

Prestel

CUSTOMER
HANDBOOK



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WELCOME

Dear New Customer,

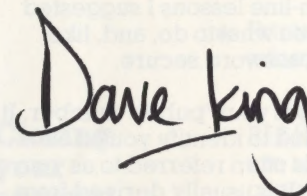
Welcome. We offer a range of services for both the business and home user, including Prestel, BT's videotex system. A complete service in itself, Prestel also forms the basis for some of our other services such as Micronet, CitiService and Homebanking. Please read this handbook. In showing you how easy to use Prestel is, it will help get you started whichever service you have joined.

Once you're connected, have a browse around Customer GuideLine on *333#. There's a host of useful information, including some special lessons for new customers on *333100#.

As well as having access to the full range of "general" Prestel facilities, you will also receive Connexions magazine, published bi-monthly. Inside you'll find Customer Offline, the Prestel newsletter, and a comprehensive directory of Prestel services. Until the next issue is sent to you I hope you'll find the enclosed printed index useful.

See pages 20 and 21 of this handbook for a list of useful commands and numbers, and if you need to get in touch, contact points are on page 21.

Yours,



Dave King, Customer Relations.

What is Prestel?

Prestel is British Telecom's videotex service. Videotex is the term used to describe information accessed via your normal telephone line and displayed on a screen.

By pressing buttons on a keypad you dial into your local Prestel computer and tell it which page of information you wish to see. The computer seeks it out and displays it for you instantly. Hundreds of thousands of pages are available. The information on Prestel is supplied by independent specialist Information Providers (IPs). Some of the more specialised services are described in the 'Special Services on Prestel' section of this book, but all customers can use the full range of general Prestel facilities such as Message Services.

Important numbers

The enclosed document gives you some very important information that you need to access Prestel. Please be sure you understand the relevance of each.

- 1 Your unique 10-digit CUSTOMER IDENTITY (or ID), for identifying you to the Prestel computer. No-one, not even Prestel staff, need ever refer to this number again. Let no-one else see it or use it. Its safe keeping is your responsibility and you are liable for all charges incurred by its use.
- 2 Your PERSONAL PASSWORD, a further security check by the computer and totally within your control once you have used Prestel. You can change it to any combination of letters/figures as often as you please, and we recommend you change the one we have allocated as soon as possible. (A prompt to do so follows the on-line lessons I suggested earlier). Prestel page 920 tells you what to do, and, like your ID, you should keep your password secure.
- 3 Your ACCOUNT NUMBER. This is your 'public' number. It is used on all correspondence and to identify you on all message services on Prestel (it is often referred to as your Mailbox number in this context). It is usually derived from your phone number (for easy recollection) unless you have asked on your application to be ex-directory.
- 4 The COMPUTERS on which you have been registered (usually 2), and the COMPUTER TELEPHONE NUMBER to use to get the cheapest possible call (over 99% of UK telephone customers have local call access to Prestel).

This will normally connect you to whichever of your two computers is least busy at the time you call. There is rarely any need for you to connect to a specific computer – your new or stored messages are available on all computers, and all computers hold exactly the same information and services.

Your equipment

How you connect to Prestel depends very much on the equipment you are using. Prestel DOES NOT manufacture or sell any equipment, although we can put you in touch with a supplier if you wish.

The equipment available and the features offered vary considerably. You can buy adaptors for your existing tv, specialised terminals or software packages for an increasing number of microcomputers. Whatever you choose, the following features are particularly useful:

- Alphanumeric keypad (ie letters as well as numbers), essential if you wish to take advantage of all the messaging capabilities.
- Programmable autodialler to add or change computer telephone numbers and save you dialling the number each time you call.
- Programmable store for your Customer Identity. Keeps your ID secure and avoids keying it in each time you call. NEVER store your personal password as well – always key it in manually. (Storing both would be like sellotaping your cheque card and cheque book together!)
- Printer/cassette tape attachment to print or record any information of interest.

