

Frequently Asked Questions



It's Like Having Your Own Theater

Feel like watching a movie but don't want to deal with the frustration of not finding the titles you want or the hassle of late returns? Mediacom has your solution with On Demand.

With Video On Demand (VOD), you can watch movies or specials whenever your schedule allows. And you can watch as many times as you like within the rental period. Pause, rewind, fast forward or watch again.

Hit movies. Special programs. When it comes to selection and convenience, nothing compares to Mediacom On Demand.

What is Mediacom On Demand?*

Mediacom On Demand is a service that enables customer access to movies and special programs ranging from recently released blockbuster titles to timeless classics. All titles are accessible with your remote control.

What's the difference between On Demand and Pay-Per-View?

With Pay-Per-View movies, you have no control over the title you've selected once it starts playing. On Demand gives you total control over the program for a 24-hour period. That means you can pause a movie, rewind to a part you missed or simply watch as many times as you like.

What unique features and programming do I get with On Demand?

In addition to giving you total control over what you watch with features like pause, fast forward and rewind, On Demand offers the most comprehensive library of movie titles that are available for you to watch whenever you want. You can also choose from a wide selection of free special programming through MagRack, which ranges from cooking to yoga.

What is Premium On Demand?

When you have a subscription to a corresponding digital service such as HBO, you will receive free access to their movies currently playing, plus additional library titles (older titles). There are also original series and special features available.

What does an On Demand movie cost?***

Most movie rentals from On Demand are just \$3.99 per title, less than many video rental stores, especially when considering the "cost" of time and travel. MagRack selections, however, are free.

In order to receive On Demand, you must subscribe to a Mediacom digital package.

How do I return to watching an On Demand program if I've changed channels?

It's easy. Just select **MY RENTALS** from the **On Demand Menu** and choose the program you want to resume watching. You can either start from where you left the program by pressing **RESUME** or start the program over by pressing **RESTART**.

How often are On Demand movies updated?

In order to provide you with the best possible choices, we continuously refresh our On Demand selection. Of course, films in the classics section can never be dated. Nevertheless, we rotate classic titles frequently, as well as ensure that the most recent hits are available for your enjoyment.

Can I use my DVR to record On Demand programming?

No. The movies and special programs available through On Demand cannot be recorded on a Mediacom DVR box.

Do I need to change my PIN for purchasing On Demand programs or movies?

You do not need to have a special PIN for On Demand transactions. All previously established settings and controls apply.

*On Demand not available in all areas.
**Rates subject to change for all pricing.



Basic Operations

1 Accessing On Demand

You can access On Demand programming multiple ways, depending on your cable provider's service:†

- From the **Main Menu**
- From the **Quick Menu**
- From **Channel 1**
- From an On Demand tab in the **Flip Bar**



2 Ordering On Demand Programs

The **On Demand Menu** displays categories of programming. Use the buttons on your remote to select a category and access listings for the category or to access subcategory menus.*

Guide Tip Select a title to access detailed information, including title length, cost, program rating and a program description.



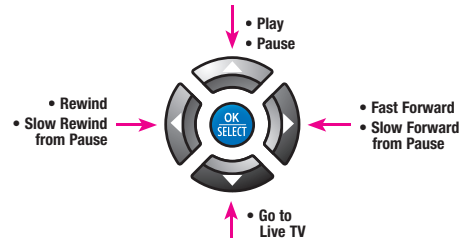
2 Buying the Program

Highlight the icon and follow the on-screen prompts to complete your order. If the program is available at no cost,† a icon will appear instead of **BUY**. Your selection will begin playing immediately, and you can watch as often as you want during the period.



4 Watching On Demand Programs

Use your remote to pause, fast forward, rewind and stop the program. You may also be able to use the VCR control buttons available on some digital cable remotes. Remote control features vary.



Basic Navigation

- Yellow is always the highlight color. As you navigate listings using the remote, the highlight appears on screen to indicate the current selection.
- Press the buttons to move the highlight.
- Press **OK** to make a selection.
- Press the **EXIT** button to resume watching TV.

5 On Demand Menu

If you have stopped a program and want to come back to it later, select **MY RENTALS*** from the **On Demand Menu**.

- Highlight and select a title to see an informational screen that displays your remaining rental time and other program details.
- Select to start watching where you left off or select to start the program from the beginning.
- Watch as many times as you want within the rental period.

You can also find rented titles in other On Demand listing screens. A checkmark appears in the **Instant Information** to identify it as a rented program.

Guide Tip If a **Reminder** appears during an On Demand program you are watching, you can accept the reminder and tune to the program, which stops the program. To return to your On Demand program later, access it from your list of rented titles and press **RESUME** or **RESTART** from the beginning.



Guide Symbols to Know: On Demand Action Icons

- Go back to the previous screen
- Order the program or cancel an ordered program
- Tune to a program (for free and subscription programming)
- Preview
- Place a Lock on the program to restrict viewing
- Resume play of the video (appears for purchased videos)
- Restart the video from the beginning (appears for purchased videos)
- Delete the title from your rented titles list (appears for purchased videos)
- Indicates the program is available as a package
- Cancel selection

* On Demand not available in all areas. On Demand programs may not be recorded with DVR (if available).
† If available from your cable provider