TKS easyConnect Bundle

Specifications

With the service TKS easyConnect Bundle the TKS Telepost Kabel-Service GmbH (hereinafter referred to as TKS) shall provide the customer:

1. TKS easyConnect Bundle Contents

- An internet access (off-base DSL or cable connection and on-base cable connection) with the highest possible technically realizable bandwidth of max. 100 Mbps for DSL or 200Mbps for cable connections under the existing technical and operational capabilities, If the actual available transmission rate will be lower than 25 Mbps the TKS easyConnect Bundle service will not be activated and the request will be terminated.

- the ISP service TKSSurf!, including a data flat rate for unlimited data transfer in accordance with the "Fair Use Policy",

- a TKS easyConnect Global phone line, including a calling flat rate to all German networks, a flat rate to over 130 countries worldwide via landline and the easyConnect Global landline number can be used for incoming and outgoing calls over a mobile device by using the myTKS App. The easyConnect Global connections are all according to the fair use policy. For details refer to TKS easyConnect Bundle price list.

- the possibility of using a voice mailbox (Sprachbox) free of charge.

- TKS easyTV Basic service usable via the easyTV App, PC-Client, Amazon Fire TV & an optional TKS set-top box (STB)

There is no entitlement of claim if the customer can profit from the usage of free services not described in the specifications description. 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.

2. Standard services

2.1 TKS Telephone Service

TKS provides the customer a telephone connection on basis of a DSL access. With connecting an IAD (Integrated Access Device) with appropriate configurations the usage of one analog telephone is possible. Depending on the technical conditions TKS has also off-base the possibility to provide the customer with telephone service on basis of a basic cable access. In these cases a MTA (Multimedia Terminal Adapter) is required and also an IAD (Integrated Access Device) for telephone usage. The MTA is provided by installation of the access and remains property of TKS. TKS has also on-base the possibility to provide the customer with telephone service on basis of a basic cable access. In these cases there is no IAD required. There is a Homespot modem pre-installed in all on-base locations therefore a MTA is not required. The Homespot Modem is property of TKS.

With the connection activation TKS assigns a telephone number to the customer in a network area as-signed by the Federal Network Agency (Bundesnetzagentur). This number is a geographically telephone number.

The transfer of existing external telephone numbers (import from telephone number) to the TKS network, as well as the transfer of TKS telephone numbers to another provider (export from telephone number) is possible. Establishing call connections via other telephone providers is neither possible temporarily (Call by Call) nor via permanent preselection.

The operable availability of the internet and telephone access takes place on the monopole telecommunication connection device (first telephone outlet) "Tele-kommunikations-Anschluss-Einheit" (TAE) in the case that the connection is based on a DSL access, resp. a multimedia outlet (an alternative to the multimedia outlet is a cable outlet with the appropriate adapter) in the case that the connection is based on a basic cable access in the customer's accommodation.

2.2 Telephone service connection from the TKS

TKS provides self-dialled connections to national and international destinations. The TKS easyConnect price list contains a list of available destinations as well as the applicable connection 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.

Prices for connections to other countries of destination remain unchanged and can be referred to on the price list TKS easyConnect.

As a result of changes on the telecommunications market the purchasing conditions for connection charges may vary. In these cases TKS reserves their right to adjust the country list according to the new conditions. The adjustment to the country list does not affect existing customers.

2.3 Telephone line included options

TKS easyConnect Global:
includes a calling flat rate to all German networks, a flat rate to over 130 countries worldwide via landline and the easyConnect Global landline number can be used for incoming and outgoing calls over a mobile device by using the myTKS App. For details refer to TKS easyConnect Bundle price list.

2.4 myTKS App

The easyConnect Bundle 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 Bundle contract.

The myTKS App is offered for Android devices and Apple iPhones and can be downloaded free of charge in the respective App stores.

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.

2.4.1 myTKS App Login Data

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.

If the contract is cancelled or terminated the use of the myTKS App will be discontinued.

2.4.2 myTKS App permitted hardware:

To use the myTKS App only Smartphones are permitted.