Closing your account

REMEMBER, your equipment and your Prestel registration are separate contracts. Disposing of equipment does not cancel your Prestel registration. Should you at any time wish to close your account, you should write to us as quickly as possible.

HOW TO CALL PRESTEL

Read the manufacturer's instructions for your equipment. Ensure that your equipment is connected correctly and switched on.

Call Prestel on the number quoted in your registration document.



When you hear the high-pitched tone, enter your **10 digit Customer Identity** as requested. (Key ** to clear a mistake). This page is not displayed if your ID is sent automatically.



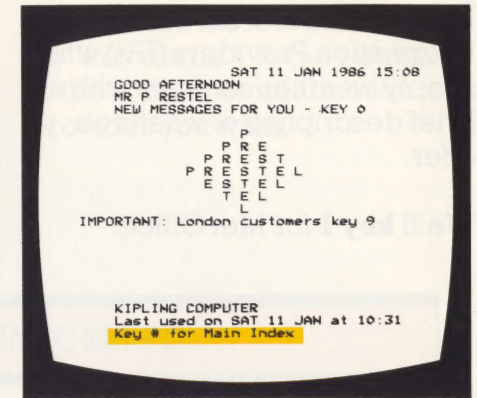
The subsequent page asks you to key in your **4-character personal password**. (This page sometimes carries important messages from Prestel).

The following section gives a very brief guide to finding information on Prestel. As there really is no substitute for practical experience, I recommend that you also complete the specially designed "on-line" Customer GuideLine lessons, routed from Prestel page 333103.

FINDING INFORMATION

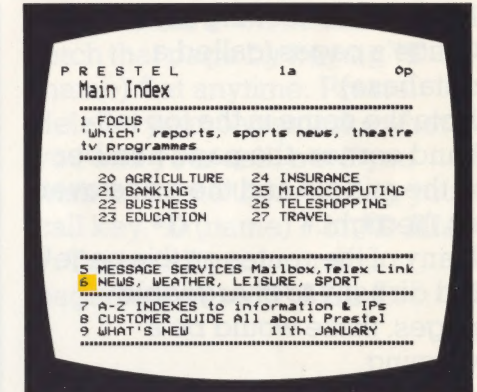
A welcome page will be displayed showing:

- date and time of call
- a greeting by name
- a prompt if there are personal messages waiting
- notices from Prestel
- the name of the computer you have been connected to and
- last date and time you called that computer.



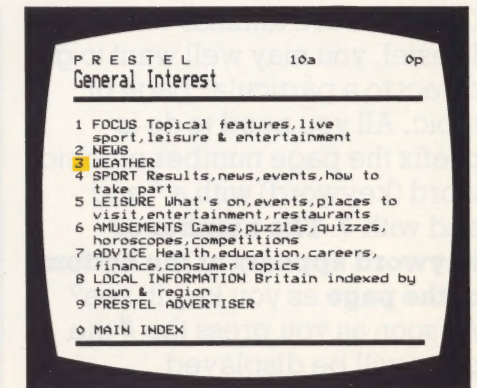
You are asked to **key #** for index.

Welcome Frames and main indexes vary according to the service you subscribe to. The ones shown are for general Prestel customers.



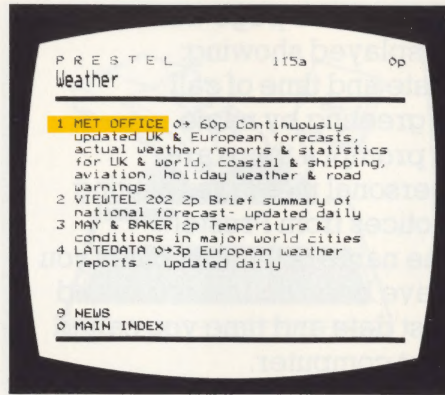
Let's **key 6** to show how easy it is to use.

Now we see a more detailed index. **Key 3** for 'Weather'.



Now Prestel lists the Information Providers (IPs) who supply weather services with a brief description of what's on offer.

