

Your guide to Telewest Broadband services

Internet, Phone and TV

To check that Telewest Broadband services are available in your area please call us on:

0800 953 5353
(Sales Enquiries)

Telewest Broadband customers requiring additional services can call us on:

0845 142 0000
(Customer Services)

or dial 150 for free from your Telewest phone line

Total monthly charge

+

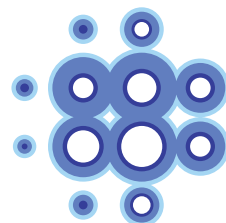
Month in advance

+

Connection fee/Extras
(Less deposit)

=

Estimated total first bill



To find out more visit www.telewest.co.uk

Your guide to Telewest Broadband services

Internet, Phone and TV

To check that Telewest Broadband services are available in your area, please visit www.telewest.co.uk or call your Broadband Consultant.

Your broadband consultant is

Name

Contact

Total monthly charge

+

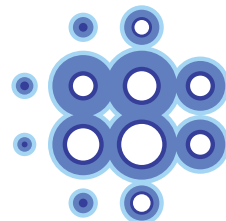
Month in advance

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Estimated total first bill



To find out more visit www.telewest.co.uk

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Living with Telewest Broadband

We provide the latest broadband services through a single connection into your home.

Whatever services you want, we are committed to offering you great value for money. If you take TV, phone and broadband Internet you can save money and get a really great deal.

You don't need a dish, a new TV or new phone, and installation is easy.

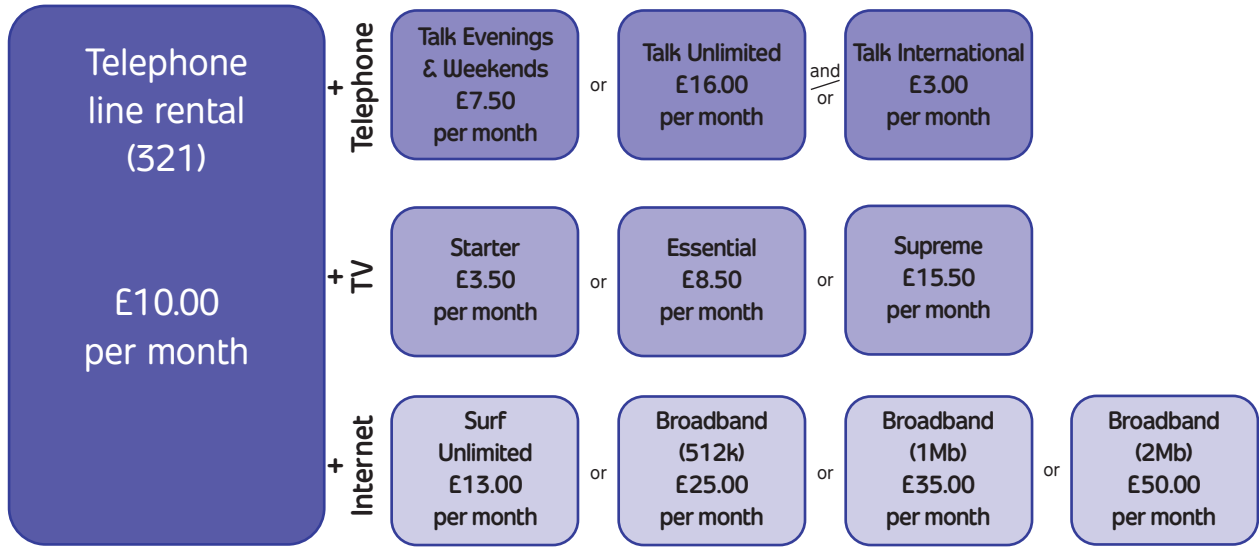
To check that Telewest Broadband services are available in your area, please visit www.telewest.co.uk or call us on the number shown on the back cover of this brochure.

The easiest way to pay is by Direct Debit. All prices shown are for payment by Direct Debit. If you choose to pay by any other method, an administration charge of £2.00 per month will be added.

An initial payment of £50.00 is payable in advance, by credit or debit card only, which will appear as a credit on your first bill.

