

TKS easyConnect Bundle Pricelist

1. General information

TKS Telepost Kabelservice GmbH, Altes Forsthaus 2, 67661 Kaiserslautern (hereinafter referred to as "TKS") provides the below pricelist for billing of services rendered for TKS easyConnect service. These pricelist also applies if TKS provides its services on behalf of the Army & Air Force Exchange Service ("The Exchange"), Dallas, Texas 75201, United States, phone +1-214-312-3300 www.shopmyexchange.com/. In this case, the customer of The Exchange confirms his/her knowledge of The Exchange's Terms and Conditions for this contract, available at: www.shopmyexchange.com/customer-service/terms-and-conditions, that will be part of the customer's contract with The Exchange. The price list for connections located within Germany are with the heading „Location Germany“. For the connections in various countries different prices apply.

2. Prices

2.1 Prices without VAT

In location Germany: TKS offers all services without using a VAT form with VAT exemption to US Department of Defense (DOD) ID cardholder who qualifies for a foreign tax exemption under NATO Status of Forces Agreement (SOFA). Customers with this status are only US military, US civilian employees, and dependents living in Germany on orders. If the customer does not have SOFA status, the services will be charged with the applicable German value-added tax (VAT- Umsatzsteuer).

Third party services are not VAT exempt. Their VAT charges will be fully passed on to the customer.

2.2 Prices including VAT

The stated prices including VAT are rounded up to full cent amounts. Determining for the billing of utilized services are the stated prices without VAT. These are collected by TKS for billing purposes and form the basis for calculating the VAT amount. It is therefore possible that the amount to be paid by customer is lower than the sum of prices including VAT. The prices including VAT are calculated by taking prices without VAT and adding the legally binding value-added tax. In the event that the VAT rate is changed, prices including VAT are adapted accordingly.

2.3 Service Prices

No.	Service	Monthly Price
		without VAT EUR
2.3.1	easyConnect Bundle Internet Service & Basic TV Package, monthly	68,95
2.3.1.1	DSL connection up to 250/40 Mbps down/upload	
2.3.1.2	Cable connection off-base up to 200/12 Mbps down/upload	
2.3.1.3	Cable connection on-base up to 200/10 Mbps down/upload These Cable transmission rates represent the upper limit & cannot be guaranteed	
2.4.2	Included Options	
2.4.2.1	easyConnect Global telephone connection	0,00
2.4.2.2	Flex Option (Cloud DVD (NPVR), Replay On Demand, Start Over & Timeshift)	0,00
2.4.2.3	easyTV Mobile usage over the easyTV App & easyTV PC Client	0,00
2.4.2.4	Amazon FireTV usage	0,00

3. Upgrade Options

No.	Service	Monthly Price
		without VAT EUR
3.1	Upgrade option easyConnect Cable connection off-base Upgrade to up to 400/25 Mbps down/upload Upgrade to up to 500/50 Mbps down/upload These Cable transmission rates represent the upper limit & cannot be guaranteed	 5,00 10,00
3.2	Upgrade option easyTV	
3.1.1	Upgrade easyTV Family (IP), monthly	20,00
3.1.2	Upgrade easyTV Gold (IP), monthly	27,00
3.1.3	Upgrade easyTV Platinum (IP), monthly	47,00
3.3	Family Option (3 parallel streams additionally to the STB) Price according to original program package	
	Family Option - Basic	12,95
	Family Option - Family	24,95
	Family Option - Gold	29,95
	Family Option - Platinum	39,95
3.4	Additional Options & Services AFN Red Zone Ticket**	59,95

** Only available with easyTV Gold (IP) and easyTV Platinum (IP) upgrade. The onetime fee is for the complete NFL season (i.e. September 2019 – February 2020). Price does not change, no matter when Tickets gets booked.

Activation and additional services

No.	Service	Price without VAT EUR
4	Activation Rates	
4.1	for the first operational activation, self-installation TKS easyConnect Bundle	49,95
4.2	for a move of TKS easyConnect Bundle within the same building (on-base connections)	9,95
	within the same location (on-base connections)	19,95
	to another location (on & off-base connections)	49,95
5	Additional Services	
5.1	Additional charge for sending of paper invoice within Germany, monthly fee	2,50
5.2	Charge for a duplicate invoice / document, one-time fee per duplicate	2,95
5.3	Late fee	7,95
5.4	Charge for returned direct-debit orders (fee is depending on the institut)	0,18 - 5,95
5.5	Charge for returned credit card direct-debit orders (fee is depending on the institut)	0,18 - 5,95
5.6	Processing fee	9,95
5.7	Reconnection fee after cancellation/blocking (available reconnection time is limited)	29,95
5.8	Billing of additional TKS installation and configuration services according to expenses	
5.9	Labour fee TKS, per started quarter-hour *	14,95
5.10	Lump sum of travel costs	24,95
5.11	Change of telephone number (without hardware changes)	9,95
5.12	Block for German service and shared-cost numbers	9,95
5.13	Block for outgoing calls (except emergency numbers and TKS hotline)	9,95
5.14	Block on service (except emergency numbers and TKS hotline)	9,95
5.15	Block for satellite and maritime service numbers	9,95
5.16	Block for German service and shared-cost + satellite and maritime service numbers	9,95
5.17	Block for German service and shared-cost all non-Basic-Flat numbers	9,95
5.18	Block on service cause by non-payment	9,95
6	Security Deposit	
6.1	Deposit upon agreement of a TKS easyConnect Bundle contract	
	TKS easyConnect Global	41,00
	easyTV Basic(IP)	27,95
	Total TKS easyConnect Bundle Deposit	68,95
6.2	Deposit upon agreement of an easyTV Upgrade	
6.2.1	easyTV Family (IP)	20,00
6.2.2	easyTV Gold(IP)	27,00
6.2.3	easyTV Platinum (IP)	47,00

* The indicated price refers to the service of a TKS technician. Prices for the service technician from Deutsche Telekom or Vodafone can be referred to on their respective web page.

Rental & Rental Returns – Missing Equipment and Accessories

No.	Service	Price without VAT EUR
7	Rental Fees	
7.1	Required Hardware: Fritz!Box (rental price per month) - Not required for an on-base cable connect.	4,95
7.2	KDG Modem (free monthly rental) - Only required for off-base cable connection.	0,00
7.3	Set-top box (rental price per month for each box)	2,95
8	Rental Return - Missing Equipment and Accessories	
8.1	Fritz!Box - Between a minimum value of € 20.00 and a maximum value of € 120.00. Price is determined from the utilization duration and condition of the returned device.	120,00
	Fritz!Box:	
8.1.1	Original Packaging (e.g. carton)	6,00
8.1.2	Power Supply	10,00
8.1.3	Network Cable	5,00
8.1.4	DSL Cable	5,00
8.2	KDG Modem - Off Base cable connection (Modem Type: Hitron CVE-30360 or similar)	60,00
8.3	TKS easyTV Settop Box Device - Between a minimum value of € 20.00 and a maximum value of € 80.00. Price is determined from the utilisation duration and the condition of the returned device.	80,00
	Settop Box:	
8.3.1	Original Packaging (e.g. carton)	6,00
8.3.2	Power Supply	14,95
8.3.3	Remote Control	14,95
8.3.4	Network Cable	7,00
8.3.5	HDMI Cable	6,95
8.3.6	Coax Cable (antenna cable)	2,50