The prerequisites are:

Smartphones with the following operating systems:

- Android (Version 5.1 or higher)
- Apple iOS (Version 10.3 or higher)

2.4.3 Roaming with the myTKS App

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 can 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.

2.4.4 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.

2.5 TKS easyConnect Fair Use Policy

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 (Global Flat) and also includes the outgoing calls with the usage of the myTKS App over a mobile device. After 4 hours of continuous use the connection will automatically be disconnected.

Exceeding the fair use policy budget:

TKS easyConnect Global

- The first time the customer exceeds the fair use budget they will be informed and warned by TKS.
- If the customer exceeds the fair use budget the second time in the following month they will be informed that starting at the next month they will be charged for all connections exceeding the fair use budget per standard calling rates (refer to TKS easyConnect Bundle price list).

2.6 Standard services features

2.6.1 Call Number Transmission

The call number of the access is transmitted for all outgoing calls unless customer requests permanent suppression of call number transmission. If the service feature call number transmission is activated, customer has the option to suppress transmission of the call number for individual calls. The feature suppression of call number is not possible for emergency calls to police and fire department.

2.6.2 Calling Line Identification Presentation (CLIP)

The call number of incoming phone calls is transmitted and shown on the customer's display unless call number transmission is suppressed. For technical reasons this service feature cannot be offered in all regions.

2.6.3 Voicemail Box

Voicemail Box (virtual answering machine) is provided to the customer free of charge with the activation of TKS easyConnect, the specification of the provided service is described in the „Voicemail-Box" specifications.

2.6.4 Call Waiting

During an existing voice call additional calls are signalled 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.

2.6.5 Inquiry / Alternating between lines

Two connections may be alternately used from one telephone access, without having to intermediately disconnect a connection.

2.6.6 Speed Dialing

It is possible to enter up to 8 speed dialling destinations which can be activated by pushing a key.

2.6.7 Cost Control

In order to protect customers against very high invoices, TKS observes mechanically the originated call charges of every connection. With approaching the standard fixed limit, TKS will inform with every call setup the status. To protect the customer the connection will be blocked for outgoing calls after the second fixed limit has been reached. It is further possible to make emergency calls and calls to the customer service center the TKS. On customer request adjustments can be made to the limit by which the customer is

warned and/or blocked. Within the first 3 months increasing in the limit can only be granted after a pre-payment has been made.

2.7 Internet Access

2.7.1 Internet Access TKSSurf!

With TKS easyConnect 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/agb).

The included flat rate only applies for internet usage and not for telephony (IP- telephony)

2.7.2 Rate of transmission

Depending on the used technical medium the maximum available standard internet speed off-base is up to 100 Mbps (DSL connection) 200 Mbps (cable connections) and on-base is up to 200 Mbps (cable connection).

With a DSL connection the rate of transmission speed with a downstream of 100 Mbps and an upstream of 40 Mbps represents the upper limit and cannot be guaranteed.

The actually attainable speed depends, apart from the technical conditions at the location, also on the network utilization of the internet backbone.

The transmission speed only refers to the direct Internet access. Transmission speed can be affected with simultaneous usage of the telephone service and 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 specifications. User IP addresses are allocated dynamically.

DSL cannot be provided at all locations and must be verified and confirmed for each access individually. The actual transmission speed which can be reached at the customer's access depends on the actual physical conditions of the access line and can vary as the following:

transmission rate of up to 100 Mbps downstream and up to 40 Mbps upstream

transmission rate of up to 50 Mbps downstream and up to 10 Mbps upstream

transmission rate of up to 25 Mbps downstream and up to 5 Mbps upstream

If the actual available transmission rate will be lower than 25 Mbps the TKS easyConnect Bundle service will not be activated and the request will be terminated. This transmission rates represents the upper limit and cannot be guaranteed.

With a cable connection off base the rate of transmission speed with a downstream of 200 Mbps and an upstream of 12 Mbps represents the upper limit and is not available in all areas The actual transmission speed which can be reached at the customer's access

depends on the actual physical conditions of the access line and can vary as the following:

- 50/2 Mbps (down-/upload speed)
- 100/6 Mbps (down-/upload speed)
- 200/12 Mbps (down-/upload speed)

This transmission rates represents the upper limit and cannot be guaranteed.

