TKS | A VODAFONE COMPANY

Internet, Telephone, and TV Service Specifications

TKS Telepost Kabel-Service GmbH which is hereinafter referred to as “TKS”, respective TKS on behalf of the Army and Air Force Exchange Service which is hereinafter referred to as “The Exchange”. The main “Exchange” is in Dallas, Texas 75201, United States, and has the following telephone number. 001-214-312-3300, their web page is: www.shop-myexchange.com shall provide the customer:

- Internet Access:

An internet access can be based on a:

- Cable connection:
  From TKS and/or Vodafone Kabel Deutschland.
- DSL connection
  The decision if an internet access via a DSL connection or via a cable HSI connection is made available, depends on the TKS service offered and the technical conditions at the customer’s location (building) for which access is requested.

The ISP service including a data flat rate for unlimited data transfer in accordance with the "Fair Use Policy"

- Phone Service:

TKS provides the possibility of telephone access over the internet, including the easyPhone app and a voice mailbox (Sprachbox).

- TV Service:

TKS provides the possibility of TV service via easyTV Mobile that provides the capability to receive the TKS TV program package via mobile device over the easyTV app & PC-stream or other streaming devices.

The “easyTV Mobile Usage” general terms and conditions are also legally binding for this contract. Further information can be found at www.tkscable.com.

The channel lineup varies from chosen service and packages.

Due to licensing reasons, contracts can only be concluded with customers that are US military or their civilian followers, or persons who have the same legal standing. The utilization of the TKS TV service is authorized internationally; with one exception: it is prohibited to use the TKS TV service within the USA. The authorization to watch German channels is only valid within Germany.

There is no entitlement of claim if the customer profits from the usage of free services not subject of the service specifications. 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. Service Types:

1.1 Bundles (Internet, Telephone, & TV):

- easyConnect Bundle – Start+
- easyConnect Bundle - MAX

1.2 Internet & Telephone:

- Business Connect Voice
- Business Connect Voice Pro

1.3 Bundles (Internet, TV & AFN):

- easyConnect Bundle MAX BOSS (only available to “Single Service Members” that live in “Single Soldier Quarters (SSQ)”).

1.4 Bundles (Internet & AFN):

- easyConnect Bundle - Start (only available in an off-base location)

1.5 Prepaid Passes (US ID-card holders):

- **easyConnect GO Day (Internet & TV):**
  The pass provides 24 hours of service.
- **easyConnect GO Week (Internet & TV):**
  The pass provides 7 days service.

Contracts can only be concluded over the TKS Online Portal or via telephone.

1.6 Internet:

- Business Connect DSL
- Business Connect DSL Pro
- Business Connect Ethernet
- Business Connect Pro

1.7 TV:

- easyTV
- AFN Digital (US ID-card holders)
- easyTV GO
  Contracts can only be concluded over the TKS Online Portal or via telephone.

2. Standard services possibilities:

2.1 TKS Telephone Service:

TKS provides the customer a telephone connection on basis of a DSL access. With connecting to an IAD (Integrated Access Device) with appropriate configurations the usage of one analog telephone is possible. Depending on the technical conditions TKS also has the option to provide the customer off-base with telephone service on basis of a basic cable access. In these cases, an MTA (Multimedia Terminal Adapter) is required and also an IAD (Integrated Access Device) for telephone usage. The MTA is provided by installation of the access and remains property of TKS. TKS also has the option to provide the customer on-base with telephone service on basis of a basic cable access. In these cases, there is no IAD required. There is a Homespot modem pre-installed in all on-base locations therefore an MTA is not required. The Homespot Modem is property of TKS.

With the activation of the connection TKS assigns a telephone number to the customer in a network area assigned by the Federal Network Agency (Bundesnetzagentur). This number is a geographically telephone number.