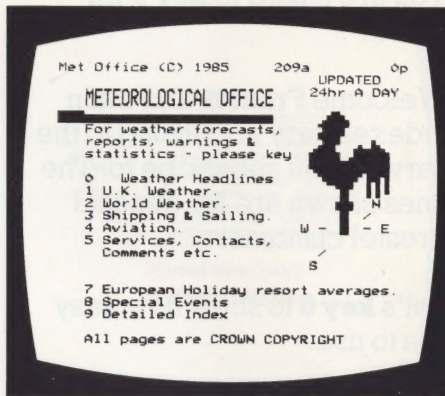
We'll **key 1** for Met Office.



Now we are looking at the Met Office's pages (called a database).

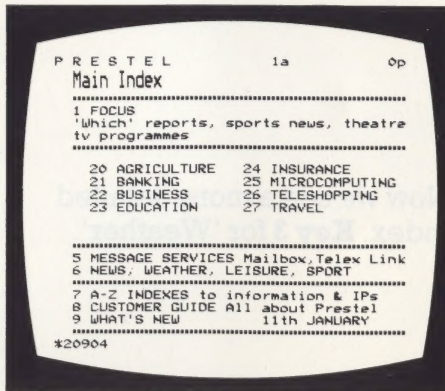
Note the name in the top left-hand corner, the page number in the middle and the price over on the right.

If any of the routes on this page led directly to chargeable pages, there would be a warning.



Once you are familiar with Prestel, you may well want to go direct to a particular page or topic. All you need to do is prefix the page number or topic word (keyword) with a * and end with #. **The number or keyword appears at the bottom of the page** as you key it; see?

As soon as you press the # the page will be displayed.



You'll find it worth your while to spend a few minutes browsing around the a-z indexes on Prestel page 199. They will show you what's on Prestel, and

you can use most of the entries as "keywords", to get straight to the subject or information provider you want.

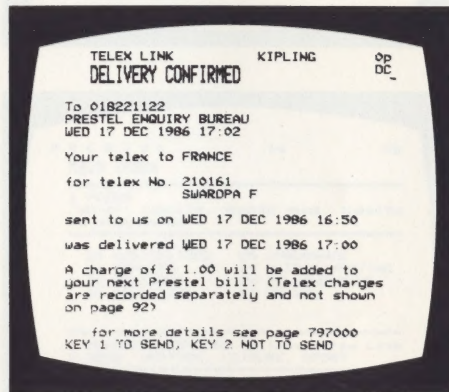
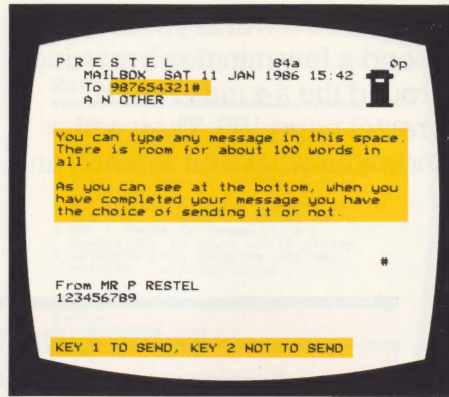
RECALLING INFORMATION

"Pagemarker" enables you to mark up to five pages during your call to Prestel and fetch them at anytime without remembering the page number or keyword. To mark a page you simply key ***S followed by your personal designation up to eight characters long.**

Finish with a #. You can then fetch that page by keying ***F (name) #** at anytime. Prestel deletes your pagemarks when you end your call, but if you wish to delete them during your call key ***D (name) #** or ***D ALL #**. To see all your current pagemarks use ***F ALL #**.