2.7.3 Internet speed upgrade

For an additional monthly payment a speed upgrade can be requested as followed:

- Cable connection (off-base)
  400/25 Mbps (down-/upload speed)
  500/50 Mbps (down-/upload speed)

The stated maximum down- and upload speeds represent the upper limit and cannot be guaranteed.

2.7.4 Internet speed downgrade

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).

2.7.5 Authentication

The configuration of the IAD takes place automatically, as soon as the activation of the DSL access is complete and the first time the IAD is connected into the monopole telephone outlet (first TAE) that is located at the customer's premises.

The configurations of the necessary data for internet access and telephone service are transmitted automatically over the IAD interface.

A manual configuration is not possible.

With the realization of an off-base TKS easyConnect Bundle access via basic cable connection the configuration of the IAD takes place automatically, as soon as the activation of the cable access is complete and the first time the IAD is connected into the MTA (preinstalled by the technician) that is connected to the multimedia outlet (an alternative to the multimedia outlet is a cable outlet with the appropriate adapter). The configurations of the necessary data for internet access and telephone service are transmitted automatically over the IAD interface. A manual configuration is not possible.

With the realization of an on-base TKS easyConnect Bundle access via basic cable connection the configuration setting will be done automatically as soon as the device in connected to the preinstalled Homespot modem that is connected to the multimedia outlet (an alternative to the multimedia outlet is a cable outlet with the appropriate adapter). There is no manual configuration needed by the customer and there is no manual configuration possible.

TKS offers support for the setup and later for any problems with the service when the IAD or the MTA is purchased from TKS. TKS reserves their right to charge for support when the problems were caused by inap-

propriate use and/or incorrect setup of the internet access caused by the customer.

3. Installation of the access

3.1 TKS easyConnect Bundle via DSL connection

With the activation process of the DSL connection an outlet (Monopole-TAE) will be installed in the vicinity of the primary terminal equipment. This connection unit terminates the telephone network and makes it possible to connect terminal equipment.

In case several broadband internet accesses are provided within an in-house-network, there may be interferences and other problems when used simultaneously.

The installation of the access – especially the line routing within the provider's network – is performed in accordance with the current regulations for standard installation which are valid at the time of the installation.

If during the installation or in the course of the contract it is required that the internet terminating line is installed in another location then the customers move request will be charged at customer own expense.

A further component of the installation is the providence of a configuration server by TKS, which takes over the automatic configuration of the MTA / IAD by the first connection of the device.

3.2 TKS easyConnect via basic cable connection

TKS / Vodafone Kabel Deutschland GmbH provides a multimedia-capable outlet as connection unit for the MTA.

With the activation of a TKS easyConnect access a capable MTA must be connected at the customer's premises. There are appropriate devices preinstalled in the customer's home or are provided by the technician with the installation of the access.

Activation of the MTA's for fast Internet access is performed via the preset and unchangeable 12-digit MAC address (Format: xx:xx:xx:xx:xx:xx).

In some cases on cable accesses a MTA gets used as Network access determination and an IAD gets connected to the MTA. In this case the customer receives for the contract duration time a MTA free of charge. The MTA is property of TKS and must be returned in the condition that it was received with packaging and all accessories.

4. Availability

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.

5. Additional specifications

Within the framework of existing technical and operational possibilities TKS, Vodafone Kabel Deutschland GmbH, and the Deutsche Telekom may provide additional specifications upon request. Such specifications are subject to separate charges which are based on the currently valid price list at the time when the specifications are ordered.

The following additional specifications may be provided:

5.1 Additional specification for TKS telephone access

The appropriate prices for these options are in the price list from TKS easyConnect Bundle.

6. TKS easyTV

The easyTV basic is included in the easyConnect Bundle and contains free of charge the Flex Option (Cloud DVR [Network Personal Video Recorder (NPVR)], Replay On Demand, Start Over, and Timeshift), the capability of Amazon Fire TV usage and the service called easyTV Mobile. The easyTV Mobile provides the capability to receive the TKS TV program package via mobile devices over the TKS easyTV APP & easyTV PC Client.

