

## TKS easyTV & TKS easyTV IP Service Specifications

With the service TKS easyTV & TKS easyTV IP 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/](http://www.shopmyexchange.com/) shall provide the customer under the existing technical and operational possibilities:

- TKS easyTV on a cable connection from TKS  
or
- TKS easyTV IP on a cable connection from TKS or on a connection of another Internet provider that meets the technical requirements for the provision of this service
- AFN (only with a TKS Set-top Box)

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. Standard service

The TKS easyTV or 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 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 and easyTV IP 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 TKS easyTV Mobile service (easyTV App & PC-Client)

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 service via streaming devices e.g. Amazon Fire TV, Apple TV, or Google Chromecast.

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

The prerequisites are:

- a) Smartphones with the following operating systems
  - Android (Version 4.0 or higher)
  - Apple iOS (Version 6.1 or higher)
- b) 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:

- c) 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 login 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](http://www.tkscable.com).

The easyTV and easyTV IP provides reception of easyTV Basic over a STB and one streaming device. For streaming simultaneously, TKS offers the fee-based Family Option (refer to 1.2.6.2 Family Option or to the TKS easyTV 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 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.

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 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 are - 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.

1.1.6 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.

### 1.2 Program Offer

#### 1.2.1 Service Packages

##### 1.2.1.1 easyTV Basic / easyTV Basic IP

This service package 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. Local Channels as well as AFN channels are not part of the module Basic unless a Set-top Box is being used

##### 1.2.1.2 easyTV Gold / easyTV Gold IP

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

##### 1.2.1.3 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).

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

#### 1.2.3 Modules

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

- Basic
- Discovery
- Starz

- US Sports
- Gold
- AFN channels

#### 1.2.3.1 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" service, TKS provides free of charge a specially configured Internet access for this service for the duration of the contract period. A rental of a TKS Set-top box (STB) is required for the use of this service

#### 1.2.4 easyTV Marketing Matrix

Service packages can only be offered with the predefined modules:

Service Pack Module	easyTV Basic (IP)	easyTV Gold (IP)	easyTV Platinum (IP)
Basic	included	included	included
Discovery	not possible	included	included
Starz	not possible	not available	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 cannot guarantee that all started EPG program recordings will be completed successfully.

##### 1.2.5.1.1.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. 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 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.

##### 1.2.5.1.2.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.

##### 1.2.5.1.3.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.

##### 1.2.5.1.4.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.

#### 1.2.6 Additional services 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 contract with easyTV Gold (IP), or easyTV Platinum (IP). 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 two additional streams, that may be used simultaneously with an Amazon Fire TV device, an Apple TV device, a Google Chromecast device, a mobile hardware, etc. These two streams are 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

If necessary, TKS installs a terminal device of the TKS network on customer's premises, which makes it possible to connect suitable terminal equipment<sup>1</sup>. 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.

### 3.2 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 may result in a poor or variable quality of the television picture.

### 3.3 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.

#### **4. Provision of the Set-top Box (STB)**

Provision of the STB is not part of the contract.

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

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

4.3 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.

#### **5. 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:

##### **5.1 On Location Service**

###### **5.1.1 Fault Report Acceptance**

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

Monday –Sunday 00:00 am – 24:00 pm

###### **5.1.2 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.

##### **5.1.3 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.

##### **5.1.4 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).

##### **5.1.5 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.