

Prestel OFFLINE

A newsletter for customers

Dear Customer,

Summer seems to be saving itself for better things as I write this intro, but with a bit of luck by the time you read it, might have decided to put in an appearance. If not, stay indoors and go sunshine seeking with Prestel Travel, or if you're just too tied up with business to think about holidays, maybe the new service from BTIS and Infocheck will speed things up and leave you with time on your hands? But first...

Bulletin Boards -beware

You've probably seen telephone numbers advertised for 'Bulletin' or notice boards, which you can access using your Prestel equipment. Various types (and qualities!) of service are offered but, before you dial, bear in mind that they're NOT run by Prestel. So we have no control over how they are set up or operate.

Now, some Bulletin Boards use a 'connection' tone just like Prestel's, so if you've programmed your equipment with both 10 digit identity number (ID) and password, it will send them automatically as normal; and the Bulletin Board computer *could* record them without you knowing. A mysteriously high bill might be your first indication that someone else is using your account.

The answer is simple, and recommended even if you don't use Bulletin Boards. Program equipment with your ID ONLY. Input the password manually. It also ensures that no one else with access to the equipment can make unauthorised use of your Prestel account.

We've made Prestel a very secure system. There are over 15 million combinations for the 4 digit personal password alone! Add that to your 10 digit ID and the odds against anyone truly 'hacking' your account are enormous.

So, take security as seriously as we do.

Keep your ID safe, and don't forget to change the password regularly.

***920# to change your password**

Go for it!

Late starter in the Holiday Booking Race? No problem! With what Prestel Travel has to offer there's still plenty of time to be a winner. Like our brand new Late Availability index, which lists over 100 sources of package and flight-only holidays. Or if you prefer to make your own holiday arrangements, we've got fares and schedule information for over 80 airlines and 20 ferry companies, BR timetables and fares, and coach travel information. That's not to mention car hire, visa requirements, world weather, exchange rates, duty free...and much much more.

In short, we've got everything you need to make your holiday at home or abroad a complete success!

For Prestel Travel *747# (or *470# if you're an ABTA travel agent)

Quicker quotes

Prestel has yet again proved to be the key to providing substantial improvements within a major industry. It is being used to provide two of the services — Delegate and Optionline — offered by British Telecom Insurance Services (BTIS). BTIS, launched 9 June 1986, is aimed at insurance intermediaries of all kinds, and will help them give their customers a better presented and more professional service — including virtually instantaneous 'on-line' quotations from (currently) 27 leading insurance companies!

The third service, Mediat, allows brokers direct access to insurance companies' computers via their office micro.

So next time you visit your broker, the chances are he'll have all the answers to your questions right there at his fingertips!

If you are an insurance intermediary, and want to know what BTIS can do for you, Andy and Sandra on 01-822 1097/1213 are waiting for your call.

Thank you from Focus

Focus is now six months old and has become a very popular and well supported part of Prestel. As you know, Focus is aimed at all Prestel's customers and you have taken us to your hearts and keyboards.

We know that your support is vital, so we're taking this opportunity of letting you know what you've done so far.

The winner recently has been Sportaid — we asked you to donate 50p and you've come up with over £1000!

As you read *Offline*, the World Cup will be reaching a climax — naturally not without your best wishes to the British teams, which you sent in for us to forward on your behalf.

You're also getting involved with Hobby-spot and pursuing your own special interests through Focus — while on a more serious note, over 1000 of you gave us your views on the Libya raid. During the summer we'll cover cricket, the Commonwealth Games, and Wimbledon, but we won't forget the serious issues. We'll ask for your opinion on topical matters and events, as well as bringing you the latest news, features, entertainment and weather, in addition to a few surprises! Thanks for your support so far and remember...

key *123# to stay in Focus!

Risky business?

Prestel can now help you cover commercial risks involved in dealing with new customers or suppliers. The new and unique service provided by Infocheck offers instant 'on-line' access to credit assessments and analyses of over a million limited companies in England, Scotland and Wales!

Reports on companies in most major countries are also available, and can be on your desk in just one week from the date of your request.

Complemented by news services detailing liquidations, receiverships, companies for sale and accountancy news from *Accountancy Age*, we're sure Infocheck will prove to be a major plus for the business person with Prestel.

For full details about Infocheck *343#

News from down udder

Information held on the Milk Marketing Board's main computer will soon be available to dairy farmers subscribing to Prestel Farmlink.

Detailed information relating to their

farm, as well as dairy industry news, advice and computing facilities, will help them to keep an accurate eye on whether Daisy and Gertrude are earning their keep. The service will be launched in July, and should prove to be a truly 'moo-mentous' step forward for farmers on Prestel.

If you are a farmer and would like further details about this service, please contact Farmlink on 0823 71123.

Working well!

Our Enquiry Bureau has been open for several months now. We thought we were doing a good job — and we're happy to report that you do too! Quite a number of you have taken the trouble to tell us you've found us helpful and interested when it came to sorting out any 'Prestel problems' you might have had.

And what about Customer GuideLine? With well over a quarter of a million accesses in its first month we're sure you're finding it useful — particularly the 'Contact Prestel' pages (*3333#) when you've needed to get in touch outside office hours. And the new Billing pages on *33312# will be a big help if you've any queries about your Prestel bill. By the way, let the editor know (route# from *3331#) if you *don't* find the answer you're looking for, that way we can make sure GuideLine really does help you get the best from Prestel.

Prestel Enquiry Bureau 01-822 1122
Prestel Customer GuideLine *333#

The horse's mouth

Mention the word Prestel to the average journalist and you're virtually guaranteed a reply along the lines of "Great idea, but oh dear...". Well, we're biting back! The May-June edition of *Tele-link* carries an article by our General Manager, Graham Jones, in which he answers some of the pet criticisms aired at regular intervals in the national press. His message is simple. Prestel is a success. And we intend to build on that success by continuing to offer our customers exactly what they want.

So, next time you visit your newsagent, pick up a copy of *Tele-link*.

It'll give you the facts — not speculation — about Prestel.

Until next issue,
Happy keying,

Dave King

Dave King
Prestel Customer Relations