

Prestel

OFFLINE

A newsletter for customers

Dear Customer,

Winter's on its way, and if thoughts of early frosts and overcoats leave you feeling chilly, why not curl up in front of the fire and check out some of the latest additions to Prestel. Get to grips with the new fun way to stay in touch with share prices. Or what about beating the Christmas gift rush with some well chosen bargains from Prestel Teleshopping? For when you do have to brave the elements, Focus will be helping you to avoid the delays and problems inherent in winter travel around the UK. However, let's start by ...

Solving your problems

From the beginning of the year new Prestel subscribers have received a Customer Handbook. (Longer standing customers can request one on *33370#). Full of invaluable advice and information on how to get the very best from Prestel, it complements the already popular Customer GuideLine pages on *333#. Together they offer you an effective personal 'enquiry bureau' – at your fingertips night and day, both on and off 'line' – including whom to contact (and how) if you've a particularly tricky problem. In fact, they've proved so successful that you're not needing to call us nearly as often as you used to, so we've been able to dispense finally with the Freefone services. Of course, for those times when there's just no substitute for a friendly voice, staff in our Enquiry Bureau will be only too pleased to help personally.

Prestel Enquiry Bureau 01-822 1122
(Office hours Mon-Fri)
*333 # for Customer GuideLine

Get in league with us

147 teams, 70 matches a day (Mon – Fri) whatever the weather, and top names all the way. Cheer your side on or see if you can pick the next league winner. It's fun, it's informative and it's NOT football.

It's the new and unique way to follow share price movements, brought to your Prestel set by Polyshare and called The Stock Market League.

It'll keep you right up to date with the top companies' market performance, and, to make sure you stay on your toes, there are competitions and prizes too.

***721 # for The Stock Market League**

Go by FOCUS

Now that you've all got used to the Focus magazine service, we thought we'd add something new to help you through the approaching winter months. Keep a weather eye on our pages during the next few weeks for a new travel and transport section, which will give you some idea of delays and problems you might face travelling around the UK by various means. For more details – well, you'll just have to stay in Focus!

***123 # for Focus**

more overleaf

The 'key' to your comfort

Shopping from the comfort of your own home is an established part of Prestel life. Indeed, it's now so popular that we've introduced a new Teleshopping Index. It's designed to guide you quickly and easily around the vast range of food and dry goods available via Prestel for delivery to your door.

There are sections to keep you up to date on new products, services and general shopping news, and special offers – with minimum discounts of 20% for items under £100 and 10% for more expensive purchases – highlighted daily.

So, forget parking problems and the High Street bustle. Sit down, relax, and go Teleshopping. It's never been easier!

***6160# for Prestel Teleshopping**

Wails from Wales?

Not any more, because all customers in Wales now have access to Prestel for the price of a local telephone call. This latest extension to our access programme means that 99% of our customers can now send messages, and browse through well over a quarter of a million pages of information, at local call telephone rates.

Those of you living in areas which still don't have local call needn't worry. 100% is the goal we're going for, and that remaining 1% is now firmly in our sights!

***33311# for a full list of access codes**

Password Poser

Has it ever happened to you? You dial a Prestel computer, punch in your identity number (id) or password, and Prestel responds with "Wrong customer id/password – please rekey". Infuriating isn't it? You know it's the right number – it worked fine yesterday!

Well, interference or 'line-noise' on the telephone is a common cause. Key ** and try again. Or if your password is in letters rather than numbers, take care to enter upper or lower case as appropriate. Ids stored in your equipment can become corrupted. Try reprogramming following the manufacturer's instructions (but NEVER store your password as well).

If all else fails, contact Prestel Enquiries. They'll soon have you back on line. By the way, keep your id safe, and don't forget to change your password regularly.

***920# to change your password**

Don't miss out

There are new additions to Prestel every day. To make sure you don't miss them

*170# for 'What's New' daily
and when you leave Prestel

*90# to disconnect and pick up any new messages.

Happy keying,



Dave King
Prestel Customer Relations