

Wightcable  
3 Chalmers Place  
Riverside Business Park  
Irvine  
KA11 5DH

t 08000 706 150  
f 01294 230001



# your guide to the digital world of WightCable



**wightcable**  
telephone • cabletv • broadband

[www.wightcablenorth.com](http://www.wightcablenorth.com)

**wightcable**  
telephone • cabletv • broadband

[www.wightcablenorth.com](http://www.wightcablenorth.com)

# welcome to WightCable

A whole new world of entertainment and communication. WightCable's digital technology brings you television and radio with superb sound and picture quality, great value telephone calls and lightning fast broadband or dial-up internet services, delivered through one cable from one provider, with one easy to understand bill. We recommend that you read this guide thoroughly to familiarise yourself with each WightCable service. Conveniently divided into television, telephone and internet, each section will explain all the packages, features, options and costs. If you have any queries, or encounter any problems that are not covered in this guide, simply call our free customer services hotline on 08000 706 150 or dial 150 from your WightCable phone (hotline is open Monday to Friday 9:00am to 6:00pm). We're here to help, so sit back and enjoy. A whole new world is just the press of a button away.



# your guide to digital TV

introduction 2

getting started 3

package guide and prices 5

channel descriptions 6

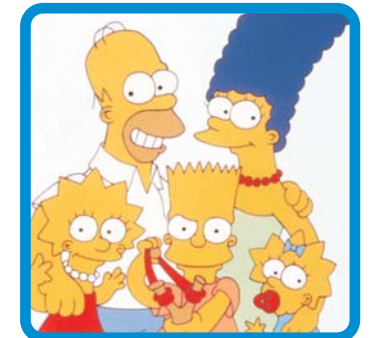
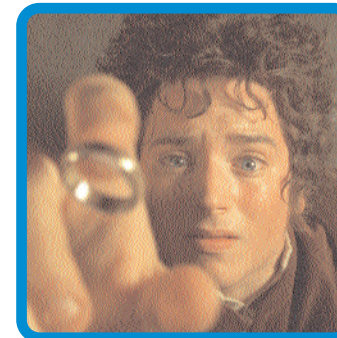
radio channel guide 9

premium channels 10

troubleshooting 11

# introduction to digital TV

WightCable's digital television brings a huge world of entertainment, movies, sports, information and kids channels right into your living room. This guide will help you to get the best quality viewing from the WightCable package that you have chosen, and remember, with access to a superb range of channels, you can easily add to your selection. Tailored premium packages and add-on channels are detailed on page 10. You can add any of these channels to your current package by making one simple call to 150 from your WightCable phone or 08000 706 150. The following pages will help you to get started, describing the features and functions of your remote control, which channels are included in your package, a description of those channels, and help in troubleshooting any start-up problems. Now you've got WightCable, you'll wonder how you survived with only five channels!