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 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 the monopole telecommunication connection device (first telephone outlet) “Telekommunikations-Anschluss-Einheit” (TAE) in the case that the connection is based on a DSL access, resp. a multimedia outlet (an alternative to the multimedia outlet is a cable outlet with the appropriate adapter) in the case that the connection is based on a basic cable access in the customer’s accommodation.

2.2 Telephone service connection from the TKS:

TKS provides self-dialled connections to national and international destinations. The TKS Internet, Phone, & TV price list contains a list of available destinations as well as the applicable connection rates.

Charge free services, included budgets, and flat rates do not include premium rate services, personal numbers, value-added service, service numbers, shared- cost numbers, premium billing numbers, maritime services, and satellite connections.

Prices for connections to other countries of destination remain unchanged and can be referred to on the price list “Internet Telephone & TV Prices”.

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 according to the new conditions. The adjustment to the country list does not affect existing customers.

2.3 Telephone line:

- Basic - only for business accounts:

For detailed country listing refer to “TKS Business Price List”.

- Global flat:

For detailed country listing refer to “Internet Telephone & TV Price List”.

2.4 easyPhone app:

A landline number can be used for incoming and outgoing calls over a mobile device by using the easyPhone app, provided that the customer has an activated TKS contract with permitted app usage.

The easyPhone app is offered for Android and IOS devices and can be downloaded free of charge in the respective app stores.

The easyPhone app can be used over Wi-Fi or mobile data.

TKS is not liable for data volume used over the mobile device by using the easyPhone app without a Wi-Fi connection or for all mobile connections made without using the easyPhone app. This also applies for roaming.

2.4.1 easyPhone app Login Data:

The service can be used via app on one mobile device per contract with the login data provided by TKS with the confirmation of service. An automatic pairing verification will take place after the username and password has been entered.

The use of more than one mobile device per contract is not possible.

Pairing of a new / different device to a contract is possible.

If the contract is cancelled or terminated the use of the easyPhone app will be discontinued.

2.4.2 easyPhone app permitted hardware:

To use the easyPhone app only Smartphones are permitted.

The prerequisites are:

A Smartphone with the current version of Android or iOS operating system.

2.4.3 Roaming with the easyPhone app:

The easyPhone app roaming usage is permitted.

Data volume deductions may apply when the easyPhone app is not used over Wi-Fi.

Roaming costs for data usage may be charged if no option is booked.

If a data option is booked for roaming the included data option will also be used for the easyPhone app when not connected over Wi-Fi.

2.4.4 Emergency Calls.

Emergency calls can only be placed via an existing GSM connection. If the customer doesn’t have any signal the call will not be possible. Emergency calls via Wi-Fi calling are not possible.

2.5 TKS Fair Use Policy:

The fair use policy permits a maximum total talk time of 20,000 min per month. The 20,000 min per month is a total talk time of calls to landlines and mobile connections (Global Flat) and also includes the outgoing calls with the usage of the easyPhone app over a mobile device. After 4 hours of continuous use the connection will automatically be disconnected.

2.6 Standard services features

2.6.1 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.

2.6.2 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.

2.6.3 Voicemail Box:

Voicemail Box (virtual answering machine) is provided to the customer free of charge with the activation of TKS phone service, the service specification of the provided service is described in the „voicemail & feature guide”, which can be found on the TKS web page.

2.6.4 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.

2.6.5 Inquiry / Alternating between lines:

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

2.6.6 Speed Dialing:

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

2.6.7 Cost Control:

In order to provide protection 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 pre-payment has been made.

2.7 Internet Access:

2.7.1 Internet Access:

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. TKS reserves their right to charge an additional fee for usage and if necessary, block the internet access or even terminate, in cases of repetitively disregarding of the Fair Use Policy. For further information refer to www.tkscable.com/terms.

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

By business contracts depending on the chosen and available service the TKS provides access to the worldwide internet

by means of Multiple IPs, Symmetric bandwidth, Static IP, and Dynamic IP, or a combination of both. Refer to TKS Business Internet & Phone service price list.