6.1 TKS easyTV Mobile service (easyTV App & PC-Client)

The easyTV Mobile service is required and is included with the TKS easyConnect Bundle service. The easyTV Mobile service provides the capability to receive the TKS TV program package via a mobile device resp. via PC devices over the TKS easyTV App and PC-Client. The easyTV App can also be used on other streaming devices for example: Amazon fire TV stick.

6.2 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. TKS easyTV service via fire TV devices, a mobile device resp. via PC.

6.2.1 To use the easyTV App the following devices are permitted: Amazon Fire TV devices, Smartphones and Tablet PC.

The prerequisites are:

a) Smartphones with the following operating systems
   Android (Version 4.0 or higher)
   Apple iOS (Version 6.1 or higher)

b) Tablet PCs with the following operating Systems
   Android (Version 4.0 or higher)
   Apple iOS (Version 6.1 or higher)

The PC Client may be used with any PC and requires one of the following applications:

c) Internet Explorer
   Safari Browser
   Also other browsers may work, but cannot be guaranteed.

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 TKS website www.tkscable.com.

Included in the easyConnect Bundle is one stream. For more streams TKS offers the Family Option (refer to 6.4.1.2 Family Option or to the TKS easyConnect Bundle price list.).

6.2.2 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.

6.2.3 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.

6.2.4 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.

6.2.5 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.

6.2.6 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.

6.3 Program Offer

The included easyTV offer has a modular and contains various amounts of programs with standard definition (SD) as well as programs with high definition (HD). Number and definition of available programs may vary as they depend on individual locations and definitions.

6.3.1 Service Package and Module

easyTV Basic / easyTV Basic IP
This service package only contains the programs of the Module Basic, which is part of the included easyConnect Bundle Service Package.
The basic module is a mixture of Entertainment, Kids and a few news channels. Location Channels are not part of the module Basic unless a Settop Box is being used. A Settop Box is not included with the TKS easyConnect Bundle service.

6.3.1.1 Additional Service Package and Module

6.3.1.1.1. easyTV Family/ easyTV Family IP

This service package contains the following modules: Basic (IP), Discovery (IP), and Starz (IP)

6.3.1.1.2. easyTV Gold / easyTV Gold IP
This service package consists of the following modules: Basic (IP), Discovery (IP), and US Sports (IP).

6.3.1.1.3. easyTV Platinum/ easyTV Platinum IP

The service package easyTV Platinum contains all available easyTV channels and consists of the following modules: Basic (IP), Discovery (IP), Starz (IP), and US Sports (IP).

Note: The easyTV IP Service Packages do not include the German channels and in location Italy does not included Italy speaking channels.

6.3.1.2 Modules

6.3.1.2.1. Basic

This module is part of each easyTV service package.

6.3.1.2.2. Discovery

This module is part of the service package easyTV Family (IP), easyTV Gold (IP), and easyTV Platinum (IP).

6.3.1.2.3. Starz

This module is part of the service packages easyTV Family (IP) and easyTV Platinum (IP)

6.3.1.2.4. US Sports

This module is part of the service packages easyTV Gold (IP) and easyTV Platinum (IP)

6.3.1.2.5. Gold

This module is part of the service packages easyTV Gold (IP) and easyTV Platinum (IP)

6.3.1.2.6. AFN

This module is included in all easyTV and easyTV IP packages.

Prerequisite for customer to be able to use the AFN offer is a set-top box (STB) authorized by TKS. The set-top box is not part of the TKS easyConnect Bundle contract.

6.4 Special Offers

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

6.5 Additional service and options

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

6.5.1 NFL Red Zone Ticket

The NFL Red Zone Ticket is a timely limited service offer, which gets only offered during the NFL season. This Ticket enables to watch the channel NFL Red Zone for the complete season. Prerequisite therefore is an easyTV contract with easyTV - Gold, or easyTV - Platinum. The price for the Ticket remains the same, no matter when the Ticket gets booked.

