

TKS easyTV GO Service Specifications

With the service TKS easyTV GO 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, www.shopmyexchange.com/ shall provide the customer under the existing technical and operational possibilities:

- easyTV Go on a connection from an Internet provider that meets the technical requirements for the provision of this service.

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. TKS Standard Service

The TKS easyTV GO 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 1.2.4 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. easyTV GO contains free of charge the Flex Option feature (Cloud DVR [Network Personal Video Recorder (NPVR)], Replay On Demand, Start Over, and Timeshift), and the service called easyTV Mobile.

1.1. easyTV App & PC-Client

The easyTV Mobile service is required and is included with the TKS easyTV GO service.

The easyTV Mobile service 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. TKS easyTV GO service via Apple TV devices, Amazon Fire TV devices, Google Chromecast devices, a mobile device resp. via PC.

1.1.1. To use the easyTV App the following devices are permitted: Apple TV devices, Amazon Fire TV devices, Google Chromecast devices, Smartphones and Tablet PC.

The prerequisites are:

- Smartphones with the following operating systems
 - Android (Version 4.0 or higher)
 - Apple iOS (Version 6.1 or higher)
- 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 one of the following applications:

- Internet Explorer
- Safari Browser

Also, other browsers may work, but cannot be guaranteed. Devices applicable for the easyTV Mobile service, 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.

Included in the easyTV GO is one stream. For more streams TKS offers the Family Option (refer to 1.2.6.2 Family Option or to the TKS easyTV GO price list.).

1.1.2. 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.

1.1.3. 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

1.1.4. 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.

1.1.5. 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.

1.1.6. 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.

1.2. Program Offer

1.2.1. Service Packages

1.2.1.1. easyTV GO - Basic

This service package only contains the programs of the Module Basic, which is part of any Service Package.

1.2.1.2. easyTV GO - Gold

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

1.2.1.3. easyTV GO - Platinum

This service package consists of the following modules: Basic, Discovery, Starz, US Sports, and Gold.

1.2.2. The easyTV GO service packages do not include the local channels.

1.2.3. Modules

easyTV GO is a module-based service. The following modules are available and part of the above listed service packages:

- Basic
- Discovery
- Starz
- US Sports
- Gold

1.2.4. Marketing Matrix

Service packages can only be offered with the predefined modules:

Service Pack	easyTV GO - Basic	easyTV GO - Gold	easyTV GO - Platinum
Module			
Basic	included	included	included
Discovery	not possible	included	included
Starz	not possible	not possible	included
US Sports	not possible	included	included
Gold	not possible	included	included
NFL Red Zone	not possible	optional	optional

1.2.5. Included services and options

1.2.5.1. 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't guarantee that all started EPG program recordings will be completed successfully.

1.2.5.2. 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. 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. 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; if a USB device is connected the recording will not be made on the Cloud DVR. Programs stored on the Cloud DVR can't be transferred to a USB device.

1.2.5.2.1. 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.

1.2.5.2.2. 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.

1.2.5.2.3. 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.

1.2.6. Additional service and options

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

1.2.6.1. 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 GO contract with easyTV GO - Gold, or easyTV GO - Platinum. The price for the Ticket remains the same, no matter when the Ticket gets booked.

1.2.6.2. Family Option

The Family Option provides the capability to stream parallel on 2 devices (Apple TV devices, Amazon Fire TV devices, Google Chromecast devices, mobile hardware, etc. additionally to the standard one stream included in the contract. The Family Option includes easyTV Mobile.

2. 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.

3. Access Installation

3.1. easyTV GO

TKS easyTV GO can be used in conjunction with an Apple TV device, an Amazon Fire TV device, a Google Chromecast device, mobile hardware device, etc. on an Internet connection within Germany or internationally; with one exception it is prohibited to use the easyTV GO service within the USA. Too low or fluctuating bandwidth of the Internet connection can result in a poor or variable quality of the television picture.

3.2. Additional TKS Services

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

4. 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 GO access:

4.1. On Location Service

4.1.1. Fault Report Acceptance

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

Monday – Sunday 00:00 am – 24:00 pm

4.1.2. 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.