

Customer Agreement

ONdigital box
and subscription.

More choice through your aerial.

digital
on

Welcome to the exciting world of ONdigital.

ONdigital really is the simple way to enjoy digital TV.

Just plug-in your ONdigital box and you're watching digital television at its finest.

You don't need a dish or cable, because ONdigital comes through a normal aerial.

And, since ONdigital lets you pick and mix your Primary channels, you have freedom to create your choice to suit your family's viewing needs.

ONdigital. What could be simpler?

Everything you need for complete peace of mind.

Complete this agreement and you will be entitled to:

- Your choice of channels from ONdigital's superb line-up.
- Extra services, including interactive games and – coming soon – e-mail and Pay-per-View events and movies.
- Monthly ONdigital TV Guide listing all the upcoming programmes you want to watch.
- Access to Free-to-View channels, including ITV2, BBC CHOICE, BBC NEWS 24 and – coming soon – Digital Teletext.
- FREE ONdigital box complete with remote control while you subscribe to ONdigital.
- ONdigital Helpline to sort out any queries or questions quickly and courteously – just call our Customer Support team on 0870 600 9696.
- Prompt replacement of box should it break down.

Read on to find out more about the great ONdigital services your monthly subscription will give you...



How do I sign up?

1. Check the coverage

Your retailer will check your address to help make sure you can receive ONdigital.

2. Select your channels

Your retailer will help you to choose your channels.

Begin by getting to know all the available channels, which are listed on pages 4-5.

Next, take a look at the selection of channel options with the relevant subscription costs on page 6.

Simply select your channel option and list your choice of channels where appropriate.

3. Complete the Customer Application form

Your retailer will help you to fill out your application form in the store.

Make your selection of Primary channels and indicate which Premium channels you would like.

Please take a few minutes to read the full terms and conditions before you sign your Customer Agreement. Your retailer will then give you an ONdigital Customer Account Number.

4. Call us!

When you get home, simply plug the box straight into the back of the TV set. Full details of how to set up your box are in the ONdigital Starter Pack included with your box. Then call the Customer Activation Team on 0870 600 1616 and quote your Customer Account Number to activate your box.

That's it! Now simply sit back and enjoy digital television at its finest.

Will my aerial pick up ONdigital?

Yes! In the majority of cases, your existing TV aerial will be ideal. Some viewers may need an upgrade to their existing aerial. Subject to our terms and conditions, ONdigital will be happy to arrange for a Standard Aerial Upgrade if required for special rates from £40. Call the ONdigital Customer Support Team for further details on 0870 600 9696.

Now let's take a look at the exciting line-up of ONdigital channels you can choose from...

Channel Line-up

ONdigital Primary channels

These two channels count as one choice

These two channels count as one choice



24 hours of high quality choice ranging from vintage 30s titles to contemporary classics. Includes the world's brightest film-making talent.



The very best of contemporary dramas, plus quizzes, movies, comedies, documentaries and sporting and music events. High quality, both acquired and home grown.



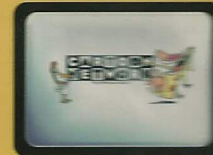
Europe's only dedicated food channel, bringing you the world's finest chefs, food experts and celebrities, serving over 50 hours of mouth-watering programmes every week.



The very best of children's programming: dramas, documentaries, educational series, puppet shows and animation. Wide appeal from tots to teens.



Wide range of factual programmes. Natural history, human interest, health, medicine, fitness, business, finance, travel, food. Also leisure, fashion, DIY, gardening, music, art.



The only 24-hour all cartoon channel. All time favourites include Tom & Jerry, The Flintstones and Bugs Bunny, plus new toons like Cow and Chicken and Johnny Bravo.



The UK's only music and comedy channel. A mix of harmony and hilarity with lots of new programmes alongside special versions of BBC shows.



Quality British comedy and drama. From Shooting Stars and Only Fools and Horses to Hamish Macbeth and This Life. The kind of TV you want to see again and again.



The channel for inspiration, escape and entertainment, with the focus on homes, antiques, gardening, travel and cookery.



The best of the BBC's factual entertainment about real people, nature, history, science, travel and adventure.



The No.1 for family entertainment, featuring Friends, the Uncovered series, ER and award-winning Dream Team.



The passion, drama and excitement of sport at its highest level: live action from some of the biggest events in the world.