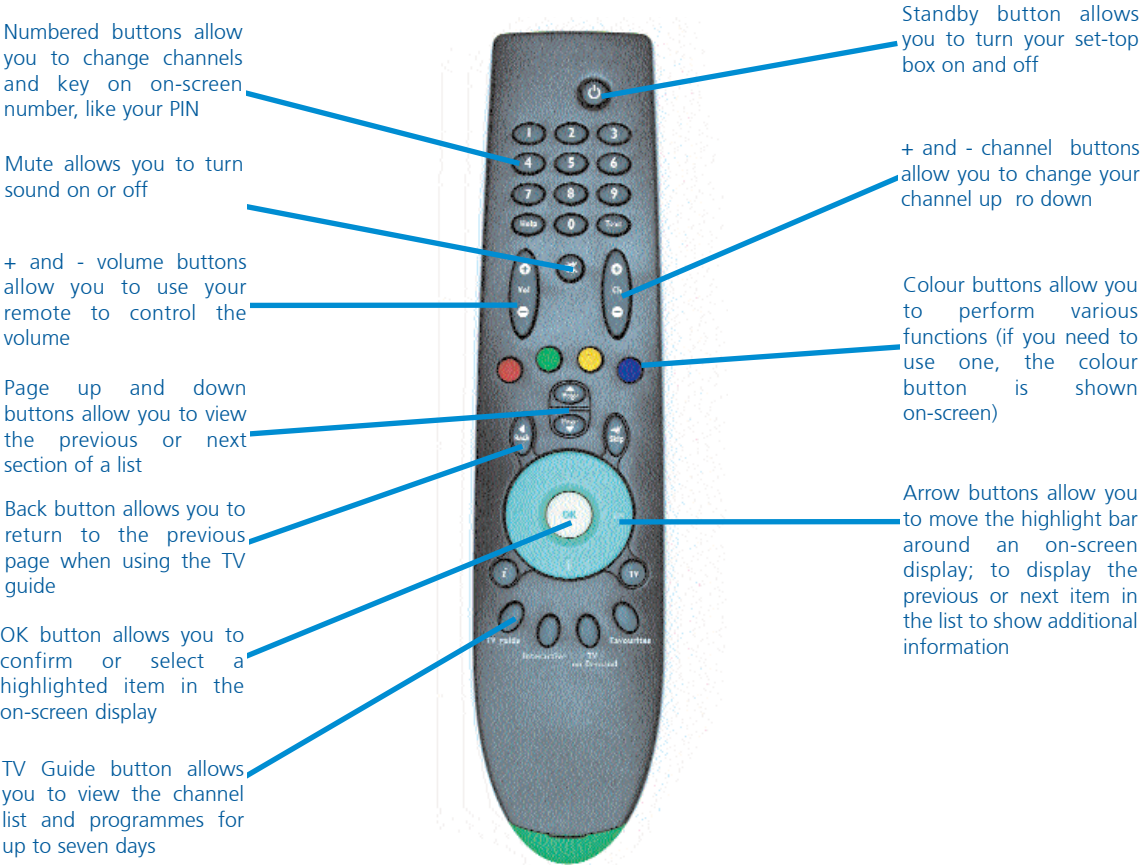
# getting started

Getting started couldn't be easier. During installation, the WightCable engineer will have tuned your TV to the digital set top box and provided you with a WightCable remote control. Your remote control is the command centre of your digital TV viewing. Get to know all it's features for the best viewing experience.

## Switching on your set top box

To put your set-top box into or out of standby mode, press the button at the very top of your WightCable remote control. Please ensure that your TV is on channel 6 or AV, as required.

## Your Wightcable remote control



# getting started

## handy tips

- ✓ To return to what you were watching most recently, press the 'TV' button
- ✓ To move the highlighted bar around your screen, use the arrow buttons in the circular green section of your remote control
- ✓ At the bottom of some screens, actions or choices are shown next to coloured dots. To select an action, press the corresponding coloured button on your remote control

## changing channels

There are various ways to change channels:

- ✓ Use the 'ch + or ch -' buttons (at the upper right hand side of your remote control)
- ✓ Use the number buttons at the top of your remote to enter specific channel numbers
- ✓ Use the 'TV Guide' and 'Favourites' button

## using your electronic programme guide

This on-screen guide provides full listings of what's on today and up to seven days in advance

- ✓ Pressing 'TV Guide' gives you a full list of channels
- ✓ Use the arrow buttons (in the circular green section of your remote) to move up and down the list
- ✓ To view the current programme on a highlighted channel, press 'OK' (or the red button)
- ✓ To go back, press the blue button
- ✓ To return to what you were watching, press the 'TV' button

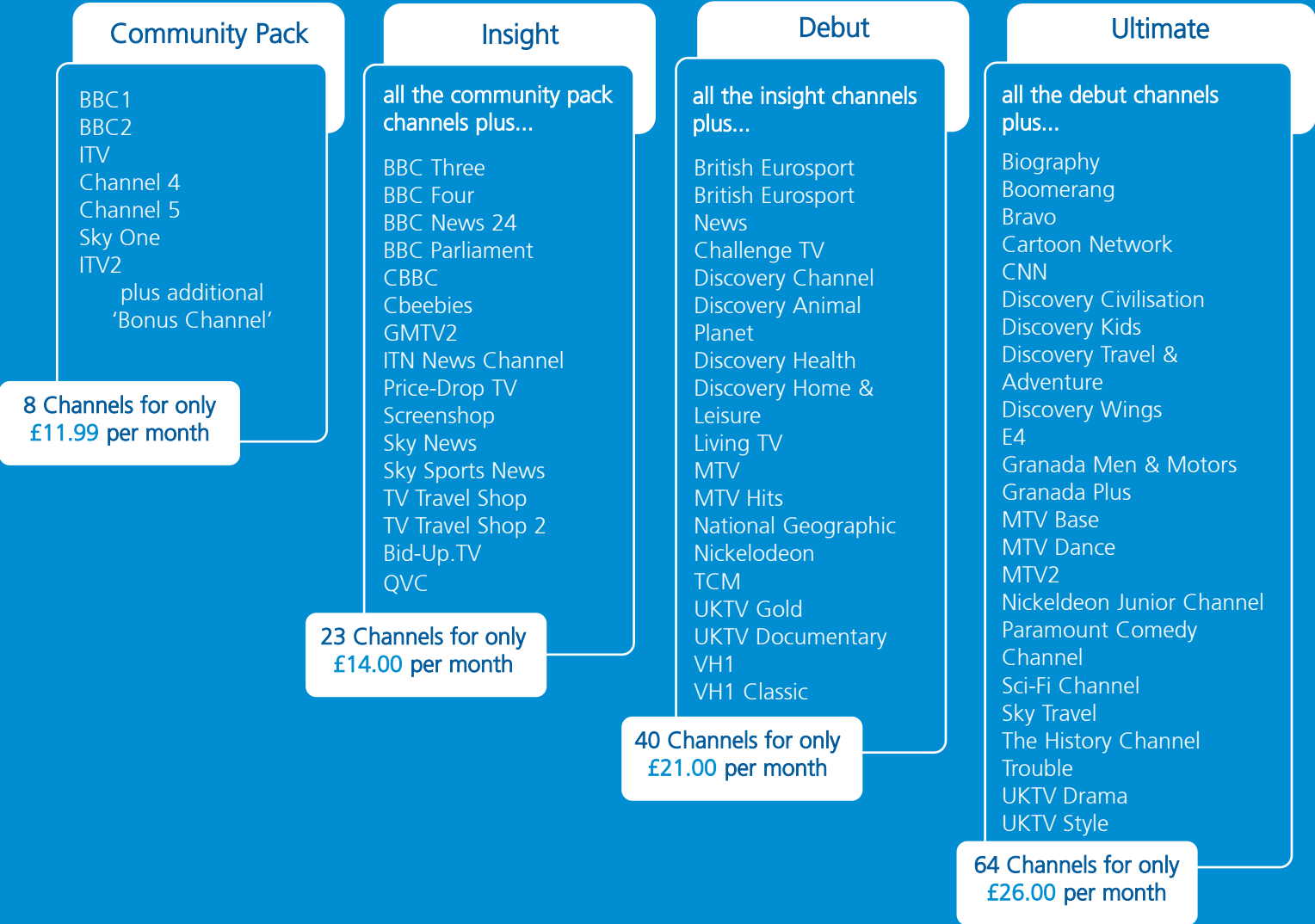
## setting a reminder

If you're using the on-screen guide and see a programme that's starting next or later, you can set a reminder

