

## USAbroadTV Specifications

TKS Telepost Kabel-Service GmbH (hereinafter referred to as "TKS") shall provide the customer under the existing technical and operational possibilities:

- USAbroadTV on a connection from an Internet provider that meets the technical requirements for the provision of this service.

There is no entitlement of claim if the customer profit's from the usage of free services not subject of the service specifications. With a possible adjustment of performance neither entitlement of reduction, reimbursement, or compensation nor the right to terminate with significant cause exists for the customer.

### 1. TKS Standard Service

USAbroadTV containing various TV channels. Both channels with standard definition (SD) as well as channels with high definition (HD) may be received. Number and definition of available channels may vary.

USAbroadTV contains free of charge the Flex Option feature (cloud DVR [Network Personal Video Recorder (NPVR)], replay on demand, start over, and timeshift), and the service called easyTV Mobile to access the contain.

#### 1.1. TKS easyTV App & PC-Client

The easyTV Mobile service consists of the easyTV App and PC-Client, which are all included components of this contract.

The "easyTV App" as well as the PC Client offers access to the resp. USAbroadTV service via PC, mobile and streaming devices.

1.1.1. To use the easyTV App the following devices are permitted:

- Amazon Fire TV device
- Apple TV device
- PC
- Smartphones and Tablet PC.
- Google Chromecast device  
(The usage over Google Chromecast is permitted. Chromecast mirrors the easyTV App from your Android or IOS Smartphone to a TV with a HDMI-in port)

1.1.2. The following operating systems with a current version are permitted:

- Android
- iOS
- Windows
- Mac OS
- Linux is not support currently

Devices applicable for the easyTV Mobile service, 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 website.

1.1.3. 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.

#### 1.1.4. 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.

1.1.5. 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.

1.1.6. The customer is required to enter login 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.

1.1.7. 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.

### 1.2. Program Offer

1.2.1. USAbroadTV containing various TV channels. The number and type of channels offered USAbroadTV is predefined by ExpatTV who is providing the channel lineup to TKS and cannot be changed by the customer.

1.2.2. TKS has no influence on contents and broadcasting times of the channels.

### 1.3. Included service and options

#### 1.3.1. 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 can't guarantee that all started EPG program recordings will be completed successfully.

#### 1.3.1.1. 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. With Cloud DVR it is possible to watch one program and 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.

#### 1.3.1.2. Replay On Demand

The replay on demand feature is an on-demand service that provides the capability to watch TV programs up to 7 days in the past.

#### 1.3.1.3. Start Over

The start over feature provides the capability to jump to the beginning of a program that is already running and start watching it from there.

#### 1.3.1.4. Time-Shift

The time-shift 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.

### 1.4. Additional services and options

#### 1.4.1. Family Option

The Family Option provides two additional streams, that may be used simultaneously with any permitted streaming devices. These two streams are additionally to the standard stream or streams included in the contract.

**2. Additional TKS Services** Additional TKS services are provided according to the USABroadTV price list. Within the framework of existing technical and operational possibilities additional services may be provided by TKS as agreed. Such additional services will be subject to extra costs to the customer as stated in the "USABroadTV Price List" valid at the time when the service is ordered.

### 3. 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 USABroad access:

#### 3.1. 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.