6.5.2 Family Option

The Family Option provides the capability to stream parallel on 2 devices (Amazon fire TV stick, Amazon fire TV box, mobile hardware, etc. additionally to the standard one stream included in the contract.

6.6 Additional included services and options

6.6.1 Flex Option

This additional option is included in the easyConnect Bundle service and 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 not guarantee that all started EPG program recordings will be completed successfully.

6.6.1.1 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. Programs stored on the Cloud DVR can not 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.

6.6.1.2 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).

6.6.1.3 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. 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).

6.6.1.4 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).

6.6.2 easyTV mobile

This additional option provides the capability to receive easyTV over a mobile hardware device.
TKS reserves the right to offer special reductions, sneak preview of upcoming new modular program packages, or free monthly service for their products and services.
Registration and login is necessary to access the service.
The simultaneous use of services on more than one mobile hardware device is not possible.
The provision of terminal equipment and the adequate internet connection is up to the user. According to which internet connection is being used additional costs for streaming may occur.

6.7 Miscellaneous

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 damag-

es, nor does customer have the right to cancel the contract for cause.

6.8 easyTV Marketing Matrix

Service packages can only be offered with the predefined modules:

Service Pack Module	easyTV Basic (IP)	easyTV Family (IP)	easyTV Gold (IP)	easyTV Platinum (IP)
Basic	included	included	inlcluded	included
Discovery	not possible	included	inlcluded	included
Starz	not possible	included	not included	included
US Sports	not possible	not possible	inlcluded	included
Gold	not possible	not possible	inlcluded	included
NFL Red Zone	not possible	not possible	*optional	*optional

6.9 Access Installation

6.9.1 easyTV

The easyTV included in the bundle and the easyTV upgrade packages can be used in conjunction with an Amazon fireTV device, mobile hardware device, etc. on an Internet connection within Germany or internationally; with one exception it is prohibited to use the easyTV service within the USA.

Too low or fluctuating bandwidth of the Internet connection can result in a poor or variable quality of the television picture.

6.10 Additional TKS Services

Additional TKS services are provided according to the TKS easyConnect Bundle 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 "TKS easyConnect Bundle Price List" valid at the time when the service is ordered.

7. Service

7.1 Within the responsibility of the Deutsch Telekom

Within the framework of existing technical and operational possibilities Deutsche Telekom performs disturbance elimination services of its technical equipment immediately. The following services are offered for the WIA (Wholesale Internet Access) and internet access:

7.1.1 On-site service

7.1.1.1 Acceptance of disturbance reports

TKS accepts disturbance reports every day under its service number and during the following times:
Mon. - Sun.   00:00 am – 24:00 pm

7.1.1.2 Service availability Deutsche Telekom

Disturbance service is available on working days (Monday through Friday) from 8:00 am till 8:00 pm and on Saturdays from 08:00 am till 4:00 pm, provided these days are not official holidays.

7.1.1.3 Disturbances appointment arrangements

If necessary, TKS arranges an appointment for the service technician's visit to the customer's premises on working days between 8:00 am and 2:00 pm or between 2:00 pm and 8:00 pm, on Saturdays between 8:00 am and 4:00 pm, provided these days are not official holidays.
If the service cannot be provided within the agreed period of time for reasons that lie within the customer's responsibility, a new appointment is made.   In the

event that the service technician has to make an additional trip, extra travel costs may be charged.

The disturbance elimination deadline from 24-hours is not applicable.

7.1.1.4 Disturbance elimination deadline

In the cases of disturbance reports received during working days (Monday 0:00 am till Friday 8:00 pm) occurs the disturbance elimination within 24-hours (disturbance elimination deadline) of the disturbance being reported by customer. For disturbance reports received on Fridays after 8:00 pm, Saturdays, Sundays, and/or official holidays, the disturbance elimination deadline starts on the following working day at 0:00 am. If the end of the disturbance elimination deadline coincides with an official holiday, the disturbance elimination deadline is suspended and continued on the following working day. The disturbance elimination deadline is kept if the problem has been solved to the extent that the access may be utilized again.