- ✓ Use the arrow buttons to highlight the programme that you want and press the red button for (OK)
- ✓ An onscreen message appears - 'your reminder has been set' - and the channel you were watching most recently is re-displayed
- ✓ A few minutes before the programme you want to watch starts, a message appears on your screen
- ✓ To change the channel and watch this programme, press the red button
- ✓ To remove the reminder without changing the channel, press the blue button
- ✓ If you don't press any buttons, the reminder remains on-screen for about 10 minutes and then disappears

# package guide & prices

The channels available on your chosen package are detailed here. It's always easy to upgrade your package or add premium sports, movies and add-on channels. For more information, please call our customer service hotline on 150 from your WightCable phone or 08000 706 150 from any other line. Don't forget that every package includes a great value phone service with low cost calls ( see page 16 for call charges).



# channel descriptions

## BBC Four

a stimulating channel with arts and factual content that sheds new light on many subjects of interest.

## Boomerang

an off-shoot of Cartoon Network features more of your favourite cartoons around the clock.

## Challenge TV

the fast-moving interactive channel that broadcasts your favourite classic game shows and the chance to play along to win great prizes.

## BBC News 24

around-the-clock news and current affairs, including headlines every 15 minutes and live coverage of breaking news.

## Bravo

the funky cult channel that's full of attitude: unusual series, provocative action and incredibly strange movies.

## CNN

the original rolling news channel and still the world's news leader.

## BBC Parliament

the Cradle of democracy live: coverage from the House of Parliament and the Lords, plus various Select Committees.

## British Eurosport

world-class sporting action for every member of the household.

## Discovery Animal Planet

they run, crawl, wriggle, fly and swim, and they're all here on the channel that's entirely devoted to the animal kingdom.

## BBC Three

bringing the best in new generation British TV to a young adult audience.

## Cartoon Network

this all-action channel has classic favourites like the Flintstones, plus cutting edge comedy with the likes of Dexter's laboratory.

## Discovery Channel

the name says it all; discover things you've always wondered about but never had the opportunity to see - truly incredible.

## Bid-up.TV

a fast paced TV and web auction channel which allows viewers to bid for a variety of quality products.

## CBBC

an exciting offer for older children and young teens featuring the best in live entertainment, drama, music, news and factual programming.

## Discovery Civilisation

the people, the places and spectacular events that have shaped our world; watch and wonder.

## The Biography Channel

from ancient warlords to Hollywood stars, learn what makes some of the most famous people tick.

## CBeebies

for Pre-Schoolers, encourages your child to play along and learn with all their favourite characters such as Teletubbies, Tweenies and Fimbles.

## Discovery Health

news, features and programmes to help you pursue a healthier, fitter lifestyle.



# channel descriptions

## Discovery Home & Leisure

make more of your environment with lively and informative DIY and home improvement shows.

## Discovery Kids

an unconventional and interactive network dedicated to factual entertainment for kids, where they can learn about the world around them while having fun.

## Discovery Travel & Adventure

the channel that helps you get more with a thrilling mix of action, adventure and travelogue.

## Discovery Wings

dedicated to the exciting world of flight. From aeroplanes, helicopters and gliders, to rockets, satellites, shuttles and space stations, Discovery Wings really flies.

## E4

top comedy from channel 4, the cream of US imports and lots more on this fast moving entertainment channel.

## Eurosport News

an enhancement of sister channel Eurosport, tailoring its output for a specifically British audience.

## Granada Plus

hit TV shows from the UK and USA.

## ITV News

the latest breaking news, sports, business and weather feature on this channel.

## ITV2

the best of recent and classic ITV, with drama, comedy and more.

## Living TV

a zesty mix of comedy, drama, talk, films and pre-school TV.

## Men & Motors

the name says it all: lads TV and late-night action at its best, brmm brmm.

## MTV

the 24 hour music channel that broadcasts videos from the current charts as well as new releases and recent favourites.

## MTV Base

from underground garage hits to R&B megastars and back again.

## MTV Dance

the only channel in the UK dedicated to dance music and club culture.

## MTV Hits

the 24 hour music channel that broadcasts new releases and videos from the current charts - back-to-back.

## MTV2

the 24 hour music channel for indie, rock and alternative favourites.

## National Geographic

fresh insights, new perspectives and stunning photography covering the world's wildlife, landscapes, people and culture.

## Nickelodeon

catch up with the rugrats, Hey Arnold and Catdog plus all your other favourite Nick Toons.

# channel descriptions

## Paramount Comedy Channel

laugh along with award-winning sitcoms from the UK and USA together with the best stand-up comedy.