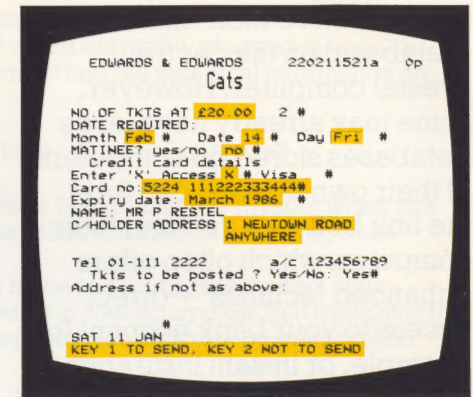
Using Mailbox is easy. To 'address' it enter the Prestel **ACCOUNT NUMBER** of the person you wish to contact (a directory is on page 486) then #. Prestel confirms the name of the account owner. There are numerous types of Mailbox frames, some like greeting cards and others blank **for your own message**. Again finish with a #. Follow the **instruction at the bottom of the page**. All customers are advised of waiting messages when they connect (remember the welcome page?) but you can check for them at any time by keying *930#. You will be asked to delete or store your message (up to five can be stored, and seen anytime on page 931). Full instructions are routed from Prestel page 7.

Telex Link enables you to send telexes worldwide, and receive them too. You use it just like Mailbox, except that to 'address' it, you enter the recipient's telex number. Someone sending you a telex addresses it with the Telex Link number and quotes your Prestel account number in the text. Telex Link then forwards it to you as a Mailbox message. You can find full instructions on Prestel page 8.



Response frames are similar to Mailbox in as much as you **enter details** and **press #** after each until complete. But the message goes direct to an IP, who collects it just as you collect messages.

The most common use for such pages are goods ordering, theatre/hotel/flight reservations and competitions.



Most IPs store their information (database) on the central Prestel computer. However, some may already have large databases stored on computers of their own. Prestel can form the link between you and their computer, which often offers enhanced facilities – direct access to your bank account for example, or instant insurance or mortgage quotations. You access the IP's computer (often referred to as EC, for external computer) via a Prestel Gateway Page like the one shown. Pages and commands are usually similar to Prestel's, but you will notice some differences. Unfamiliar messages on the bottom line, for instance. Some Gateways are open to all Prestel customers, to see others you may need to pay an additional subscription or be a member of a particular profession.



Problems accessing Prestel

- If you cannot get through to Prestel:
- is your equipment wired correctly, plugged in and switched on? (You may find the technical information on page 18 useful.)
 - is your phone working OK for normal calls?
 - can you hear datatone (a high-pitched whistle) when you dial the Prestel telephone number on your telephone?

If the answer to all these is YES, please contact your equipment supplier. It is your equipment that translates the tone from your telephone into a picture on your screen.

If your phone isn't working, contact your local BT engineer.

If you do not receive the datatone, check the Prestel access number on your registration document then with Prestel Enquiries on 01-822 1122 if necessary (during office hours Monday – Friday only).

Problems using Prestel

If you successfully connect to Prestel and it does not recognise your CUSTOMER IDENTITY or your PASSWORD, please contact Prestel Enquiries on 01-822 1122, (during office hours, Monday – Friday only). NB: If your ID is stored in your set and sent automatically, check that it has not become corrupted. If it has, you will need to re-program.

If the page appears jumbled up – key *00 to clear.

If the route on a page doesn't work – report it to the IP (see page 33338 on Prestel).

If a page number or keyword does not exist – check the A-Z index on page 199 on Prestel which reflects the latest list of topics, IPs and available pages.

If your name and/or address appear incorrectly – tell Prestel Enquiries via Prestel page 333334.

If you're at all confused and you cannot find the answer you need on Customer GuideLine (Prestel page 333), phone Prestel Enquiries on 01-822 1122, or send them a message via Prestel page 33333.

WE'RE HERE TO HELP YOU.

Charges for Prestel may be incurred in four ways.

1. Telephone charges

Each call to Prestel is connected through your phone in the normal way. It cannot be identified separately from all your other dialled calls and will be charged to your telephone bill in the usual way. REMEMBER – during the cheap rate period a local call to Prestel is just 51p per hour. At present over 99% of UK telephone users can access Prestel at local call rate. If you do not know which rate applies to you, there is a list on page 33311 on Prestel.