These two channels count as one choice



The ultimate women's magazine on air, offering the freshest, most compulsive and involving TV.



The ultimate men's magazine on air, featuring the latest fast cars, fast bikes and fast women.

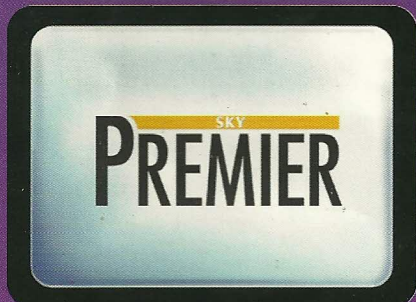


"The home of the hits", offering the very best in classic television entertainment from Britain and America.



This cult music channel mixes an irreverent presentation with hits and videos from mainstream and underground music. Coming July 1st.

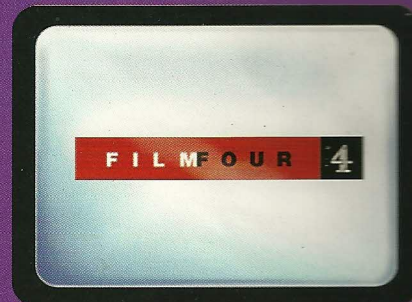
ONdigital Premium channels



Recently-released box office hits, blockbusters, award-winning movies and originally produced films - plus Barry Norman's new film magazine show.

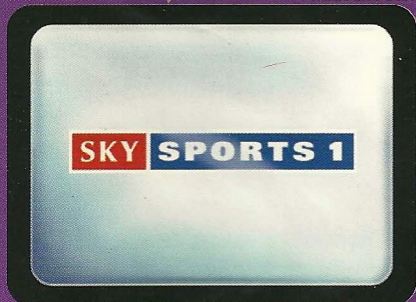


A potent cocktail of action, comedy, romance and cutting-edge independent cinema - pure movies with attitude.



The best in modern independent cinema from the UK, Europe and the US every night from 6pm.

These two channels count as one choice



The best of British live sport. In-depth sporting analysis. A wide range of sport-related programmes including Premier League Football.



A bonus channel when you choose Sky Sports 1 (only where available).



Free-to-View channels

All ONdigital customers have access to Free-to-View channels at no extra cost.



The programmes you know and love in digital quality with more widescreen broadcasts.



The programmes you know and love in digital quality with more widescreen broadcasts.



The BBC's first new general channel since BBC TWO. Scotland, Wales and Northern Ireland each have their own version.



The BBC's vast news gathering resources bring live, uninterrupted coverage of key events as they happen, 24 hours a day.



An integrated television and programming internet service that gives you the knowledge you want in a new and involving way. Look out for the summer launch.



A complete parliamentary service providing factual information on the issues that shape the way we live. [Audio only.]



Great graphics and information, from today's news headlines to shareprices in Japan. Quick and easy to find your way around. [Coming soon.]

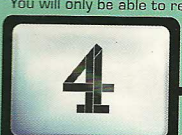
You will only be able to receive one of these channels.



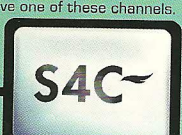
You know what's on. But the quality of the picture and sound may come as a surprise. Not available on satellite.



New from ITV. A contemporary mix of sport, drama, music, factual programmes and entertainment for a younger audience.



The quality programmes you'd expect, but with widescreen pictures and CD sound.



Home-grown programming for Wales, 12 hours a day.



Popular mainstream viewing with entertainment, new comedy, drama and films plus sport and documentaries.



Digital Teletext will provide quicker pages, text will be easier to read and the pictures and graphics more detailed. [Coming soon.]

Remember - whilst ONdigital viewers can enjoy digital ITV & ITV2 and Digital Teletext, these services are not available for satellite TV subscribers.

* The BBC brings you these as part of the licence fee. † Not available in Scotland and Northern Ireland.

ONdigital

Free Bonus channels



The High Street on your TV! For the biggest names and the best prices, turn on, sit back and Shop!



Regular specially commissioned programmes and events including dramas, entertainment, comedy and music.

UEFA Champions League

ONdigital will bring you live coverage of the UEFA Champions League from this Autumn. Our extensive coverage will be free to all ONdigital subscribers taking six Primary channels or more for the 1999/2000 season (subject to coverage).