## Price Drop.TV/Screenshop

screenshop is a 24 hour shopping channel offering customers a wide range of products related to health, fitness, the kitchen and home.

## QVC

the 24 hour home-shopping channel offers customers the chance to shop from home.

## Sci-Fi Channel

the Channel thats truly out of this world, with entertaining drama, action series, documentaries and movies that take you out of this world.

## Sky News

rolling news, sports and features the way you want them; lively, informative and with regular updates.

## Sky One

britain's leading non-terrestrial general entertainment channel delivers a wide range of new comedy and drama programmes, plus the best US imports - first.

## Sky Sports News

sky Sports News - extra bonus channel.

## Sky Travel

sky travel features a broad line-up of travel, entertainment and documentary programming across themed zones.

## TCM

Turner Classic Movies is the classic movie channel, from 'Singin' in the Rain to the Right Stuff

## The History Channel

live with the past with this fascinating channel that presents the people, places and events that changed the world; biographies, documentaries and more.

## Trouble

the number-one youth channel - packed with comedy, music, drama and live programmes.

## TV Travel Shop/2

a 24 hour travel agency service to viewers via their television.

## UKTV Documentary

britain's best factual and entertainment programmes.

## Uktv Drama

the best of classic drama, with evergreen favourites and modern classics.

## UKtv Gold

24-carat comedy and drama, this is TV you'll want to enjoy again and again.

## Uktv Style

helping you to get the best from your home life, leisure time and lifestyle.

## VH1/Classic

VH1 delivers back to back hits ranging from current chart toppers to music from the 60s, 70s, 80s and 90s.

# channel descriptions

Adult Channel

MUTV

Manchester United Television - the channel that's dedicated to one of the world's most successful and supported football teams

Sky Sports 1

featuring live FA Barclaycard Premiership action

Disney Channel

great TV and classic family movies from the House of the Mouse.

Sky Cinema

classic flicks, the greatest stars and the most acclaimed performances all delivered to your living room. 2 channels

Sky Sports 2

live International sport from the world of cricket, football and rugby

Film Four

the best in modern independent cinema. Includes Film four Weekly and Film 4 +1

Sky Movies

premium film and entertainment channels offering the highest quality programming. 9 channels of movies

Sky Sports 3

a bonus channel available when you subscribe to sky sports package.

# digital radio

BBC Radio 1	801	BBC Asian Network	809	Costcutter Digital Radio	857
BBC Radio 2	802	BBC World Service Europe	810	One Word	858
BBC Radio 3	803	Virgin Radio	851	Primetime Radio	859
BBC Radio 4 FM	804	Capital Gold 1548	852	Sunrise Radio 1458	861
BBC Radio 4 LW	805	XFM 104.9	853	The Storm	864
BBC Radio Scotland FM	806	Youth FM.com	854		
BBC Radio Wales FM	807	Premier Christian Radio	855		
BBC Radio Ulster FM	808	Heart 106.2 FM	856		

# premium channels

With hundreds of movies a week and non-stop sport, you'll want to add the very best of Sky Sports and Movie channels, or any of the specialist channels to your existing package. It's easy, just call 150 from your WightCable phone or 08000 706 150 from any other phone.

The Premium Collection

✓ Sky Sports 1,2 and 3

✓ Sky Premier 1,2,3,4 and 5

✓ Sky Moviemax 1,2,3,4 and 5

✓ Sky Cinema

only £25.00 per month

The Movies Collection

✓ Sky Premier 1,2,3,4 and 5

✓ Sky Moviemax 1,2,3,4 and 5

✓ Sky Cinema 1 and 2

only £22.00 per month

The Sports Collection

✓ Sky Sports 1,2 and 3

(Sky Sports 3 is a bonus channel and is not available individually)

only £20.00 per month

MUTV

Manchester United Television

£5.99 per month

The Adult Channel

For adults only

£8.99 per month

Film Four

Including Film Four +1 and Film Four Weekly

£5.99 per month

# TV troubleshooting

If you encounter any problems with your Digital TV service or set-top box, we're here to help. If you're in doubt, simply call our customer services hotline on 150 from your WightCable phone or 08000 706 150 from any other phone (our customer service hotline is open Monday to Friday 9:00am to 6:00pm).

## The set-top box doesn't seem to work

Please check all connections between the set-top box and the other equipment, and ensure your set top box and other equipment are plugged into the mains and are switched on. (bear in mind that it may be the power socket itself at fault, or the fuse in the plug and on the main power lead). Your set-top box may also be in standby mode. So press any channel to activate.

## The TV remote isn't operating the set-top box

First, check your set-top box is out of standby mode, and ensure that you're pointing the remote control directly at the set-top box and there are no obstructions between you and the box display. Also, the batteries in your remote may be flat, so its worth changing them.

