

on request



How to pick your
favourites with ONrequest

ONrequest – your choice for great entertainment



Do you like watching movies but sometimes miss the latest blockbusters at the cinema? Wouldn't you like to be able to stay at home and see them on your television, simply by pressing a few buttons on your remote control?



ONrequest is a great new service that will bring you the best in digital television entertainment – with movie premieres, sports events and much more. It means you can help yourself to a great choice of entertainment whenever you want. So, get ready to sit back, relax and treat yourself.

The best movies for you to watch

We've made special arrangements with major Hollywood studios to bring you the first TV broadcasts of some of the latest and greatest box office hits. With ONrequest, you'll be able to see what all the fuss is about while everyone's still talking about them.



Better still, we will be expanding the service to bring you top sports and other live special events, too. Best of all, you only pay for what you watch and, if you are already an ONdigital subscriber, there are no connection fees.

Press for action

ONrequest is really simple to use. In fact you could say it's child's play because if you can use a remote control, you can use ONrequest. Using your remote control is the quick and easy way to order, although you can also call our automated telephone order line.



Films at your fingertips

You'll find us on Channels 50-55 and every day we will be broadcasting a range of movies at convenient viewing times. It's easy to take a look at what we're showing each day. If there's a film you've really wanted to see, go ahead and order it. If you're not sure, you can preview the film – free of charge – before you order it.

Then simply sit back and enjoy the movie at the time that suits you best.

Finding out what's on

Channel 50 is our Information channel where you can find details of how to order as well as up to the minute programme listings, previews and information about the service. You can also use our On-screen Guide to find out what's showing now and later and to place your order. There's always a full review of the month's films and programmes in the ONdigital TV Guide sent free to all subscribers, and online at www.onrequest.co.uk.

Getting started is easy

Your remote control is the key to using ONrequest. You can operate everything quickly and simply and it's the easiest way to order movies, too, with just a few clicks needed to confirm your order. First, you need to connect your set top box to a telephone socket; follow the simple step-by-step guide on the next page.

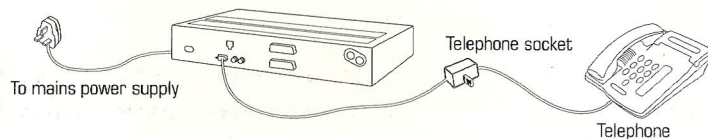


A few simple steps

This is how you connect your set top box or idTV* to your telephone line so that it can send your orders straight through to us. Don't worry, plugging it in won't mean changing your existing phone supplier and it won't cost you anything other than the price of your order calls, which are charged at the national call rate and should each last no longer than about 30 seconds.

Above all, safety first. Please switch off and disconnect your set top box or idTV from the mains, then take a look on the back and familiarise yourself with the diagram below.

For this step you will need a telephone cable. If you've misplaced the original cable that came with your box, a replacement can be ordered by phoning our customer service team on 0870 600 9696. If your original cable isn't long enough to reach the nearest telephone socket, we can also supply you with a simple extension kit.



(The location of sockets on this diagram will vary according to the make of your set top box or idTV.)

Once you have your telephone cable, connect one end into the back of the set top box or idTV (labelled as 'modem' or 'telephone') and put the adapter into the telephone socket on your wall, remembering to plug your phone back in to the empty socket of the adapter. If you are unsure simply refer back to the diagram.

You must have your set top box connected to enable you to order films through your remote control.

Now the connections have been made, plug your set top box or idTV back in to the mains supply and switch it on.

Step 5

Once you have plugged everything back in and have switched on your set top box or idTV, you will need to perform the auto update. This will automatically download the ONrequest software.

First go to channel 51, then press the MENU button, and select option 7 'technical information'. From this menu, choose option 3 'auto update'. You will be asked if you want to start a download, press the select button to start downloading the software. You should now see the message 'auto update' scrolling on the front of your digital box or on the screen of your idTV. If you see the message 'update error', this means that you already have the latest software and can go straight to the next stage.

When the auto update has finished select Channel 51 on your set top box and wait for a few seconds. Your digital box or idTV will then automatically update ONrequest.

This can take a few minutes and you won't be able to change channels while this is happening. You will see a message saying 'Your set top box is being updated. Please wait.'

(If you have any difficulties in doing the above, please call our customer service team on 0870 600 9696 for assistance.)

Ordering your programmes

You can do this through your On-screen Guide which takes you through each simple step and makes ordering easy. At any time on Channel 50, press 'Guide' on your remote, then select 'ONrequest' and follow the on-screen ordering instructions.



*Please note that some set top boxes and idTVs may not be able to receive ONrequest at this stage, please check with us for availability.

Ordering through your remote control means your set top box will send us your order down the phone line. Our system recognises your details and sends back confirmation of your order almost immediately. You can then watch any single showing of your chosen film, whenever you choose, during that day. (Please note that our 'day' starts and finishes at 6.00 a.m.)

For convenient and efficient ordering we recommend that you use your remote control. Alternatively, you can use the 'Order by Phone' option shown on the On-screen Guide. Calls will be charged at national call rates and should take less than a minute to complete.

It's quick and easy to pay

There are no separate bills to worry about with ONrequest because your order is automatically charged to you. If you are currently paying a monthly subscription to ONdigital, we will use the same payment details for your ONrequest orders. If not, then you will need to let us have your payment details before you order. We can do this over the telephone, just call 0870 600 9696.

And, because each programme you order is charged individually and appears on your bank or credit card statement (normally 3 working days), you can see exactly what you've ordered and what you're paying for.

Control what they watch with your Parental Code

The Parental Code lets you control the programmes which can be viewed in your home. You will need to use your Parental Code PIN number if you wish to watch 12, 15 or 18 ONrequest-rated movies earlier in the day than is normally allowed. This normal earliest showing time is generally called the 'watershed' and is designed to protect younger viewers from unsuitable material.

We are allowed to broadcast movies all day provided that showings before the watershed are PIN protected. These times are as follows:

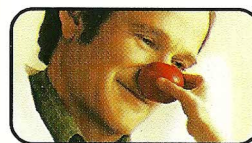
Movie Rating	Normal watershed earliest showing	ONrequest broadcasts
ONrequest 12	8pm	All day
ONrequest 15	8pm	All day
ONrequest 18	10pm	All day

Broadcasts before the watershed will need to be unlocked by your Parental Code number.

This Parental Code PIN number will be useful for other services on your digital box – locking channels or accessing ONmail, for example. We strongly advise you to select your own code as soon as possible. Press 'Menu' on your remote, select 'Parental Lock' and follow the on-screen instructions. If you've already set up a Parental Code in this way, it will not be changed and you should continue to use it. If you haven't selected your own PIN yet, your smart card will use a special default number which we have advised you about separately. You can change this at any time by using the process described above.

If you can't remember your PIN, please call our customer service team on 0870 600 9696.

With ONrequest it's easy to get what you want, when you want it. So go ahead and help yourself ... to ONrequest.



Copy Protection

Because of the high quality of our digital broadcasts, the film studios require us to transmit their movies with a copy protection system to prevent unauthorised copying. This electronic signal will not affect your normal viewing, but will make video recordings unwatchable.

© Images courtesy of Universal City Studios Productions Inc. All rights reserved.



ONrequest Customer Service Centre

PO Box 4

Plymouth

PL1 3XU

tel: 0870 600 9696

ONR0003