2.7.2 Rate of transmission:

Depending on the used technical medium the maximum available standard internet will vary.

The attainable speed depends, apart from the technical conditions at the location, also on the network utilization of the internet backbone.

The transmission speed only refers to the direct Internet access. Transmission speed can be affected with simultaneous usage of the telephone service and internet access. Bottlenecks within the Internet itself, which may lead to reduced transmission speeds, cannot be influenced by TKS.

Allocation of a permanent IP address is not part of the service specifications. User IP addresses are allocated dynamically. With the exception from business contracts, they can be Multiple IPs, Symmetric bandwidth, Static IP, and Dynamic IP, or a combination of both.

Not all types of connections can be provided at all locations and must be verified and confirmed for each access individually. The actual transmission speed which can be reached at the customer's access depends on the actual physical conditions of the access line and can vary accounting to the connection types.

The below transmission rates represent the upper limit per connection type and cannot be guaranteed.

- **DSL Connection:**

Transmission rate of up to:

  - 25/5 Mbps (down-/upload speed) - only for business accounts
  - 50/10 Mbps (down-/upload speed) - only for business accounts
  - 50/10 Mbps (down-/upload speed)
  - 100/40 Mbps (down-/upload speed)
  - 250/40 Mbps (down-/upload speed)

- **Cable Connection (off-base):**

Transmission rate of up to:

  - 50/2 Mbps (down-/upload speed)
  - 100/6 Mbps (down-/upload speed)
  - 200/12 Mbps (down-/upload speed)
  - 500/50 Mbps (down-/upload speed)

- **Cable Connection (on-base):**

Transmission rate of up to:

  - 25/5 Mbps (down-/upload speed) - only for business accounts
  - 50/10 Mbps (down-/upload speed) - only for business accounts
  - 100/25 Mbps (down-/upload speed) - only for business accounts
  - 250/50 Mbps (down-/upload speed)
  - 500/75 Mbps (down-/upload speed)
  - 1000/100 Mbps (down-/upload speed)
  - 1000/200 Mbps (down-/upload speed) - only for business accounts

- **Glass Fiber Connections - only for business accounts:**

Transmission rate of up to:

  - 100/100 Mbps (down-/upload speed)
  - 250/250 Mbps (down-/upload speed)
  - 500/500 Mbps (down-/upload speed)
  - 1000/1000 Mbps (down-/upload speed)

2.7.3 Internet speed downgrade:

Downgrades (change to a lower bandwidth) must be requested at least 7 days prior to the end of the month and go into effect the 1st of the next month. The current downgrade fee (refer to "Internet, Telephone, & TV Prices") will be charged on the next invoice.

2.7.4 Authentication:

The configuration of the IAD takes place automatically as soon as the activation of the DSL access is completed and the first time the IAD is connected to the monopole telephone outlet (first TAE) that is located at the customer's premises.

The configurations of the necessary data for internet access and telephone service are transmitted automatically over the IAD interface. A manual configuration is not possible.

With the realization of an off-base access via basic cable connection the configuration of the IAD takes place automatically as soon as the activation of the cable access is completed and the first time the IAD is connected to the MTA (preinstalled by the technician) that is connected to the multimedia outlet (an alternative to the multimedia outlet is a cable outlet with the appropriate adapter). The configurations of the necessary data for internet access and telephone service are transmitted automatically over the IAD interface. A manual configuration is not possible.

With the realization of an on-base access via basic cable connection the configuration setting will be done automatically with the contract activation. There is no manual configuration needed by the customer and there is no manual configuration possible.

TKS offers support for the setup and later for any problems with the service for the IAD and MTA provided through 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.

3. Installation of the access:

3.1 TKS service via DSL connection

With the activation process of the DSL connection an outlet (Monopole-TAE) will be installed in the vicinity of the primary terminal equipment. This connection unit terminates the telephone network and makes it possible to connect terminal equipment.