## You can hear the channel, but you can't see it

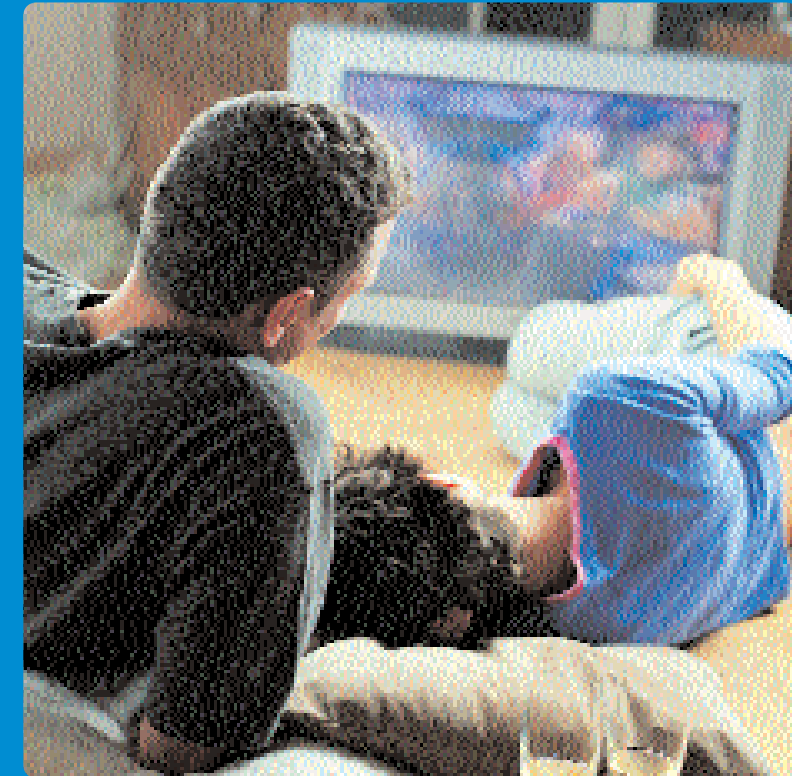
Your set-top box may be tuned to an audio channel. Press the 'TV' button on your remote control

## You have a picture but no sound

If this happens, please turn off your set-top box at the wall, wait about 25 seconds and then turn it back on

## The picture is frozen

Check the connections between your set-top box and other equipment, and that the 'mute' button has not been pressed





# your guide to telephone

introduction 14

local call area 15

call charges 16

additional packages 17

telephone features 18

special features 19

troubleshooting 22

# introduction to telephone

WightCable's world is bigger than everyone else's. Especially when it comes to local telephone calls. Our local call area covers half of the UK and you can call any other WightCable customer for free\*, all day, every day! Calling friends and family nationally and abroad is also great value as you will see on the following pages. You'll find details of how you can save even more money on your telephone calls by taking one of our additional call packages - Evenings and Weekends or 24/7. This section also details some useful, free telephone features and a range of very handy special features for a small additional cost. Telephone line rental is included in all TV packages. All of which adds up to a wonderful telephone service, but not a huge telephone bill.



\* All calls (excluding calls included within the Evenings and Weekends or 24/7 packages), including Wightcable to Wightcable time calls incur a 3p set up fee

\* All calls (excluding calls included within the Evenings and Weekends or 24/7 packages), including Wightcable to Wightcable time calls incur a 3p set up fee

# local calling area

WightCable’s local calling area is detailed below (in red) and covers the whole of Scotland, Northern Ireland and a large section of Northern England. For BT customers, local really only does mean local - for WightCable customers, it means a great deal more. WightCable customers also benefit from free\* WightCable to WightCable talk time. In addition to this, we’ve added some fantastic additional call packages (detailed on page 17) to save you even more money as you talk.



\*All calls, Including Free WightCable to WightCable calls are subject to a 3p set up charge

# call charges

Great value national and international calls from WightCable mean that telephone calls have never been such good value. You can actually save money as you talk! You may also benefit from a second line to use for your internet access or for a fax, it only costs an extra £6.00 per month.

	Daytime - Mon to Fri 8am till 6pm	Evening - Mon to Fri 6pm till 8am	Weekend - All day Saturday and Sunday
Summary of UK domestic call charges			
Wightcable to Wightcable Call Area	Free*	Free*	Free*
Wightcable to Extended Local Call Area	2.5p	0.75p	0.5p
Wightcable to National	3.5p	1.75p	1.75p

	Daytime Mon to Fri 8am till 6pm	Evening Mon to Fri 6pm till 8am	Weekend - All day Saturday and Sunday
International call charge bands			
North America	5p	5p	5p
Eire	5p	5p	5p
Rest of EU - Switzerland & Norway	10p	8p	8p
Australia, New Zealand & Hong Kong	20p	8p	8p
Taiwan, Singapore, Thailand, Malaysia, Japan, China	30p	30p	30p
Turkey, Northern Africa & South Africa	35p	30p	30p
Caribbean	40p	40p	40p
Central and South America	55p	50p	50p
Arab Countries	55p	50p	45p
India, Pakistan, Bangladesh & Sri Lanka	55p	52.5p	52.5p
Rest of Africa	60p	55p	55p

	Daytime - Mon to Fri 8am till 6pm	Evening - Mon to Fri 6pm till 8am	Weekend - All day Saturday and Sunday
UK Mobile Charges			
O2	17p	11.5p	1.75p
Vodafone	18p	8.5p	2.5p
T-Mobile	20p	14p	3.5p
Orange	18.5p	14p	5.5p

\*All calls are subject to a set up charge of 3p. Prices are 'pence per minute' rates and include VAT. \* Free WightCable to WightCable calls also incur a one-off 3p set up charge per call

# additional packages

WightCable has some great additional packages for phone users, to help you save even more money on your phone bill. To add either of these fixed fee telephone packages, please call our customer service hotline on 150, from your WightCable phone, or 08000 706 150 from any other phone.

