

## TKS easyHighspeed - Italy Specifications

With the service TKS easyHighspeed Italy the TKS Telepost Kabel-Service GmbH (hereinafter referred to as TKS) shall provide the customer

- a standard on-base cable connection with the highest possible technically realizable bandwidth of max. 50 Mbps, under the existing technical and operational capabilities,
- on request an on-base cable connection with the highest possible technically realizable bandwidth of max. 100 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".

TKS easyHighspeed Italy is only available in selected areas.

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.

### 1. Standard services

#### 1.1 Internet Access

##### 1.1.1 Internet Access TKSSurf!

With TKS easyConnect 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 (refer to [www.tkscable.com/agb](http://www.tkscable.com/agb)). The included flat rate only applies for internet usage and not for telephony (IP-telephony)

In order to offer all normal private users a constantly high quality of service, TKS reserves their right to additionally charge those customers according to volume that exceed 100 GB per month in data transfer and if necessary block the internet access or even terminate, in cases of repetitively disregarding the Fair Use Policy.

##### 1.1.2 Rate of transmission

With TKS easyHighspeed Italy is the most possible technically realizable bandwidth of an Internet connection provided.

With the basic cable connection the rate-dependent transmission speed for Downstream is 50 Mbps and Upstream 2 Mbps which represents the upper limit and cannot be guaranteed. The actually reached transmission speed depends on user density and usage intensity at the given point of time.

For a higher monthly fee a cable connection with the rate-dependent transmission speed for Downstream is 100 Mbps and Upstream 3 Mbps which represents the upper limit and cannot be guaranteed can be requested. The actually reached transmission speed depends

on user density and usage intensity at the given point of time.

#### 1.1.3 Authentication

With the realization of a TKS easyHighspeed Italy access via basic cable connection the configuration setting will be done automatically as soon as the MTA 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.

TKS offers support for the setup and later for any problems with the service when the MTA is purchased from TKS. TKS reserves their right to charge for support when the problems were caused by inappropriate use and/or incorrect setup of the internet access caused by the customer.

### 2. Installation of the access

TKS easyHighspeed Italy via basic cable connection

TKS provides a multimedia-capable outlet as connection unit for the MTA.

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). With a new activation of a TKS easyHighspeed Italy connection a pre-configured MTA can be purchased in the TKSShop.

In some cases on cable accesses a MTA gets uses as Network access determination and an IAD gets connected to the MTA. In this case customer receives MTA for the time, using TKS easyHighspeed Italy for free.

#### 2.1 Non-Included Additional Options

The appropriate prices for these options are in the price list from TKS easyHighspeed Italy.

##### 2.1.1 TDYRelaxed

With the request for this additional charged option it is possible temporarily to block the connection for 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 this time frame.

### 3. 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.

### 4. Service

#### 4.1 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 internet access:

#### 4.1.1 Acceptance of disturbance reports

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

#### 4.2 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 easyHighspeed Internet), following specification:

##### 4.2.1 On-site service

###### 4.2.1.1 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

###### 4.2.1.2 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.

###### 4.2.1.3 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 arrange 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.

###### 4.2.1.4 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.