2. Prestel Standing Charge

All customers pay a standing charge each quarter. With effect from 30 March 1985, the minimum standing charges are:

for UK residential customers	£6.50 per quarter
for UK business customers	£18.00 per quarter
for overseas customers	£50.00 per quarter

(In addition to the Prestel Standing Charge, Subscription charges are payable for some 'special' services available on Prestel, e.g. Micronet)

3. Time charge

This charge applies when connection to Prestel is made during a standard rate period (not to be confused with similar periods for telephone charges). Effective 30 March 1985 the standard rate periods and applicable charges are:

0800 – 1800 (UK time) Monday to Friday	6p per minute
0800 – 1300 (UK time) Saturday	6p per minute

ALL OTHER TIMES ARE FREE OF PRESTEL TIME CHARGE (These rates may not be applicable to members of some 'special services'.)

4. Frame charges

This optional charge is set by the Information Provider (IP) for the page selected. Indexes and directories carry warnings of page charges. The charge is also displayed on the right-hand end of the top line of each page. You will notice that most pages are free.

Items 2, 3 and 4 are rendered in a PRESTEL BILL sent quarterly in January, April, July and October, The standing charge is payable in advance and the usage in arrears.

From 1 September 1987, charges related to many 'special' or restricted services on Prestel are subject to VAT at 15%.

Using Prestel economically

- Here are a few tips to help you to use Prestel economically:
- Make a note of regularly called page numbers.
 - Use your equipment efficiently – for example a printer will enable you to study information at your leisure.
 - Read price warnings carefully, particularly on quizzes and games – there may be several pages involved and each one charged separately.
 - Do not key random numbers – you might run up frame charges even if you don't want to see the information.
 - Key page numbers carefully, Prestel does not refund your mistakes.

If you genuinely get misrouted to a chargeable page without warning, note the index page number that took you there and report it (via page 33338 on Prestel) immediately. This report goes direct to the IP who owes you the refund. Take too long and your complaint may not be verifiable.

Paying your bill

There are several ways to pay your bill but, please, NOT with your telephone account, we operate as a separate 'company' within British Telecommunications plc.

1. 'Direct debit' through your credit card or bank.

Terms and conditions: You sign a form of authority (enclosed in this book) for your credit card company or your bank to settle amounts due to us when requested. You will always be advised of the amount and date of the debit about 14 days before it is due. You are free to cancel the instruction anytime by notifying us and your bank. Should any error occur, the bank will make immediate reimbursement.

Similar safeguards apply to payment by credit card except that ALL correspondence is direct with us, not through the credit card company. Detach and complete the enclosed form, section A or B as appropriate and return to us as instructed.

2. By credit card

You can make "on-line" payments using your Access or Visa card. Simply complete the response frame on Prestel page 333420.

3. By post direct to us

We accept cheques, crossed postal orders and special Prestel vouchers but NOT vouchers/credit notes issued by BT against telephone accounts.

**Paying
your
bill
continued**

4. **Giro transfer**
5. **Over the bank counter**
Cash or cheque presented with the account counterfoil.
6. **In a Post Office**
 - a) by Transcash
 - b) by cheque, but make payable to Post Office NOT Prestel

Where applicable, please make sure that the counterfoil is always surrendered. Failure to do so could result in the incorrect allocation of your payment. Prestel account numbers are nine-digits long. Please ensure your computerised accounting system, if used, quotes the full number if you do not supply the counterfoil.

**Prestel
Focus**

Prestel Focus is the 'magazine' of Prestel. Focus will show you the most useful, entertaining and topical pages from the thousands available on Prestel.

Focus will flash you the news when something exciting happens; bring you the latest score from the test match; let you read the latest film reviews; tell you what's on in the theatre and where and even enable you to book tickets on the spot. Focus also runs an area called Spotlight, where we will expose parts of Prestel that other features haven't reached! Things like which car to buy and how to win the money to buy it; whether the trains will run on Bank Holiday or the climate in your holiday resort. There's much more to see in Focus on page 123 on Prestel.

**Prestel
Message
Services**

All customers have access to the full range of Prestel's message services.