Tailored for your lifestyle

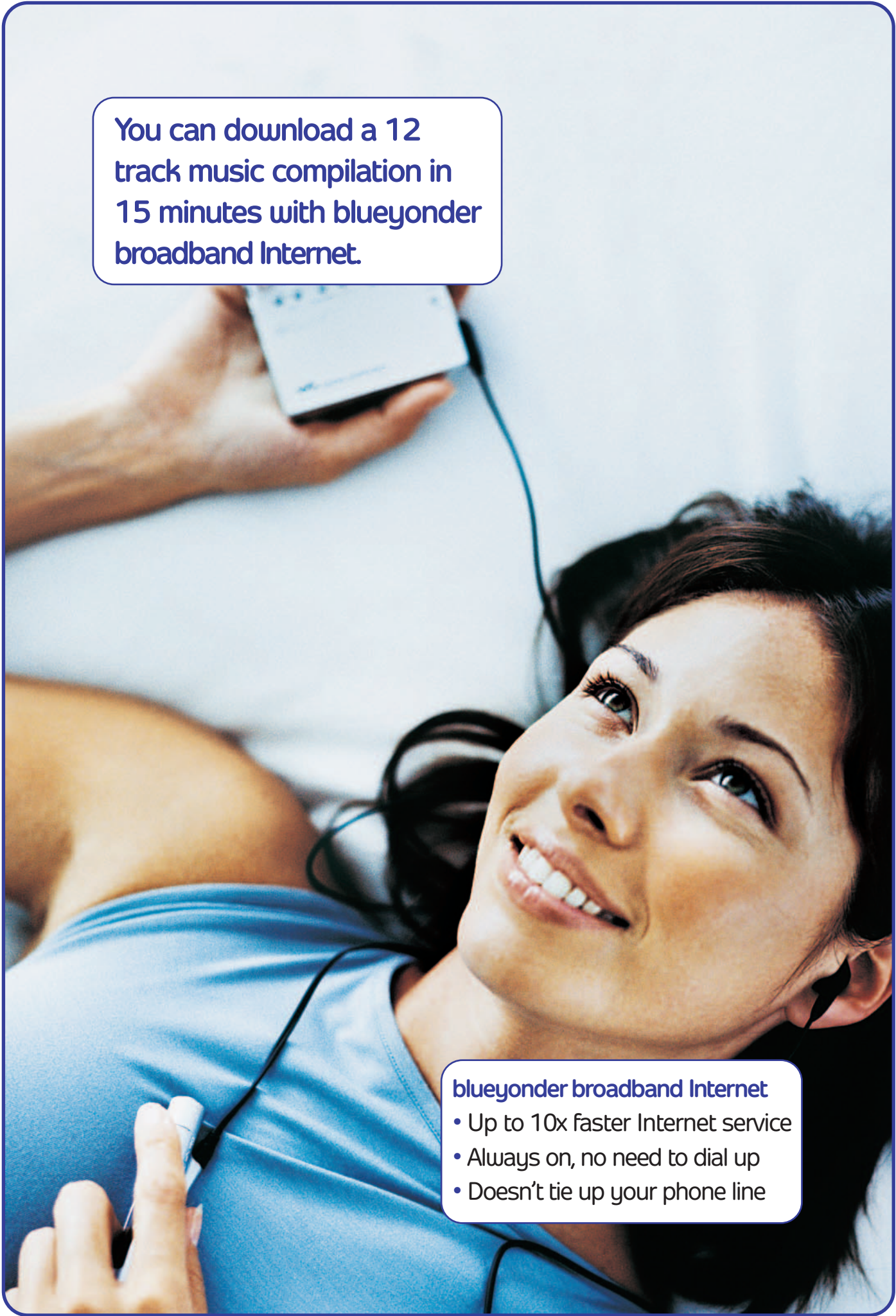
Choose from a variety of products, a tailored package that suits your needs.



For example

If you buy the Essential package you will pay £10.00 for a 321 line rental and £8.50 for Essential TV, which is a total of £18.50

Customers must commit to a minimum of 12 months for each service. All prices are for payment per month by Direct Debit. Non Direct Debit £2.00 extra. Broadband prices exclude customers taking broadband Internet and/or TV without a phone line.



You can download a 12 track music compilation in 15 minutes with blueyonder broadband Internet.

- blueyonder broadband Internet**
- Up to 10x faster Internet service
 - Always on, no need to dial up
 - Doesn't tie up your phone line

blueyonder Internet services

You can take blueyonder broadband Internet alone, or combine it with a phone and/or TV package.

blueyonder Surf Unlimited	blueyonder broadband Internet 512kbps	1Mb blueyonder broadband Internet	2Mb blueyonder broadband Internet
£13.00 <small>Fixed monthly fee for unmetered use.</small>	£25.00 <small>Fixed monthly fee if you subscribe to another Telewest service.</small>	£35.00 <small>Fixed monthly fee if you subscribe to another Telewest service.</small>	£50.00 <small>Fixed monthly fee if you subscribe to another Telewest service.</small>
	£29.99 <small>Fixed monthly fee.</small>	£39.99 <small>Fixed monthly fee.</small>	£54.99 <small>Fixed monthly fee.</small>

Prices shown are for payment by Direct Debit. For details of installation charges please refer to page 12.

blueyonder Pay-as-you-go

A dial-up service is available where you simply pay for the time you're online, at 2p per minute plus a connection fee of 6p for each call. You will need to take a Telewest phone line.

blueyonder Surf Unlimited

For a flat monthly fee, you can dial-up to the Internet at any time, day or night – and use it for as long as you like without incurring any additional phone charges.

