

ONdigital Customer Service Centre
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digital
on

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**Great new ONdigital interactive services and channels coming your way
But you'll need to know where to look...**

Dear [REDACTED]

I'd like to keep you up to date with some of the fantastic things happening at ONdigital.

Over the next few months ONdigital will be launching the first of their exciting new interactive services including ONmail and ONrequest.

ONmail is set to revolutionise the way we communicate by letting you and your family send and receive e-mails via your television. With **ONrequest** you can treat yourself to the latest blockbuster pay per view movies, showing the latest movies and special events. We will tell you more about these services very soon.

On February 1st we will also be launching exciting new channels:

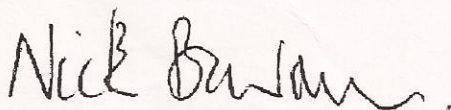
Discovery Kids will feature adventure and entertainment for children of all ages and replaces Carlton Kids, while Carlton World makes way for **Discovery Wings**, a channel devoted to everything mankind has ever made to fly.

To clear the way for these new services and channels, we will be re-ordering the channel numbers on February 1st 2000 and your set top box will need to store the new information. So on this date - or as soon as you can afterwards - you will need to 'Store Channels' on your set-top box. **But don't worry**, the enclosed leaflet will guide you through this simple operation.

As these new channels are replacement channels, there'll be no increase in your Primary channel subscription. Of course, if you chose not to receive Carlton Kids/World but like the sound of these new channels, you can upgrade your subscription right now, simply by calling 0870 600 9696.

If you encounter any difficulties, the people at our Customer Service centre are ready to help between 8am and midnight, seven days a week. They're on 0870 600 9696.

Yours sincerely



Nick Bowman
Director of Customer Services