Mailbox allows any user to send a short message to any other user in moments. Messages can be composed by the sender, or chosen from a range of over 400 standard messages and greetings for most occasions. A directory of Mailbox users is on Prestel page 486.

Response frames are message pages that are automatically sent to the Information Provider that owns them, and are mostly used to collect orders and bookings from users.

Telex Link converts a Prestel message into a telex and dispatches it to the nominated telex number worldwide. Incoming telexes quoting a customer's account number are redirected to that customer's own Mailbox.

**Prestel
CitiService***

Prestel CitiService provides up-to-the-minute information from the world's financial centres for investment advisers, commodity and foreign exchange brokers, financial decision makers and active private investors. It comprises a number of services providing customers with continuously updated stock market and commodity prices, foreign exchange and interest rates, unit trust prices, news and analysis as well as management and advisory programmes and on-line share ordering.

For charges and more information call 04862 27431 or Mailbox on account number 014287418

*Additional Subscription Charge payable for part or all of service.

Banking*

Banking facilities are provided on Prestel by the Bank of Scotland's Home and Office Banking Service and by the Nottingham Building Society's Homelink. Comprehensive banking facilities are offered seven days a week and almost around the clock. Any Prestel customer may join. The principal services are access to full account information, standing order details, payment of bills, inter-account transfers plus, for business customers, cash management functions.

For more information and charges call 031-442 7400 or 01-822 4100 – Mailbox on account number 319993020 for the Bank of Scotland. For the Nottingham Building Society call 0602 419393 or Mailbox on account number 014342551

Prestel Micro-computing*

Prestel Microcomputing offers the home microcomputer user a world of information and interaction, plus a huge library of software. Hardware and software reviews, lively comment, readers' letters and daily microcomputing news are also available.

You can edit your own pages on Prestel, swap ideas and opinions as well as 'chat' to thousands of other Prestel Microcomputing customers. Games, educational and other programs – both free and for sale from top software houses – can be automatically 'downloaded' from Prestel straight into your micro.

Prestel Microcomputing incorporates services from Micronet 800 and ClubSpot 810, two of the most popular IPs on Prestel.

For more information and charges call 01-278 3143. or Mailbox on account number 819995402.

British Telecom Travel Service*

British Telecom Travel Service operates two databases, one exclusive to travel agents and the other open to all Prestel customers.

The service to travel agents includes on-line reservations, late availability holidays and a central source for the wealth of detail that a travel agent needs.

For more information and charges call 01-822 1144.

The travel service for other customers covers flight arrival/departures, health and visa requirements,

exchange rates, brochure ordering, car rental and late availability holidays plus much more. Look up any aspect of the service from the front page 747 on Prestel.

Prestel Farmlink*

Prestel Farmlink is a comprehensive farm management service, designed to help farmers make the most of their own experience and judgement. The information covers latest news on crop problems, market prices, weather and pest warnings. Using Prestel's Gateway service farmers can calculate weekly wages and ration formulation analysis without needing a computer.

For more information and charges call 0823 71123 or Mailbox on account number 082371123.

Prestel Education*

Prestel Education provides specialist courses and careers services to help students decide what to do when they leave school or college. The service also offers up-to-date information and advice on the use of computers and Information Technology and includes a database of top-quality educational software.

Although designed mainly for schools and colleges, the service will also be of interest to concerned parents, their children and all those interested in further education.

Schools and colleges and other educational establishments can subscribe to Prestel at a discount rate below standard charges.

For more information and costs, call 01-822 1012 or Mailbox on account number 015834128.

British Telecom Insurance Services* (BTIS)

BTIS consists of a range of complementary products – Delegate, Optionline and Mediat. They are designed to help insurance intermediaries of all types to offer their customers a more professional service. Features include instantaneous 'on-line' quotes from a growing number of major insurance companies, and access to a wide range of financial information sources.

For full details and charges call BTIS Sales on 01-822 1160.

USEFUL COMMANDS

These commands are explained more fully on Prestel page 3331015.

