

# Prestel OFF LINE

A newsletter for customers

## Dear Customer,

Here's another selection of newsworthy items culled from the fast moving world of Prestel. Although all the following will be of interest — what with special offers, new services and even better customer care arrangements — the first item is of particular importance, and deserves your undivided attention.

## For your eyes only

Afraid I'll have to start on a more serious note than usual. Our security people have been very concerned recently over customers receiving bogus messages and telephone calls, purporting to be from BT or Prestel, asking them to disclose their identity numbers and passwords. Prestel or BT will NEVER ask for your identity or password. Anyone requesting them is NOT GENUINE and should be reported to Prestel immediately on 021-233 2749.

Giving these numbers to anyone else could reasonably be compared to handing over your credit card and PIN number. In both cases you invite a spending spree at your expense. Unscrupulous use of your account could result in a very large bill — for which you would be liable. The safe-keeping of your identity and password is your responsibility, as are charges incurred by your account. Keep them PRIVATE — or you may end up paying the price.

**Those Prestel numbers \*333102#**

## Oh no, not you again!

This all-too-common attitude is NOT how you'll be greeted if you need to call Prestel. Our aim is 100% customer contentment, and staff in the newly

formed Prestel Enquiry Bureau will be helping us to achieve it. Their job is to make sure your questions about Prestel are answered, and if they can't help directly, they'll know who can. The Bureau is open Monday–Friday 9am–5.30pm, so, if you've got a 'Prestel problem', ring 01-822 1122 — we're just a phone call away.

Mind you, the chances are the information you're after is already on Prestel. Customer Guideline (page 333) is just what it says, a 24hr a day 'guideline' offering help, tips and advice on using Prestel. It replaces existing information on Customer Relations, Customer Service and Billing pages, and will shortly feature a detailed a-z index. There is also a comprehensive 'message to Prestel' section (page 333) for problems, comments and suggestions — useful for those times when the Enquiry Bureau is shut.

**Why not make a note now —  
01-822 1122 Prestel Enquiry Bureau.  
\*333# Prestel Customer GuideLine.**

## Get in touch

Are you staying in Focus? If not you'll have missed the chance to order everything from books to perfume. You won't have been the first to know about the budget, the Ideal Home exhibition or the latest scores from the West Indies. But it's not too late ... during the next few months we will bring you up-to-the-minute reports from Wimbledon, the Test series, the World Cup and the Derby. We'll deliver to your Prestel terminal features to inform, amuse and divert you. So, if you didn't donate your birthday to Leap Year Aid or send your loved one a Valentine, we will be asking you to participate in some other enterprising scheme — and you can join in then! On a more serious note, we will keep you up to date on the latest world news and give you guided tours of all the best information on Prestel.

We hope we are covering topics that interest you on Focus, but we'd like suggestions from you too. Please mailbox



us on 018221313 or send a message on page 12391. We look forward to hearing from you soon, Sanchie & Jane — Focus Editors.

**Stay in Focus and keep reading \* 123#**

## Prestel delivers the goods

Bad news for those who like the Saturday crush at the supermarket. Telecard Supershop, the latest addition to Prestel Teleshopping, offers customers in five London boroughs armchair-ordering of all those items they'd expect to find in their local supermarket, including an excellent selection of fresh meat and vegetables. Featuring deliveries six days a week — free for orders over £35 — it offers shoppers a real alternative to the supermarket scrum.

**For Telecard Supershop \* 654#**

## Easier office banking

The Bank of Scotland has now launched its new Office Banking Service. Designed to help in a range of banking operations from the home or office — including bill payment, checking accounts and transfer of money between accounts — it enables office bankers to delegate some aspects of their account's management to their cashier or secretary.

There is also a cash management option which, as well as allowing assessment of the company's real cash position, can be used in conjunction with the HOBS investment account, which accrues interest on a daily basis.

**For more about this service \* 3951#**

## No time for schools on Prestel

Well, not for six months, anyway — because Prestel is supporting the Department of Trade and Industry's offer

of free modems for secondary and middle schools using microcomputers, with the offer of unlimited access to Prestel for only £40 — the cost of six months subscription to the Prestel Education Service. Prestel will waive all time charges incurred by schools for a period of six months, between March 28 and September 27.

The Prestel Education Service offers access to special education services and a host of educational related information — for children, teachers and of course, parents. Is your children's school subscribing to the Prestel Education Service?

**For Prestel Education \* 888#**

## Better Telex Link

If you use Telex Link, you don't need to be told about the benefits the service offers. Its low cost, convenience and simplicity are already known to you — and many others. So many others, in fact, that the demand has surprised even us!

As a result we are making a major investment in a new Telex Link System, to be ready in September. This will make sure we can give you the service you want, no matter how many others catch onto a good thing!

**For Telex Link \* 8#**

## Final reminder...

Off Line can only bring you news of a few of the new services and changes on Prestel. To keep right up to date with what's going on

**\* 170# for 'What's New' daily**

**\* 6565# for 'Newsframe'**

and don't forget, keep your password safe and change it regularly on all computers

**\* 920# to change your password**

Happy Keying,



Dave King  
Prestel Customer Relations

April 1986





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## *Dear Member*

We thought it might be a nice idea, as it was our Third Birthday this March, to send all of you a letter just to let you know what's being planned for the future and the kind of things you can expect from Micronet in the coming year.

Firstly, you may like to know of two very important personnel moves. Simon D'Arcy ("BIGGLES" to some of you) has become our Publisher. His objectives are to work closely with Prestel and B. Telecom to ensure that Micronetters can take full advantage of innovative software enhancements to the mainframes – as well as negotiating on behalf of Micronet for extra perks like a proposed discount travel facility for members.

Taking his place as Editor is the well-known and oft loathed (I mean loved) Sid Smith who was previously Deputy Editor. Sid's main objectives are to continually enhance the variety of information services, and to develop more interactive areas on the database.

The past year has seen many new developments, the most exciting of which are doubtless **Starnet**, **Bizznet**, and the new **Quickchat** lines. The Chatlines are one of the most popular areas of Micronet, with access figures in excess of 3.5 million every month! One of the busiest areas of the new Chatlines was Gayline, and we are presently looking into a Closed User Group for our Gay members, providing them with "privacy" and preventing accidental entry into an area which may not be to everybody's taste. We should have something concrete on that by the end of April.



As for Starnet, Mike Brown the Technical Director tells me that there was very nearly an overthrow in the Universe in the first week of March with JEMAL plotting the death of the reigning Emperor. Frankly, I don't understand how you even play the game (it's a bit over my head) let alone the politics involved, but by the access figures we've got for Starnet, there are an awful lot of ruthless, powercrazed fiends amongst our members!

Earlier, I mentioned that Simon D'Arcy will be looking at ways in which we can provide additional benefits for Micronet members. One thing we've already arranged is an ACCESS and VISA facility for the Softshop area, which means that we can demand a greater discount for you. And it won't be long before Quickchat lines will be displaying up to four messages on screen at the same time, so that conversations are easier to follow. It's in areas like these that we shall be concentrating.

To those of you that took the time to read this short letter, may I just add one thing. Micronet, for me, is one of the most exciting companies I've ever had the pleasure of working with. The whole concept behind what we are doing is, as I'm sure you'll agree, not only innovative, it's the way of the future – not just for micro enthusiasts, but for the country as a whole. What makes it so special however, are you, its members, from whom we gain our inspiration. Micronet exists to serve you – it's YOUR database – and it is you who have made Micronet the largest and most popular network in the U.K.

Thank you for your support.



PETER PROBERT  
Public Relations Manager