

## TKS easyConnect - Italy Specifications

With the service TKS easyConnect the TKS Telepost Kabel-Service GmbH and Co. KG (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,
- the ISP service TKSSurf!, including a data flat rate for unlimited data transfer,
- a phone line with a flat rate for all calls to the TKS-Net and to the United States, or alternatively to the USA flat rate, another country chosen from the "myHome" countries list,
- the foreign country option "BestCountry", out of which up to three countries can be selected for reduced connection prices, and
- the possibility of using a voice mailbox (Sprachbox) free of charge.

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 TKS Telephone Service

TKS provides the customer a telephone connection on the basis of a basic cable access. In these cases a MTA (Multimedia Terminal Adapter) is required for telephone usage.

With the connection TKS assigns a telephone number to the customer in a network area assigned by the Federal Network Agency. This number is in most cases a non-geographically telephone number (032), which can be maintained by a move within Germany. In exceptional circumstances due to technical reasons in some locations there are geographical telephone number assigned. If a customer in the former location has such a telephone number, or moves to another location where only geographical numbers can be assigned, a change of the phone number will become necessary with a move.

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 not 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 a multimedia outlet (an alternative to the multimedia outlet is a cable outlet with the appropriate adapter). On this outlet the customers own MTA (Multimedia Terminal Adapter) is to be connected, which provides actually the connection for one analog standard telephone. TKS telephone service TKS easy-

Connect contains as a standard one telephone number.

#### 1.2 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.

Additionally to the included flat rate for calls to all TKS-Net connection (these can also be international calls) contains TKS easyConnect charge free a flat rate for all calls to the USA. With the free option „myHome“, customers can select from a "myHome" country list alternatively to the USA a country to which the FlatRate should apply. Charge free services, included budgets, and flat rates do not include premium rate services, value-added service, service numbers, and premium billing numbers.

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 „myHome“ according to the new conditions. The adjustments to the „myHome“ country list does not affect existing customers.

Additionally the customers has the right within the free option „BestCountry“ to choose 3 countries which can be called at special minute rates. The TKS easyConnect price list also includes rates for „BestCountry“ connections.

#### 1.3 Standard services features

##### 1.3.1 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.

##### 1.3.2 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.

##### 1.3.3 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.

##### 1.3.4 Call Forwarding

TKS forwards incoming calls to the TKS easyConnect access to the destination access specified by the cus-

tomers. Depending on the customer's specifications, incoming calls are either

- forwarded immediately
  - forwarded if the customer's access is utilized for another connection (busy)
  - forwarded if the call to the customer's access isn't accepted within 20 seconds (non-acceptance of call).
- Within Germany customers can activate and deactivate call forwarding from the access, from other fixed network accesses, and mobile phone accesses. Customers also have to determine the destination access as well as conditions under which calls shall be forwarded.

#### 1.3.5 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.

#### 1.3.6 Inquiry / Alternating between lines

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

#### 1.3.7 Three-party conference

In addition to an existing connection a further connection may be established and the conversations can be switched to have a three-party conference.

#### 1.3.8 Speed Dialing

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

#### 1.3.9 Wake-up Call

After the wake-up time has been entered, there will be a wake-up call to this connection.

#### 1.3.10 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 prepayment has been made.

### 1.4 Non-Included Additional Options

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

#### 1.4.1 myBeloved

With the request for this additional charged option is the connection price per minute for calls to the Iraq and Afghanistan reduced.

#### 1.4.2 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 outgoing calls during this time frame. It is further possible to make emergency calls and calls to the customer service center the TKS.

#### 1.4.3 GermanyFlat

For an additional charge per month the customer can receive a flat rate for all calls within the German fixed network. Included are connections to city connections, Germany connections, and to national participants' telephone numbers with the prefix 032 for voice and fax service. Excluded are connections to special or service numbers.

#### 1.4.4 ItalyFlat

For an additional charge per month the customer can receive a flat rate for all calls within the Italian fixed network. Included are connections to city connections, Italy connections, and to national participants' telephone numbers with the prefix 0444 for voice and fax service. Excluded are connections to special or service numbers.

#### 1.4.5 Internet speed upgrade

The maximum standard internet speed is 50 Mbps for a basic cable connection. For an additional monthly payment a speed upgrade to 100 Mbps / 3 Mbps (Down- / Upload speed) or a speed upgrade with speed up to 200/10 Mbps (Down- / Upload speed) can only be requested. These are the upper limits and cannot be guaranteed. Due technical reasons this option is only available in selected areas.

### 1.5 Internet Access

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

#### 1.5.2 Rate of transmission

With TKS easyConnect 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.

#### 1.5.3 Authentication

With the realization of a TKS easyConnect 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 easyConnect via basic cable connection

TKS / Kabel Deutschland 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 easyConnect connection a preconfigured 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 easyConnect for free.

## 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 telephone and 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 easyConnect), 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.