In case several broadband internet accesses are provided within an in-house-network, there may be interferences and other problems when used simultaneously.

The installation of the access – especially the line routing within the provider's network – is performed in accordance with the current regulations for standard installation which are valid at the time of the installation.

If during the installation or in the course of the contract term it is required that the internet terminating line is installed in another location the customer's move request will be charged on his/her own expense.

A further component of the installation is the providence of a configuration server by TKS, which takes over the automatic configuration of the MTA / IAD at the first time of connection of the device.

3.2 TKS service via basic cable connection:

TKS / Vodafone Kabel Deutschland GmbH provide a multimedia-capable outlet as connection unit for the MTA.

With the activation of the access a capable MTA must be connected at the customer's premises. There are appropriate devices preinstalled in the customer's home or are provided by the technician with the installation of the access.

Activation of the MTA for fast Internet access is performed via the preset and unchangeable 12-digit MAC address (Format: xx:xx:xx:xx:xx:xx).

For off-base basic cable access installations an MTA gets used as network access determination and an IAD gets connected to the MTA. In this case the customer receives an MTA free of charge for the term of the contract duration. The MTA is property of TKS and must be returned in a technically and visually perfect condition (including all accessories) that allows a new rent to a customer.

3.3 easyTV:

If necessary, TKS installs a terminal device of the TKS network on customer's premises, which makes it possible to connect suitable terminal equipment. 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.

4. Additional specifications: Within the framework of existing technical and operational possibilities TKS, Vodafone Kabel Deutschland GmbH, and the Deutsche Telekom may provide additional services and specifications upon request. Such services and specifications are subject to separate charges which are based on the currently valid price list at the time when the services and/or specifications are ordered.Additional specification for TKS telephone access:

The appropriate prices for additional options may be found in the price list for the TKS Internet, Phone, & TV.

5. TKS TV:

The basic TV is in some packaged deals included and is also offered as a standalone service. The TV reception can be over a service called easyTV Mobile or a Set-top Box (STB).

5.1 TKS easyTV Mobile service (easyTV app & PC-stream) The easyTV Mobile service is included with some TKS service packages. It provides the capability to receive the TKS TV program package via a mobile device or via PC devices over the TKS easyTV app and PC-stream - watcheasytv.tks-net.com. The easyTV app can also be used on other streaming devices.

Registration and login are necessary to access the service. Included in most services are three streams for simultaneously streaming.

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.

5.2 TKS easyTV app & PC-stream

The easyTV Mobile service consists of the easyTV app and PC-stream, which in some TKS service packages are included components of the contract.

The "easyTV app" as well as the PC-stream offers access to the resp. TKS easyTV service via PC, mobile and streaming devices.

5.2.1 To use the easyTV app the following devices are permitted:

- Amazon Fire TV device
- Apple TV device
- PC
- Smartphones and Tablet PC.
- Google Chromecast device:

  The usage over Google Chromecast is permitted. Chromecast mirrors the easyTV app from your Android or IOS Smartphone to a TV with a HDMI-in port.
- All televisions with Android operating system that can access the Google play store.

The following operating systems with a current version are permitted:

- Android
- iOS

The following browsers are recommended to use for easyTV stream:

- Microsoft Edge
- Chrome

PC-Stream can be started by login to the following web page: watcheasytv.tks-net.com.

Devices applicable for the easyTV Mobile, must be registered by TKS. Registration is done automatically by the first log-in with the respective device.

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.

5.3 Provision of the Set-top Box (STB):

Provision of the STB is not part of the contract.

TKS offers the possibility to purchase a STB.

5.4 In case more than one TV set is to be operated with a TKS easyTV access, each TV set requires an Settop box (STB) or an equivalent device of its own.

5.5 Permitted STB usage is according to the chosen service and package deal:

- Standard Bundle (easyTV) - Maximum of 3 STB
- MAX BOSS – Maximum of 3 STB
- AFN Digital - Maximum of 1 STB
- easyTV GO - None

5.5.1 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.