Selecting your channels

As an ONdigital customer, you will receive all available Primary channels listed on the previous pages for the first three months. This way, you can get to know our Primary channels before you choose which of them you want to take. This is not available for those customers who choose the Basic Entry Choice.

At the end of this three month introductory period, you have two options:

a. Continue to subscribe to all Primary channels along with your choice of Premium channels.

Your monthly subscription will increase by just £2 per month.

b. Choose any six Primary channels along with your selection of Premium channels and continue to pay the amount listed below.

DON'T WORRY! We will be in touch before the end of your introductory period to give you plenty of time to make your choice.

Choose which channels you want, then enter the number of your choice from 1 to 11 plus your choice of Premium channels on the space in the Customer Application Form opposite.

All selections include an ONdigital box for the length of your subscription, access to Free-to-View channels and ONdigital free Bonus channels.

1	All available Primary channels <small>plus Shop! and First ONdigital where available</small>	3 Sky Premium channels <small>(Sky Sports 3 free where available)</small>	FilmFour	£33.98
2	All available Primary channels <small>plus Shop! and First ONdigital where available</small>	2 Sky Premium channels <small>(Sky Sports 3 free with Sky Sports 1 where available)</small>	FilmFour	£30.98
3	All available Primary channels <small>plus Shop! and First ONdigital where available</small>	1 Sky Premium channel <small>(Sky Sports 3 free with Sky Sports 1 where available)</small>	FilmFour	£26.98
4	All available Primary channels <small>plus Shop! and First ONdigital where available</small>	3 Sky Premium channels <small>(Sky Sports 3 free where available)</small>	-	£27.99
5	All available Primary channels <small>plus Shop! and First ONdigital where available</small>	2 Sky Premium channels <small>(Sky Sports 3 free with Sky Sports 1 where available)</small>	-	£24.99
6	All available Primary channels <small>plus Shop! and First ONdigital where available</small>	1 Sky Premium channel <small>(Sky Sports 3 free with Sky Sports 1 where available)</small>	-	£20.99
7	All available Primary channels <small>plus Shop! and First ONdigital where available</small>	-	FilmFour	£15.98
8	All available Primary channels <small>plus Shop! and First ONdigital where available</small>	-	-	£ 9.99

Some customers will only be able to receive **Channel Menu E**. Your retailer will let you know if this applies to you. As you are unfortunately not able to receive six Primary channels, a special offer gives you a selection of Primary and Premium channels for a very special price.

9	Primary channels Carlton Cinema Cartoon Network Sky One Eurosport	Premium channels Sky Premier Sky Sports 1	-	£21.99
10	Primary channels Carlton Cinema Cartoon Network Sky One Eurosport	Premium channels Sky Premier Sky Sports 1	FilmFour	£27.98

ONdigital also offers a **Basic Entry** choice of one Primary channel, Shop! and First ONdigital plus the soon-to-arrive Pay-per-View services and access to e-mail services. Simply choose your one Primary channel now and the Premium channels you want when you activate your subscription.

11	Choice of any one Primary channel <small>plus Shop! and First ONdigital</small>	Sky Premium channels <small>available on request</small>	FilmFour <small>available on request</small>	£ 6.99
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Thank you for choosing ONdigital

We're proud of the quality of our channels and service here at ONdigital.

Everything we do is designed to make your move to the wonderful world of digital TV simple, straightforward and affordable.

Which means you can enjoy so many more of the programmes you really want to see – in superb digital quality.

Remember, if we can help you in any way, please call our Customer Support Team on 0870 600 9696.

Set-top box available for hire from ONdigital at no charge for as long as ONdigital subscription maintained. Minimum subscription is £6.99 per month for 12 months. Subject to status. Subscription amount may vary in accordance with the ONdigital subscription contract. Not available to non-domestic customers (pubs, clubs etc.). Customers must be 18 years or over. Programmes and channels are subject to alterations and may vary according to coverage in your area. Please check coverage and availability with your retailer. Reception may depend on the type and condition of existing aerial installation. A Standard Aerial Upgrade fee may be payable – from £40. Set-top box must be returned or will be collected by ONdigital if subscription contract terminates. Credit/debit card details may be taken as security. One set-top box per new subscription only. Information correct at time of going to press. For further details please call ONdigital free on 0808 100 0101. ONdigital, 346 Queenstown Road, London SW6 4NE.

