

Prestel OFF LINE

A newsletter for customers

Dear Customer,

Hello, and a Happy New Year to you all.

1987 will be a year when, more than ever, we will be working to make Prestel a service you'll be proud to be part of. We'll be casting an eye over all our activities — paying special attention to customer care — to see just where improvement might be possible. So don't be surprised if you're called upon to 'help with our enquiries'. It's your opinion of the service that is all-important — you set the goals we aim to achieve. Our first item this issue provides a perfect example of a service improvement brought about by customer demand:

Out with the old...

A victim of its own success, the present Telex Link is soon to be ousted. Designed for a moderate way of life, it's found ever-increasing popularity a bit of a strain. So, go it must, to make way for an all-new and considerably sprightlier Telex Link. The new service will feature more telex lines, faster delivery times and better instructions and help facilities, to make sending telexes via Prestel even easier.

The new Telex Link number will be **934999 TXLINK G**. Used in the correct way (see our pages), it allows you to receive incoming telexes, and to offer a telex contact point on business letter heads. Full details and the launch date will be released soon, so keep an eye on page 8 for the announcement.

***8# for Telex Link**

Winter Warmers

As the long nights and short dull days drag endlessly on, it's no comfort to realise that the worst of winter is still to come!

So, why not revive your flagging spirits with a little something to look forward to? Prestel Travel offers a whole host of holidays and short breaks — whether sightseer, skier or sunworshipper, there's bound to be something to suit your pocket and your diary.

You can check holiday and flight availability, and if you're really in a hurry, our late-availability information means it's never too late to sort out something special.

***747# for Prestel Travel**

On course for a bright future

Prestel Education's course information services, POLYTEL and ECCTIS, have proved to be a huge success. During the two weeks following the release of the A Level results last August, they received around 30,000 enquiries. School leavers who hadn't managed the grades they needed for their first-choice college or

university were able to find suitable alternatives among the comprehensive course listings these services offer. ECCTIS currently holds information on over 30,000 courses at all colleges, polytechnics and universities throughout the UK, while POLYTEL specializes in polytechnic courses, and enables students to see at a glance where there are vacancies.

For more about these services *888#

Keep them coming!

By the time you read this it will be time to say a Happy New Year to all Focus readers! It's also our first birthday, so it's time to say thank-you for all the support you've given us in our first year and for all the ideas you've sent in. If you haven't already talked to us about what you

want to see in Focus, now's your chance. Simply key 123992 and let fly with your suggestions!

Focus is starting the New Year with lots of new things to make your life easier and better-informed, whether you're at work or home, so keep an eye on page 123 — there are lots of surprises coming up!

***123# for Focus**

Search me!

The quarterly Prestel directory is very useful but, like all printed material, it rapidly becomes out of date.

Our 'on-line' A-Z index, on the other hand, is updated daily and shows new topics and IPs as soon as they're added. So if you can't find what you're after in the directory, or a number it lists doesn't work, remember to check the A-Z. If it's not in there, it's not on Prestel!

***199# for the A-Z Index,**

Happy keying,



Dave King
Prestel Customer Relations

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