5.5.2 Registration and Login:

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.

5.5.3 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.

5.5.4 The customer is required to enter login data before each use of service. Preset login 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/Login automatically. The TKS customer number and TKS Password is - with choosing of this function – stored on the Smartphone or the Tablet PC

or PC and the customer stays automatically logged-on for the easyTV app.

5.5.5 The customer may not pass the login data for the use of the easyTV Mobile to minor age persons. In addition, the customer is allowed to provide his/her login data to people that belong within the customers own household.

5.6 Program Offer:

TKS offers TV service with a modular and contains various amounts of programs with standard definition (SD) as well as programs with high definition (HD). Number and definition of available programs may vary as they depend on the service package and the individual locations and definitions.

5.6.1 Included Service Package and Module:

easyTV, easyTV GO & easyTV Online.

The Basis of the easyTV service offer is the Module “Smart”.

This service package contains the programs of the Module “Smart” and is included in all easyConnect GO, Start+, MAX, and MAX BOSS Bundles.

Local Channels as well as AFN channels are not part of the module Smart unless a Set-top Box or an equivalent device is being used. A Set-top Box is not subject of the contract and needs to be purchased.

5.6.2 Additional Service Packages and Modules:

5.6.2.1 easyTV UP / easyTV GO UP:

This service package provides the channels of the module “UP”. To add this service package the module easyTV Smart / easyTV Go Smart is required.

The easyTV UP package is not available for the easyConnect GO passes.

5.6.2.2 STARZ/ easyTV GO STARZ:

This service package provides the channels of the module “STARZ”. To add this service package, the module easyTV Smart / easyTV GO Smart is required.

The easyTV STARZ package is not available for the easyConnect GO passes.

5.6.3 Modules:

easyTV, easyTV GO & easyTV Online are module-based services. The following modules are available and part of the above listed service packages:

- Smart
- UP
- Starz

5.6.4 AFN Digital:

This module is included in all easyConnect GO, Start, Start+, MAX, and MAX BOSS Bundles.

Prerequisite for customer to be able to use the AFN offer is a Set-top box (STB) or an equivalent device 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 TV contract that must meet certain technical requirements.

Non TKS TV customers can receive AFN as a “stand alone” module. A license and support fee applies.

5.6.5 TV Marketing Matrix for easyTV, easyTV GO & easyTV Online.

easyTV Smart is the Basis of the easyTV service offer and is required to add a Service Package upgrade. Both service upgrades can be added independently of each other and in combination as well.

Possible combinations:

- Service Package 1:
  Smart (always required)
- Service Package 2:
  Smart (always required) & UP
- Service Package 3:
  Smart (always required) & Starz
- Service Package 4:
  Smart (always required), UP & Starz

5.7 Additional services and options:

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

5.7.1 NFL RedZone Ticket:

The NFL RedZone Ticket is a timely limited-service offer, which gets only offered during the NFL season. This Ticket enables to watch the channel NFL RedZone for the complete season. Prerequisite to add this Ticket, is the service package “UP”.

5.8 Additional included services and options:

5.8.1 Flex Option:

This additional option is included in some service packages and 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 data is provided for the Electronic Program Guide (EPG) e.g.: start- and end- time information of a selected program.

Through possible transmission interference TKS cannot guarantee that all started EPG program recordings will be completed successfully.

5.8.1.1 Cloud DVR [Network Personal Video Recorder (NPVR)]:

Cloud DVR (NPVR) is a network based digital video recorder stored at TKS’ data center rather than at the consumer’s private home. With cloud DVR it is possible to watch one program and 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. Programs stored on the cloud DVR cannot 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.

5.8.1.2 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.

5.8.1.3 Start Over:

The start over feature provides the capability to jump to the beginning of a program that is already running and starts watching it from there.

5.8.1.4 Time-Shift:

The time-shift 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.

5.9 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.