## Unlimited Evening and Weekend Calls

- ✓ Talk all evening from 6pm to 07:59am and weekends, to local, regional and national call destinations
- ✓ Talk to any local or national number in the UK
- ✓ Talk anytime during the evening or weekend, any day of the week
- ✓ Telephone only package for only **£17.00** per month

only **£9.00** per month

## Unlimited Calls 24/7

- ✓ Talk all day, every day with unlimited local, regional and national calls
- ✓ Talk to any local or national number in the UK
- ✓ Talk any time of the day, on any day of the week
- ✓ Telephone only package for only **£25.00** per month

only **£17.00** per month

# telephone features

Your WightCable telephone service comes complete with a host of fantastic free features (which you will automatically receive) and a selection of useful, optional special features that you can subscribe to individually. All these features are described here, plus how to set them up and use them.

## Who called (1471)

If you miss a call, you'll always know who was on the line. 1471 announces the details of callers straight away. Just pick up the telephone, dial 1471 and the last caller's number is announced. If the number was through an older telephone exchange or the caller has withheld their number, 1471 won't operate.

## Call return (14713)

If you've identified a caller using 1471, calling them back is easy. After you've dialled 1471 and heard the number, just press 3. You'll be connected automatically.

## Number conceal (141)

Sometimes, you might want to conceal or suppress your own number, to prevent people from identifying your number when you are calling. Simply dial 141 and wait for the dial tone, then dial the number you want in the normal way (don't forget that you need to dial 141 each time you want to conceal your number). In fact, you can withhold your number permanently by calling WightCable on **08000 706 150**.

## Caller display

Sometimes, you just don't want to talk. If you have a compatible handset or additional display device, you can see the number of who ever is calling you before you need to take the call.

# special telephone features

Make the most of your telephone service from WightCable by adding some of these additional features . You can subscribe to these features individually for £1.00 per month, or you can choose 5 features for £3.00 per month.

## call waiting

If you are on a call, call waiting tells you - with a discreet beep every 10 seconds, for 30 seconds - that someone else is trying to get through. You can put the first person on hold while you speak to the new caller.

### How to use call waiting

- ✓ When you hear the call waiting beep:
- ✓ Press R - (Recall button) to put the first caller on hold and to speak to the second caller
- ✓ Press R again to return to the first caller
- ✓ To switch between the two callers, press R
- ✓ To cancel call waiting for the duration of the call, press \*72 at any time

## three way calling

You can talk with two different people on two different phone numbers at the same time - it's easy

### Setting up three way calling

- ✓ Call the first person and tell them that you are setting up a three way call
- ✓ Press R and wait for the feature tone (this sounds like a two-tone dial tone)
- ✓ Enter the second person's number
- ✓ When they answer, press R - all speakers are now connected
- ✓ If there is no answer, pressing R re-connects you to the first person called

# special telephone features

## call divert

Calls are directed to your nominated number and the caller pays the normal cost of the call. The cost of diverting the call to your nominated number is simply added to your single monthly bill

### Setting up a call divert

- ✓ Press \*70
- ✓ Enter the number you want calls diverted to (including area code, unless the same STD area)
- ✓ You will hear a confirmation tone (two beeps)
- ✓ Replace the Handset
- ✓ To cancel diverts press #70

### Setting up a call divert on busy

- ✓ Press \*76
- ✓ Enter the number you want calls diverted to (including area code, unless in the same STD area)
- ✓ You will hear a confirmation tone (two beeps)
- ✓ Replace the handset
- ✓ To cancel diverts, press #76

### Setting up a call divert on no answer

- ✓ Press \*77
- ✓ Enter the number you want calls diverted to (including area code, unless in the same STD area)
- ✓ You will hear a confirmation tone (two beeps)
- ✓ Replace the handset
- ✓ To cancel diverts, press #76

## reminder calls

With this service, you can set a reminder call for a day and time of your choice. This is sometimes referred to as an alarm call.

### To activate

- ✓ Reminder calls must be booked at least 15 minutes in advance
- ✓ Dial \*73HHMM# where HH is the hour and MM are the minutes in the 24-hour clock format - for example, 8:20am (twenty past eight in the morning) would be \*730820# and 9:40pm would be \*732140#

# special telephone features

## call barring

Stopping your phone being used without your permission for outgoing calls (like premium rate services or international calls) or preventing incoming calls from disturbing you. This makes call barring ideal for shared households or families with teenagers

### Setting up call barring

Please call the WightCable Customer hotline who will issue you with a PIN and activate the service on your phone line. When call barring is set up, you will hear an interrupted dialling tone. Call barring cannot be used to prevent reverse charge calls

### Outgoing call barring

Two options are available:

- ✓ Full call barring prevents any calls being made with the exception of 999 emergency calls
- ✓ Partial call barring stops certain types of calls being made, like international, premium rate, most mobile phones and pagers

### To make a call - bypassing call barring

- ✓ Press \*80 and you will hear the future tone (this sounds like a two-tone dial tone)
- ✓ Enter your four-digit PIN
- ✓ Enter the number you want to call

### Cancelling call barring

Call WightCable's Customer hotline, quoting your telephone number

## quick dial

This service allows you to programme and store frequently used numbers and then speed dial using your telephone keypad.