With blueyonder Pay-as-you-go and blueyonder Surf Unlimited you can now make and receive phone calls whilst you are on the Internet. This is known as Modem-on-hold*

blueyonder broadband 512Kbps

An always on Internet Service that is up to 10x faster than a standard dial-up connection. It doesn't tie up your phone, so you can surf and use the phone at the same time. See overleaf for more information.

blueyonder 1Mb broadband service

The blueyonder 1Mb service is a faster broadband Internet experience that is up to 20x faster than a standard dial-up connection.

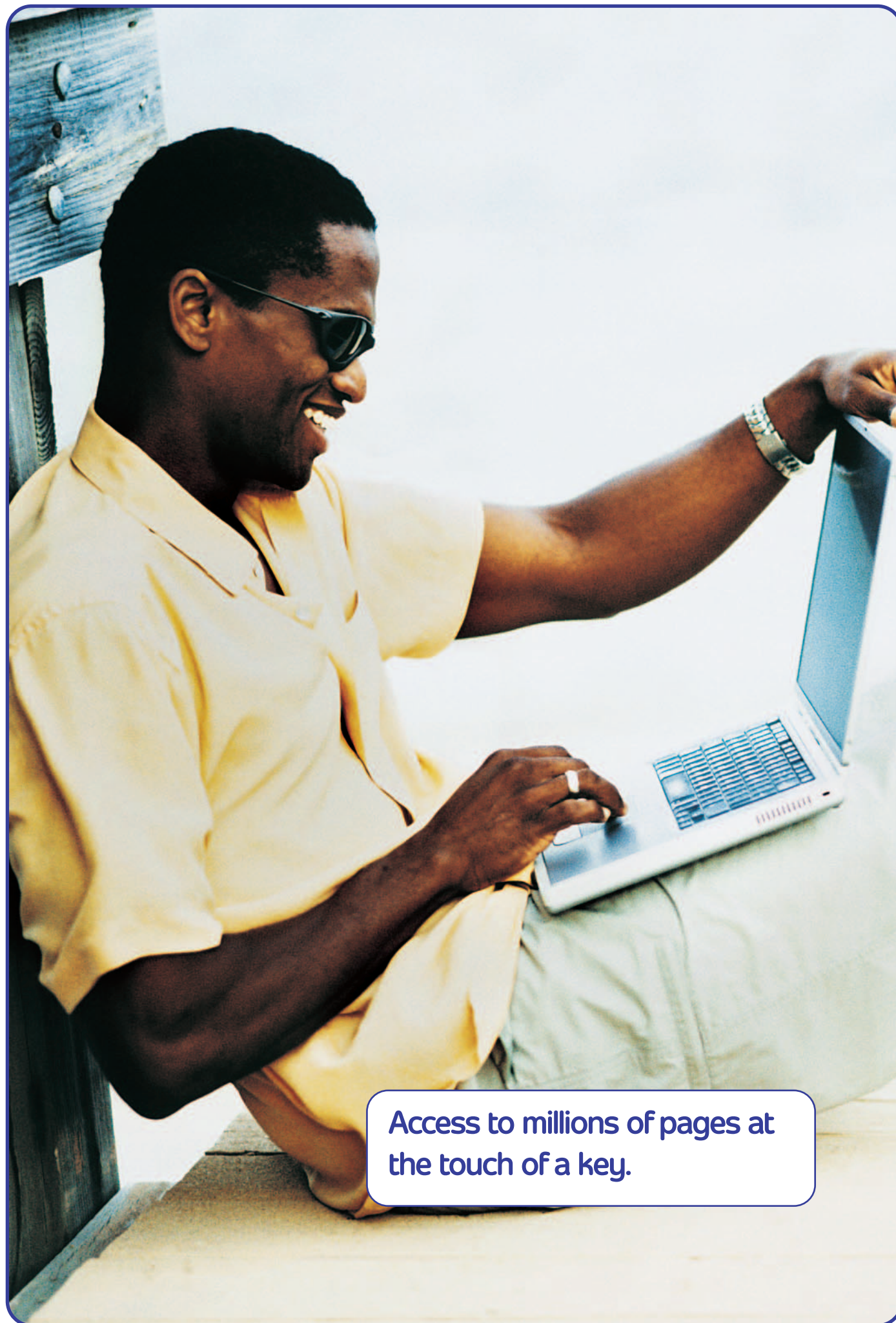
blueyonder 2Mb broadband service

The blueyonder 2Mb service is the UK's fastest home cable Internet service that is up to 40x faster than a standard dial-up connection.

