs are not property of the customer and TKS cannot be held liable for any lost recordings.

Due to license restriction the function of rewind and fast forward is not possible with the cloud DVR.

5.1.2 Replay On Demand

The replay on demand feature is an on demand service that provides the capability to watch easyTV programs up to 7 days in the past. The replay on demand feature is only available if start- and end- time information of a selected program is available in the Electronic Program Guide (EPG).

5.1.3 Start Over

The start over feature provides the capability to jump to the beginning of a program that is already running and starts watching it from there. The start over feature is only available if start- and end- time information of a selected program is available in the Electronic Program Guide (EPG).

5.1.4 Timeshift

The timeshift feature allows the users to pause the actual channel they are currently watching and resume the playing later from the point where it was paused. The pause time is limited to the available system storage capacity. The timeshift feature is only available if start- and end- time information of a selected program is available in the Electronic Program Guide (EPG).

6. Service

Within the framework of existing technical and operational possibilities TKS performs immediate fault clearing of its technical equipment by providing the following services for BOSS Entertainment access:

6.1 On Location Service

6.1.1 Fault Report Acceptance

TKS accepts fault reports at the following times via its service telephone number:

Monday –Sunday 00:00 am – 24:00 pm

6.1.2 Service Availability

Service is available on workdays (Monday through Friday) from 8:00 am till 06:00 pm and on Saturday from 10:00 am till 06:00 pm, provided these days are not legal holidays.

6.1.3 Making an Appointment

If necessary, TKS makes an appointment with customer for a given time slot, the Service Technician has to come to customer's premises (workdays from 8:00 am until 01:00 pm and or from 01:00 pm until 06:00 pm, and on Saturdays from 10:00 am until 04:00 pm).

If – for reasons that the customer can be held responsible for – the service cannot be provided during the period agreed upon with customer, a new appointment will be made and, where applicable, an additional call-out fee may be charged. The fault clearing period according to point 4.1.4 does not apply.

6.1.4 Fault Clearing Period

Technical problems, that are reported on weekdays (Monday 08:00 am through Thursday 09:00 pm) will be solved by TKS within 24 hours (fault clearing period) after customer reported the problem. For technical problems which are reported on Fridays after 10:00 am, Saturdays, Sundays or legal holidays, the fault clearing period will start on the following workday at 0.00 o' clock. If the end of the fault clearing period falls on a legal holiday, the fault clearing period is interrupted and will continue on the following workday. The deadline is considered kept, if the problem has been repaired to the extent, that the access is operational again (even if there are quality impairments for the time being).