7.2 Within the responsibility of Vodafone Kabel Deutschland GmbH

Within the framework of existing technical and operational possibilities Vodafone Kabel Deutschland GmbH performs disturbance elimination services of its technical equipment. The following services are offered for the Vodafone Kabel Deutschland GmbH internet access:

Acceptance of disturbance reports

Vodafone Kabel Deutschland GmbH accepts disturbance reports every day 24 hours under its service number

7.3 Customers responsibly in service area

The TKS or their representative contractor eliminates disturbances, which fall into the area of responsibility of the customer, exclusively after order was placed by the customer and hereby generates special computation (the prices are valid according to the current price list TKS easyConnect), following specification:

7.3.1 On-site service

Acceptance of disturbance reports

TKS accepts disturbance reports every day under its service number and during the following times:
Mon. - Sun.   00:00 am – 24:00 pm

7.3.1.1 Service availability

Disturbance service is available on working days (Monday through Friday) from 8:00 am till 8:00 pm, provided these days are not official holidays.

7.3.1.2 Appointment arrangements

The TKS arranges principally for the service technician's visit a binding appointment. An appointment arrangement is possible from Mondays to Saturdays between 8:00 am and 5:00 pm, provided these days are not official holidays.

If the service cannot be provided within the agreed period of time for reasons that lie within the customer's responsibility, a new appointment is made. In the event

that the service technician has to make an additional trip, extra travel costs may be charged.

7.3.1.3 Disturbance elimination deadline

7.4 In the cases of disturbance reports received during working days (Monday 0:00 am till Friday 8:00 pm) occurs the disturbance elimination within 24-hours (disturbance elimination deadline) of the disturbance being reported by customer and with appropriate short notice appointment arrangement with the customer. For disturbance reports received on Fridays after 8:00 pm, Saturdays, Sundays, and/or official holidays, the disturbance elimination deadline starts on the following working day at 0:00 am. If the end of the disturbance elimination deadline coincides with an official holiday, the disturbance elimination deadline is suspended and continued on the following working day. The disturbance elimination deadline is kept if the problem has been solved to the extent that the access may be utilized again.

7.5 Within the responsibility of TKS

Within the framework of existing technical and operational possibilities TKS performs disturbance elimination services of its technical equipment. The following services are offered for the TKS telephone and internet access:

7.5.1 Acceptance of disturbance reports

TKS accepts disturbance reports every day 24 hours under its service number

7.6 Customers responsibly in service area

The TKS or their representative contractor eliminates disturbances, which fall into the area of responsibility of the customer, exclusively after order was placed by the customer and hereby generates special computation (the prices are valid according to the current price list TKS easyConnect), following specification:

7.6.1 On-site service

7.6.1.1 Acceptance of disturbance reports

TKS accepts disturbance reports every day under its service number and during the following times:
Mon. - Sun.   00:00 am – 24:00 pm

7.6.1.2 Service availability

Disturbance service is available on working days (Monday through Friday) from 8:00 am till 8:00 pm, provided these days are not official German holidays.

7.6.1.3 Appointment arrangements

TKS generates according to the cause of defect a ticket (work order) for the responsible local technician / service partner. According to the location TKS, the local technician, or service partner will arranges principally for the service technician's visit a binding appointment. An appointment arrangement is possible from Mondays to Saturdays between 8:00 am and 6:00 pm, provided these days are not official holidays.

If the service cannot be provided within the agreed period of time for reasons that lie within the customer's responsibility, a new appointment is made. In the event

that the service technician has to make an additional trip, extra travel costs may be charged.

7.6.1.4 Disturbance elimination deadline

In the cases of disturbance reports received during working days (Monday 8:00 am till Friday 6:00 pm) occurs the disturbance elimination within 24 – 48 hours (disturbance elimination deadline) of the disturbance being reported by customer and with appropriate short notice appointment arrangement with the customer. For disturbance reports received on Fridays after 6:00 pm, Saturdays, Sundays, and/or official German holidays, the disturbance elimination deadline starts on the following working day at 8:00 am. If the end of the disturbance elimination deadline coincides with an official holiday, the disturbance elimination deadline is suspended and continued on the following working day. The disturbance elimination deadline is kept if the problem has been solved to the extent that the access may be utilized again.