### To store numbers

- ✓ Press \*75
- ✓ Enter the two-digit code (e.g. 04) then the phone number to be stored/dialled under that number
- ✓ Enter # and you'll hear a confirmation tone (two beeps)  
For example, if you want to store the number 0161 240 9900 at code 02, this would be the key sequence:  
\*750201612409900#
- ✓ It will also accept short code dialling for the local exchange area - that is, for an 01294 customer wishing to store 012944231374, this could be stored in 2 ways (to store this in location 13, for example): \*751301294231374# or \*7513231374

### To dial the short code

- Press \* followed by the two digit code/number then the phone number - for example \*13 for 01294231374

# telephone troubleshooting

If you encounter any problems with your phone, we're here to help. The information featured on these pages may be useful in case of problems. But if you're in doubt, simply call our customer hotline on 150 from your WightCable phone, or 08000 706 150 from any other phone

## my phone isn't ringing

Check that the ringer button on your phone is switched on.

## ther is no dial tone

Please check all wall sockets and telephone connections, including any other phones in the household, to ensure that all extensions are on the hook.

## my telephone handset is playing up

To Check, try plugging another phone into the socket.

## i'm unable to access special features

Please check the phone is switched to 'tone' rather than 'pulse', and that you've subscribed and correctly programmed the feature(s) you want.

## there is an interrupted dial tone

This indicates that Call Barring or other special features may be activated.

## there is crackling on the line

Please check your phone handset is correctly plugged into the socket. If the crackle gets worse when you move the handset aroundm the wire connecting the handset to the phone could need replacing.



# your guide to internet

introduction 24

broadband 25

open access 26

pay as you go 26

troubleshooting 27

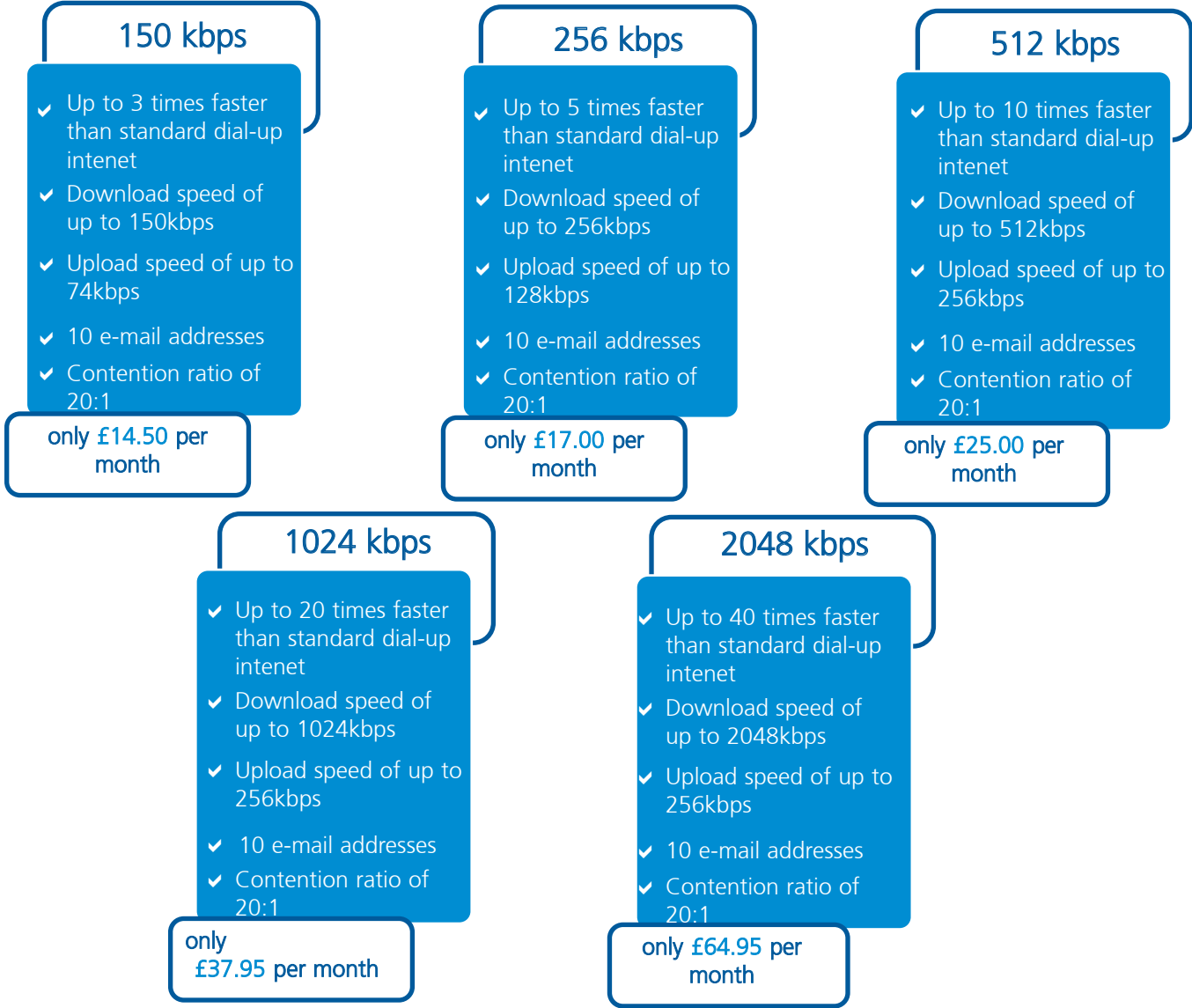
# introduction to internet

WightCable's world also covers the world wide web. Choose from an ultra fast broadband service or from two great value dial-up products. The benefits of each are explained on the following pages. Whichever you choose, you can have complete peace of mind knowing that the WightCable customer service hotline (open Monday -Friday 9:00am to 18:00) is there to help if needed. So get surfing with WightCable's excellent range of internet products, there's a huge world wide web out there to be discovered



