

**Telewest's broadband services are award winning, offering consumers a choice of speeds to suit their surfing needs.**

- Over one million customers already use Telewest's broadband services
- Telewest has been providing internet access for over eight years and was the first UK ISP to launch mass market broadband access, in March 2000
- Around three times more people choose Telewest broadband over ADSL services where a choice is available\*\*
- Telewest's state-of-the-art fibre optic cable network passes 4.7 million homes in the UK

### Broadband internet

An unlimited, always-on service meaning customers can browse the web, download music and movie clips and send emails in an instant. It doesn't tie-up the phone line, so customers can surf and use the phone at the same time.

**broadband\***  
**£17.99 a month**

- The up to 2Mb service is aimed at surfers who want a continuous connection that doesn't tie-up the phone line, at an affordable price

**broadband complete\***  
**£25 a month**

- The up to 4Mb service downloads up to 70x the speed of dial-up
- Web pages appear in an instant
- Files can be download in a fraction of the time and users can enjoy streaming video pictures of sport, news or films

**broadband elite\***  
**£35 a month**

- The broadband elite up to 10Mb is the UK's fastest home cable internet service
- Ideal for home networking or anyone who wants the best internet experience available

### Services included with Telewest broadband

- 5 email addresses
- Up to 30Mb of web space
- Anti-spam and anti-virus protection
- blueyonder PCguard, one of the most comprehensive online security services offered by a UK ISP
- Technical support 24/7 – whether by phone, email or via the blueyonder website. Customers also get an instant support tool that helps to identify and fix simple internet connection problems
- Dedicated website – all customers have access to blueyonder.co.uk, providing a range of content, applications and services

### Installation

- Customers receive a visit from a Telewest engineer, who will install broadband internet for them
- Modem is included within the monthly fee

\* Monthly service charges are quoted for payment by Direct Debit. Payment by any method other than Direct Debit will incur a monthly administration charge of £3.00

\*\* All respondents surveyed between the 14th and 28th June 2005 using an Internet panel to measure subscription to blueyonder broadband and ADSL broadband. Data based on the minimum confidence interval at a confidence level of 99% showed that 67% of broadband internet users in postcode areas covered by Telewest were with blueyonder.