Services free with blueyonder broadband Internet

- 30Mb web space to create your own personal web site
- 15 email addresses for all your family
- Dedicated broadband site
- Bluetutorials – online tutorials on how to get the most from your broadband connection and links to the top broadband sites
- Technical Support software to help identify and fix simple Internet connection problems

*To use 'Modem-on-hold' you will require a V.92 compatible modem and updated drivers from your modem manufacturer. You will need Call Waiting to be activated on your phone line, which costs £1.00 per month.



Access to millions of pages at the touch of a key.

Experience the world of broadband

The world we live in today demands everything we do to be quicker and easier. blueyonder broadband Internet is up to 40x faster than standard dial up Internet which means you can surf the web, download music and movie clips and send emails in an instant.

blueyonder broadband Internet is up to **40x faster** which means:

Instant surfing

Get all the best shopping and holiday bargains by surfing up to 40x faster than your dial up friends. Check out how your shares are performing or have a dabble on the Stock Market without having to wait ages for the Internet to log on or pages to download.

Keep in touch wherever your friends are

There's no excuse not to keep in touch with family and friends on the other side of the world. With blueyonder you can send and receive large email attachments like photos or large documents instantly without crashing your inbox.

Music at your fingertips

No need to go to the shops, you have all the music in the world at your fingertips. With blueyonder 512kbps broadband service you could download 12 music tracks in 15 minutes compared to the 2.5 hours with dial-up.

Warning: Copyright owner's permission may be required for the downloading of music files.
Quoted speeds are based on all technologies working at optimum speed. In practice, factors such as speed a website can support, the amount of traffic accessing it, and content caching, can cause quoted speeds to vary.

Streaming Video

Watch the movie clips before you go to the cinema or download the goal of the month from your favourite footy team's web site.

Don't be the last to know what's going on in the world – with blueyonder you can watch up to date news and current affairs with live audio and video streaming. The faster the connection the higher the quality.

Play online games

With blueyonder your ping rates are low which makes your reaction times online seem faster so you can shoot your opponent before he's even seen you coming.

And soon you'll be able to play your Xbox Live with blueyonder broadband.

Don't miss out on the award winning blueyonder service.



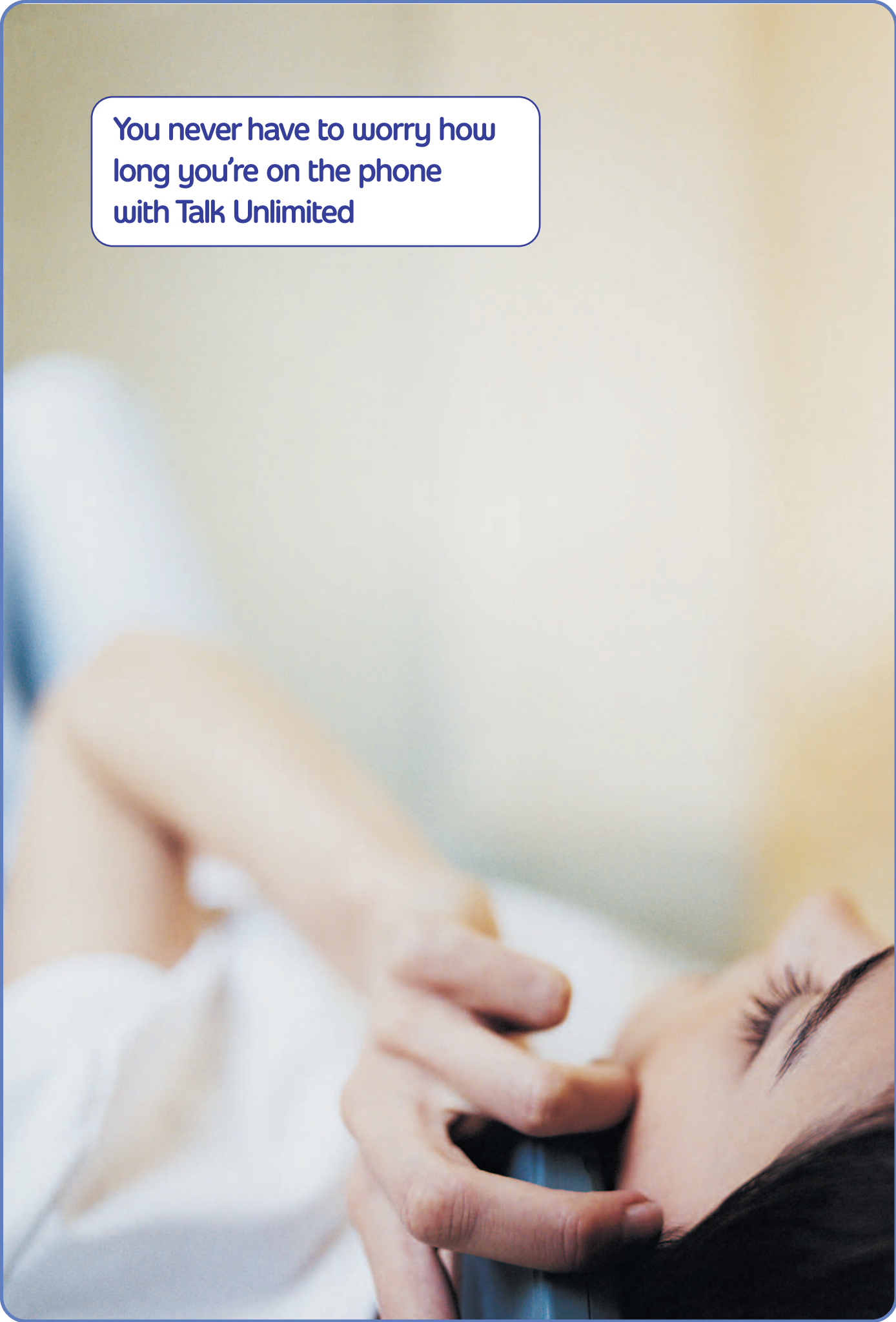
Voted **Best ISP of the year** by the ISP Review.