# broadband

WightCable's broadband service allows you to download music, movie clips and files in a flash. internet access is instant - so there's no waiting to dial up, there is one low monthly fee - so no additional internet call charges and your phone line won't be tied up while you are online. With speeds of up to 40 times faster than standard dial-up internet access and a contention ratio of 20:1 on every broadband service - we're offering the best value broadband in the UK!



# open access

WightCable's Open Access internet service offers great value for money. For one low monthly fee you can use the internet, over a dial up connection, for as long as you want\*

Open Access dial-up internet

- ✓ 56kbps internet access
- ✓ 10 e-mail addresses
- ✓ Self loading installation software, supplied on CD

only £12.00 per month

# pay-as-you-go internet

If you are a light user of the internet, then pay-as-you-go is for you! There is no minimum contract and access is free - you simply pay for the time you are online. Internet calls during the day cost 2p per minute and only 1p per minute during evenings and at weekends.

pay-as-you-go internet

- ✓ 56kbps internet access
- ✓ 10 e-mail addresses
- ✓ Self loading installation software, supplied on CD

2p per minute daytime  
1p per minute evenings and weekends

\*Subject to a 2 hour cut-off (but you can redial automatically). Customer support line open between 9am and 6pm Monday to Friday. A Call set-up charge of 3p applies to all pay-as-you-go internet calls

# troubleshooting

If you encounter any problems with your internet service, we're here to help. If you're in doubt, simply call our customer services hotline on 150 from your WightCable phone or 08000 706 150 from any other phone (our customer service hotline is open Monday to Friday 9:00am to 6:00pm).

## I have connected before, but now I can't

Assuming that there have been no changes made to your dial-up settings, re-booting your computer should solve this in 99% of cases

## its telling me that I have the wrong password

Check that you are entering the correct username and password (as registered) in lower case. Check that CAPS LOCK is not on.

## why does my computer disconnect if I go off to do something else?

Most likely because your computer has been idle for more than 10 minutes

## can I prevent myself from being disconnected every 2 hours?

Unfortunately not. However, once you have been disconnected, you can re-connect and start again immediately.

## if you do not have one of these errors, try these common solutions

- ✓ Turn off and re-start your computer and modem (reboot). This should clear a temporary problem.
- ✓ Make sure that no other applications are trying to use the same communications port. Turn off all applications and remove any fax software from your start-up menu, then reboot your computer.
- ✓ Try picking up the phone and dialling the internet connection number. If you hear the modem noise this will confirm that the line is working properly. If you do not hear the modem, it could mean that you have a problem with the line.

# what you need to know

All prices assume payment by Direct Debit. Payment by other means will incur a £2 per month administration fee. All products and services are subject to a 12 month minimum contract, availability and status. All applicants may be subject to a credit check. Standard installation will be provided for a one-off charge of £25 which includes connection to the WightCable Network and, with the exception of the Community Pack, the provision of a digital set-top box (the digital set-top box remains the property of WightCable at all times). Non standard installation is subject to a survey of your premises where a quote will be given. All information contained within this document including prices is correct at the time of printing (26/04/04), errors and omissions excepted. All prices include VAT. If you have any questions, please contact 08000 70 60 70 for further information. Calls may be recorded or monitored for training purposes.

## standard telephone service.

\*All calls, including WightCable to WightCable calls are subject to a 3p call connection charge unless you subscribe to the 24/7 or Evenings and Weekends package where, within the designated hours of these packages and applicable call types, no connection charges will be made.

## additional telephone packages.

Prices quoted (except 'telephone only price') assume that customers already have a WightCable telephone line - either a single line at £8.00 per month or as part of a digital TV package where a free telephone line is provided. All prices are monthly. Telephone only prices include line rental and include VAT. Residential customers only. Subscription payable for each line. Zero rated tariff applies to direct-dialled local & national voice calls only. Standard call setup charge of 3p applies to all other calls. Service must be retained for a minimum of one month. Customer must re-dial before 60 minutes or standard rates will apply. Mobile, International and Non-Geographic numbers will be charged at standard WightCable rates. Evening and Weekend package applicable to local and national calls made Mon-Fri 18:00 - 07:59, and calls made all day Saturday and Sunday.

## broadband

Available in WightCable network areas only. WightCable broadband is subject to the Residential Customer Service Agreement and User Policy. Monthly Internet charge is a flat charge with no additional Internet costs. Your PC will need to meet minimum specifications. All services are subject to regional availability and network capacity. Subject to a 12-month minimum contract. All prices quoted are inclusive of VAT. WightCable strongly recommends that customers take adequate steps to protect their PC's.

## pay -as-you-go internet access

Prices quoted are in pence per minute. A call connection charge of 3p applies to Pay-as-you-go Internet calls.

## open access Internet

Subject to a 2 hour cut-off or 10 minute non-use cut-off (but you can re-dial automatically).