

TKS easyTV & TKS easyTV IP Specifications

1. TKS Standard Service

Within the framework of existing technical and operational possibilities and in connection with a TKS cable access, TKS Telepost Kabel-Service Kaiserslautern GmbH & Co. KG, Altes Forsthaus 2, 67661 Kaiserslautern (called TKS in the following) shall provide the customer under the existing technical and operational possibilities the product TKS easyTV resp. TKS easyTV IP or AFN on a cable connection from TKS or at a connection of another Internet provider that meets the technical requirements for the provision of this service.

2. Prerequisites

The TKS easyTV & TKS easyTV IP services are only available to customers in areas within Germany and Italy, which are supplied either by the TKS or another Internet provider.

For the reception of easyTV & TKS easyTV IP is a constant Internet connection required, that provides next to other technical requirements also an adequate bandwidth. If the bandwidth is too small or if it has to be shared with other applications the easyTV or easyTV IP streaming might be interrupted.

Prerequisite for customer to be able to use the TKS easyTV, TKS easyTV IP is a set-top box (STB) authorized by TKS. Furthermore, in order to be able to receive the TKS easyTV program offer with a TKS set-top box (STB), customer must have an internet access which is not part of the TKS easyTV contract that must meet certain technical requirements.

Provision of this STB is also not part of the contract.

1.1. In location Germany the customer is offered a leasing process. It is not possible to purchase from TKS reception equipment.

1.2. In Location Italy and Garmisch reception equipment must be purchased.

1.3. In case more than one TV set is to be operated with a TKS easyTV or TKS easyTV IP access, each TV set requires an STB of its own.

In location off-base Germany only two STB can be leased.

3. Program Offer

The TKS easyTV resp. TKS easyTV IP offer has a modular structure with individual modules containing various amounts of programs. The possible combinations of modules are given in the marketing matrix point 5. Both programs with standard definition (SD) as well as programs with high definition (HD) may be received. Number and definition of available programs may vary as they depend on individual locations and definitions.

3.1. Service Packages and Modules

3.1.1. Service Packages

3.1.1.1. easyTV Basic / easyTV Basic IP

This service package only contains the programs of the Module basic (IP), which is part of any Service Package.

German speaking channels are not part of easyTV Basic IP

3.1.1.2. easyTV Family/ easyTV Family IP

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

3.1.1.3. easyTV Gold / easyTV Gold IP

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

3.1.1.4. 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).

The easyTV IP Service Packages do not include the German channels.

3.1.2. Modules

3.1.2.1. Basic

This module is part of each easyTV service package.

3.1.2.2. Basic IP

This module is part of each easyTV IP Service package.

Location German - German speaking channels are not part of the module Basic IP.

Location Italy - Italy speaking channels are not part of the module Basic IP.

3.1.2.3. Discovery

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

3.1.2.4. Starz

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

3.1.2.5. US Sports

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

3.1.2.6. Gold

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

3.1.2.7. 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. Furthermore, in order to be able to receive the AFN offer with a TKS set-top box (STB), customer must have an internet access which is not part of the TKS easyTV or TKS easyTV IP contract that must meet certain technical requirements.

Non easyTV customers can receive AFN as a "stand alone" module charge free with the rental of a STB from TKS.

With ordering TKS easyTV with AFN as a "stand alone" product, TKS provides for the duration of the contract period free of charge a specially configured Internet access for this product. A rental of a TKS set-top box (STB) is required for the use of this service

4. Included service and options – charge free

4.1. 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.

4.1.1. 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.

4.1.2. 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).

4.1.3. 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).

4.1.4. 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).

4.2. easyTV mobile

The easyTV mobile 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.

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.

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 (IP), or easyTV Platinum (IP). The price for the Ticket remains the same, no matter when the Ticket gets booked.

5.2. Family Option

The Family Option provides the capability to stream parallel on 3 mobile hardware devices additional to the STB. The Family Option includes easyTV mobile.

5.3. Family Option (easyTV IP)

The Family Option combined with an easyTV IP connection (only available for off-base services) provides the capability to stream parallel on 3 mobile hardware devices additional to the STB. This option permits the usage of Amazon Fire TV devices. Required hardware (e.g. set-top box, Amazon Fire TV stick, etc.) is not subject of the contract. The Family Option includes easyTV mobile.

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

7. 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	included	included
Discovery	not possible	included	included	included
Starz	not possible	included	not included	included
US Sports	not possible	not possible	included	included
Gold	not possible	not possible	optional	included
NFL Red Zone	not possible	not possible	*optional	*optional

8. Access Installation

8.1. easyTV

If necessary, TKS installs a terminal device of the TKS network on customer's premises, which makes it possible to connect suitable terminal equipment¹. Installation takes place according to the conditions stated in the price list.

Otherwise access installation – especially routing within the TKS network – is performed according to the TKS standard installation regulations valid at the time of installation. If during the installation process or in the course of the contract term it is stated that internet access services may only be provided via a newly installed terminating line, this may be installed at customer's request and costs.

8.2. easyTV IP

TKS easyTV IP can only be used in conjunction with a set-top box from the TKS on an Internet connection within Germany. Too low or fluctuating bandwidth of the Internet connection can result in a poor or variable quality of the television picture.

9. Additional TKS Services

Additional TKS services are provided according to the TKS easyTV and easyTV IP 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 easyTV & TKS easyTV IP Price List" valid at the time when the service is ordered.

10. 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:

10.1. On Location Service

10.1.1. Fault Report Acceptance

TKS accepts fault reports at the following times via its service telephone number:

Monday –Sunday 00:00 am – 24:00 pm

10.1.2. 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.

10.1.3. Making an Appointment

If necessary, TKS makes an appointment with customer at what time the TKS service technician is to come to customer's premises (workdays from 8:00 am until 01:00 pm and or from 01:00 pm until 06:00 pm, and on Saturdays from 10:00 am until 06:00 pm).

If for reasons that customer can be held responsible for, the service cannot be provided during the period agreed upon with customer, a new appointment will be made and, where applicable, an additional call-out fee may be charged. The fault clearing period according to point 9.1.4 does not apply.

10.1.4. Fault Clearing Period

Technical problems that are reported on weekdays (Monday 08:00 am through Thursday 09:00 pm) will be solved by TKS within 24 hours (fault clearing period) after customer reported the problem. For technical problems which are reported on Fridays after 10:00 am, Saturdays, Sundays or legal holidays, the fault clearing period will start on the following workday at 0.00 o' clock. If the end of the fault clearing period falls on a legal holiday, the fault clearing period is interrupted and will continue on the following workday. The deadline is considered kept if the problem has been repaired to the extent that the access is operational again (even if there are quality impairments for the time being).

10.2. Additional Services upon Request.

Internet access can only be guaranteed with terminal equipment offered and authorized by TKS. Other terminal equipment may not be identified and may not be able to provide an Internet connection.