

## TKS easyConnect Entertainment Specifications

With the service TKS easyConnect TKS Telepost Kabel-Service GmbH ("TKS"), respective TKS on behalf of the Army & Air Force Exchange Service ("The Exchange"), Dallas, Texas 75201, United States, phone +1-214-312-3300, <https://www.shopmyexchange.com/> shall provide the customer:

- a standard cable connection with the highest possible technically realizable bandwidth of max. 25 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 easyConnect Entertainment is only available in selected areas.

There is no entitlement of claim if the customer profit's from the usage of free services that are 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. 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. 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 (refer to [www.tkscable.com/agb](http://www.tkscable.com/agb)).

##### 1.1.2 Rate of transmission

With the basic cable connection the rate-dependent transmission rate for downstream is 25 000 kbps and upstream 1 000 kbps which represents the upper limit and cannot be guaranteed. The actually reached transmission rate depends on user density and usage intensity at the given point of time.

The actually 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 by simultaneous usage of the internet access.

Bottlenecks within the Internet itself, which may lead to reduced transmission speeds, cannot be influenced.

Allocation of a permanent IP address is not part of the service specifications. User IP addresses are allocated dynamically.

##### Authentication

With the realization of a TKS easyConnect Entertainment access via basic cable connection, the configuration settings will be done automatically. A capable MTA must be connected on customer's side. Appropriate devices are preinstalled in the customer's home or are

provided by the technician with the installation of the access. 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 preinstalled or 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

Activation of the preinstalled MTAs for fast Internet access is performed via the pre-set and unchangeable 12-digit MAC address (Format: xx:xx:xx:xx:xx:xx).

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

With the activation of a TKS easyConnect 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's for fast Internet access is performed via the preset and unchangeable 12-digit MAC address (Format: xx:xx:xx:xx:xx:xx).

### 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 under its service number.

##### 4.1.2 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.

##### 4.1.3 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.

#### 4.1.4 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 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.