*0#	Returns you to the start of the Prestel service.
*number#	Takes you directly to the page number specified.
*keyword#	Takes you directly to the subject (index) specified.
#	Takes you forward when appropriate.
*#	Returns you to the previous page in strict sequence (can be repeated three times) with frame charge if applicable.
**	Cancels any input (use to correct keying errors).
*00	Will re-display the page free of charge.
*09	Updates the page (and charges again if applicable).
← or . (full stop)	Deletes letters or numbers keyed in error.
*L#	Repeats the previous command, whether keyword, pagemark or page number.
*/	Repeats the previous keyword.
?	Corrects a command corrupted by line noise.
*S/*F/*D	See page 7.
*02	Disconnects from any Gateway service.
*90#	Disconnects from Prestel with 'messages waiting' prompt if appropriate.

CONTACT POINTS

Contact IPs	See Prestel page 1984 for an index of IP response frames, or check the IP's front page for their address or telephone number.
Contact other customers	See Prestel page 486 for a directory of customers available via Mailbox.
Contact Prestel	Whatever your Prestel problem, Prestel Enquiries can help. Send us a message via Prestel page 33333 for a prompt reply, or if you do need to ring or write: Prestel Enquiries, Telephone House, Temple Avenue, London, EC4Y 0HL. Telephone 01-822 1122 (Office hours, Mon - Fri).

USEFUL NUMBERS

Prestel Customer Guideline	*333#
Index to "on-line" instructions	*333103#
Password changing	*920#
Account number and name and address	*102#
Prestel main index	*1#
Prestel Enquiries - send them a message	*33333#
Prestel computer access numbers	*33311#
Telex Link index	*8#
Message Services index	*777#
Shopping and booking index	*6160#
New messages waiting for you	*930#
Stored messages	*931#
Prestel Focus	*123#

Methods of Payment

Complete the shaded areas in either A or B below



Prestel

Telephone House
Temple Avenue
LONDON EC4Y OHL

A Credit Card Authorisation

I authorise Prestel until further notice, in writing, to charge my *ACCESS/VISA account unspecified amounts in respect of my quarterly charges.

Name as on Credit Card	PRESTEL A/C No.																				
Address																					
																		Postcode			

*ACCESS/VISA NUMBER																				
---------------------	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

I have read and accept the terms and conditions.

Signature																			Date
-----------	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	------

*Delete as applicable

B Instruction to your bank to pay direct debits

Please complete parts 1 to 5 to instruct your bank to make payments directly from your account. Then return the form to A. Frost, Prestel, Telephone House, Temple Ave, London EC4Y OHL.

To the Manager	Bank

1 Please write above the full postal address of your bank branch

2 Name of account-holder

3 Bank account no.																				
--------------------	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Banks may refuse to accept instructions to pay direct debits from some types of account except current accounts

4 Prestel account no.																				
-----------------------	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Prestel identification no. 926048

5 Your instruction to the bank, and signature

I instruct you to pay direct debits from my account at the request of British Telecommunications plc—Prestel.

The amounts are variable and are to be debited quarterly on or just after 21st Jan/Apr/July/Oct.

Date of first payment on or within a month

from 21st		(month)	19
-----------	--	---------	----

I understand that Prestel may change the amounts only after giving me prior notice.

I will inform the bank in writing if I wish to cancel this Instruction.

I understand that if any direct debit is paid which breaks the terms of this Instruction, the bank will make a refund.

Signature/s

Date

PRESTEL, A/c no.																				
------------------	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

To: Mr A Frost
British Telecommunications plc
Prestel
Telephone House
Temple Avenue
London
EC4Y OHL

FOR BANK USE ONLY

Branch title

Sort Code				-				-			
-----------	--	--	--	---	--	--	--	---	--	--	--

A/c no.																				
---------	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

A/c name
(Maximum 18 characters)

Direct debits in respect of our customer's Instruction under the reference number quoted should be made out as above.

For	Bank
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Manager

Date



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1 September 1987