USAbroad TV
Specifications

1. TKS Standard Service

The TKS Telepost Kabel-Service Kaiserslautern GmbH & Co. KG, Altes Forsthaus 2, 67661 Kaiserslautern (called TKS in the following) shall provide within the framework of existing technical and operational possibilities the product USAbroad TV on a connection from an Internet provider that meets the technical requirements for the provision of this service.

2. Prerequisites

Prerequisite for customer to be able to use the USAbroad TV is:

2.1. Due to licensing reasons, contracts can only be concluded with customers that are US citizens living in Germany.

2.2. Internet Connection

A stable internet connection with sufficient bandwidth and without data limitations is required. This contract does not include Internet usage. To avoid high costs through the use of the USAbroad TV service, we recommend that you check before signing the contract if the contract with the Internet service provider includes unlimited data usage or make a changeover to an internet provider that offers unlimited service. Costs incurred for Internet use are fully liable by the customer.

2.3. TKS easyTV Mobile service (easyTV App & PC-Client)

The easyTV Mobile service is required and is included with the USAbroad TV service. The easyTV Mobile provides the capability to receive the TKS TV program package via mobile 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: FireTV stick and FireTV Box. Further information can be found at: **www.tkscable.com.**

3. USAbroad TV Contents

3.1. easyTV App & PC-Client

The easyTV Mobile 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. USAbroad TV service via a mobile device resp. via PC.

3.1.1. To use the easyTV App the following devices are permitted: 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 the following operating systems

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

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.

3.1.2. 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.

3.1.3. 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

3.1.4. 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.

3.1.5. 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.

3.1.6. 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.

4. Program Offer

4.1. The USAbroad TV has a modular structure with individual modules containing various amounts of programs. The combination of Modules in the offered USAbroad TV is predefined by TKS and cannot be changed by the customer. A combination of defined TKS easyTV service packages with additional modules is not possible. This service offers both, programs with standard definition (SD) as well as programs with high definition (HD).

4.1.1. 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.

5. Special Offers

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

6. Included service and options

6.1. 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 not guarantee that all started EPG program recordings will be completed successfully.

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. 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 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.

6.1.2. 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).

6.1.3. 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).

6.1.4. 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).

6.2. Family Option USAbroad TV

The Family Option provides 2 additional streams, combined with the USAbroad TV connection (only available for off-base services) it is possible to stream parallel on 3 mobile hardware devices. This option permits the usage of Amazon Fire TV devices. Required hardware (Amazon Fire TV stick, etc.) is not subject of the contract. The Family Option includes easyTV mobile.

7. Additional TKS Services

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

8. 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 TKS easyTV access:

8.1. On Location Service

8.1.1. Fault Report Acceptance

TKS accepts fault reports at the following times via its service telephone number:
Monday –Sunday 00:00 am – 24:00 pm

8.1.2.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.