Voted **Best broadband ISP** by PC Pro Magazine.

Most Satisfying ISP by Webuser readers.

Winner of the **Best Unmetered ISP Award** 2002.

Best New Telecommunications Product by Computing Awards 2002.



You never have to worry how long you're on the phone with Talk Unlimited

Phone services

You can take a phone service alone or combine it with an Internet service and/or TV package. Use the table to help you decide which tariff is best for you.

Prices shown are for payment by Direct Debit.

	Talk Unlimited	Talk Evenings & Weekends	321
	Unlimited UK phone calls 24 hours a day for a fixed monthly fee	Unlimited UK phone calls at evenings & weekends for a fixed monthly fee	National calls at local rates with our simple 321 tariff
Monthly cost when paying by Direct Debit	£16.00	£7.50	Per minute
Monthly phone line rental	£10.00	£10.00	£10.00
Monthly total	£26.00	£17.50 + daytime calls per minute	£10.00 + calls per minute
Local and national calls			
Daytime call charges per minute 6am - 6pm Monday to Friday	Included in monthly fee	4p*	3p*
Evening call charges per minute 6pm - 6am Monday to Friday	Included in monthly fee	Included in monthly fee	2p*
Weekend call charges per minute midnight Friday to midnight Sunday	Included in monthly fee	Included in monthly fee	1p*
Excluded calls			
Calls to mobiles, premium rate, international, internet and non-geographic numbers	Not included. Charged at standard rates	Not included. Charged at standard rates	Not included. Charged at standard rates
Option to add 26 channels of digital TV, free TV email and access to Pay Per View movies for an extra £3.50 a month	Yes	Yes	Yes

* A call connection charge of 6p per call applies.

Talk International Additional £3.00 per month There is a 6p connection charge per call.

Talk International

Talk International offers discounted calls to all countries for an additional £3.00 per month. 17 of the destinations only cost 3p or less per minute – the same as the price of a local daytime call.

Calls to International Premium Rate numbers are not discounted with Talk International and are charged at standard rates.

Each phone tariff must be kept for a minimum of 30 days before switching to an alternative Telewest phone tariff.

Combined TV and phone packages

Broadband digital TV gives you a greater choice of channels and a clearer picture. You can take our Supreme TV package by itself or combine it with a phone service. To help you choose, we have given you the prices for combining our TV and phone services.