6. TDYRelaxed:

With the request for this additional charged option, it is possible to temporarily 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. When a TDYRelaxed option is chosen to a service that contains a TV package the TV service will also be block and will not be available over any devices (STB or streaming devices). This option is not available with all TKS service packages. Request of availability can be obtained in the TKS Shops or over the TKS hotline.

7. Tariff change (up-/downgrade):

Up- and Downgrades can only be made in the actual portfolio. Upgrades are charge free and take place within 7 days. Downgrades (change to a lower bandwidth) must be requested at least 7 days prior to the end of the month and go into effect the 1st of the next month. The current downgrade fee (refer to “Internet, Telephone, & TV Prices”) will be charged on the next invoice.

8. myTKS app:

The myTKS app can be used for managing all TKS accounts. In the app it is possible to view invoices, control data usage, etc. The myTKS app is offered for Android and Apple iOS smartphones with a current software version and can be downloaded free of charge in the respective app stores.

9. Availability:

The average availability of TKS Internet, Phone, & TV 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.

10. Service:

10.1 Within the responsibility of the Deutsch Telekom

Within the framework of existing technical and operational possibilities Deutsche Telekom performs disturbance elimination services of its technical equipment immediately. The following services are offered for the WIA (Wholesale Internet Access) and internet access:

10.1.1 On-site service:

10.1.1.1 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

10.1.1.2 Service availability Deutsche Telekom:

Disturbance service is available on working days (Monday through Friday) from 8:00 am till 8:00 pm and on Saturdays from 08:00 am till 4:00 pm, provided these days are not official holidays.

10.1.1.3 Disturbance appointment arrangements:

If necessary, TKS arranges an appointment for the service technician’s visit to the customer’s premises on working days between 8:00 am and 2:00 pm or between 2:00 pm and 8:00 pm, on Saturdays between 8:00 am and 4:00 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.

The disturbance elimination deadline from 24-hours is not applicable.

10.1.1.4 Disturbance elimination deadline:

In the cases of disturbance reports received during working days (Monday 0:00 am till Friday 8:00 pm) occurs the disturbance elimination within 24-hours (disturbance elimination deadline) of the disturbance being reported by customer. For disturbance reports received on Fridays after 8:00 pm, Saturdays, Sundays, and/or official holidays, the disturbance elimination deadline starts on the following working day at 0:00 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.

10.2 Within the responsibility of Vodafone Kabel Deutschland GmbH:

Within the framework of existing technical and operational possibilities Vodafone Kabel Deutschland GmbH performs disturbance elimination services of its technical equipment. The following services are offered for the Vodafone Kabel Deutschland GmbH internet access:

10.2.1 Acceptance of disturbance reports:

Vodafone Kabel Deutschland GmbH accepts disturbance reports every day 24 hours under its service number.

10.3 Customer’s responsibility 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 Internet, Phone, & TV), following specification:

10.3.1 On-site service:

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

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 holidays.

10.3.1.1 Appointment arrangements:

The TKS arranges principally for the service technician’s visit a binding appointment. An appointment arrangement is possible from Mondays to Saturdays between 8:00 am and 5:00 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.

10.3.1.2 Disturbance elimination deadline:

10.4 In the cases of disturbance reports received during working days (Monday 0:00 am till Friday 8:00 pm) the disturbance elimination occurs within 24-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 8:00 pm, Saturdays, Sundays, and/or official holidays, the disturbance elimination deadline starts on the following working day at 0:00 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.

10.5 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:

10.5.1 Acceptance of disturbance reports:

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

10.6 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 Internet, Phone, & TV), following specification:

10.6.1 On-site service:

10.6.1.1 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

10.6.1.2 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.

10.6.1.3 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 a binding appointment for the service technician's visit. 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 are 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.

10.6.1.4 Disturbance elimination deadline:

In the cases of disturbance reports received during working days (Monday 8:00 am till Friday 6:00 pm) the disturbance elimination occurs 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 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.