	Starter	Essential	Supreme	
entertainment	BBC Three BBC Four Ftn ITV2 Sky One	BBC Three BBC Four Bravo Bravo + 1 Challenge E4 Ftn Hallmark ITV2 Living TV Living TV + 1 Paramount Comedy	BBC Three BBC Four Bravo Bravo + 1 Challenge E4 Ftn Granada Men & Motors Granada Plus Hallmark ITV2 Living TV Living TV + 1	Paramount Comedy Paramount Comedy 2 Reality TV Sci-Fi Sky One TCM Trouble Trouble Reload UK Drama UK Gold + 1 UK Gold 2
factual	BBC News 24 BBC Parliament ITV News Sky News The Community Channel UK History	Animal Planet BBC News 24 BBC Parliament CNBC Discovery Channel Discovery Home & Leisure ITV News Sky News The Community Channel	Adventure One Animal Planet BBC News 24 BBC Parliament Bloomberg CNBC Discovery Channel Discovery Channel + 1 Discovery Civilisation Discovery Home & Leisure Discovery Science	Discovery Travel & Adventure Discovery Wings History Channel ITV News National Geographic Sky News The Community Channel UK History UK Horizons + 1 UK Horizons
music	The Hits The Music Factory	MTV Hits The Box The Hits The Music Factory VH-1 Classic	Kerrang! Kiss Magic MTV 2 MTV Base MTV Dance MTV Hits MTV UK	Performance Q Smash hits The Box The Hits The Music factory VH-1 VH-1 Classic
lifestyle	Best Direct Bid-up.tv Price-drop.tv QVC Simply Shopping TV Travel Shop TV Warehouse UK Bright Ideas	Best Direct Bid-up.tv Discovery Health God Channel Price-drop.tv QVC Simply Shopping TV Travel Shop	Best Direct Bid-up.tv Discovery Health Fashion TV God Channel Price-drop.tv QVC Simply Shopping	Travel Channel Travel Deals Direct TV Travel Shop TV Warehouse UK Bright Ideas UK Food UK Style +1
kids	CBBC Channel CBeebies	Cartoon Network Cartoon Channel CBeebies Fox Kids Nicktoons TV	Boomerang Cartoon Network Cartoon Network +1 CBBC Channel CBeebies Discovery Kids Fox Kids	Fox Kids +1 Nickelodeon Nick Jr Nick Replay Nicktoons TV Toonami
sport	Attheraces Sky Sports News	Attheraces British Eurosport Eurosport News	Attheraces British Eurosport Eurosport News	Extreme Sports Sky Sports News
basic	BBC One BBC Two Channel 4	BBC One BBC Two Channel 4	BBC One BBC Two Channel 4	Five ITV 1 selected radio channels
global	EuroNews	EuroNews	Deutsche Welle EuroNews Leonardo	TV5

You need this	Choose one of these	Monthly total
line rental – £10	Starter and 321 tariff £3.50	= £13.50
	Starter with Talk Evenings & Weekends tariff £11.00	= £21.00
	Starter with Talk Unlimited tariff £19.50	= £29.50
line rental – £10	Essential and 321 tariff £8.50	= £18.50
	Essential with Talk Evenings & Weekends tariff £16.00	= £26.00
	Essential with Talk Unlimited tariff + TV £24.50	= £34.50
line rental – £10	Supreme and 321 tariff £15.50	= £25.50
	Supreme with Talk Evenings & Weekends tariff £23.00	= £33.00
	Supreme with Talk Unlimited tariff + TV £31.50	= £41.50
	Supreme TV Only (excluding phone)	= £20.00

Supreme is available as a TV only package for £20 per month.
All prices shown include phone line rental and are for payment by Direct Debit.
Channel line-up is subject to change. For details of installation charges please refer to page 12.

Your choice of premium channels

Sky Movies, Sky Sports and other Premium Channels can be added to any Telewest Broadband package.

So take a look at what’s on offer and make your choice.
All prices are shown per month.

Sky premium channels

Sky Movies

skymovies premier

4 Screens

+

skymovies max

5 Screens

=

skymovies cinema

2 Screens

Disney Channel

Free when you subscribe to both Sky Movies Premier and Sky Movies Max



© Sky Movies, Sixth Sense



© Sky Movies, Tomb Raider



© Sky Movies, Mission to Mars

Sky Sports

or

Sky Sports 1

Sky Sports 2

=

Sky Sports 3

Free when you subscribe to either Sky Sports 1 or 2



© Sky Sports, Premiership Football



© Sky Sports, Cricket




© Sky Sports, Golf

1 Sky premium + £15.00	2 Sky premiums + £20.00	3 Sky premiums + £22.00	4 Sky premiums + £24.00
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		1 Sky Premium £15.00	2 Sky Premiums £20.00	3 Sky Premiums £22.00	4 Sky Premiums £24.00
Starter	321 Talk E+W Talk Unltd	£28.50 £36.00 £44.50	£33.50 £41.00 £49.50	£35.50 £43.00 £51.50	£37.50 £45.00 £53.50
Essential	321 Talk E+W Talk Unltd	£33.50 £41.00 £49.50	£38.50 £46.00 £54.50	£40.50 £48.00 £56.50	£42.50 £50.00 £58.50
Supreme	321 Talk E+W Talk Unltd	£40.50 £48.00 £56.50	£45.50 £53.00 £61.50	£47.50 £55.00 £63.50	£49.50 £57.00 £65.50
Supreme TV Only		£35.00	£40.00	£42.00	£44.00


Premium channels, once ordered, need to be kept for a minimum of 30 days.

Asian Premium Channels




The best in Asian family entertainment.

£10.00




The best in Asian produced entertainment, drama and educational programmes including Bollywood classics.

£10.00




Top Bollywood movies, exclusive interviews and behind the scenes previews and gossip.

£10.00



The channel India relies on for independent objective and unbiased news coverage and analysis.

£10.00



India's number one Hindi entertainment channel with Hindi series, Bollywood blockbusters, music (Channel [V]) and more.

£10.00

or £13.00 for both

or

Asian Premium Package

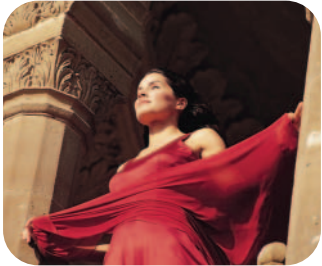
All 5 Asian Premium Channels plus our Talk International phone service for **£24.00**



Kahani Terri Merri, image courtesy of Sony Entertainment Television Asia



Kaho Na Pyar Hai, image courtesy of Sony Entertainment Television Asia



Lagaan, image courtesy of Sony Entertainment Television Asia

Adult Premium Channels



£11.00



The best in adult entertainment

£11.00



£11.00

1 Adult Channel **£11.00** 2 Adult Channels **£16.00** 3 Adult Channels **£18.00**

Other Premium Channels



A mix of cartoons, films and features from the home of family entertainment

£6.00



The best in modern and independent cinema

£6.00



The television channel dedicated to Manchester United.

£6.00



Live Pro and NCAA action from North America, including baseball, football, basketball and hockey, plus the best sports news and talk shows


£10.00

Premium channels, once ordered, need to be kept for a minimum of 30 days.
All prices are shown per month.

Pay Per View

Front Row

- 30 top Hollywood titles every day
- Only £1.99 – £3.50 per movie



30 movies every day



© Sky Movies, Charlie's Angels

Adult Pay Per Night





- Choose any of the above channels for £7.00 per night
- Choose from a selection of Private Blue Movies for £5.50

Premiership Extra

- Enjoy all the best action from the only league that really matters
- £8.00 per match
- £60.00 season ticket* – Telewest Armchair Season Ticket is even better value, at £60 for all 40 games (that's just £1.50 per game)



* Payable in one payment of £60 or four consecutive instalments of £15 per month.



© Sky Sports, Premiership Football



© Sky Sports, Premiership Football

Summary of service charges

Broadband Installation Charges

Broadband Internet, TV and phone installation charge (All three products to be installed at the same time)	This triple installation includes: 1 set top box, video connection, phone line(s) including conversion of existing working extensions (providing they conform to OFTEL wiring regulations) and blueyonder broadband Internet installation (excluding cost of NIC, if required)	£25.00
TV and phone installation charge	This installation charge includes all the above EXCEPT blueyonder broadband Internet	£50.00
TV only installation charge		£50.00
Installation of 2nd or 3rd set top box	per box	£25.00
Phone line only installation charge	per visit	£25.00
blueyonder broadband Internet installation charge – new Telewest customers		£50.00
blueyonder broadband Internet installation charge – existing Telewest customers		£25.00
Network interface card (if required)	if required	£25.00

Optional Extras

Rental of additional set top box	per month per box	£15.00
Adding a premium channel	Must be taken for a minimum of 30 days	Free
1st phone line rental	if not purchased with TV service per month	£10.00
Additional phone line rental	per month	£10.00
Keyboard	including p&p	£29.99

Additional Services

Call out for service fault		Free
Call out fee	(not related to service fault eg. relocation of wall point, adding phone extension, failure of customer's equipment ie. TV set, phone)	£75.00
Replace damaged or lost remote control		£12.50
Copy bill (per bill)		£10.00

All prices shown are for payment by Direct Debit. If you choose to pay by any other method, an administration charge of £2.00 per month will be added.

Additional product information

321

1. Free evening and weekend talktime: No charge will be made for talktime for any local calls made by Telewest Broadband residential phone customers to other Telewest Broadband residential phone customers on weekdays between 6pm and 6am and all weekend (6pm Friday to 6am Monday) but all calls are subject to a 6p connection charge. Excludes calls (direct or indirect) to Internet service providers' points of presence for Internet access.

2. All other local, regional and national phone calls are charged at 3p a minute daytime (6.00am to 6.00pm Monday to Friday and all UK public holidays), 2p a minute evenings (6.00pm-6.00am Monday to Friday) and 1p a minute weekends (midnight Friday to midnight Sunday). A call connection charge of 6p per call is charged for all calls unless stated otherwise in the Guide to Residential Tariffs (available on request from Customer Services).

3. Separate rates apply to non geographic (e.g. 0645, 0845, 0870 and 0990 etc), mobile, premium rate, international numbers and calls to Internet points of presence.

Talk Unlimited/Talk Evenings & Weekends

4. For Talk Unlimited, no charges are made for any direct dialled voice-only calls within the UK (e.g. cable, local, regional and national calls). Standard Telewest rates apply to non-geographic (e.g. 0645, 0845, 0870 and 0990 etc), mobile, premium rate, international and calls to Internet points of presence.

5. For Talk Evenings & Weekends, no charges are made for any direct dialled voice-only calls within the UK (e.g. cable, local, regional and national calls) made in the evenings between 6pm and 6am and at weekends (midnight Friday to midnight Sunday). Standard Telewest rates apply to non-geographic (e.g. 0645, 0845, 0870 and 0990 etc), mobile, premium rate, international and calls to Internet points of presence.

Local and national daytime calls are charged at 4p per minute with a 6p connection charge per call.

6. Talk Unlimited/Talk Evenings & Weekends must be kept for a minimum of 30 days before switching to an alternative Telewest telephone tariff.

7. Talk Unlimited/Talk Evenings & Weekends are not available to business users and Telewest has the absolute right to withdraw such service from those using Talk Unlimited or Talk Evenings & Weekends for business purposes or from those with call usage patterns that indicate use of the line for business purposes.

8. Talk Unlimited/Talk Evenings & Weekends only relates to one telephone line per household. Additional standard telephone lines are also available.

Digital Telephone and Calling Services

9. Connection of Telewest residential phone lines is subject to a connection charge per visit.

10. Number portability is subject to status and availability.

Programme Information

11. Telewest reserve the right to suspend access to Pay Per View movies without notice at its sole discretion. Live events are separately priced.

12. Not all channels broadcast 24 hours a day, 7 days a week.

13. Premium channels or package upgrades, once ordered, must be kept for a minimum of 30 days.

blueyonder Pay-as-you-go

14. Telewest offers an ISP service (that is, access to the Internet) on request to customers with a Telewest Broadband residential phone line with calls to Telewest's point of presence. Customers who disconnect all Telewest residential phone lines (or have such phone lines disconnected for non-payment or other breach of contract) will cease to be eligible and will be subject to Telewest's standard subscription charges for Internet access. This service cannot be used in conjunction with any other offer on Telewest telephone lines and/or blueyonder subscription.

blueyonder Surf Unlimited

15. For a monthly fee, Telewest Broadband residential customers will be entitled to unlimited calls to blueyonder Surf Unlimited's point of presence for Internet access via their Telewest phone lines, 24 hours per day, and 7 days per week at no further charge..

16. We reserve the right to disconnect calls to blueyonder Surf Unlimited for Internet access after 2 hours' continuous use and/or after 15 minutes if there is no data traffic on the line.

17. Please contact us to find out if your PC is compatible.

blueyonder broadband Internet.

18. PCs or Macs will need a Network Interface Card (NIC) for connection to the cable modem which Telewest can supply for an additional £25 (some PCs or Macs may already be equipped with NIC). Customers will require suitably specified equipment (please visit www.blueyonder.co.uk/info for details).

19. Customers may be supplied with a cable modem. If this is the case Telewest retains ownership of this modem and will require its return if the service is terminated for any reason.

20. *Quoted speeds are based on all technologies working at optimum speed. In practice, factors such as speed a website can support, the amount of traffic accessing it, and content caching, can cause quoted speeds to vary.

Premiership Extra

21. The football season runs from mid-August 2003 until early May 2004 and the Telewest Armchair Season Ticket consists of 40 Barclaycard Premiership Extra matches, approximately one match per week, subject to variation.

22. The Telewest Armchair Season Ticket is payable by 2 methods: a) a £60 charge payable in one instalment on the next bill you receive; or b) a £60 charge payable in 4 consecutive monthly instalments of £15, the first instalment being made on the next bill you receive.

23. If you cancel your Armchair Season Ticket at any time you will still be liable to pay the full price

24. All selected matches are individually available on Pay Per View at £8 per match

25. Telewest shall not be responsible for cancelled or delayed matches. No refunds will be given for cancelled matches.

General

26. Customers are required to commit to a minimum period of 12 months in respect of each service (e.g. a phone package, a cable television package or blueyonder broadband Internet but excluding blueyonder Pay Per View and blueyonder Surf Unlimited which have a minimum period of 30 days). An initial payment of £50 is payable in advance, by credit or debit card only, which will appear as a credit on your first bill. All pricing and other information is correct as of 1st October 2003.

All prices include VAT. One-off connection charges apply as specified. Monthly service charges are quoted for payment by Direct Debit. Payment for services by any method other than Direct Debit will incur a monthly administration charge of £2.

27. These terms and conditions are in addition to and form part of the standard Telewest Broadband contract for residential television, telephone and Internet customers.

28. All offers, channel line-ups and services are subject to status and availability and may vary from those stated in this brochure. Further terms and conditions may apply.

29. To maintain high standards, calls to sales and services are randomly recorded.

30. Until further notice, whilst you subscribe to Telewest television services, you will be provided with a set top box included in the price of your television service. Ownership of the set top box remains with Telewest, and it may be reclaimed if you cease to be a Telewest television customer.